

# Enhancing Quality of Life:

Strategies for Meeting and Exceeding  
the Home and Community Based  
Waiver Final Rule



Kern Regional Center

*With* Thomas E Pomeranz, Ed.D.

Universal  
**LifeStiles**

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# California Corrective Action Plan CAP

- The State of California is NOT in compliance with the Finale HCBW Rule as of this date
- Only 11 states will be able to meet the Finale Rule as of March 17, 2023
- The Statewide Transition Plan STP's terminated March 17, 2023
  - California submitted a Corrective Action Plan (CAP) through June 30, 2024, to fully demonstrate compliance
    - It is recognized by some states that it will be necessary to transfer Waiver Recipients from those Providers who fail to meet the Finale Rule by the CAP's termination



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# California Corrective Action Plan CAP

March 14, 2021

- Ensuring individuals have

The State is requesting an extension through June 2024 to implement the following regulatory criteria:

- Opportunities for employment

- Ensuring individuals have the option for a private room and/or choice of roommate

- Ensuring individuals have a choice of non-disability specific settings



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# The Dog

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The dog has  
finally caught  
up with the car!



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# What Is Right

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**What is right  
is not always  
popular;  
what is  
popular  
is not always  
right.**



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# The Bus

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The  
paradigm is  
shifting, you  
can either be  
on the bus  
or under it.



OR



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# Best Practices

**Best Practices**

**already occur in your organization!**



and

**Assure those Best Practices are Pervasive constant!**

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# Best Practice (cont'd)



Doing the  
**RIGHT** thing

with **ALL**  
the people

**ALL** the time!

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# Talk vs Actions

## Actions

Voice

I can not hear what  
you are saying; your  
actions are drowning  
out your voice.

Wolf Wolfensberger

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# Culture Shift

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**You cannot change a culture simply by buying new tools, sending people to training or asking them to change.**

**If you want to change your work culture, you have to change the work systems that created that culture in the first place and have been shaping it every day from that point forward!**



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# Move




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# Shift Happens

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Whether you want it or not.  
Whether you expect it or not.  
Whether you participate in it  
or not.....



**SHIFT  
HAPPENS**

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# Shift Happens (cont'd)

*Shift* does indeed *happen*

It is critical to identify the beliefs,  
demonstrate the behaviors and  
apply the skills that will support

**As a result, we need to work HARD  
to use what we know about the  
change process to help to deal effectively  
with major shifts in people's professional  
and personal lives.**

George Suess, CEO, ARC of Delaware County & Consultant

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# Monkey or Monk

## Monkey Mind

- Overwhelmed by multiple branches
- Coasts in the passenger seat
- Complains, compares, criticizes
- Overthinks & procrastinates
- Short term gratification
- Demanding & entitled
- Changes in whim
- Amplifies negatives & fears
- Self –centered & obsessed
- Multitasking
- Controlled by angry, worry & fear
- Does whatever feels good
- Looks for pleasure
- Looks for temporary fixes

## Monk Mind

- Focused on the root of the issue
- Lives intentionally & consciously
- Compassionate, caring , collaborative
- Analyses & articulates
- Disciplined
- Long term gains
- Enthusiastic, determined, patient
- Commits to a mission, vision or goals
- Works for breaking down negatives
- Self-care for service
- Single tasking
- Controls & engages energy wisely
- Seeks self-control & mastery
- Looks for meaning
- Looks for genuine solutions

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# Are You Somebody?

I used to ask "why doesn't somebody do something about that?"

Then I realized  
that I was  
*somebody!*



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# It Must Be Considered

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“It must be considered that there is **nothing more difficult** to carry out, nor **more doubtful** of success, nor **more dangerous** to handle, than to **initiate a new order** of things. For the reformer has enemies in all those who **profit by the old order**, and only **lukewarm defenders** in all those who would **profit by the new order**, this lukewarmedness arising partly from **fear of their adversaries**, who have the **laws in their favor**; and partly from the **incredulity of mankind**, who do **not truly believe** in anything new until they have had actual experience of it. Thus it arises that on every opportunity **for attacking the reformer**, his opponents do so with **the zeal** of partisans, the others only defend him half-heartedly, so that between them he runs **great danger.**”

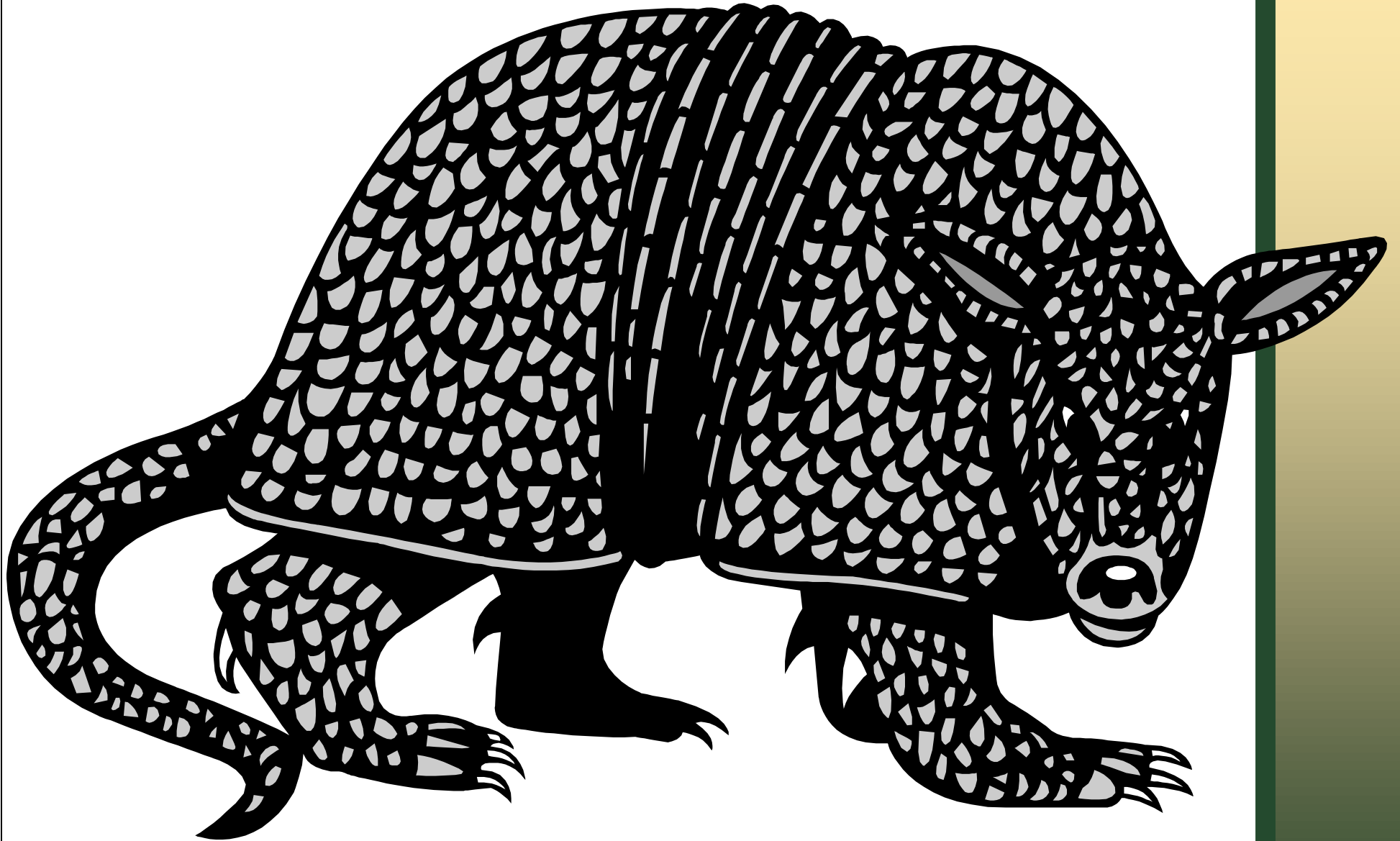
Chapter VI, *The Prince*, Niccolò Machiavelli

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# Are You Resistive to Change?

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***"Great spirits have  
always encountered  
violent opposition  
from mediocre  
minds."***

**Albert Einstein**

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**C  
H  
A  
N  
G  
E**

**There is nothing wrong with  
change...As long as it doesn't  
affect me**



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# A New Direction

***IF YOU ALWAYS DO***  
**What you**  
**have always **DONE,****



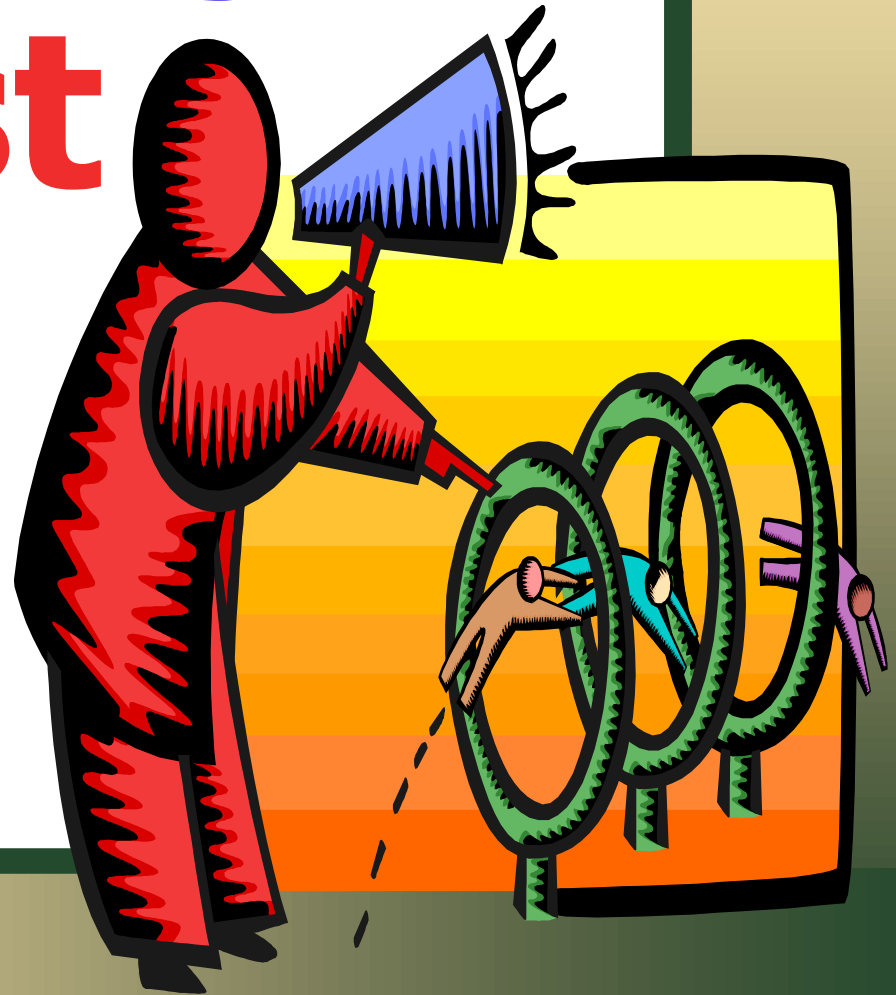
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# Being Changed

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People do not  
resist change.

They resist  
being  
changed.



