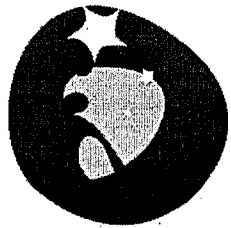


The Learning Community
for person centered practices

EXAMPLES

Person Centered Thinking

Day 1 and Day 2



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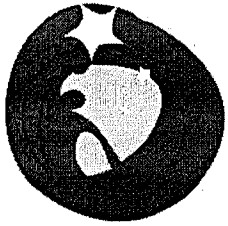
What we have done to address Liz's malnourishment

What have we Tried	What have we learned	What are we Pleased about	What are we concerned about
<ul style="list-style-type: none">● Healthy frozen meals● Daughter cooking a week's worth of food for her● High protein shakes 2x a day	<ul style="list-style-type: none">● She doesn't like processed food● Will almost always eat daughter's home cooked food● Protein shakes work really well● If she is having a really bad day, might only drink one shake at best	<ul style="list-style-type: none">● She is steadily gaining weight● Found at least two options that work for her● She is committed to eating when she can	<ul style="list-style-type: none">● Stress on daughter to cook and drive 5 hours round trip every weekend● Only eating once a day● Will lose appetite again if depression comes back

+1: Keep doing protein shakes; find someone local to cook occasionally; keep asking "what did you eat today, not just "did you eat today?"

Charlie's Learning Log

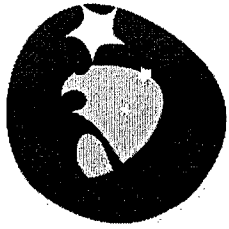
Date	What did the person do? (What, where, when, how long, etc.)	Who was there? (Names of staff, friends, others, etc.)	What did you learn about what worked well? What did the person like about the activity? What needs to stay the same?	What did you learn about what didn't work well? What did the person not like about the activity? What needs to be different?
3/1	Hillsboro Aquatic Center for hot tubbing (2 hours)	Charlie, Aaron, John, Trina and two strangers	He liked the long warm soak part. The hot tub temperature is set at 104 degrees, which is not too hot for Charlie. Charlie especially liked floating on his back with Aaron's support. We saw lots of smiles and a very relaxed Charlie.	Charlie did not like getting rain on his face when we were getting in the van. We need to take an umbrella when we go out on rainy days. The lift was not available when we arrived at the center. Call ahead next time. (503-648-9884)
3/4	Fishing at Hide-a-way resort (2.5 hours)	Charlie and Aaron	He liked catching the trout and got so excited he didn't want to leave. Charlie liked the hot cocoa + cookies we shared.	We need to figure out a way for Charlie to hold his pole more on his own.
3/5	Neighborhood walk (30 min)	Charlie, Trina, Aaron	Charlie likes to greet the dog at the corner of 5th and Hwy. We stop for about 10 minutes each time we walk.	Today we tried to go a different way. Charlie was not happy. When we turned around and went down 5th 1st. Take a dog biscuit next time!
3/5	Reading with his new glasses (1 hour)	Charlie and Mrs. Endicott	Mrs. Endicott and Charlie read a fishing magazine "Northwest Fishing". He loved having Mrs. E. to himself for a little while! They had lunch together also. The glasses really help Charlie see the pictures.	He was not interested in the car magazine she brought. Not sure if it was because he was hungry or because he wasn't interested in cars.
3/6	Shopping in downtown with a walk (1.5 hours)	Charlie, Don, and Judy	Charlie got very excited and yelled out a few times when we were looking at video games, at Electronic Salon. A woman in the book store took special interest in Charlie and helped us find books on fishing (at Dolhaus).	Construction at the mall downtown (Pioneer Square) made our time not as fun. There were lots of detours + narrow paths and the smell of some fumes made Charlie's eyes water and caused some discomfort.



