

Dignity in the Community

Janet Estervig, RN

Director of Transition and Employment Development

Attainment Company



JANET ESTERVIG, RN

High School Special Education Teacher

Director of a Supported Employment Agency

Registered Nurse

Director of Personal Care Services

Employment Initiatives Section Chief at the Department of Health Services

Trainer and Speaker throughout Wisconsin, the United States and the United Kingdom

Attainment Company Director of Transition and Employment Development

CONSUMER RIGHTS AND RESPONSIBILITIES



Every individual has the right to be treated with dignity, respect and fairness at all times.

Every individual has the right to talk privately with service providers and to have their information protected.

They have the right to approve any disclosures of protected health information provision under the Health Insurance Portability and Accountability Act (HIPAA) except to appropriate federal, state and local agencies.

Every person has the responsibility to share their concerns and questions and work with the provider toward successful outcomes.

When someone has high expectations of the person with a disability, research shows that person will reach and exceed those expectations.

ETHICAL GUIDELINES

Use respectful and age-appropriate language when providing workplace and community supports.

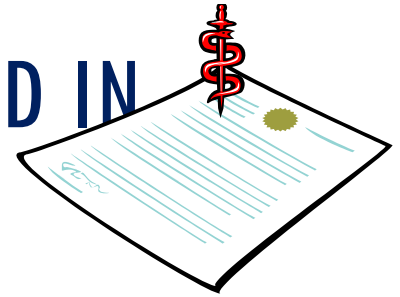
Careful with using our human service or home care jargon. No one at the workplace knows what IPE, DVR, IRIS, MCO, WIOA, MAPC, etc. means.

Use best practices when training and supporting people that is appropriate to the setting.

Use of accommodations, technology, or other job modifications must take into consideration their potential for success, non-intrusiveness, and blending into the workplace.

You are in a fishbowl when in the community or workplace, everything you say or do is modeling behavior for the members of the community – don't blow it!!

HIPAA POLICY AT THE WORKPLACE AND IN THE COMMUNITY



It is important to exercise all HIPAA policies and confidentiality of information regarding medications, diagnosis, historical information and overall medical information.

Coworkers will often ask very personal questions, typically out of curiosity.

Your statement could be: "Thank you for your interest but those are questions I cannot answer to best protect his/her privacy."

PEOPLE FIRST LANGUAGE

People First Article by Kathie Snow

<https://www.disabilityisnatural.com/pfl-articles.html>

Perceptions are based on labels, words have power and how we use them can create images that are stereotypic and not accurate.

The person is first, their disability is second and does not define them.



COMMUNICATION

Mutual Understanding and Respect

CHARACTERISTICS OF EFFECTIVE COMMUNICATION

- Everyone accepts the obligation to communicate effectively.
- Not more communication... better communication!
- There is no communication unless there is understanding.
- Everyone has their own style, preference, frame of reference, and “language.”
- Make communication a circle.

PREVENT BREAKDOWNS: BE PERSISTENT

- Don't be reluctant to ask that something be repeated, paraphrased, and/or expanded upon.
- Ask for an example.
- Repeat what you heard or read to see if your interpretation was close to the other person's original thought.
- Ask for feedback.
- If someone looks confused, they probably are!

CLEAR COMMUNICATION

What interferes with successful communication?

- Frame of Reference
- Distractions (noise, lighting, people)
- Too much information overload
- Lack of Trust
- Not answering who, what, when, where, why
- Not using concrete language with clear expectations

ARE YOU LISTENING?

Do you have good eye contact, are you focusing on the person?

Restate what they said to verify the message you just heard.

Because it is the method by which we receive and give the majority of our information, it is vital that this mode be as efficient as possible.

Like any skill, it can be improved through better technique and consistent practice.

Are you understanding the person's non-verbal language?

- 55% is body language
- 38% of meaning is intonation
- Only 7% of communication is the actual words spoken

COMMUNICATION

What is the style of communication you are using with the person you are supporting?

Transactional Analysis or Emotional Intelligence

Adult to Adult vs. Parent to Child

What is the difference with these types of interactions?

