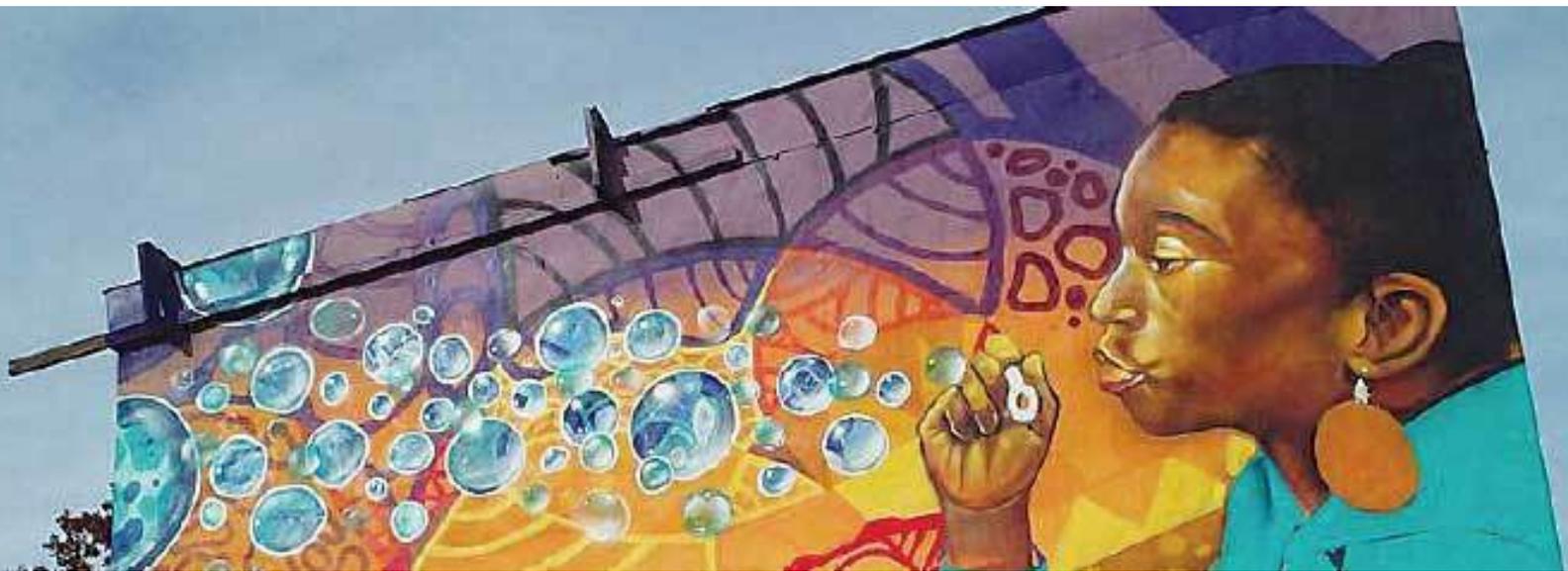

Disability Allies Orientation

April 11, 2019

Orientation – Part Two

- Training in Health and Safety
- Understanding Service Plans & Individualizing Services
- Cultural Competence
- Individual Rights
- Working with Families
- Documentation and Record Keeping
- Confidentiality

Training In Health and Safety



Responsibilities of the DSP

- Advocating for healthy choices
- Explaining the importance of healthy choices
- Encouraging individuals to make healthy choices
- Assessing health care needs
- Supporting the choices individuals make
- Describing what you believe are healthy choices

Role of the DSP in Well-Being

- To support emotional and social well-being, you may encourage the persons you support to:
 - Recognize emotions.
 - Express emotions and feelings in an acceptable way.
 - Develop relationships with others who are not paid to be with them.
 - Develop respect for self and others.
 - Share their gifts with others.

Role of the DSP in Wellness

- People with disabilities have the same right as everyone else to a fulfilling and healthy life. Understanding this right involves asking ourselves basic questions:
 - Why is living a healthy life important?
 - What are your values about healthy living and wellness?
 - To what extent do you live a healthy life?
 - How does (or will) your lifestyle influence the people you support?
 - To what degree can a person influence their own health?

