

LEARN FROM US

**PERSON DIRECTED
OUTCOMES THAT
SUPPORT AN
INDIVIDUALIZED
APPROACH TO SERVICE**


Thurs, May 28, 2015

Videoconference Event ID:
4380874

OTN Service Desk:
1-866-454-6861

Handouts on CNSC website

<http://www.community-networks.ca/en/vchandouts>



How to submit your Feedback about today's session

Survey Monkey
Questionnaire QR Code:



Survey Monkey web link:

<https://www.surveymonkey.com/r/LearnFromUs-May-28-2015>

Presenters

- Beverly Phippen – Self Advocate
- Stephanie Haskins – Self Advocate
- Michelle Aziz, M.S.W., R.S.W.

Learning Objectives

Participants will be able to:

- 1) Recognize individuals as their own self-advocates for their life decisions and choices
- 2) Identify strategies to support individuals in their goals, decisions and life choices with a bottom-up perspective
- 3) Apply humanistic tools in day-to-day practice in providing sideline support

Agenda

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- Person Directed Outcomes
- Goals of Practice/Approach
- Using Exploratory Dialogue
- Self-Advocates
- Points to Consider

What are Person Directed Outcomes?

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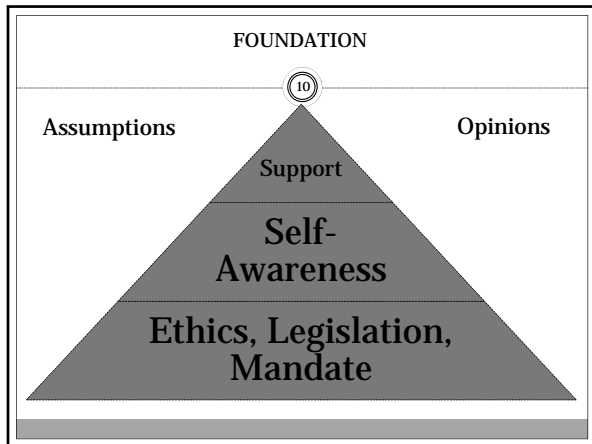
- How do they relate or differ from other buzz words?

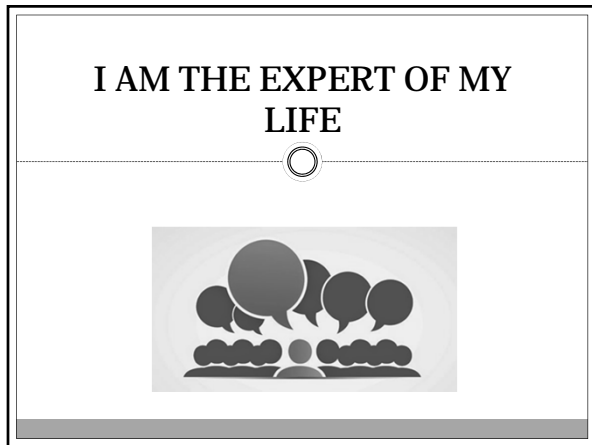


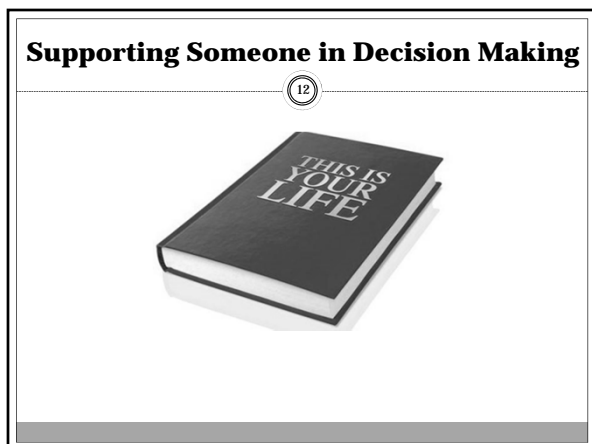
Goals of Practice/Approach

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- Create a foundation or framework for yourself and your direct work.







Process

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- Listen
- Engage in discussion
- Continue to Listen
- Praise
- Encourage
- Empower

It's about RESPECT

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- Responsive
- Empowering
- Supporting
- Personal Solutions
- Enriching
- Communicating
- Togetherness

More than Words

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- Empowering
- Non-judgemental
- Anti-oppressive vocabulary in asking/responding to questions and answers



Self-Advocates



Ask Me What I Want – Don't Assume!

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- Even if I don't communicate clearly, I am trying my best. Still ask me what I want.
- If I don't agree with your opinion or thought, don't take it personally. I understand that you are trying to help but I want to be heard.
- Empower me, do not have power over me. (lift us up!)

Ask Me What I Want – Don't Assume!

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- My courage speech.
- I had a speech impediment. People thought because I didn't speak clearly, I was stupid.
- I had a cleft palate and at 4 years of age I had surgery. I worked hard to gain back my speech.
- In high school, I spoke in front of my class to show them who I really am.
- When people truly get to know me, they begin to really understand me.

Ask Me What I Want – Don't Assume!

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- Nineteen years ago, my husband proposed and we decided to get married! We have been happily married for the past 14 years!
- I had an exceptional support network at the time which included my mother-in-law, sister-in-law and my SIL staff.
- They all listened to what Eddie and I wanted in regards to our wedding.
- We decided on all of the details including the invitations and the decorations.
- I felt truly supported because people asked for our opinion and didn't just take the lead and assume what we wanted.
- We had to save a lot of money to pay for our wedding. Our support network also helped with this. They didn't just assume that we weren't capable. Eddie and I worked hard and saved enough money to get married.