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# **Say, Do, Feel**

---

**People will forget  
what you said.**

**People will forget  
what you did.**

**People will never  
forget how you  
made them feel!**

**Maya Angelou**



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# What's First

---

**R before I or T**

**Relationships  
before**

**I**  
**ssues**

**or**

**T**  
**asks**



# The Effective Reformer

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**Be radical  
With your  
vision,**



**conservative  
with your  
action.**

**Burton Blatt**

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# Challenge The Process

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**Knowing  
how to  
rock the  
boat  
without  
sinking it, is  
the  
challenge!**



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# Time Is Running Out



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# Vision

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Where  
there is no  
vision,



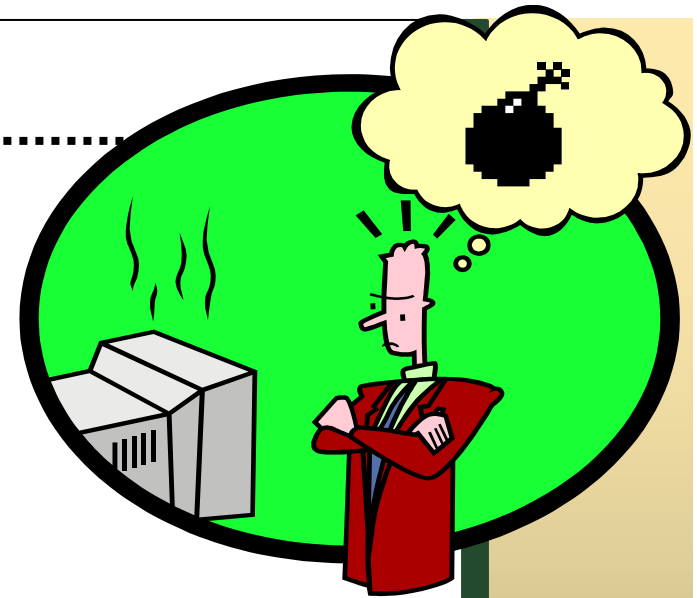
**people  
perish.”**

Proverbs 29: 18  
King James

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# Feeling Empowered

Accept  
It



Change  
It



Leave  
It

Forget It



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# Change Something

“You never change things by fighting the existing reality. To change something, build a new model that makes the existing model obsolete.”



Buckminster Fuller

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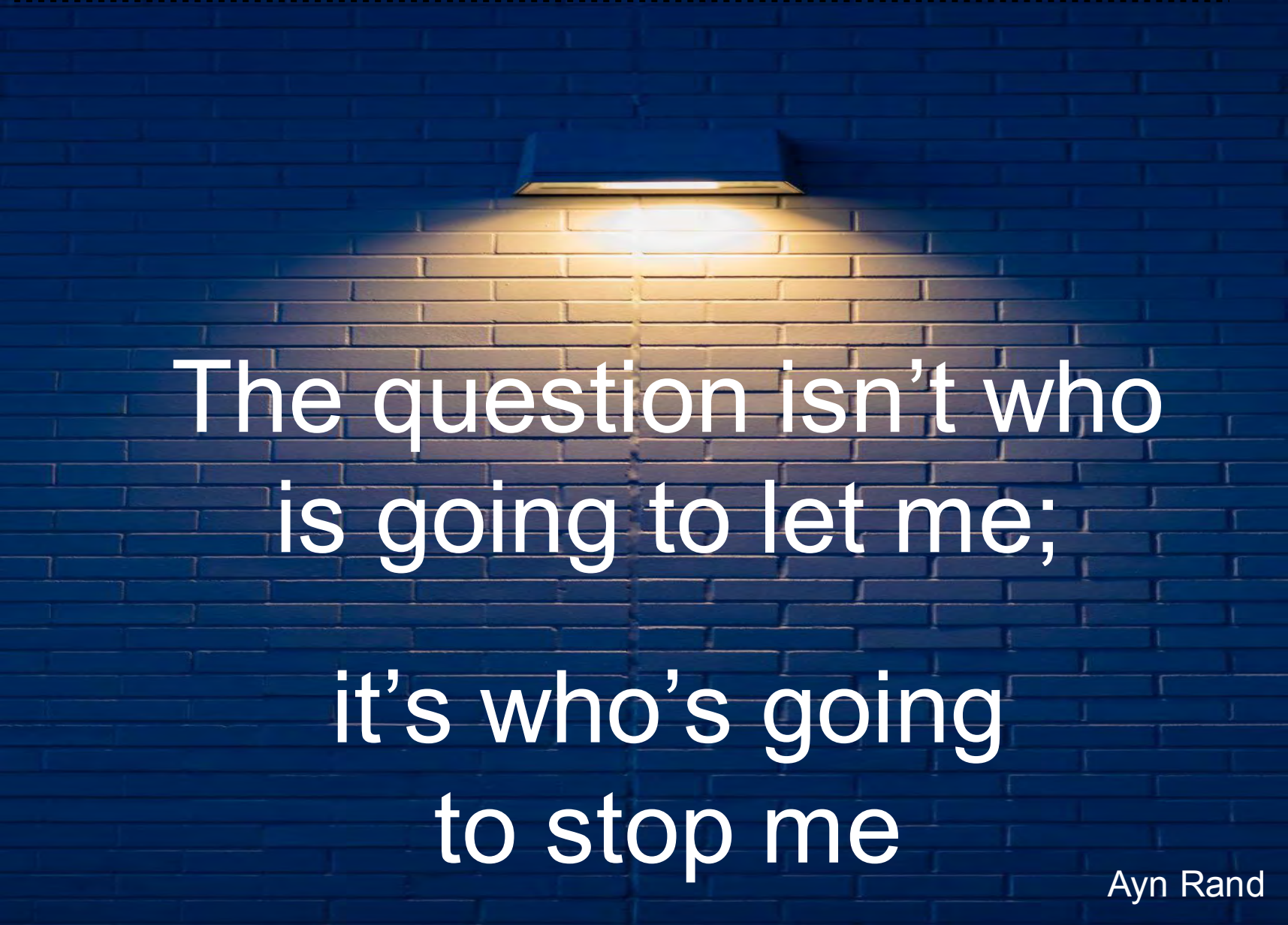
# Coercion Is Not Conversion

**When shifting an organization's culture or expecting staff to embrace new practices...  
Coercion is not Conversion.**



Cooperation  
requires respect.  
Coercion  
demands terror.

# The Question



The question isn't who  
is going to let me;  
it's who's going  
to stop me

Ayn Rand

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# Make It Happen

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*If it is not illegal, immoral or unethical...*

**Go** *for it!*



*Is it better to err  
and ask for forgiveness,  
than not to have acted at all?*

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# Olmstead Act

In **OLMSTEAD V. L. C. (98-536) 527 U.S. 581 (1999)** (“The Olmstead Decision”), the Supreme Court construed Title II of the American's with Disabilities Act (ADA) to require states to place qualified individuals with mental disabilities in community settings, rather than in institutions.

The Department of Justice regulations implementing Title II of the ADA require public entities to administer their services, programs and activities in the most integrated setting appropriate to the needs of qualified individuals with disabilities.

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# Olmstead Act (cont'd)

The decision effects not only all persons in institutions and segregated settings, but also people with disabilities who are at risk of institutionalization, including people with disabilities on waiting lists to receive community based services and supports.



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# Olmstead Act (cont'd)

## Translation:


People with disabilities must receive services and supports in the least restrictive community setting.



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# Committed

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**DO** ~~NOT~~  
~~QU~~ **IT**

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# Medicaid Transitions

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**On July 30, 1965, President Lyndon B. Johnson signed into law legislation that established the Medicare and Medicaid programs.**

**Medicaid is a joint federal-state program that provides health coverage or nursing home coverage to certain categories of low-asset people. It is a means-tested program.**

**Intermediate Care Facilities for Individuals with Developmental Disabilities (ICF/MR) is a disability benefit that is offered through United States Medicaid funding. Section 1905(d) of the Social Security Act enacted benefits and made funding available for “institutions” (which consisted of four or more beds) for individuals with “MR” or other developmental disabilities.**

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# Faith



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# **Medicaid Transitions** (cont'd...)

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**Medicaid Waiver** programs help provide services to people who would otherwise be in an institution, nursing home or hospital to receive long-term care in the community. Prior to 1991, the Federal Medicaid program paid for services only if a person lived in an institution – referred to as a setting rule. Under a Medicaid Waiver, the state can waive certain Medicaid program requirements.



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# The New CMS HCBS Rules

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The New CMS HCBS set expectations for setting in which HCBS residential and day services can be provided. The rule requires that “community-like” setting be defined by the nature and quality of the experiences of the individual receiving the services.

In all settings, the rule requires that:

-The setting is selected by the individuals from options that include non-disability specific settings and options for privacy in residential settings. (e.g. a private room or unit).

Individuals must have choice of providers, services and setting and that choice must be documented by a person-centered plan.

-Each person has the right to privacy, is treated with dignity and respect and is free from restraint.



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# The New HCBS Rules (cont'd)

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**-People have optimal opportunity for independence in making life choices without regimented daily activities; can access their physical environment and may interact with family and friends, just as people who are not receiving home and community based services do.**

**In residential settings owned or controlled by a service provider, additional requirements must be met:**

**-Each individual must have the same responsibilities and protections from eviction that tenants have under state or local landlord/tenant laws.**

**If such laws do not apply, a lease or other legally binding agreement is in place to provide those protections.**



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# The New CMS HCBS Rules (cont'd)

**-Each individual must have privacy in their sleeping or living unit, with a lock and key controlled by the individual and appropriate staff.**

**-Individuals must be allowed to furnish and decorate their own sleeping and living areas, to have access to food at any time, and to have visitors of their choosing at any time.**

**-Individuals sharing a living unit must have choice of roommate.**

These requirements may only be modified if the individual has a need that justifies deviation that is documented in the individual's person-centered plan.

**HCBS cannot be provided in settings that include: hospitals, skilled nursing facilities, institutions for mental disease and ICFs.**



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# New CMS HCBS Rules (cont'd)

The rule also defines settings that are “likely not” community-like. CMS requires states to provide justification that these settings are not institutional in nature. Justification must include input from the public. CMS requires approval of settings that fall into one or more of the following categories:

- “Any setting that is located in a building that is a publicly or privately operated facility that provides inpatient institutional treatment;
- A building on the grounds of, or immediately adjacent to, a public institution; or
- Any other setting that has the effect of isolating individuals receiving Medicaid HCBS from the broader community of individuals not receiving Medicaid HCBS.”



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# CMS Transition Plan Requirements

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The new CMS rules require states to submit a transition plan within one year of the March 17, 2014 effective date. The transition plan must describe the process by which the state will ensure that service settings used in each of its HCBS waivers meet community-like expectations. States may be granted a maximum of five years to transition settings that are not compliant.

States in the process of amending or renewing a waiver must submit a transition plan with the waiver amendments or renewal. Within 120 days of submitting an amendment or renewal, the state must submit for CMS approval a comprehensive transition plan for all waivers.

The plan must be available for public comment for at least 30 days and be available from a minimum of two forms of public notice.

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# Reverse Integration

## Federal Perspectives

CMS expressed concern that Kentucky "has added language suggesting that bringing individuals from the community into service settings — particularly non-residential settings — would enable them to meet the integration requirements of the HCBS settings rule."

VOLUME 22, NUMBER 7  
JULY 2016

### CMS Grants Initial Approval to Kentucky and Ohio STPs; Expresses Concern About Reverse Integration

The Centers for Medicare & Medicaid Services (CMS) has granted initial approval to two more Statewide Transition Plans (STPs), Kentucky's and Ohio's, shortly after giving final approval for the first time, to Tennessee's STP. In documents attached to Kentucky's initial approval letter, CMS gave the clearest picture so far of its stance on "reverse integration," the practice of bringing individuals from the broader community to a disability setting in order to achieve the integration requirements of the HCBS Rule.

CMS expressed concern that Kentucky "has added language suggesting that bringing individuals from the community into service settings — particularly non-residential settings — would enable them to meet the integration requirements of the HCBS settings rule." The agency states directly that "states cannot comply with the rule simply by bringing individuals without disabilities from the community into a setting; compliance requires a plan to integrate beneficiaries into the broader community." CMS says "reverse integration, or a model of intentionally inviting individuals not receiving HCBS into a facility-based setting to

participate in activities with HCBS beneficiaries is not considered by CMS in itself to be a sufficient strategy for complying with the community integration requirements outlined in the HCBS settings rule." Under the rule, "with respect to non-residential settings providing day activities, the setting should ensure that individuals have the opportunity to interact with the broader community of non-HCBS recipients, and provide opportunities to participate in activities that are not solely designed for people with disabilities or HCBS beneficiaries that are aging but rather for the broader community." Settings "cannot comply with the community integration requirements of the rule simply by only hiring, recruiting, or inviting individuals who are not HCBS recipients into the setting to participate in activities that a non-HCBS individual would normally take part of in a typical community setting."