<http://www.emotionalintelligenceatwork.com/resources/parent-adult-child-model-basics/>

JOB SUPPORTS

You are coming into a workplace that has its own expectations, protocols, culture and rules that must be followed.

Do you blend into the workplace both in your overall communication style and dress.

Do you support self-direction and offer choices for people for their day-to-day activities?

Do you prioritize interactions with the coworkers and the person you support as part of your role at the workplace?

Do you find opportunities to engage the community and the person you support that include social opportunities, giving back to the community through volunteerism, positive communication and breaking down barriers of prejudice and preconceived ideas about people with disabilities?

JOB SUPPORTS

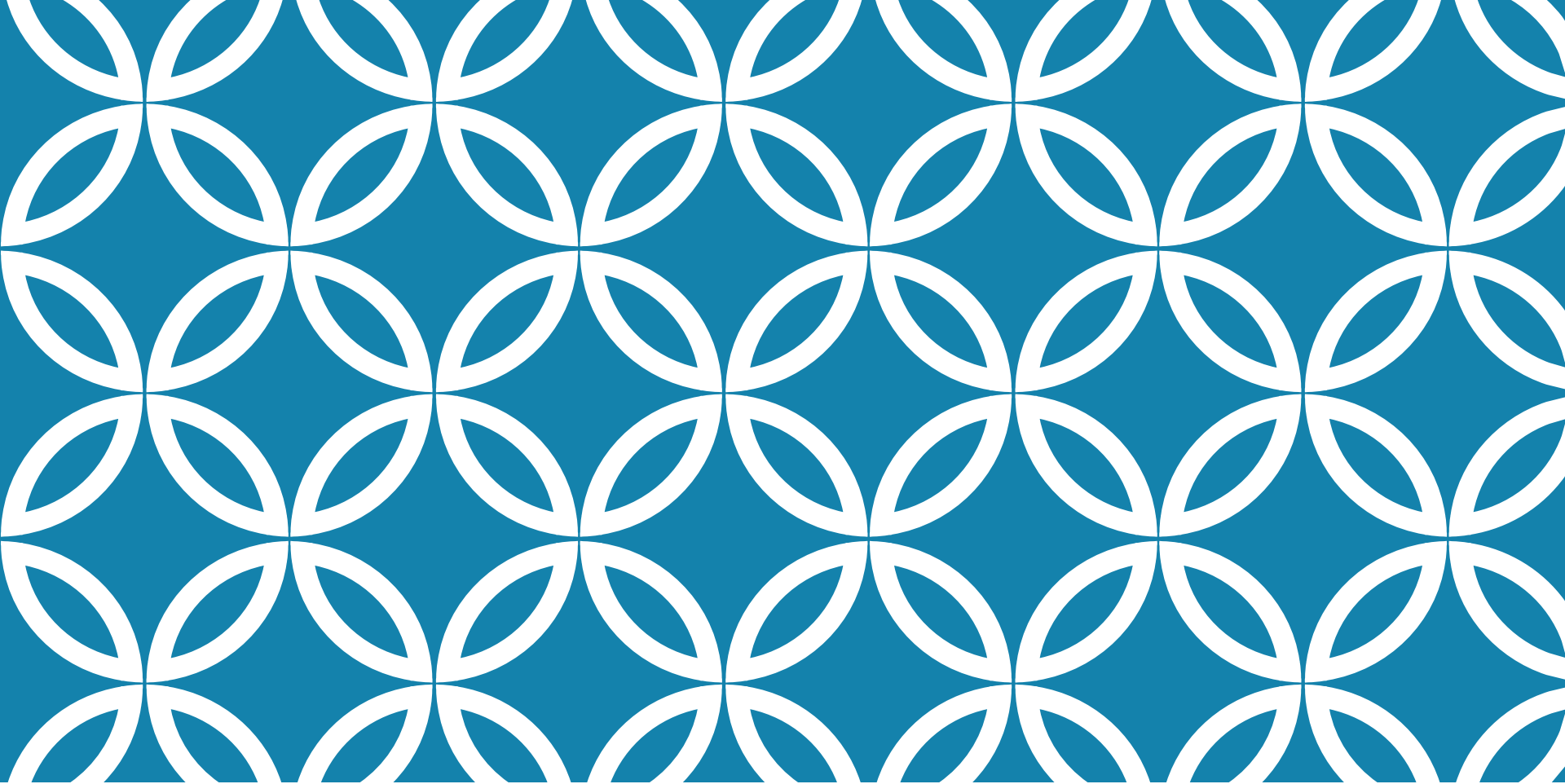
Are you promoting independence on the first day on the job? Have you clearly defined your role with the employer, co-workers and the supported employee?