PCT Trainer Candidate's Learning Log

Using the learning log to replace typical progress notes

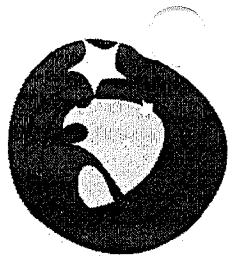
Date	What did the person do? (What, where, when, how long, etc.)	Who was there? (Names of staff, friends, others, etc.)	What did you learn about what worked well? What did the person like about the activity? What needs to stay the same?	What did you learn about what didn't work well? What did the person not like about the activity? What needs to be different?
7/05/2010	What's Working /What's Not Working	Supervisor, Intensive In Home Services team (4 staff total)	Working/Not Working helped to keep the meeting focused on the person/supporting staff efforts & recognizing ww/nw success. Usually meeting is very bogged down in required authorizations and paperwork	Learned how much our current team meeting format isn't working for the team or the person. Will modify the team meeting format to include WW/NW as a permanent part of our process.
7/12/2010 thru 7/16/2010	Sorting Important to/for w/ donut @Staff meetings – 1hour	All QP's who develop plans	Staff liked working with these two tools combined. Understood that they could pull what is important to and for a person directly into the donut. Staff noticed how using the tools made planning easier.	I need to work on my explanation for core responsibility. -understand the donut chart in 3 columns better than I do the "donut" visual. Will review definitions of each category of the donut.



Learning Log for Andrew (page 1)

Using the learning log to show a family's learning over time

Date	What did the person do? (What, where, when, how long, etc.)	Who was there? (Names of staff, friends, others, etc.)	What did you learn about what worked well? What did the person like about the activity? What needs to stay the same?	What did you learn about what didn't work well? What did the person not like about the activity? What needs to be different?
Oct. 1995	Pulls hair, hits, pinches, screams	Mom, Dad, baby brother Greg	We haven't figured out what works well in the heat of the moment. We have learned that spending lots of time holding Andrew and talking with him once the rage was over is important. He is devastated once he calms down.	Yelling does not work. Trying to hold him does not work. Andrew is devastated once he calms down. We worry about the impact Andrew's rages have on Greg (younger brother).
Jan. 1999	Andrew's rages have escalated. He pulls hair, hits, pinches, kicks, screams, and throws things. Rages can last anywhere from 10 minutes to 2 hours.	Mom, Dad, Greg, grandparents	Andrew is quick to rage when he hasn't eaten and/or when he is tired. It's important that he eat regular meals. He also needs a regular sleep schedule, at least 8 hrs. of sleep. When he starts to escalate, offering him a favorite food will sometimes derail the explosion. When Heath (direct care staff) sings a silly song it will sometimes derail the rage and make Andrew laugh. Andrew never rages with anyone else but family and occasionally his direct care staff.	The more we try to control his rage and his aggressive behavior, the more enraged and aggressive he becomes. The word "No" is a quick trigger to begin a rage. Sudden changes in plans are also a clear trigger, even if the new plan involves something Andrew will enjoy.
July 2002	Rages are not as frequent but they are more volatile.	Mom, Dad, grandparents, service provider	The more Andrew escalates, the more we need to stay calm, use a calm tone of voice and non-threatening body language. Suggesting that he "walk away" and talk about it later works every now and then, but you have to make the suggestion early in the process or it will be too late. New daily medication is helpful.	Threatening a punishment seems to escalate Andrew's anger rather than get him to stop. While taking an unthreatening demeanor is helpful, you can't allow your demeanor to be too vulnerable - Andrew is likely to take advantage of that. Andrew is always devastated when the rage is over. He hates his rage.
Sept. 2008	Rages are much less frequent. When he does rage, Andrew is more vocal than physical	Mom, Dad, brother, service provider, extended family	Running is a real help! Andrew runs 8-10 miles daily. Twice weekly massages also help a lot. Andrew can now say "I need to walk away" and do so before exploding (most of the time).	Being hungry and/or tired is still a trigger; so is the word "no". Sudden changes are still a trigger. Andrew says he needs time to "switch gears". We need to pay attention to all of these factors.
			© TLC-PCP 2012 www.learnitcommunity.us	



Learning Log for Andrew (page 2)