FMI Kentucky's initial approval letter is available at [www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/home-and-community-based-services/downloads/ky/ky-intl-appvl.pdf](http://www.medicaid.gov/medicaid-chip-program-information/by-topics/long-term-services-and-supports/home-and-community-based-services/downloads/ky/ky-intl-appvl.pdf).

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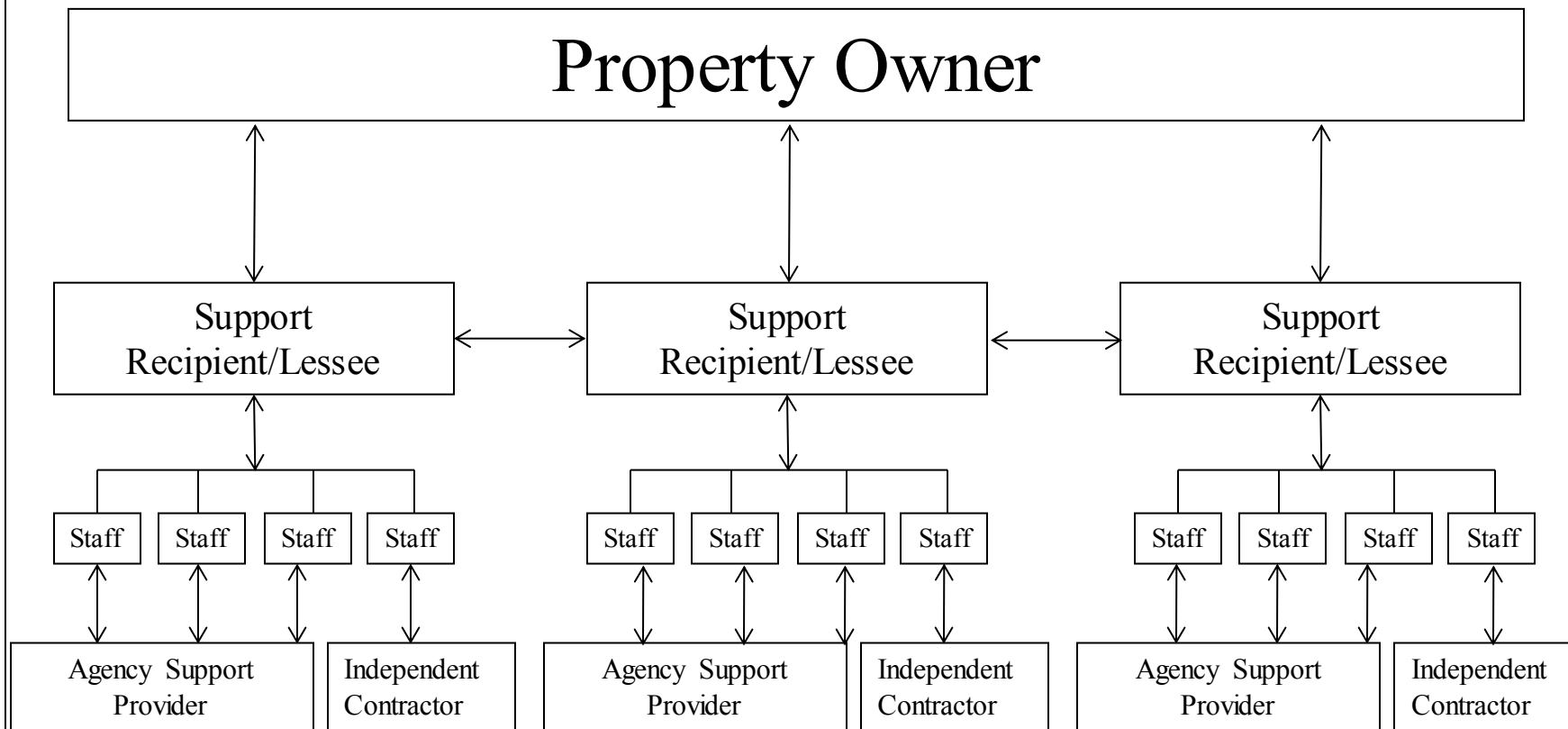
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NASDDDS  
National Association of State Directors of Developmental Disabilities Services

Under the rule, "with respect to non-residential settings providing day activities, the setting should ensure that individuals have the opportunity to interact with the broader community of non-HCBS recipients, and provide opportunities to participate in activities that are not solely designed for people with disabilities or HCBS beneficiaries that are aging but rather for the broader community."

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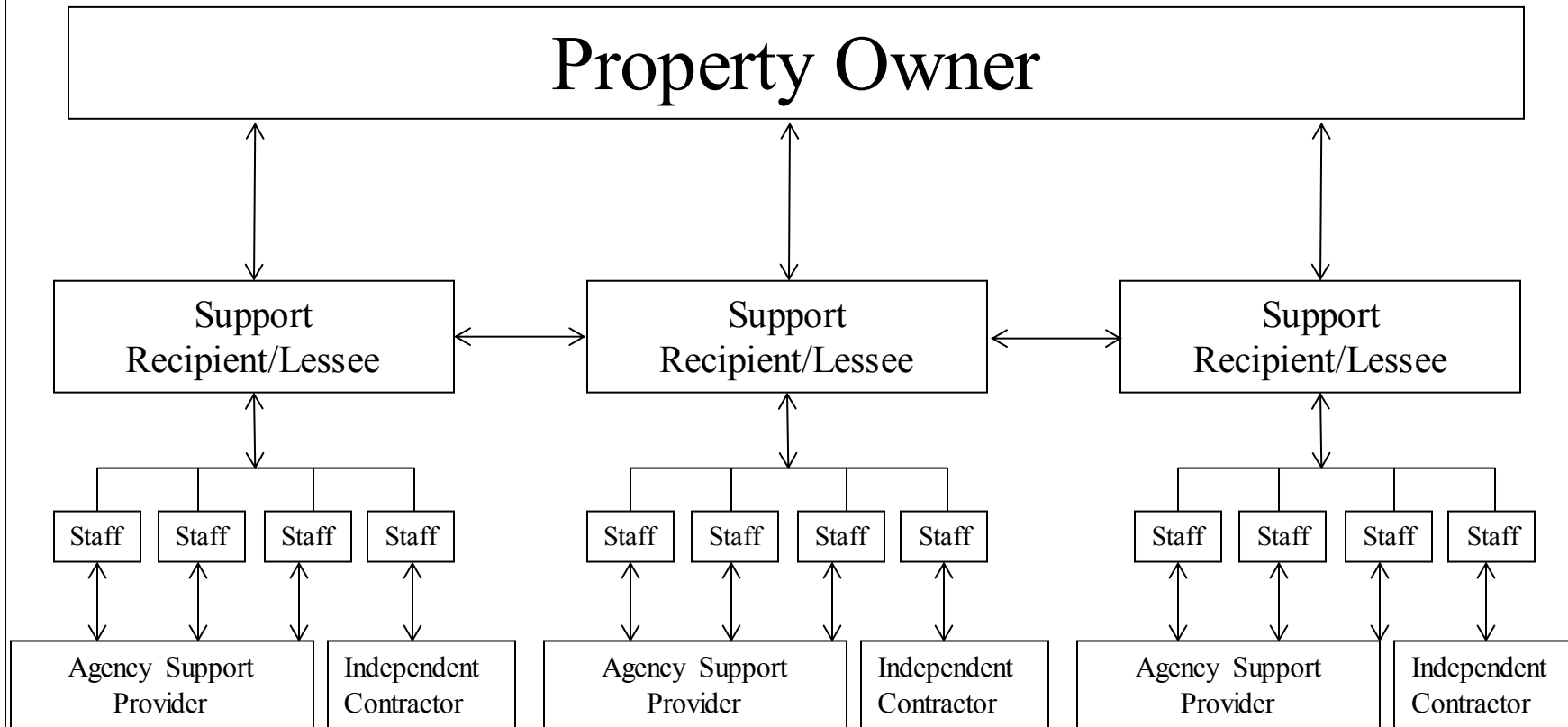
# Let's Unwind It



**The property owner may be the: resident/s, resident's family/s, agency, support provider, unknown and unrelated entities, housing foundation, HUD, etc.**

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# Let's Unwind It (cont'd)



**The support recipient/lessee must be afforded the same rights and responsibilities as any lessee would be accorded by virtue of law. Additionally, all covenants and ordinances as standing are applicable.**

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# Office or Home?



*Three individuals reside in each of these homes*



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# Office or Home? (cont'd)



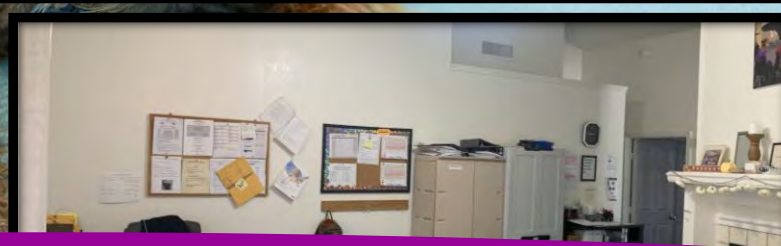
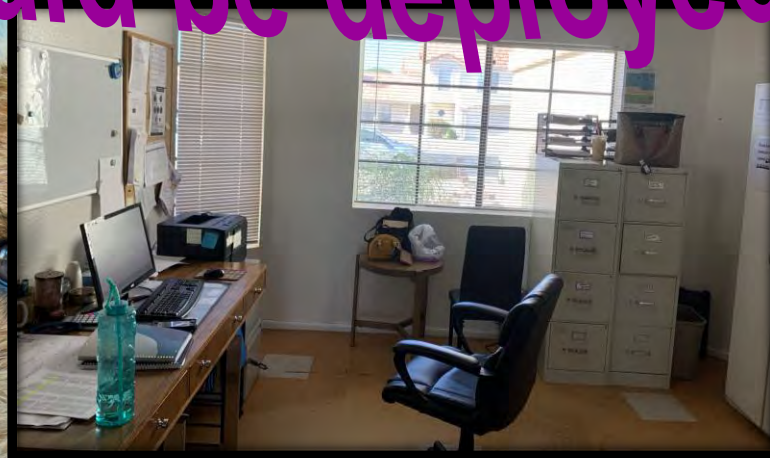
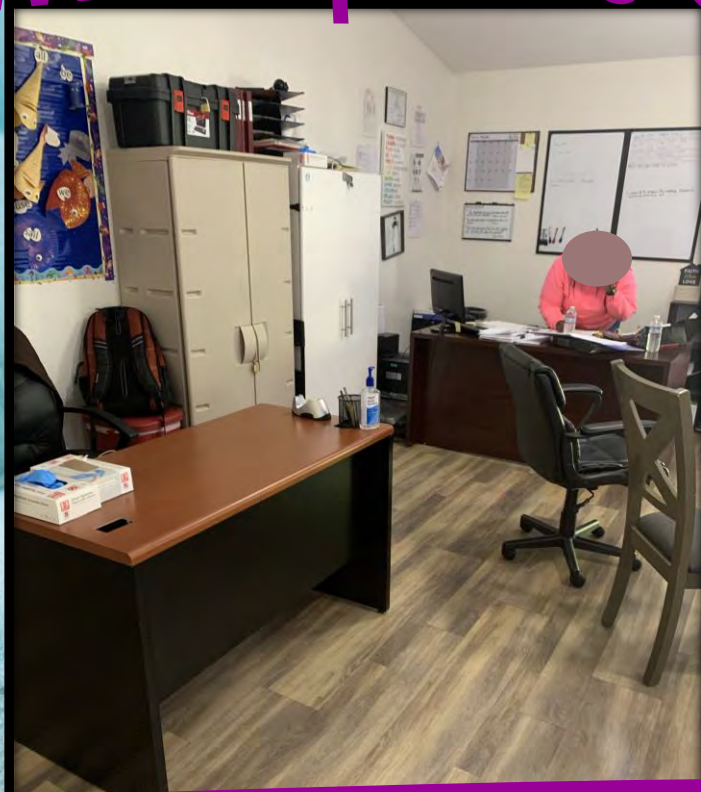
**Dedicated Office space takes up a significant part of the homes' common areas**