Are you clear about what your role is at the worksite?

Does the person you support understand why you are with them, what your responsibilities include, what their job duties are and what “successful” completion of that job looks like?

Can you teach the skills needed or will you need to develop an adaptation or make use of assistive technology? How are you tracking success?

What strategies are you using if the person exhibits more challenging behaviors in the community or work setting?



MINDFULNESS

For People with
Disabilities and
their Support
Staff

MINDFULNESS FOR PEOPLE WITH DISABILITIES

Mindfulness teaches how to be aware of what is happening to us in the present, both physically (such as breathing) and mentally (such as emotion).

<http://theconversation.com/mindfulness-can-improve-living-with-a-disability-51990>

MINDFULNESS

Mindfulness is the gentle effort to be continuously present with the experience.

Is being incorporated into medicine, science and the workplace

A number of studies have used mindfulness-based interventions to influence the behavior of people with intellectual disabilities, to improve their quality of life, and to reduce challenging behavior.

Mindfulness generally provided to individuals, rather than in groups

Length & manner of training varies

All studies found improvements after mindfulness training e.g. reduced aggression/weight

MINDFULNESS AT THE WORKPLACE

The philosophy is that cultivating emotional intelligence through mindfulness training and meditation can help an individual reach a state of inner peace, the essential foundation of happiness, success and compassion.

Here are four ways that you can cultivate emotional intelligence -- and revolutionize your work, relationships and happiness.

MINDFULNESS

Assisting people in coping with everyday lives and obstacles

<http://edis.ifas.ufl.edu/fy1381>

- ✓ Mind-Body Relaxation
- ✓ Meditation
- ✓ Gentle Yoga
- ✓ Breathing Exercises

MINDFULNESS AT THE WORKPLACE

Three major steps to developing emotional intelligence:

- Training attention - "the ability to bring the mind to a state that's calm and clear, and to do it on demand,"
- Self-awareness
- Social intelligence.

SOCIAL INTELLIGENCE

Social Intelligence is about understanding your environment and having a positive influence. You become more confident in your social situations by learning how to express and interpret social cues. You will create positive connections and increase your influence during social situations.

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a tool for coaching and development as you learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give the advantage in your interactions.

MEDITATION: “SOLES OF THE FEET”

Most commonly taught meditation practice is “Soles of the Feet”

This was developed specifically for people with intellectual disabilities and autism spectrum disorder and is often used to self-manage physical and verbal aggression.

People are asked to breath naturally and remember an anger-provoking incident. They are told to imagine and experience the anger, and then shift all of their attention to the soles of their feet. Students keep breathing and focusing on the soles of their feet until they feel calm.

<http://www.community-networks.ca/wp-content/uploads/2015/07/Meditation-on-the-Soles-of-the-Feet-Training-Instructions.pdf>

SOLES OF THE FEET

Meditation on the Soles of the Feet

Developed in the late 1990s

Used to control emotionally arousing situations

Based on shifting the focus of one's attention

Most used in calming oneself

Published research in controlling anger and aggressive behavior

<https://www.youtube.com/watch?v=cj3nS5y8TD4>



More and more leaders in the corporate world have been taking note of the benefits of meditation, which include lower stress levels, improved cognitive functioning, creative thinking and productivity, and even improved physical health.

A number of Fortune 500 companies, including Google, AOL, Apple and Aetna, offer meditation and mindfulness classes for employees -- and the top executives of many major corporations say that meditation has made them better leaders.