Role of the DSP in Personal Hygiene

- Because people with disabilities are often seen by others as “different,” it is especially important for them to maintain good personal hygiene.
- Dirty clothing and sloppy appearances can make it difficult for people to be included in their communities.
- Consumers may need reminders or guidance to maintain their personal appearance., including
 - Helping them pick out appropriate clothing
 - Reminders to wash or brush teeth

Individualized Needs

- As a DSP, it is important to understand:
 - The specific health needs of the consumer:
 - Allergies
 - Seizure precautions
 - Communicating needs to medical professionals
 - The specific safety needs of the consumer:
 - Choking risk
 - Falling risk
 - Wandering risk
 - Bullying

Safety Concerns

- Remember, Danielle's Law requires that you call 9-1-1 in the event of a life-threatening emergency.
- Disability Allies offers CPR and First Aid training as a part of this orientation.
- Communication with family members is key to avoiding unsafe situations and environments.

Understanding Service Plans & Individualizing Services



Understanding Funding

- Every client you will work with is a person with a *developmental disability*. This means, essentially, that their disability manifested itself before age 21.
 - People under age 21 usually get services through the K-12 school system.
- Every client you will work with receives services from the New Jersey Department of Human Services, Division of Developmental Disabilities.
 - This also means that every client you will work with receives Medicaid services.
 - Disability Allies bills DDD through Medicaid for the community-based services that DSPs provide.

Understanding ISPs

- Individualized Service Plans (ISPs)
 - A written personal life plan.
 - Designed to be changeable, understandable and usable in helping each individual achieve their personalized valued outcomes.
 - Authored by support coordinators, working with individuals and their families.

Personal Information on the ISP

- The ISP typically includes information on:
 - Health information
 - Self-care information
 - Individual behaviors
 - Mobility limitations
 - Religion
 - Community Supports
 - Employment Supports
 - Emergency Contacts
 - Medication
- Because there is so much personal information in the ISP, it is considered confidential under federal law. Do NOT share information in the ISP with people outside the consumer's family or outside Disability Allies.

Individualized Services

- Individualized services are not just about giving people whatever they want.
- Individualized services are about how we take individualized factors, such as a person's needs, wants, values, desires, family and social settings, and abilities into account in designing service delivery.
- This requires not only foresight and compassion on behalf of the DSP, but also communicating with clients and developing relationships.

Benefits of Individualized Care

- Research has found that individualized care:
 - Improves the experience people have of care
 - Encourages healthier lifestyles
 - Impacts health outcomes
 - Reduces other service delivery
 - Improve delivery of care

Communicating with Clients

- As a DSP, it is important to understand that people with disabilities can use many behaviors to communicate:, such as facial expressions, pointing, blinking, vocal sounds, gestures, or other actions or behaviors that communicate information or feelings.
- For people who are nonverbal, these behaviors (for example, smiling when someone gets ice cream) can be key to not only understanding these individuals, but individualizing their services as well.
- Some people may not use words to communicate, but that does not mean that they cannot understand what others are saying., or understand what is happening around them.

Communication Barriers

- **Please do not shout.** People who are nonverbal are not necessarily hard of hearing. Also, loud voices can be startling or triggering for some people.
- **Treat clients like peers.** Clients are not your children or employees. Use good manners without telling people what to do. Treat clients and families with respect.
- **If you don't understand, say so.** Don't just nod your head and act like you understand the person if you don't. This is frustrating and often counterproductive.
- **Be patient.** Some people need longer than others to put words together.

Cultural Competence



What Is Culture?

- Culture includes beliefs, traditions, experiences, behaviors, rituals, and values that are common to a specific group.
- Your culture is not the same as your personal beliefs, because your culture is shared with others with similar values and customs.
- Cultures normally develop within groups over long periods of time, although change can and does occur.

Factors That Shape Culture

- Language
- Race
- Ethnicity
- Gender
- Sexual Orientation
- Religion
- Age
- Financial
- Education
- Geography
- Disability
- Family
- Meals
- Holidays
- Celebrations
- Social Customs
- Etiquette
- Status
- Decision Making

What is Cultural Competence?

- Understanding that the culture you grew up with is not the only culture, and that there are many diverse cultures in our communities
- Understanding the elements of the culture you grew up with, and how those elements might differ
- Understanding that cultural differences can and do affect how we interact with people from other cultures
- Understanding that all of us may need to change or adapt our behavior, opinions, or feelings to accommodate the cultural needs of others.