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# Office or Home? (cont'd)

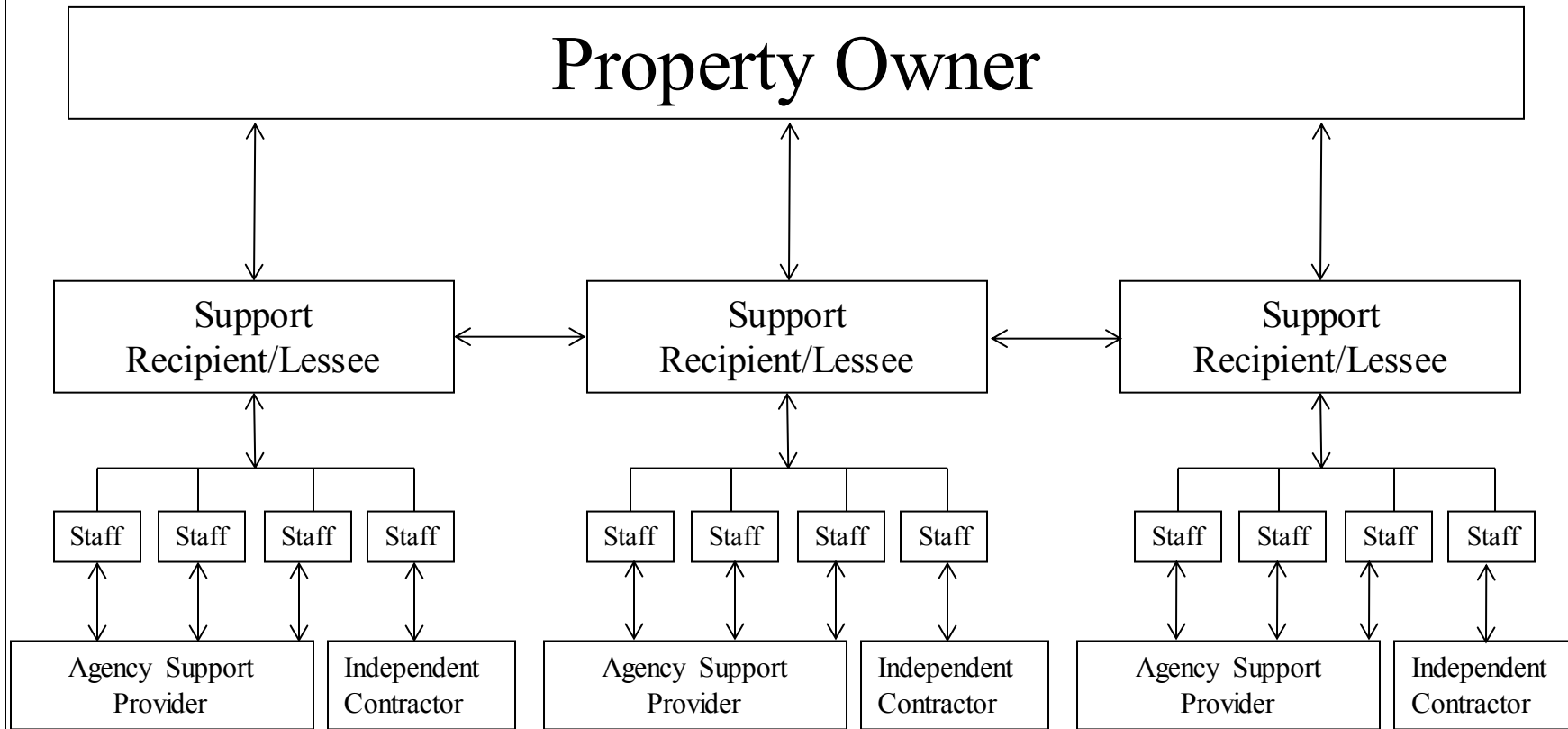
What options could be deployed



To meet the office needs of a Home Manager without intruding upon the residents?

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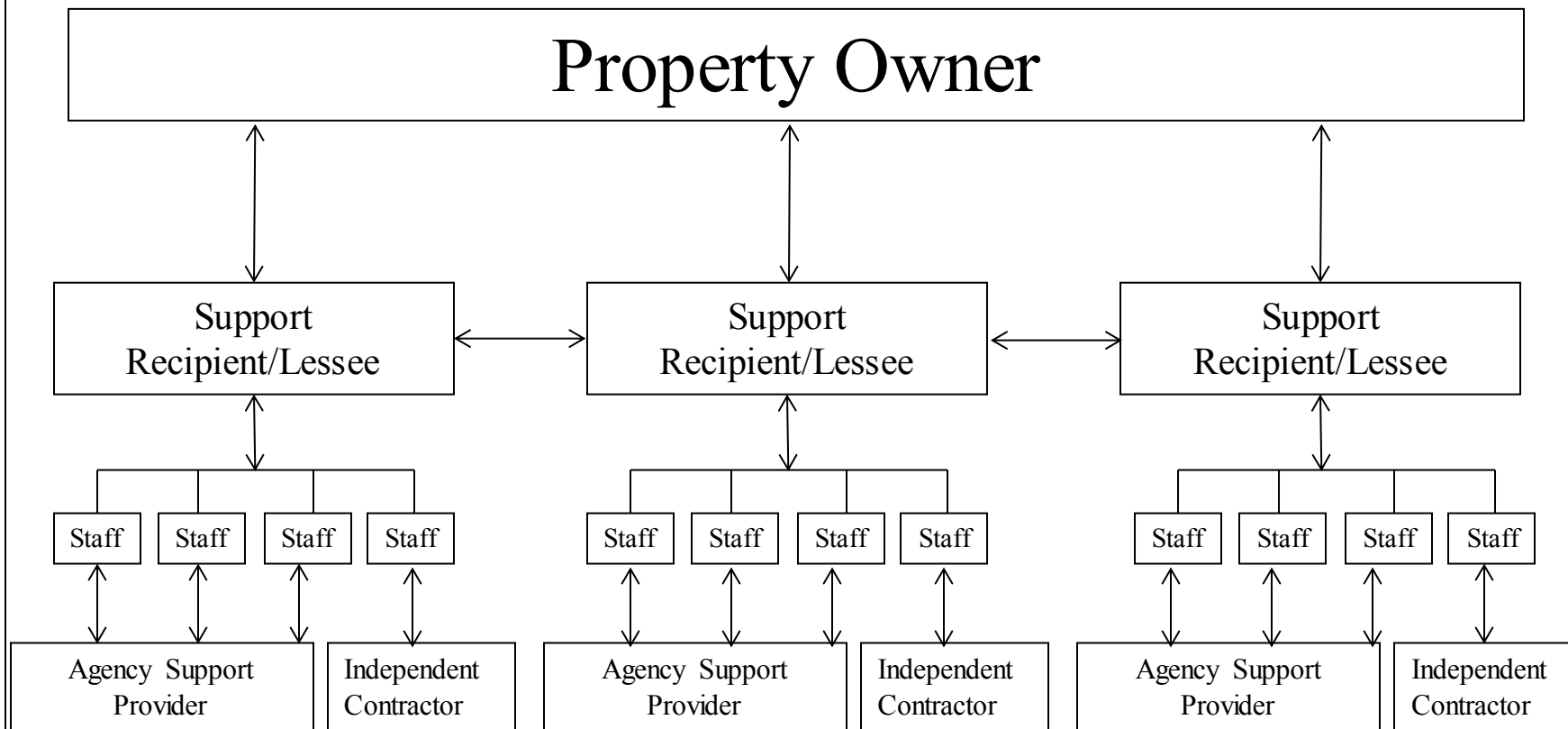
# Let's Unwind It (cont'd)



**The Lessee's cohabitation should be a function of preference or fiscal necessity. Each housemate shall determine with whom they reside. Cohabitation should hold only the expectation of “sharing space not lives”, unless so preferred.**

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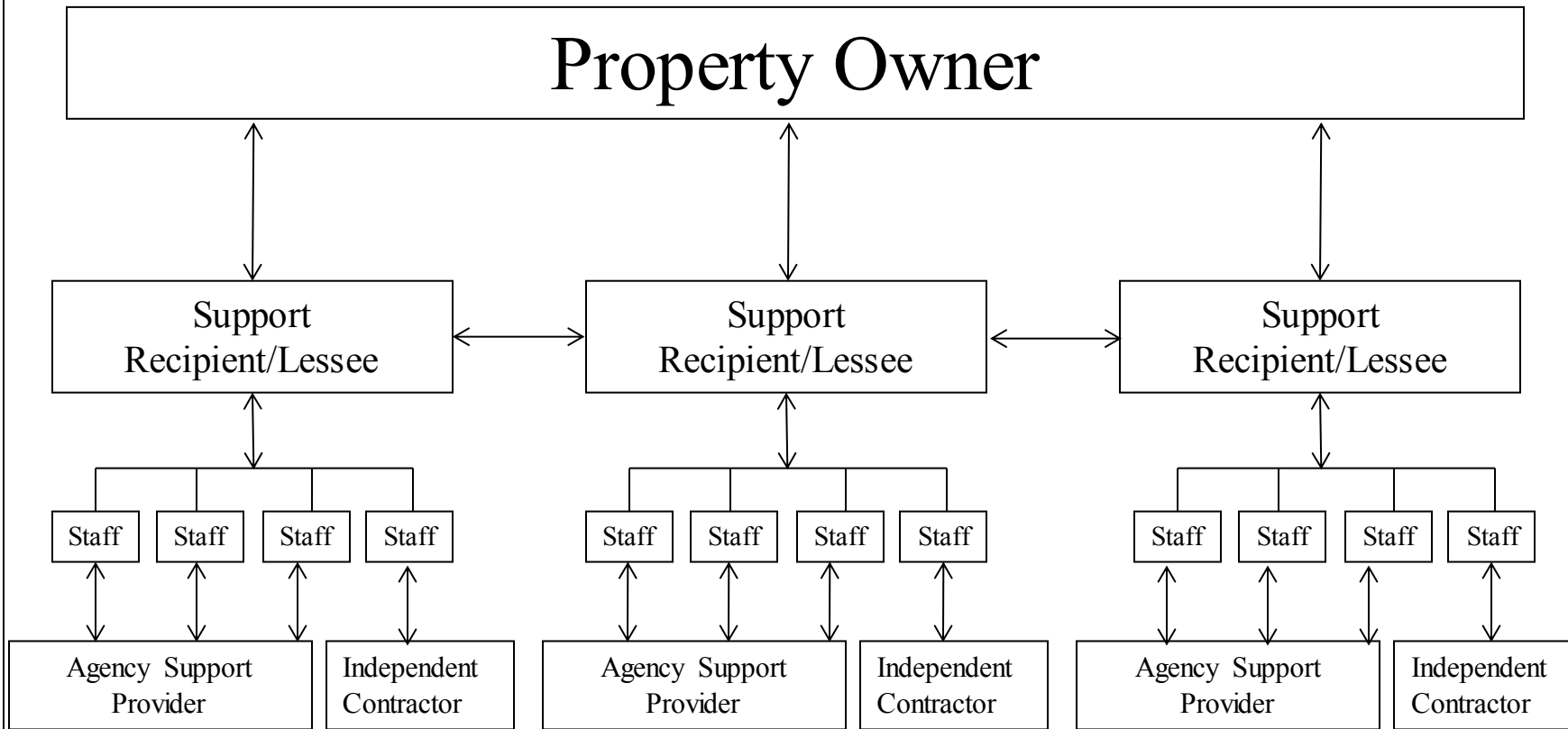
# Let's Unwind It (cont'd)