Actively Listen

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- Listen to what I have to say. Please don't just hear what you want to hear.
- Don't put my ideas down. Be respectful.
- Be creative.
- Be patient. Give me time to gather my thoughts.
- "We all have something to offer"

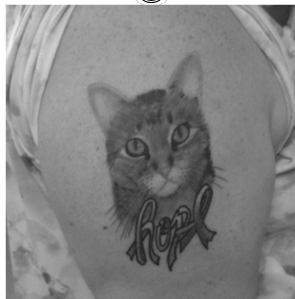
Actively Listen

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- I had a goal to get a tattoo by the time I was 50 years old.
- I have a lot of medical issues that potentially could have prevented me from reaching my goal.
- My support network (family, SIL staff and family physician) all actively listened to my wishes and helped me to achieve my goal.
- I got my tattoo in July 2014 (one year before I turned 50!)

My Tattoo

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Actively Listen

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- I recently was asked to participate in a planning meeting. I felt uncomfortable about process.
- I spoke with the person in charge of facilitating the meeting. They listened to my concerns.
- In the end, the process turned out very well and I felt very supported.
- Everyone that was present actively listened to what I was saying and made me feel comfortable.

Respect My Wishes

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- Everyone has wishes/dreams/goals. I want mine to be respected just like everyone else.
- I rely on my support team to help me achieve my goals. Without you, we may not be able to accomplish our goals.
- Everyone has something to offer!

Respect My Wishes

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- I really wanted to work, and find a job that I truly loved.
- I ended up becoming a part of the Employment Services Program at Community Living North Bay.
- I received support from them to develop my resume and apply for jobs.
- Shortly after that, I was hired as a part-time receptionist with Community Living North Bay.
- I remained connected with Employment Services, but soon realized that I was quite capable of succeeding at my job without their assistance.
- I spoke with my job coach and asked to be removed from the Employment Services program.
- I am quite a resourceful person, and should I ever need to find employment in the future, I know of many community places that I can access for support. But I am independent and can do it on my own.

For Better or For Worse

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- Telling my story and advocating through the character Shannon Lake

My Thoughts About Having a Disability

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- It's a gift
 - It's helped me to become the person I am today (helped me appreciate things in life)
 - My disability taught me how to work hard in life and never give up – no matter what
 - I'm proud of who I am and what I have accomplished

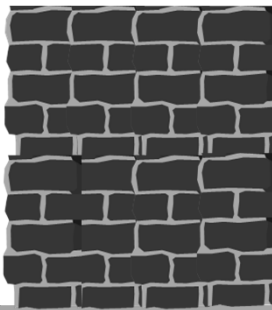
Don't Over-Support, Let Me Learn

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- Please do not assume I am not capable until I am given a chance.
- Please do not treat me like a child. I am an adult and expect to be treated like one.
- I want to learn. It is okay for me to make a mistake. That is how we all learn!
- Don't put me down. Lift me up.

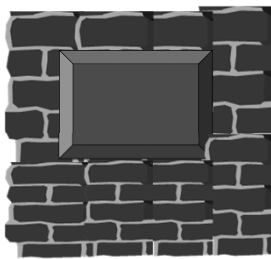
Brick Wall Story

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Making a Window

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Don't Over-Support, Let Me Learn

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- I love my current job!
- I am a part-time receptionist with Community Living North Bay.
- My boss and co-workers truly support me and give me many opportunities to learn.
- I have learned so many new things! I am very proud of myself.
- I cover reception over the lunch hours, and for full days when the full-time receptionist is on vacation.
- I am the Main Office health and safety rep, I am a video conference coordinator and I am a social committee member.

Treat Me How You Would Like to Be Treated

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- Treat me like an equal!
- Treat me the way that you would like to be treated.
- Respect me, like you would anyone else.
- I am not stupid. I have a lot to offer. Be respectful, ask questions, actively listen and treat me fairly. If you do all of these things, you will see all that I have to offer.

Treat Me How You Would Like to Be Treated

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- I am an athlete. I have participated in numerous Special Olympic Games.
- I am a three time weight-lifting champion!
- I have travelled all over the world competing in various events.
- I have been to Austria, Connecticut, North Carolina and Ireland.
- Athletically, I have accomplished a lot! I feel that because people believed in me, and treated me like any other athlete, I was able to achieve my goals.

**Treat Me How You
Would Like to Be Treated**

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- Public speaking is my passion.
- My support network (family, friends, etc.) truly believed in me and treated me as an equal.
- I told my close family and friends that I wanted to follow my dream of becoming a public speaker.
- I now am a successful public speaker and have spoken in front of various audiences.
- My biggest accomplishment was the keynote speaker for the 2007 Disability Awareness Month Celebration at the US Department of State in Washington DC.

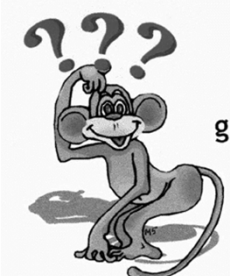
Points to Consider

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- Individual is the only expert of their choices and decisions
- Ethics, Values and Self-Awareness
- Active Listening
- Empathic Understanding
- Difficult Situations
- Cultural and Spiritual Diversity
- How you/your loved one would like to be treated in decision making and planning
- Person in Environment

QUESTIONS ???

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Questions
are
guaranteed in
life;
Answers
aren't.