IMAGERY AND MEDITATION



The first step is building an individual's powers of attention through meditation.

MEDITATION RESOURCES

Find You Tubes or Ipod downloads for walking through meditation sessions together with the person you support.

<https://www.youtube.com/watch?v=Jyy0ra2WcQQ>

https://www.youtube.com/watch?v=6p_yaNFSYao

CULTIVATE COMPASSION

Individuals who underwent eight weeks of meditation training were significantly more likely to help others in need than those who hadn't gone through the meditation training.

In addition to improving happiness, compassion can also boost a business's creative output and bottom line.

Often the people we support are recipients of compassion but help that person learn about how to be compassionate to others. What can they give back, volunteer, help homeless, be mindful of the needs of others. Giving back is rarely asked of people with disabilities, include them in the “sharing of compassion”.

MAKE MINDFULNESS A HABIT

Happiness is a habit that you can create through a daily mindfulness practice.

A meditation habit can be a quiet daily walk around your block, a yoga practice, or other forms of meditation.

You don't have to change your routine: All it takes is tweaking your intention.

Pay attention to your moment-to-moment experience. These are "everyday activities of life that can support the cultivation of mindfulness,"

Let go of distractions like listening to an iPod or playing the car radio, it will give you the chance to tune into what is happening right now.

Habits are highly trainable

MINDFUL CLEANING

Choose a chore to transform into a head-clearing activity, make sure you're doing it with purpose, and all of your attention is on the task at hand.

Help people you support find time during the day to focus on breathing, meditation (using taped guides), soles of the feet exercises when feeling frustrated and taking a yoga class.

Take a walk/run with the person you support:

- Take a break from your earbuds to help you keep a steady pace and become more aware of your body. Engage all your senses in what you're doing: You'll feel your feet against the ground and hear what's happening around you without the distraction. Breathing in synch with the rhythm of your footsteps helps regulate your breathing.
- Start with a few blocks and build as the person is able. Too often people with disabilities remain in their homes night after night with few physical, meditative or mindful activities. Plan to attend yoga classes together.
- While home or during the workday, incorporate breathing exercise and short meditations to be calm and present in the moment.



TIME MANAGEMENT



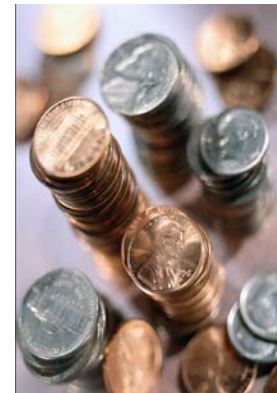
SOMETIMES I AM SO FAR BEHIND... I FEEL I'M IN THE LEAD

Set your priorities

Identify Pennies, Nickels, Dimes and Quarters. How do you want to spend your money, how do you want to spend your time?

“It's not about time, it's about choices. How are you spending your choices?”

Beverly Adamo



TIME

Time is the coin of your life. It is the only coin you have, and only you can determine how it will be spent. Be careful lest you let other people spend it for you.

- **Carl Sandburg**

US biographer & poet (1878 - 1967)

LISTS

All Time Management Trainings recommend making a list for each day.

Develop your list as you go to bed, or first thing in the morning

This list should be goals/activities for that day

The second list is ongoing goals/activities to be accomplished long term BUT, every long term goal must have a short term goal in the To Do list with your daily activities.



TIME

A year from now you will wish you had started today.

Karen Lamb

PROCRASTINATION

To Do Lists

- Most Important at top, least at bottom
- Determine what is the most important goals/activities you will accomplish that day
- What are you most likely to procrastinate? Chose this activity FIRST as it is probably the least pleasant!!

TIME MANAGEMENT

When asked to do something, do not respond immediately

Ask how much time will be needed to complete the requested activity.

Tell them you must check your calendar first before committing to a “yes”, this gives you time to determine if you want to “spend” your time doing this requested activity.

COMMITMENTS

Just because you can, does not mean you must do what is being requested.