Importance of Cultural Competence

- The world is getting smaller; many people are choosing to live in places that have different cultures from their own
- Global mobility and the lowering of shipping costs creates markets for products from other cultures in America; it's now easier to buy products from around the world
- The workplace is becoming more diverse, both in terms of race and national origin and in terms of other demographic factors like gender and age
- More people with disabilities are working and living in communities of their own choosing
- There is a deeper understanding of the importance of diversity

Cultural Competency in Service Delivery

- Many people from other cultures may have issues dealing with the social service system, due to mistrust or a lack of shared values.
- People can feel afraid that they are at risk if they share too much. They may also want to avoid a situation they perceive as unfair or pointless.
- They may disagree with the rules of the system, or feel that they are powerless to fight it.
- In some cultures, people may feel it is inappropriate to publicly disagree with professionals.

Disability and Culture

- One issue that people with disabilities across cultures may experience is the difference between the medical model of disability and the civil rights model.
 - Medical model: the person’s disability is treated as a “problem” that needs to be cured or otherwise addressed.
 - Civil rights model: the person with a disability is treated as an individual with rights, and that barriers that the individual experiences are the result of discrimination that need to be addressed legally
- The social service culture is very deeply anchored in the medical model—and given that the social service culture has a dominant financial and legal position, it can be very difficult and frustrating for the voices of individuals with disabilities, and their families, to be heard.

People-First Language

- One of the major improvements in communicating with and about people with disabilities is "People-First Language."
- People-First Language emphasizes the person, not the disability. "A person with a disability."
- By placing the person first, the disability is no longer the primary, defining characteristic of an individual, but one of several aspects of the whole person.

Individual Rights



Disability Rights Legislation

- The last fifty years has seen significant advances with regard to the rights of individuals with special needs.
- The passage of the Americans with Disabilities Act (ADA) in 1990 was a significant milestone in that progress.

Discrimination in the Real World

- As a DSP, you may be surprised to encounter discrimination against the individuals that you serve.
- This discrimination can take place in passive ways (such as architectural barriers or tables and chairs blocking accessible paths of travel) or in active ways (storekeepers asking people with disabilities who are engaging in distracting behaviors to leave).
- As a DSP, it is important to recognize discriminatory behavior against your client, note when it happens, and take steps to address such behavior when possible.

Reasonable Modifications

- As an employee of an entity covered by the ADA, you may be required to provide reasonable modifications to services to accommodate consumers with special needs.
- Examples of such modifications include, but are not limited to:
 - “Effective communication”—working with individuals to use auxiliary aids and services to better communicate
 - Taking consumers to locations that are accessible to them
 - Providing caretaker services when needed
 - Reading documents for individuals with cognitive or visual issues

Understanding Modification Requests

- As a DSP, you may receive a variety of modification requests from clients.
- Generally speaking, the majority of modification requests can be handled affirmatively, with the DSP exercising good judgment and common sense.
- Although the *ADA requires* DSPs to perform reasonable modification, in most cases, compliance shouldn't ever be an issue.
- In the rare instances when either you don't think that providing the requested modification would be a good idea, or you don't have the resources or knowledge base to perform the modification, you can always contact your supervisor for advice.

Developing an Accessibility Mindset

- The most helpful tool that a DSP can have in dealing with individual rights is an accessibility mindset. Such a mindset includes:
 - A knowledge of the needs of your client
 - A basic understanding of the rights of your client
 - The ability to recognize potentially discriminatory situations or actions
 - The willingness to take affirmative and decisive action to prevent or address discrimination

Working with Families



Keys to Success as a DSP

- As a direct support professional, you can assure more success by:
 - Building partnerships with families
 - Using good communication
 - Developing respect and trust
 - Doing what you say you are going to do
 - Recognizing differences without making judgments
 - Understanding professional and personal boundaries
 - Knowing your role and responsibilities in the support network.

Basic Partnership Skills

- Be positive and friendly
- Listen carefully to parents and their concerns
- Be responsive to parents
- Work with families to overcome challenges
- Communicate about your role in providing services
- Take time to get to know family members
- Share positive experiences
- Be sensitive to cultural differences

Respect and Trust

- Building a relationship with families and individuals that is lasting and positive depends on maintaining respect and trust.
 - Respect and trust are earned over time
 - Respect and trust require honesty
 - Respect and trust are developed by following through with what you say you are going to do
 - Respect and trust are based on positive and negative encounters or experiences you share with others

Understanding Boundaries

- One source of friction in dealing with families is understanding and respecting personal boundaries.
- As a DSP, you are working closely within the family network, but you are not part of the family—and this can include being left out of discussions or decisions that affect your client.
- While it's perfectly acceptable to serve as an advocate for your client, keep in mind that doing so may run the risk of impacting personal or family boundaries.
- It's important to remember to work with families in ways that maximize respect and trust.