**The lessee/s shall have full authority to hire and “fire” the staff who provide the support. Though a lessee may utilize several support staff, said staff may be from the same agency, different agencies or independent contractors. If the support recipient cohabitates with another individual, who also requires support, each of their support staff may be hired, evaluated and terminated independently of each other.**

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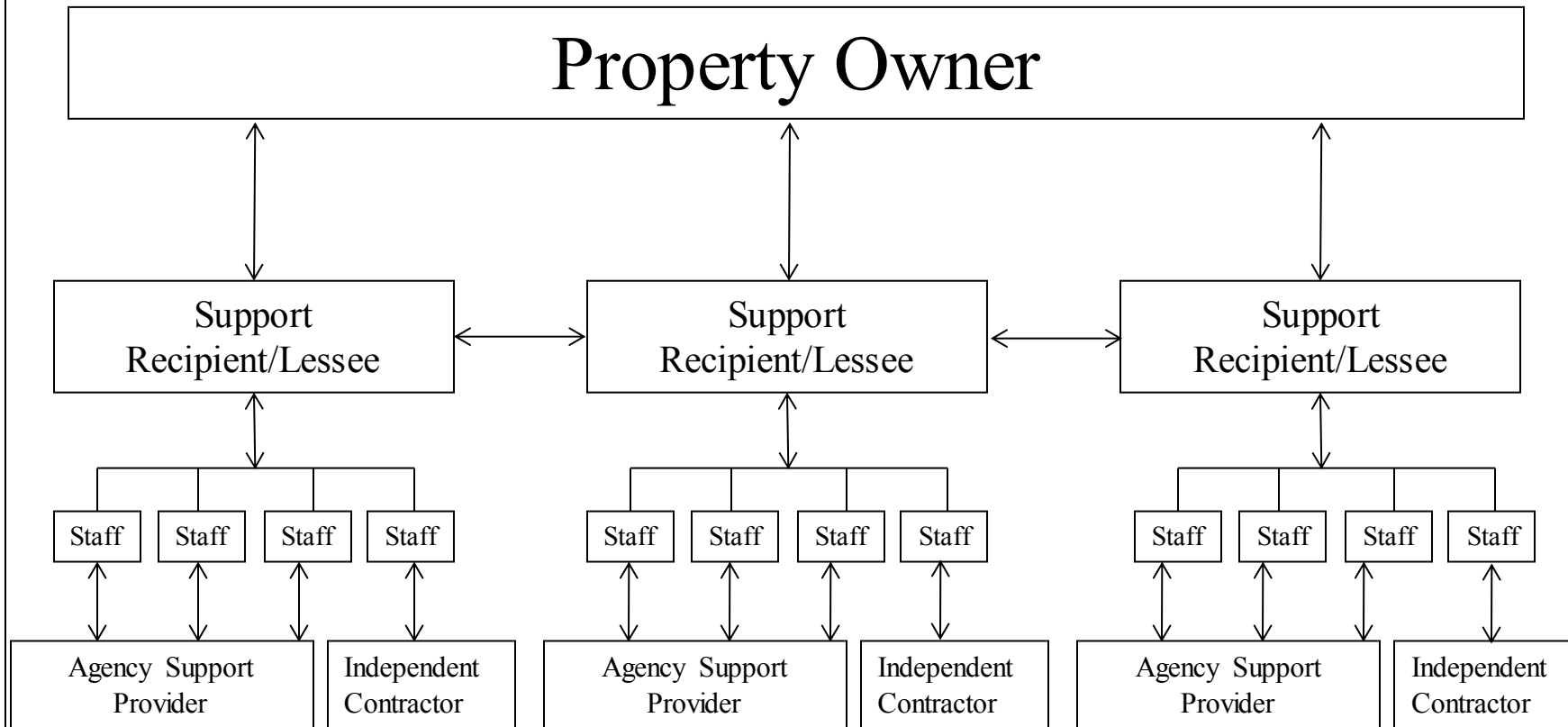
# Let's Unwind It (cont'd)



**Unless otherwise specified by HCBW Regulation, the Support Staff may be a personal friend, family member or acquaintance acting as an independent contractor. Their obligation, duties and responsibilities are determined by the contractual relationship established between the Support Recipient and the staff.**

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# Let's Unwind It (cont'd)



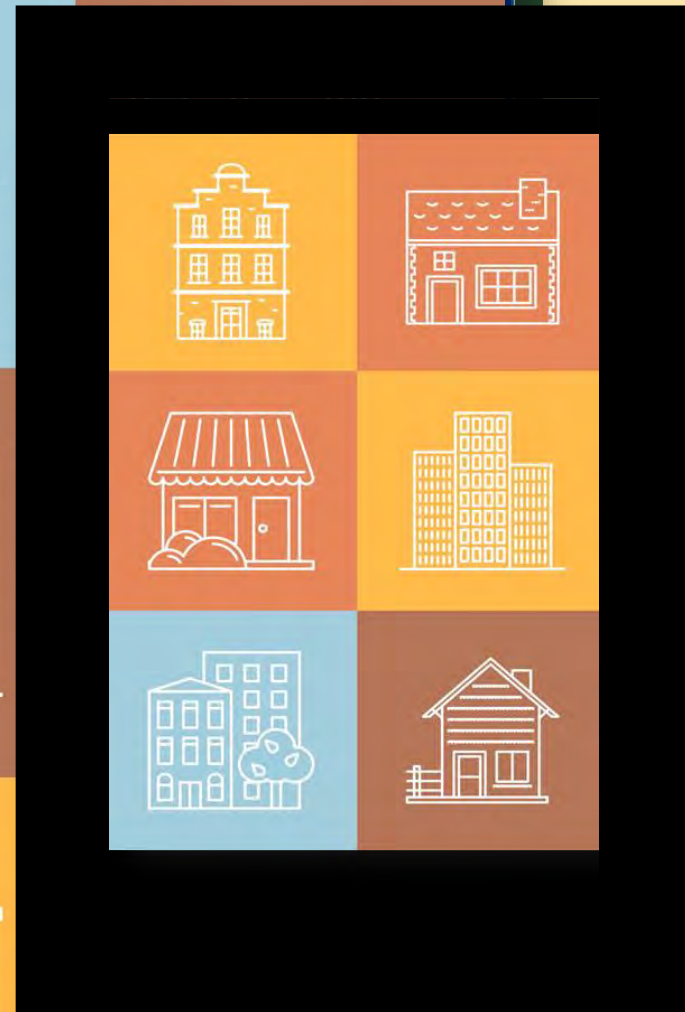
**The Support Provider's relationship with the Support Recipient is "at will"; meaning the Support Recipient may sever any and all relationships specified by the contract.**

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# Us and Them

**Me:**

- ❖ **Chose where you live?**
- ❖ Chose who you live with?
- ❖ **Have personal space and time alone?**
- ❖ Come and go as you please?
- ❖ **Set your own schedule?**
- ❖ Choose how to spend your money?
- ❖ **Choose who cuts your hair?**
- ❖ Choose which grocery store you go to?
- ❖ **Choose which pharmacy you use?**
- ❖ Choose which doctor you see?
- ❖ **Chose where you work?**
- ❖ Choose which church/religious service (if any) you attend?



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# HCBW Finale Rule Values



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- Free from Restraint
- **Assure Privacy**
- Choice of Provider
- **Choice of Setting**
- Generic Supports
  - **Non-Regimented Routines**
  - **Respect and Dignity**
  - **Accessible Settings**
  - **Integrated Life**
  - **Inclusionary Opportunities**



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# Free From Unnecessary Restraint

## There are four types of restraints:

- \* Physical
- \* Mechanical
- \* Chemical
- \* Environmental

### Restraint considerations:

- Restraint is neither good nor bad, it depends upon how, why, when and where it is used
- It is always frequently difficult, if not impossible, to know the purpose of a restraint by merely looking
- In all incidences, the use of restraint requires the review assessment by trained and experienced clinicians/professionals to assure appropriate use
- Whenever restraint is authorized, it is essential that is consistent with all policy and regulatory requirements

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# Freedom Of Movement

*Controlling vocalizations  
restrict movement!*

**Put that  
down!!**

**Leave him  
alone!!**

**Come  
here!!**



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# **Mechanical Restraint**

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**A device to impair bodily movement:**



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# Restraint



Is this person  
secure or  
behaviorally  
restrained?  
Neither  
explanation is  
acceptable.

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# **Fooling The Surveyors**

**Mechanical restraints for behavioral purposes, in violation of regulatory requirements and the individual's rights.**



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# The Great Houdini



**Even Houdini himself wouldn't be able to get out of this mechanical restraint if he had significant limitations in grasping as a result of cerebral palsy.**

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# Least Restrictive



This Plexiglass restraint was designed for a young man who engages in extreme self injurious behavior. He has blinded himself in one eye, knocked out several teeth and caused serious damage to his ears. Many alternatives were attempted to address his needs and thus eliminate the SIB.

Unfortunately, none were successful. This restraint allows him to see his hands, move them freely within the Plexiglass area and manipulate items.



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# Mechanical Restraint

(cont'd)

**A device to impair bodily movement:**

***-For positioning and body alignment***



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# Arm Restraint



**This is an excellent example of a mechanical arm restraint used for the purpose of positioning and as a medical protective device. This individual, as a result of his Cerebral Palsy, engages in severe extension and flailing arms. That movement has resulted in injury to his arms by hitting door frames and walls. This restraint keeps him safe.**

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# Mechanical Restraint

(cont'd)

**A device to impair bodily movement:**

***-For positioning and body alignment***

***-As a medical protective device***



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# Medical Protective Restraint

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# **Mechanical Restraint** (cont'd)

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**A device to impair bodily movement:**