Using the learning log to show a family's learning over time

February 2012	Rages continue to decline in frequency as well as intensity. YAY!	Mom, Dad, brother, direct service professional	<p>As a family we really get the Important To/For balance. When Andrew's life is in balance, he is happy, fulfilled, and incredibly optimistic. The first symptom of an imbalance will be a grouchy attitude that escalates over a period of days or weeks and is our "red flag" that we need to look at what's not working for Andrew. Taking this approach has made a huge difference for everyone.</p> <p>Distance running continues to be a big help. It is both Important TO and FOR Andrew. Twice weekly massage also Important TO and FOR.</p> <p>Andrew is working hard at managing his own emotional health. He has an app on his phone that he believes can measure his mood (think "mood ring"). He checks his mood and ours using the app and we do a happy dance when everyone's mood is happy and calm.</p>	<p>There are things Important TO Andrew that we haven't been able to figure out yet. Things like having a girlfriend...Spending \$\$ when/how he wants, without limits...</p> <p>We have to work harder at helping him continue to move forward in his adult life, to meet his goals and to see progress in himself. Sometimes he thinks he will always have to live with us and the limitations of his disability. We have to stay on top of "the next thing" Andrew wants to do or learn."</p>
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	What works/makes sense	What doesn't work/Doesn't make sense
Julie's perspective	<ul style="list-style-type: none"> • Shopping daily for favorite things • Having lots of jewelry and no one getting into them without my OK • Having my sister Joanne in my life • Lots of blue, red and black clothes • Polished nails, many colors & layers • Living with Teddy, the Yorkshire Terrier <ul style="list-style-type: none"> • Sleeping on my bed • Snacks from my plate • In my lap when I watch TV 	<p style="text-align: right;">Workbook Pg. 16</p> <ul style="list-style-type: none"> • Staff don't let me drink what I want • Teddy leaving me during mealtimes • Having no work to do at WAC, Inc. • Staff not letting me buy things I want
Staff's perspective	<ul style="list-style-type: none"> • Favorite people doing activities with her, especially John Dandy • Keeping Julie from falling – reminders to use her walker • Level blood sugar – staff knowing signs of low and high blood sugar • Joanne is active in Julie's life • Planning before Julie goes shopping 	<ul style="list-style-type: none"> • Julie is less steady on her feet and falling more than she used to • If you don't make a plan with before shopping, Julie will want to buy more than she has money for – Julie may get very upset which can alter her blood sugar • Julie gives Teddy food off her plate

What works/makes sense

**What doesn't work/
Doesn't make sense**

Workbook Pg. 18

Julie's perspective

- **Her relationship with Teddy**
- **Feeding Teddy from her plate (food = love)**
- **Feeding Teddy the same food she is eating (people food)**

- **Staff removing Teddy during meal times**
- **Teddy barking and being upset at being locked in the back room**
- **Feeding Teddy dog food in his own bowl**

Staff's perspective

- **Julie's relationship with Teddy**
- **Removing Teddy from the dining room during meals; monitoring Julie's food/drink intake accurately**

- **Julie feeding Teddy from her plate**
- **Inaccurate monitoring of Julie's food/drink intake when she feeds Teddy from her plate**
- **Teddy barking in the back room and upsetting Julie and other residents**
- **Teddy's long-term health if he eats too much "people food."**

Example of Working/Not Working Focused for Action

After a Change in Seizure Medication...



The Learning Community

What works/makes sense

What doesn't work/make sense

Beth's Perspective

Nothing

- We think she's dizzy and afraid of falling
- She can't walk as well as she did before the new medicine
- She's often angry

Family's Perspective

- She doesn't have seizures
- Generic medicine is less expensive than brand name med

- She is getting aggressive
- She's not herself - no longer a sweet person
- She's afraid to walk, seems fearful of falling
- Behaviors started after changing seizure med from brand name to generic - We think the generic isn't working like the brand name did

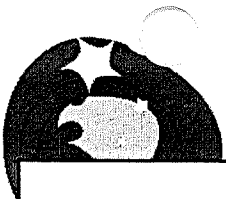
Logan's Current Job

	What makes sense, is working, the up side, right now	What doesn't make sense, is not working, the downside, right now
Logan	<ul style="list-style-type: none"> • <i>Pay check-How much I earn</i> • <i>Variety of stationary work & stocking tasks</i> • <i>Co-worker's support</i> • <i>Riding the bus to/from work</i> 	<ul style="list-style-type: none"> • <i>Getting off at 10 pm no energy to see live music</i> • <i>Paperwork required for processing inventory</i> • <i>Working Saturdays</i> • <i>Mom driving me home on Friday and Saturday</i>
Logan's Mom -Nancy	<ul style="list-style-type: none"> • <i>Logan developing new SKILLS</i> • <i>Logan has more confidence making decisions, including making more friends</i> • <i>Giving Logan rides home Fri & Sat. nights</i> 	<ul style="list-style-type: none"> • <i>Concerned he rides the bus late at night</i> • <i>Not spending as much time with family</i> • <i>Complaining not able to see his friends as much</i> • <i>Logan may get hurt using the stocking lift</i>
Job Coach - Brenda	<ul style="list-style-type: none"> • <i>Good job SKILLS & good attitude toward work</i> • <i>His hours 3-10 pm. Logan is a "night owl"</i> • <i>Work provides natural supports on the job</i> • <i>Has work friends</i> 	<ul style="list-style-type: none"> • <i>Recently asking co-workers to do his paperwork</i> • <i>Not as productive lately, takes more breaks</i> • <i>Called in sick more this past month</i> • <i>Getting write-ups for not helping customers</i>
Supported Living Coord. -Jackson	<ul style="list-style-type: none"> • <i>Starting at 3pm allows Logan to sleep in</i> • <i>Mondays off to assist with activities/tasks at home</i> 	<ul style="list-style-type: none"> • <i>Logan complains no time to see live music</i> • <i>Refusing support with medication prep and shopping for meal at work</i>