Dealing with Mistakes

- Good relationships among support network members are built on the understanding that people can be forgiven for mistakes and that the relationship can be rebuilt by:
 - Acknowledging mistakes.
 - Avoiding taking things personally.
 - Seeking forgiveness and feedback about what when wrong.
 - Rebuilding relationships by creating more positive interactions.

Documentation and Record Keeping



Service Logs

- The primary form of documentation used by Disability Allies is the service log.
- The service log is meant to be a narrative about the services provided to individual clients.
- DSPs have a separate service log for each client.
- Service logs should be completed and returned every two weeks with the timesheet, and should be shared with the family.

Why Is Documentation Important?

- Documentation is **required by DDD** for Medicaid billing.
- Documentation is a form of **communication**; it allows DSPs to communicate information about their job to families and supervisors.
- Documentation creates a **permanent record** of actions taken on an individual's behalf.
- Documentation is a way to **record individual progress** with respect to achieving the goals in service plans.

Reasons for Documentation

- Ensure continuity and consistency of supports.
- Document progress toward goals and barriers to reaching goals.
- Evaluate, justify, and coordinate service and supports.
- Identify changes in care and support needs.
- Comply with rules, regulations, and agency policies.
- Serve as an accountability tool for the services and supports provided.
- Serve as a communication tool helping you to stay connected with coworkers and supervisors.

Requirements for Documentation

- Service logs should be:
 - Factual (based on facts, not opinions)
 - Accurate
 - Complete
 - Clear
 - Concise
 - Recorded in a timely manner
 - Submitted each two weeks

Best Practices with Documentation

- Stick to the facts, not opinions: Who? What? Where? When?
 - Fact: “Alex and I went to the Panera Bread on Route One and filled out a job application on Friday.”
 - Opinion: “Alex shouldn’t have worn the brown socks with the holes in them to the interview.”
- Don’t make changes or revisions after the fact.
- Record services from beginning to end.
- Make sure that your handwriting is clear and legible (or else type your service log)
- If you have goods and services, attach receipts for reimbursement

What is Confidentiality?

- Confidentiality:
 - A concept that means certain information about a person that is receiving support services cannot be released to others without the consent or permission of that person or the person's guardian or legal representative.

Legal Basis for Confidentiality

- Keeping information about clients and about how Disability Allies operates confidential is required under the policies set forth in our employee manual.
- Additionally, to the extent that your service logs contain confidential medical information, the information in those logs are covered by the Health Insurance Portability and Accountability Act (HIPAA).
- Confidentiality protects the integrity and dignity of each individual. Each person deserves a private life. It is one of your basic human rights.
- Each person has the right to decide who knows what about his or her life.

Confidentiality in Practice

- You do not discuss information about individuals you support with your friends or family.
- You do not take an individual's files out of the work environment or his or her home.
- You do not give information to people who might ask for it without the signed consent of the individual or her or his legal representative.
- You do not discuss confidential information about an individual with another individual in the work environment, unless the information is pertinent to that person's ability to perform his or her job responsibilities.

More Confidentiality in Practice

- You do not discuss confidential information on a cell phone or via email as these modes of communication are not secure.
- You do not discuss confidential information about an individual in the presence of a third person.
- You do not breach an individual's right to confidentiality unless the individual plans to or has broken the law, or it is a serious health and safety issue.

Breaches of Confidentiality

- Leaving a log book open for unauthorized eyes.
- Keeping private information in an unlocked cabinet.
- Writing information about two individuals in one document.
- Leaving a computer logged on to a person's file.
- Allowing family members access to an individual's documents or other information without a proper authorization to release information.
- Speaking about confidential information in front of other people who do not have a need to know the information.
- Writing more information than the staff need to know in the service log or other places.

Guardianship

- One piece of important information is whether or not the individual you are serving has a guardianship or not.
- Guardianship is a legal arrangement, overseen by a judge.
- **General Guardianship**
 - sometimes referred to as ‘plenary’ guardianship
 - appropriate for people who have been found incapable of making or expressing any decisions
- **Limited Guardianship**
 - covers decision-making around residential, educational, medical, legal, vocational, and financial issues
 - appropriate for people who have been found capable of making and expressing some, but not all, decisions

Guardianship in Practice

- Most of the time, it shouldn't make a difference whether or not an individual you serve has a guardian or not, or what kind of guardianship that it is.
- The primary issue would be if you learn something about an individual that he or she asks you to keep confidential from a family member. If the family member is also the guardian, it may not be a good idea to keep that information confidential.

Any Questions