***-For positioning and body alignment***

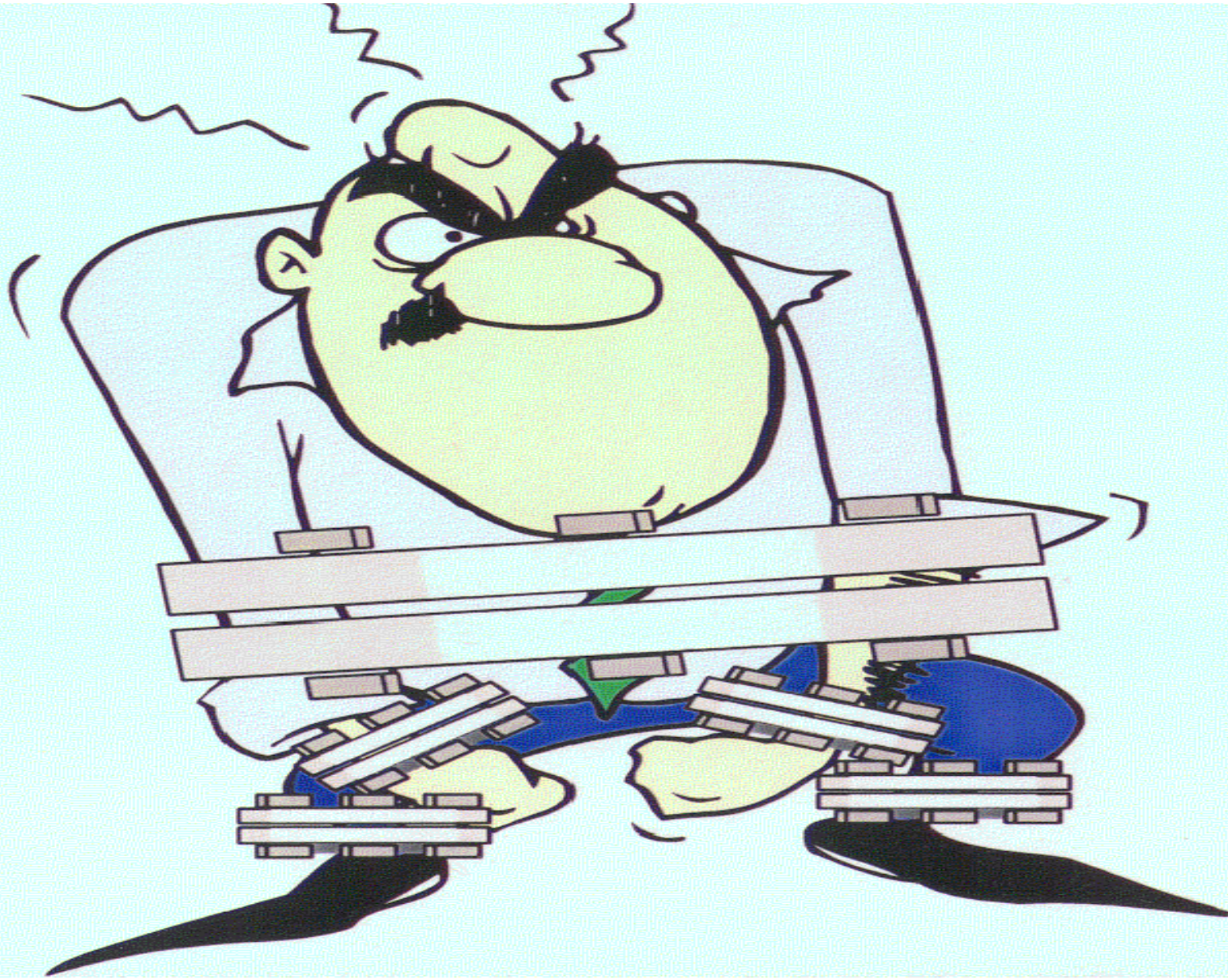
***-As a medical protective device***

***-To consequence behavior***

***-For crises***

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# Crisis Mechanical Restraint (cont'd)



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# Crisis Mechanical Restraint



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# Crisis Mechanical Restraint

(cont'd)



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# Five Point Restraint

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**Used in psychiatric hospitals  
when an individual is highly  
combative.**

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# Crisis Restraint

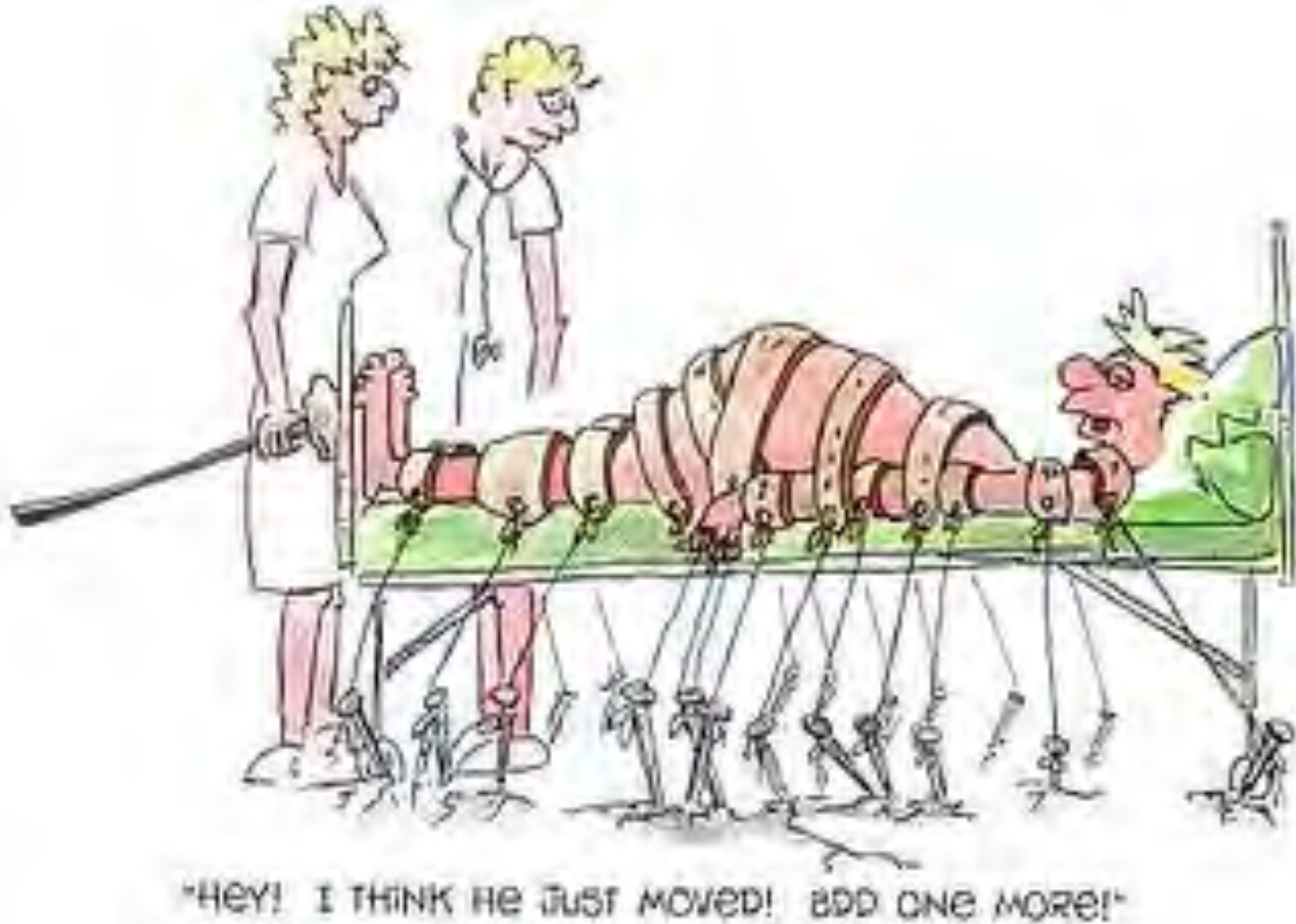
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Used only in extreme situations, such as an individual on hallucinogenic drugs who is a danger to themselves or others.



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# This Is No Joke



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# Chemical Restraint

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# Psychopharmacology Laws

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***The right drug  
doesn't fix the  
wrong  
environment.***

***Drugs treat  
disorders,  
not behaviors.***



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# Drugs Used on Aggression in Those With Low I.Q.'s Provide No Benefit, Study Says

By BENEDICT CAREY

The drugs most widely used to manage aggressive outbursts in intellectually disabled people are no more effective than placebos for most patients and may be less so, researchers report.

The finding, being published Friday, sharply challenges standard medical practice in mental health clinics and nursing homes in the United States and around the world.

In recent years, many doctors have begun to use the so-called antipsychotic drugs, which were developed to treat schizophrenia, as all-purpose tranquilizers to settle threatening behavior — in children with attention-deficit problems, college students with depression, older people with Alzheimer's disease and intellectually handicapped people.

The new study tracked 86 adults with low I.Q.'s in community housing in England, Wales and Australia over more than a month of treatment. It found a 79

percent reduction in aggressive behavior among those taking dummy pills, compared with a reduction of 65 percent or less in those taking antipsychotic drugs.

The researchers focused on two drugs, Risperdal by Janssen, and an older drug, Haldol, but said the findings almost certainly applied to all similar medications. Such drugs account for more than \$10 billion in annual sales, and research suggests that at least half of all prescriptions are for unapproved "off label" uses — often to treat aggression or irritation.

The authors said the results were quite likely to intensify calls for a government review of British treatment standards for such patients, and perhaps to prompt more careful study of treatment for aggressive behavior in patients with a wide variety of diagnoses.

Other experts said the findings were also almost certain to inflame a continuing debate over

the widening use of antipsychotic drugs. Patient advocates and some psychiatrists say the medications are overused.

Previous studies of the drugs' effect on aggressive outbursts have been mixed, with some showing little benefit and others a strong calming influence. But the drugs have serious side effects, including rapid weight gain and tremors, and doctors have had little rigorous evidence to guide practice.

"This is a very significant finding by some very prominent psychiatrists" — one that directly challenges the status quo, said Johnny L. Matson, a professor of psychology at Louisiana State University in Baton Rouge, co-author of an editorial with the study in the journal *Lancet*.

While it is unclear how much the study by itself will alter prescribing habits, "the message to doctors should be, think twice about prescribing, go with lower doses and monitor side effects

very carefully," Dr. Matson continued, adding:

"Or just don't do it. We know that behavioral treatments can work very well with many patients."

Other experts disagreed, say-

## A finding challenges practices in clinics and nursing homes.

ing the new study was not in line with previous research or their own experience. Janssen, a Johnson & Johnson subsidiary, said that Risperdal only promotes approved uses, which in this country include the treatment of irritability associated with autism in children.

In the study, Dr. Peter J. Tyrer, a professor of psychiatry at Im-

perial College London, led a research team who assigned 86 people from ages 18 to 65 to one of three groups: one that received Risperdal; one that received another antipsychotic, the generic form of Haldol; and one that was given a placebo pill. Caregivers tracked the participants' behavior. Many people with very low I.Q.'s are quick to anger and lash out at others, bang their heads or fists into the wall in frustration, or singe the air with obscenities when annoyed.

After a month, people in all three groups had settled down, losing their temper less often and causing less damage when they did. Yet unexpectedly, those in the placebo group improved the most, significantly more so than those on medication.

In an interview, Dr. Tyrer said there was no reason to believe that any other antipsychotic drug used for aggression, like Zyprexa from Eli Lilly or Seroquel from AstraZeneca, would be more ef-

fective. Being in the study, with all the extra attention it brought, was itself what apparently made the difference, he said.

"These people tend to get so little company normally," Dr. Tyrer said. "They're neglected, they tend to be pushed into the background, and this extra attention has a much bigger effect on them that it would on a person of more normal intelligence level."

The study authors, who included researchers from the University of Wales and the University of Birmingham in Britain and the University of Queensland in Brisbane, Australia, wrote that their results "should not be interpreted as an indication that antipsychotic drugs have no place in the treatment of some aspects of behavior disturbance."

But the routine prescription of the drugs for aggression, they concluded, "should no longer be regarded as a satisfactory form of care."

The drugs most widely used to manage aggressive outbursts in intellectually disabled people are no more effective than placebos for most patients and may be less so, researchers report.

In the study, Dr. Peter J. Tyrer, a professor of psychiatry at Imperial College London, led a research team who assigned 86 people from ages 18-65 to one of three groups: one that received Risperdal; one that received a generic form of Haldol; and one that was given a placebo pill. Caregivers tracked the participants' behavior. Unexpectedly, those in the

placebo group improved the most significantly.