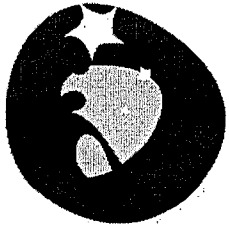
Communication Chart For Carl

What is Happening	What The Person Does	What It May Mean	What We Should Do
Carl has friends staying at his apartment	Quit bathing, shaving, brushing teeth, wearing clean clothing, missing work, missing appointments with support staff, missing medications	Carl is being distracted – usually by friends who try to tell him how his life “should” be like: you don’t need meds, you can get a better job	start reminding him about why he wants to take his medicine (can be 1:1, small group, or big meeting); ask if he needs help with his friends
Carl is living his life	call/page people says “everything is going wrong” and “wants to talk to ya”	More than likely he had a fight or has a problem	Ask questions to find out what “everything” really means and offer advice
When he wakes up	He’s grouchy (snap at you or tell you to “lay off” or won’t talk)	He’s really tired or hasn’t taken his meds	Let him be or if he needs to talk just talk to him, check to see if he has taken his medication and remind him if he hasn’t
In conversation discussing something about his life	He says “True”	He agrees with you and will work on the issue	Have him confirm what he is going to do and then follow up to see if he did what he said he would. Tell him you’re proud of him



How Ruth Communicates With Us

What is happening	Ruth does this	We think it means	We should
She has not spoken to daughter for several days	Asks if we think her daughter is okay? Should we call to check on her?	She's worried and needs to talk with daughter	Help her call, as long as it's before 9:00 pm; suggest calling "tomorrow" if it is after 9:00 pm
Weatherman is calling for storms	Stays in her room; may want to be in bed; wants to watch the news to "see the weather"	She's afraid of the storms coming	Close the blinds; tell her we'll sit with her if it starts to thunder and lightening
Anytime	She is tilting to the left - cannot sit up straight; looks off balance	She is too hot (though she will probably not realize it)	Help her cool off; take off sweater, socks; give something cool to drink
Eating	She has a mouth full of food or liquid and just sits with it	She has forgotten to swallow	Gently remind her to swallow
It's a weekend and there's not much happening	She starts getting "ready" to go out	She wants to take a ride in the car or go for a sundae	Figure out a place to go!
Middle of the night	She's in the bathroom washing her face, brushing her dentures, etc.	She thinks it is time to get up and get ready for the day	Let her know what time it is; encourage her to go back to bed; ask if she wants her sleeping medicine?



Like & Admire

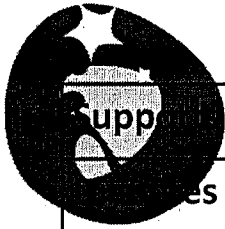
Great Things About Rhonda

- **Loving**
- **Adaptable**
- **A good trainer**
- **Patient and tolerant**
- **A good listener**
- **Knows what she wants**
- **Outspoken**



Communication Chart for Rhonda

What is Happening	Rhonda does	We Think It Means	And We Should
You are pushing Rhonda	Locks her chair	I don't want to go there	Figure out with Rhonda where she wants to go
Rhonda is at the front door	Kicks the door	I want to go out	Help her outside (unless there is too much pollen, about to rain, etc.)
Rhonda has stopped eating	Catches your eye, pulls down napkin	I'm done eating	Take leftovers away now
You didn't remove her food	Rhonda sweeps the food off her tray	I told you I was finished and you didn't listen	Clean up and do better next time