Often we mistake our skill, talent, ability to perform a task with the requirement to say “yes”, be sure it is what you have prioritized for your time.

MEETINGS

Ask someone to type notes during the meeting on a laptop if possible, this will save time and can be disseminated via email.

Be decisive, make choices, establish who has agreed to do what by when before ending the meeting.

TIME ROBBERS

1. CLUTTER:

- Lack of Organization – work on organizing your home, office, living areas.
- Answer, then file or delete emails
- Have ONE place to put items such as keys, school papers, boots, bills, etc.
- Organize one space at a time or it is too overwhelming
- Take 15 minutes at the end of your day to clean up a work area, kitchen, playroom, etc. to make coming into this space the next day less stressful.
- “The Search” can take valuable time!!

TIME ROBBERS

2. Paper

- Handle a piece of mail or paper just ONCE
- File it
- Throw it away
- Place in a To Do folder

TIME ROBBERS

3. Waiting in lines – what can you do when in a line?

- Have a small book in your purse to distract your child from the candy and magazines
- Play word games
- Have a small notepad and write your “to do” list
- Begin writing down ideas for that newsletter
- Use your phone to send yourself messages

TIME

Time is what we want most, but...
what we use worst. ~William Penn

TIME ROBBERS

4. Forgetting – do not rely on memory, write it down, put into your smart phone or iPad.

- Check your list and calendar
- Be sure you have all items you will need for where you are going – write them down if necessary
- Never say yes unless you have checked your calendar.
- Set aside the documents you need for your meetings that day rather than gathering them quickly prior to a meeting. You are bound to forget critical items you had planned to share.

TIME STRESSORS

5. Being late – get up 15 minutes earlier in the morning, or add 10 minutes to the planned time to leave the house.
 - Being late is disrespectful to the other person.
 - Are you underestimating the time between each task?

TIME ROBBERS

6. Not knowing where you are going.
 - Plan your route prior to leaving
 - MapQuest or smart phone GPS
 - Call or email for more specific directions
 - Have room numbers for meetings written down

TIME ROBBERS

7. Habits

- “An Unconscious behavior that is an automatic response that may no longer serve a purpose”
- Does this need to be done?
- Do YOU have to do it?
- Can it be delegated?

TIME ROBBERS

Poor Listening Habits

- Careful listening saves time so data is received correctly the first time.
- No time is wasted repeating information
- Reduce frustration from the sender and receiver
- What you missed may be extremely important.

STRESS BUSTERS

Recognize your accomplishments through words or pictures, you need acknowledgement just as much as your children's drawings!

Do not use negative labels when talking about yourself, talking positive breeds positive attitudes.

STRESS BUSTERS

Sleep

Healthy Diet

Exercise

- These three basic life needs are still the most important thing you can do to maintain your health and reduce stress on your body and mind.

TIME

The key is in not spending time, but in investing it.

Stephen R. Covey

TOMORROW

What do you want to accomplish?

What are your goals?

What can you do today that will impact tomorrow?

What small task can be done today toward your long term goals?

What can you do differently today or tomorrow that you learned from this presentation?

PERSONAL GOAL SETTING

What do you want to accomplish in the next month to help with Time Management?

What can you do differently today?

What parts of this presentation can you bring into your life now?

Write a goal for at least 3 things you can do that will help with:

- Stress
- Time Management
- Mindfulness
- Communication

TIME

Nothing is a waste of time if you use the experience wisely.

- Rodin

French sculptor

TIME

Time is an equal opportunity employer. Each human being has exactly the same number of hours and minutes every day. Rich people can't buy more hours. Scientists can't invent new minutes. And you can't save time to spend it on another day. Even so, time is amazingly fair and forgiving. No matter how much time you've wasted in the past, you still have an entire tomorrow.

~Denis Waitely

“ONE CANNOT HIT A TARGET ONE CANNOT SEE.”

~ZEN~

I want to
.....and this
is what I plan
to do...





CONTACT INFORMATION:

Janet Estervig, RN

Director of Transition and Employment Development

Attainment Company

Janet@attainmentcompany.com

1-800-327-4269

608-497-4519