



THE QUALITY NEWS

"Coming together is a beginning. Keeping together is progress. Working together is success."

Henry Ford

Person Centered Planning & Thinking

It is always worth repeating that to really make a difference in someone's life and to ensure that the individuals we provide services for have more choice and control...with that being said it is essential that our agency habitually uses the tools of Person Centered Thinking.

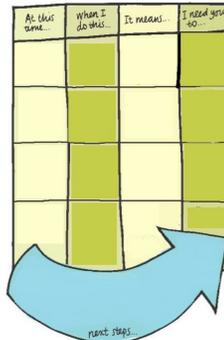
For our September issue, we have received a request (we love to get requests!) to present the tool Communication Charts. The Communication Chart is a simple but powerful way to record how someone communicates with his or her behavior or words. Everyone communicates and everyone should be listened to. This is also an especially critical tool to use when people do not communicate using words.

Benefits for the person:

- *There is an increase in the presence of what is important to the person
- *People using services feel listened to
- *There is a decrease in frustration and the behaviors that go with it
- *People respond consistently to what the person is communicating

Benefits for the organization:

- *Recognizes learning done by those who support
- *Reinforces learning culture
- *Provides new staff with a quick way to get off to a good start
- *Decrease in challenging behaviors and therefore a decrease in incidents
- *Creates an ongoing communication record to ensure that learning & knowledge is shared and sustained



Using it with an individual:

Fill out the second or third column in first. Start with the behavior or the meaning of the behavior. Then fill out column one and finally the fourth column:

1. First Column-> The context, what is happening outside the person; what's just happened; did something trigger this?
2. Second Column-> The behavior; what others notice; can be seen, heard and felt by others
3. Third Column-> What the behavior means; what the emotions and feelings are; what's going on inside
4. Fourth Column-> What others should do in response; what you want people to do or not to do

Try out the Communication Charts with your staff...practice using this simple but effective tool at your next staff meeting as it will enable you to clearly see how people communicate with their behaviors

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Therap Tips!

Training Management System

At The Arc of Somerset County, employees are responsible to self-register for trainings in Therap. But for Supervisors, you are still responsible for ensuring that your staff are up to date with their trainings. Did you know that you can access Therap to check the status of your employees training certificates right from Therap? As a Supervisor, you must know that the employees you are scheduling have the proper training and updated CPR. You have to know that the person you are scheduling to take an Individual to the doctor has passed Wheelchair Securement or the employee you are indicating to administer medications has up to date Med Certification and that the DSP Overnight is CPR Trained. Licensing is approaching and you want to make certain that all your employees have valid certifications!

Employee training information is right here...on Therap...right at your fingertips and all you have to do is access the data!

Here are a number of ways to check the Training Status and Certification for your employees:

Go to the → Training Management System (TMS) Module:

Supervise Trainee → Select Class Due/Overdue Reports

OR

Report → Select Class Due/Overdue Report or Certification Report

OR

Training Certification → Select Certification Records

Being a proactive supervisor ensures that we are always prepared and that our employees have valid certifications at all times. If you find one of your employees are approaching a due date on a certification, alert them so they can self-register. Therap is always figuring out ways to make our jobs easier!

Do you have a Therap tip or question? We want to hear from you! Email your tips or questions to:

ltai@thearcofsomerset.org
We are currently using:
Therap Version: Version: 9.3.12

What's On The Training Board?

- ◆ Did you know that trainings offered at the *Elizabeth M Bogg Center* are free to all Individuals we support, Arc employees and family members as well? There are current openings for Person Centered Thinking Training for September 14 & 15! http://rwjms.umdj.edu/boggscenter/training/person_centered.html
- ◆ All employees are required to take OSHA and Danielle's Law! Make sure your certification is up to date!
- ◆ Did you hear that CPR and First Aid are now a combined two-year class?!