Matching for Kerri

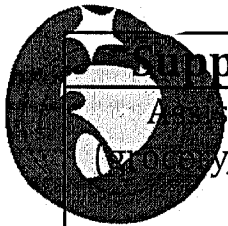
Support Services Management Needed	Skills Required
	<ul style="list-style-type: none"> ● Use agreed upon guidelines to help Kerri manage her diabetes ● Recognize and respond to symptoms indicating low blood glucose levels
Looking good everyday	<ul style="list-style-type: none"> ● Able to help Kerri with her personal cares. ● A good sense of style to share with her
Help Kerri establish a welcoming home	<ul style="list-style-type: none"> ● Able to help Kerri develop her own home without taking control from her

PERSONALITY CHARACTERISTICS

- Chatty – likes to talk about family
- Demonstrates a kind and positive attitude most of the time
- Doesn't take it personally if Kerri doesn't want to do what she had planned – flexible
- Keeps commitments

NICE TO HAVE (SHARED INTERESTS)

- Scrapbooking
- Complex paint by numbers
- Making Puzzles
- Going to Movies
- Home decorating
- Party Planning Women's styles
- Long walks with long conversations



Supports Needed	Skills Required
Assistance shopping (grocery, clothing personal, etc)	Some knowledge of cost comparison, budgeting, and savvy shopping
Assistance with personal grooming (advice on clothing, reminders on grooming, assistance with shaving)	Ability to use an electric razor and some knowledge of beard trimming
Assistance with housekeeping chores <ul style="list-style-type: none"> • Laundry • Cleaning & organizing personal space 	<ul style="list-style-type: none"> • Basic knowledge of laundry methods & use of high efficiency equipment • Organizational skills, basic housekeeping skills
Assistance with management of lawn maintenance business <ul style="list-style-type: none"> • Making phone calls • Maintaining calendar of appointments • Managing payments & record-keeping • Ensuring quality control on lawn jobs • Assistance with maintaining lawn maintenance equipment 	<ul style="list-style-type: none"> • Organizational & record-keeping skills • attention to detail • good interpersonal skills (for working with business customers) • basic knowledge of lawn maintenance techniques - mowing, weed eating, and blowing, mulching, trimming.

Matching Staff for Andrew

PERSONALITY CHARACTERISTICS

NEEDED

- Organized, but not in a rigid kind of way
- Flexibility, spontaneity
- Not afraid of the Texas summer heat!
- Good judgment
- Sense of humor – the silly, funny kind (as opposed to a dry or sarcastic kind)
- Preferably male – but not limited to the right female!

NICE TO HAVE (SHARED INTERESTS)

- Knowledge of, interest in small engine repair
- Distance running
- Ghost hunting, watching the Ghost hunters show
- Experience with lawn maintenance
- Riding dirt bikes



WANTED

Are you the person we're looking for???

WHAT?

- a paid position, to provide assistance to our son Andrew
- 15-20 hours per week
- Good pay - a whole lot better than minimum wage
- Very flexible hours; flexible and fun work environment
- Ideal for a college student!
- Work involves assisting Andrew with lawn maintenance jobs, independent shopping, going to the movies, etc.
- Position paid by Medicaid waiver program

WHO?

- must be 18+ years of age
- Preferably a male - but could work with the right female
- Not afraid of the Texas summer heat
- Mature, good judgment
- Experience with/interest in small engines, lawn maintenance work, and running a PLUS!
- A sense of humor required



WHEN?

- Position available immediately

WHERE?

- Our home in the Hillside Community

WHY?



Andrew has a disability causing him to struggle with concepts like time and money and sometimes making good judgments. He is very capable in many ways, but needs assistance to maximize his talents and abilities. As a 22 year old young man, he is NOT interested in having the support & assistance of his parents any more than necessary.

Dad is a local police officer; Mom works from home and travels for work

Contact Bill for more information: (XX-XXX-XXXX) or (XX-XXX-XXXX)

Are you the person we're looking for? Do you know that person?

Please give us a call, let's talk about it!

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IT'S ALL ABOUT ME Elizabeth

What we love about Elizabeth!

(see pages 4-5 for more info)

- She's a determined self-advocate - ask her about her rally speeches
- A gutsy gal
- Talk about organized!
- A true blue friend
- She lights up a room!
- She's a Fashionista

A Few Things That Are Important to Me...