Universal Enhancement

# Can't Prove It....

---

**...but I believe that:**

**60% of all individuals with a primary diagnosis of developmental disabilities and a secondary diagnosis of mental illness have a “trumped up” diagnosis of the mental illness to meet best practice guidelines for prescribing medication.**

**What do you think?**

Universal Enhancement



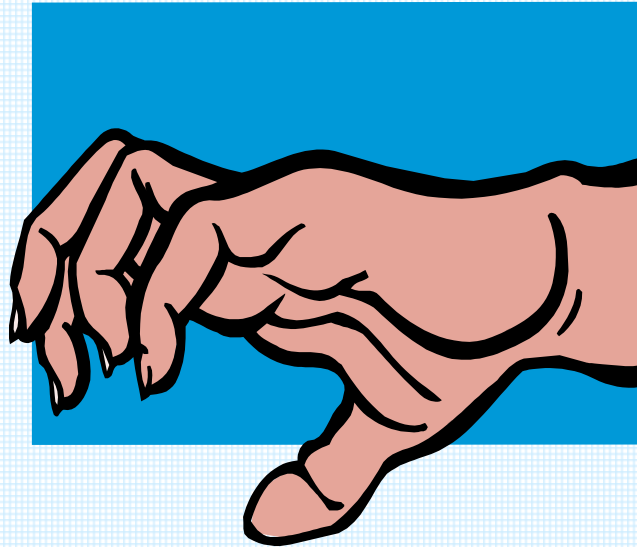
# Physical Restraint

---

Impairing another's bodily movements by using your own body:

*To enhance developmental competence*

*To protect from harm*



Universal Enhancement

# Prone Physical Restraint

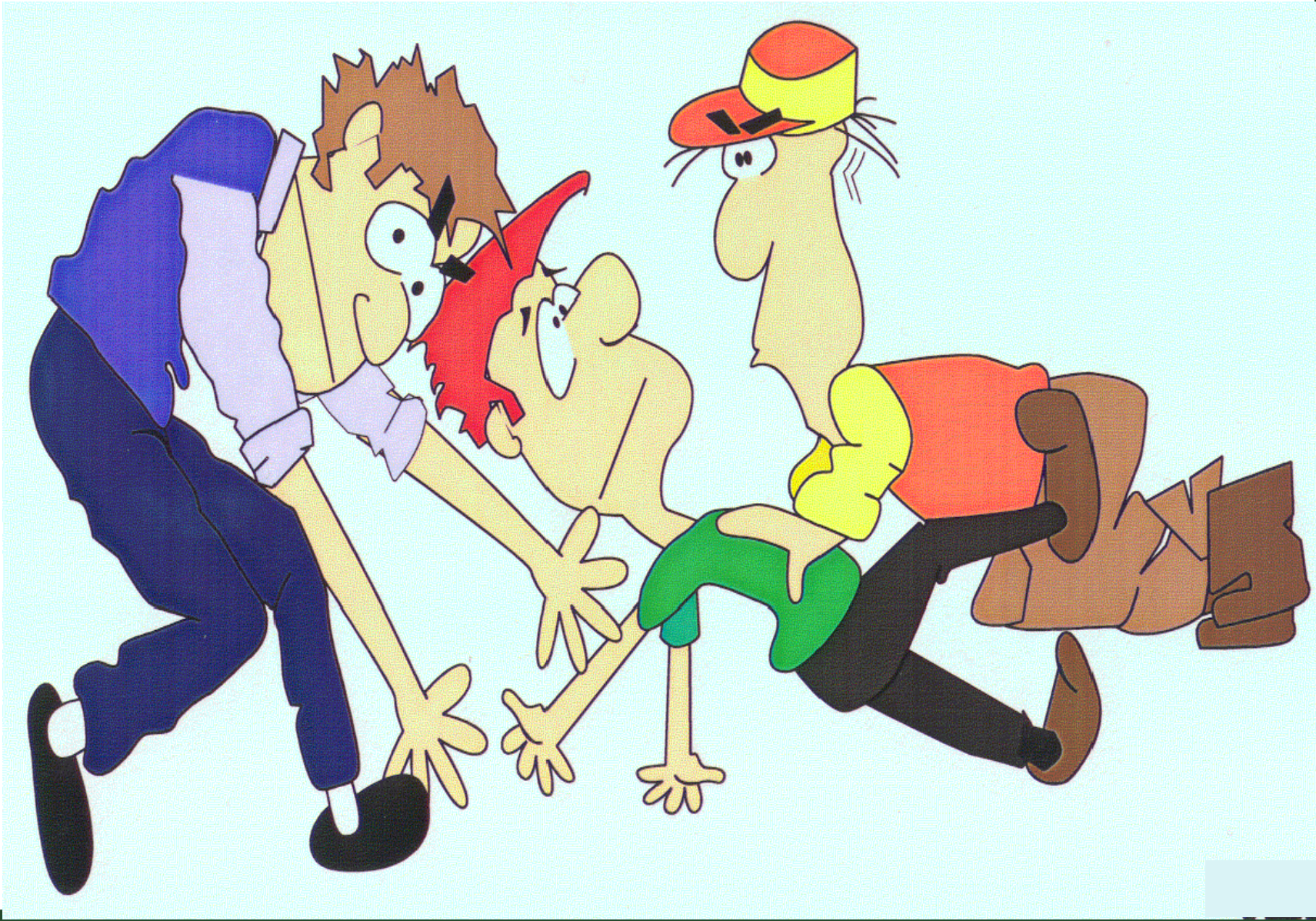


Universal Enhancement



# Therapeutic Hold

---



Universal Enhancement

# Physical Restraint

---

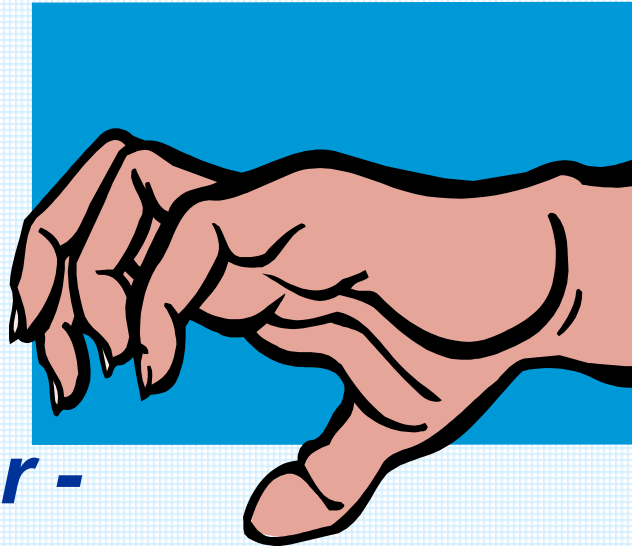
Impairing another's bodily movements by using your own body:

*To enhance developmental competence*

*To protect from harm*

*To consequence behavior - contingently applied*

*To achieve a medical outcome*



Universal Enhancement

# Assure Privacy

The state of being free of public attention



**The ability of  
an individual to  
*SECLUDE THEMSELVES* or  
*INFORMATION*  
ABOUT THEMSELVES**

**Privacy** helps us establish boundaries to limit who has access to our bodies, places and things. It is a fundamental right, essential to autonomy and the protection of human dignity, serving as the foundation upon which many other human rights are built.

***Privacy*** is  
essential  
to who we are  
as human  
beings!

Universal Enhancement

# Look Here

---

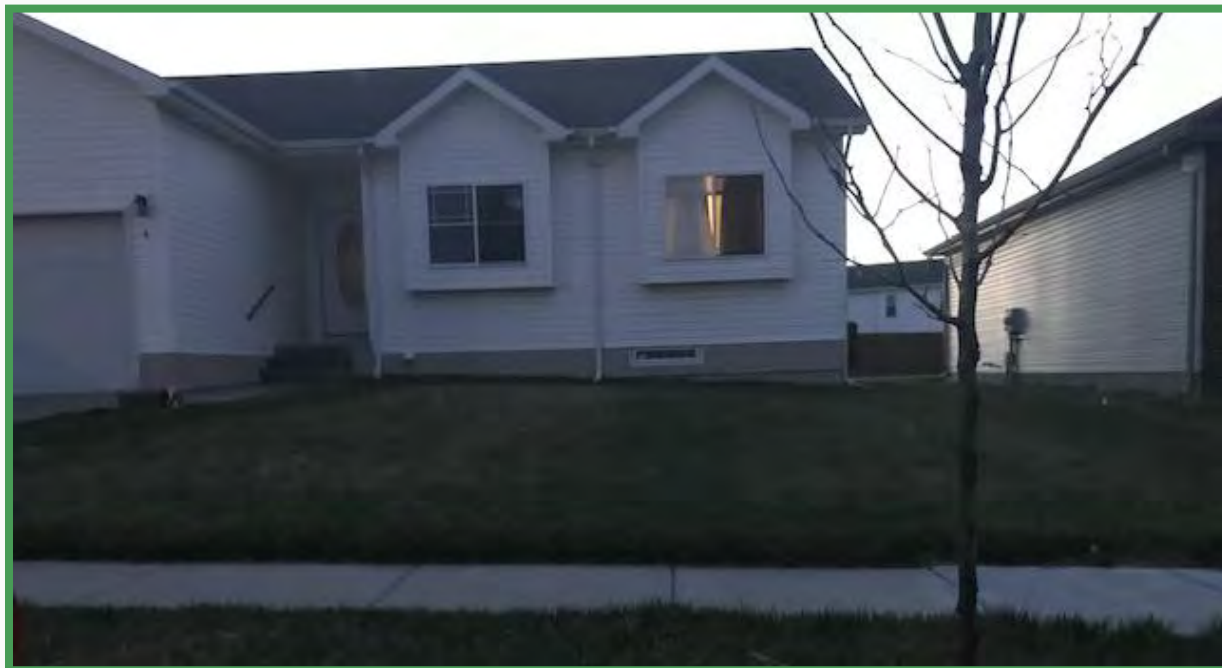


**Even though this window has a partial screen, it does nothing to promote privacy. There is a direct line of sight from the street to the bedroom.**

Universal Enhancement

# For All To See

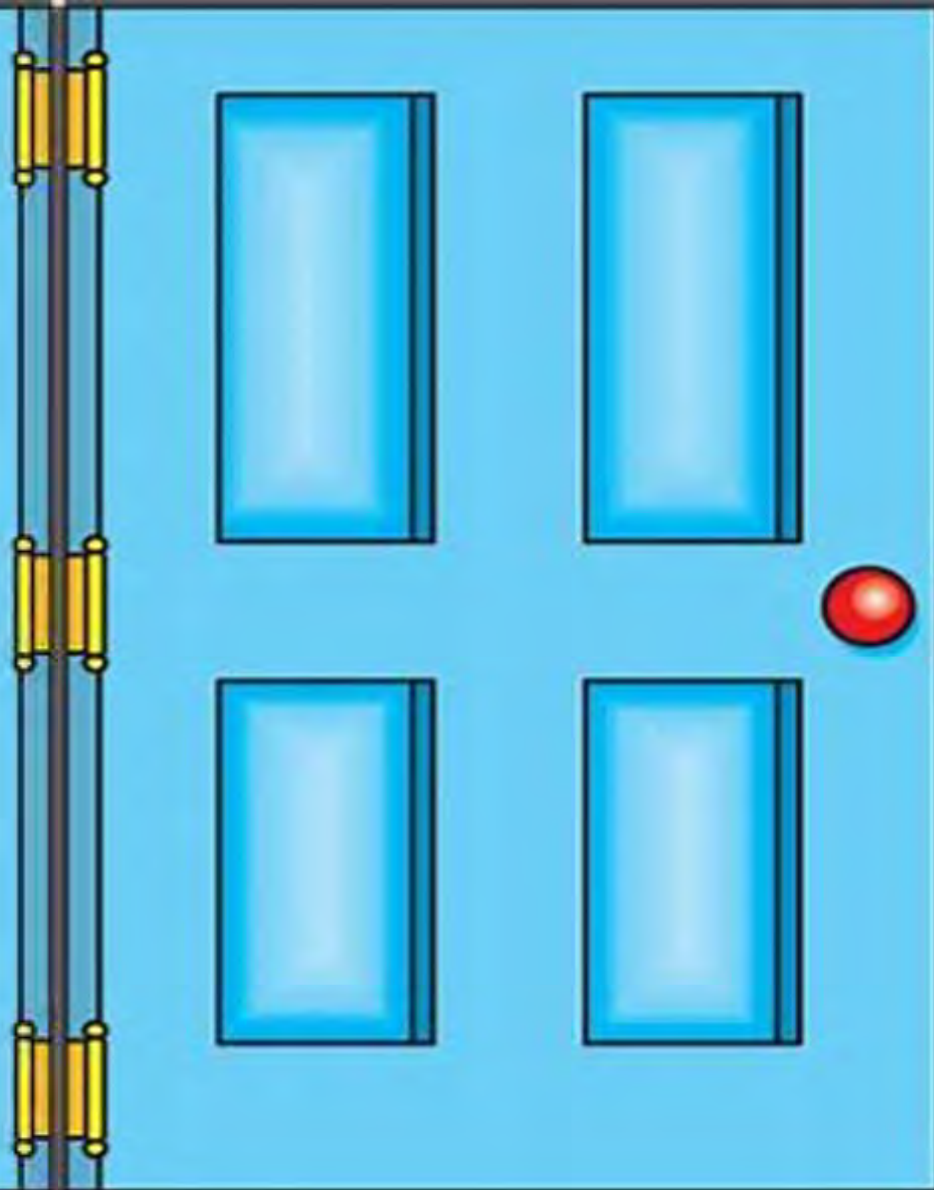
Three women live in this two bedroom home that faces the street. One resident was getting dressed in the early morning, in front of her window without the curtains drawn...