(Please see pages 8-10 for more information)

- My independence
- A thriving social life
- Being organized and prepared
- School - Graduation in May 2011
- Taking good care of myself
- Routines
- Planning for the future - including a job, an apartment, and a boyfriend
- Everything Michael Jackson
- Diet Coke
- Singing at church
- Fun with friends & family
- Writing in my journals
- Avoiding conflict
- Fashion
- Close relationships with Family & Friends

...And A Few Things That Are Important FOR Me:

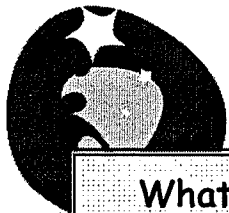
(Please see pages 11-13 for more information)

- CPAP machine, plenty of sleep (may include naps)
- Seizure medications
- Healthy diet and exercise
- Writing in my journals
- Conflict free environments & relationships
- Avoiding a "fireball"

Here's How You Can Support Me:

(Please see pages 12-14 for more information)

- Help me with time, money, cooking, shopping & some cleaning
- Help me find a job and job training
- Assist me to fix my hair & pick out cute outfits
- Help me make healthy food choices and to exercise
- Understand if I'm upset, I'm probably tired.
- Talk to me nicely & quietly. No bad words.
- When people around me are angry or there is conflict, help me set away
- Help me understand what's going on, what to expect



~ Ruth's One Page Description (at home)~

What People Like and Admire about Ruth

- Such a "grandmother"
- A true lady
- Has the gift of gab ~ can hold a conversation with anyone!
- Always dressed so nice ~ everything always matches, right down to socks and earrings
- Very liberal thinker for her age



What is Important to Ruth

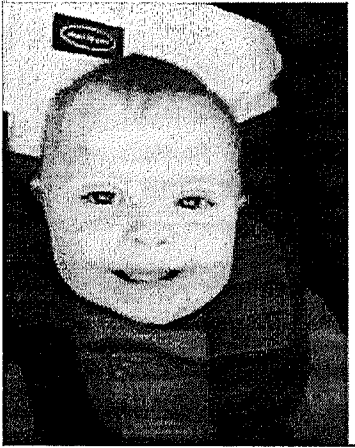
- Living with granddaughter and grandson-in-law
- Being warm and feeling safe with caregivers
- Having "a little pour" before bed (rum and tea)
- Being a part of whatever is going on at home ~ being in the middle of it!
- Sweets during the day!

Supports Ruth Needs to be Happy, Healthy and Safe

- Needs people to ask frequently if she is warm enough and help her put on sweater/sweatshirt if she is not (she'll be cold when you're not)
- Must have assistance with her medications ~ knows them by color but you need to dole them out and keep track of times
- Needs assistance with bathing and dressing ~ will tell you what clothes she wants to wear for the day/event
- When bathing, no water on face ~ she will wash with cloth
- Must talk with daughter 2-3 times a week on the phone ~ will need you to dial for her
- Must see her doctor right away if she has cough, fever or is "off balance" ~ indications of systemic infection that will grow quickly!

People Who Support her Best

- Like to chit chat
- Are timely and stay busy
- Polite and mannerly
- Have a witty and dry sense of humor
- Can be reassuring and help Ruth feel safe



Nathan

What others like and admire about me

Gives good hugs and sloppy kisses,
fantastic, Loving, Cheeky, Pulls funny faces,
delectably gorgeous, absolutely wonderful

What I like

Playing with toys that have shape and texture and make noises

Watching Wiggles on TV, listening and dancing to music

Spaghetti, Butties especially banana and cheese, milk, baby juice

You can help me by

Mashing some of my food, I can eat finger food by myself but please stay with me when I'm eating as I can choke

Let me sit without help for short time but make sure I am safe as I can fall over when I'm tired

Conejo Team



Great Things about our Team

- Knowledgeable
- Creative & Experienced
- Compassionate & Conscientious
- Friendly, Empathetic & Patient
- Flexible, Intelligent & Responsive
- Responsible, Ethical & Dedicated
- Person Centered
- Active Listeners
- Good Team Players
- Value Helping Others
- Positive Team
- Open to Learning
- Receptive to New Ideas



Important to our Team

- Having a Healthy Work Environment
- Supportive Manager
- Have Fun
- Support TCRC Mission Statement
- Positive Attitude
- Sharing Information & Resources
- Time Management
- GREAT Parties



Important For Our Team

- To get along with each other
- Mutual Respect
- Personal Growth
- Work with families and vendors in a collaborate manner
- Planning Team works toward the benefit of all
- Knowledge of services & resources
- Clear understanding of expectations, responsibilities, roles & goals

Additional Information about our Great Team

- Like to celebrate each other's special events
- Very Sociable
- Stylish