Universal Enhancement

# Bedroom Door?

As astonishing as it may seem, the bedrooms in this residence have no doors thus no privacy. This is a residence licensed by the state.



Universal Enhancement

# Peekaboo



**Make sure you have your pajamas on  
because the neighbors have a good  
view!**

**Why would this type of window  
covering be used in a home where  
individuals tend to be destructive?**

Universal Enhancement

# Privacy

---

Nothing  
like  
everyone  
knowing  
your  
“business”!



Universal Enhancement



# HIPAA

**This garage is used as an office for the residential manager of this home that supports three individuals. The garage door is frequently open with all the resident records unsecured.**



Universal Enhancement

# Public Disclosure



These shift logs, notating the most intimate and personal information regarding the residents of this home, are readily accessible to all; a violation of HIPAA!



Universal Enhancement

# Public Disclosure (cont'd)



The program records of the four residents in this home are available to all. Their initials are on the books as a way of “suggesting” confidentiality.

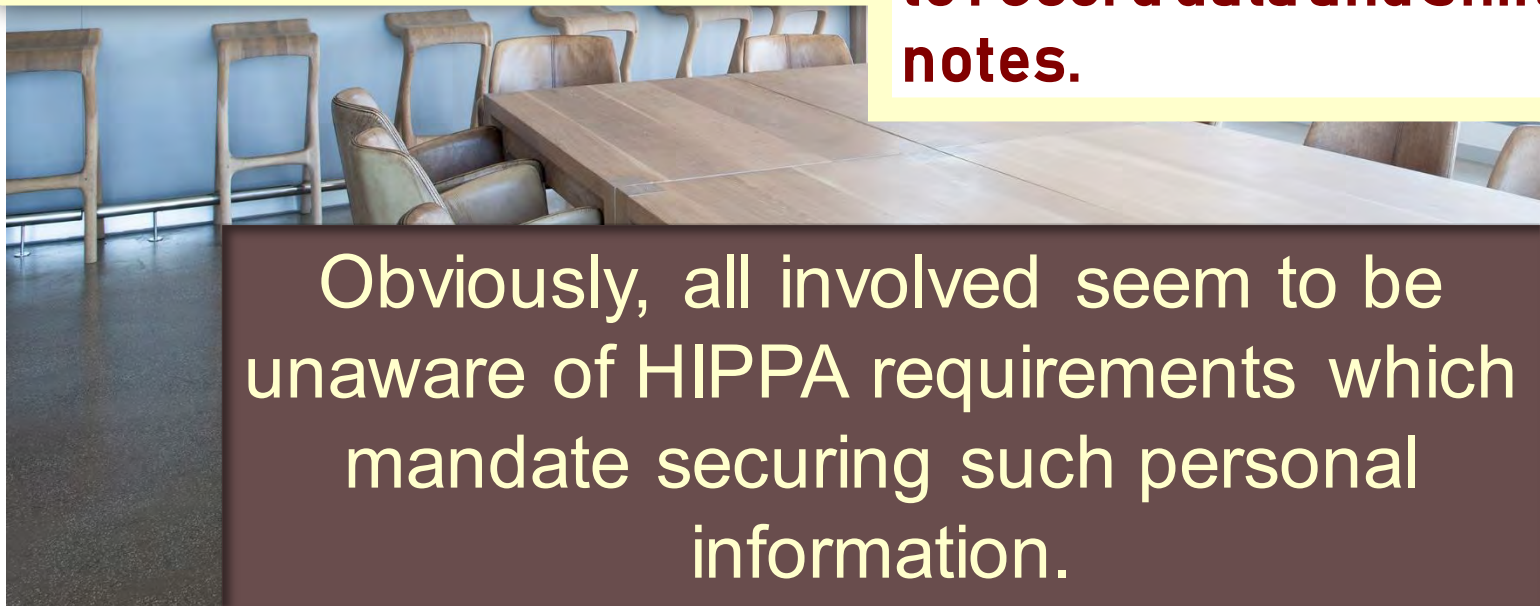
Universal Enhancement

# Easy Access



**The program records for the six residents in this home are situated in the dining room.**

**This location provides easy access for the staff to record data and shift notes.**



**Obviously, all involved seem to be unaware of HIPPA requirements which mandate securing such personal information.**

**Universal Enhancement**

# Choice of Provider

**A provider of HCBW services can be a person, or an organization**

## Organization

- Not for Profit
- For Profit
- Sectarian
- Non-Sectarian
- Governmental
- Quasi governmental



## Person

- Professionally trained
- Friend
- Relative
  - Spouse
  - Parent
  - Brother/Sister

The HCBW standard is that the Waiver Recipient can choose both the Organization they wish to provide them the staff, as well as the staff hired or contracted by the organization.

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# Choice of Setting

People can choose where they wish to *live*

Perhaps their  
choice of setting  
is a:



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# Choice of Setting (cont'd)

- ❖ Cabin in the woods
- ❖ Cottage on the lake
- ❖ Mobile home in a mobile home park
- ❖ Apartment
- ❖ Condominium
- ❖ Extended family home
- ❖ Shared living arrangement
- ❖ Parents or other family member



Universal Enhancement

# It's What's Inside That Counts

---

These are merely a façade:

Mobile home in a park

Farm in a rural area

Ranch house in the suburbs

Brownstone in the city

A-frame in the woods

Cabin in the  
mountains

Cottage on the lake



We all want to live in the same place: a place where we are treated with **DIGNITY** and **RESPECT**.



Universal Enhancement



# People for Places

---

The current service system is commonly characterized by “finding people for places.”

We have a vacancy in our day program. Do you have a referral?

We have an empty bed. Do you have someone to place here?



In a person centered organization, supports are created and identified to meet the needs and desires of each individual.

It's the difference between:

**Places for People vs. People for Places**

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**Choose One**

**The  
difference  
is two little  
letters...**

**In a home**

**vs.**

**At home**



**vs.**



Universal Enhancement

# Beds

I work in an 8-bed home.

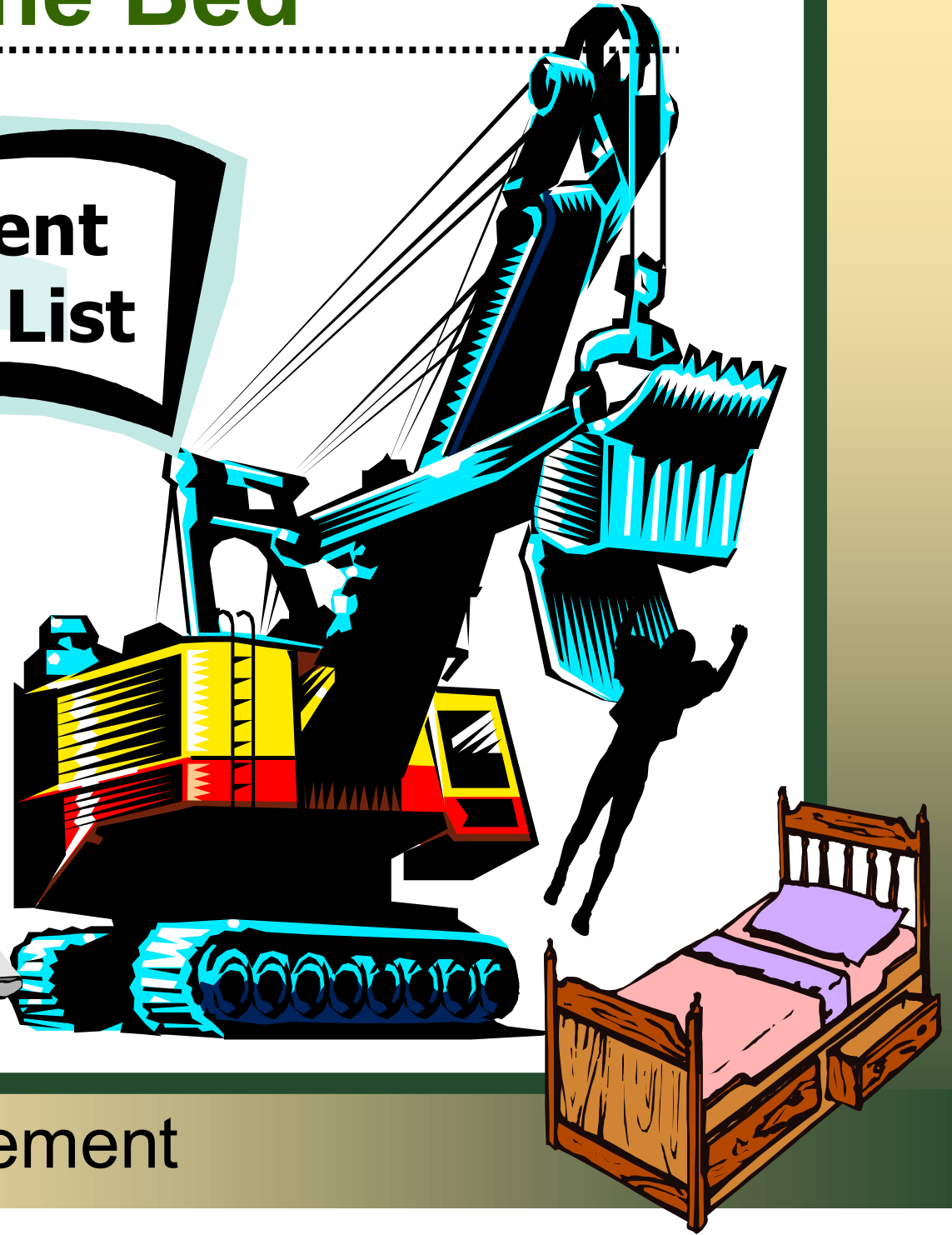
What kind of beds? Double, bunk, hideaway, rollaway, or Murphy?



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# Back-Filling the Bed

Placement  
Waiting List



Universal Enhancement

# **It's Their Home**

**Without the residents' permission, do you:**



**Answer their doorbell?**

**Use their bathroom?**

**Answer their phone?**

**Open their mail?**

**Sit on their beds?**

**Enter their bedrooms?**

# Not In My Living Room

People who are in a home rather than at home cannot keep their personal items in the living room for fear that they will be:

Stolen

Broken

Misplaced

Hoarded by others

That is not  
where I wish  
to live!



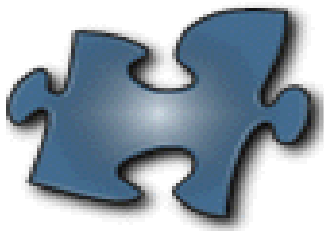
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# My Living Room

---



It's delightful to see that this individual can safely work on and maintain her jigsaw puzzle in the living room knowing that the other residents of her home will not disturb it.



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# Home

---



Universal Enhancement



# **Group Home Stereotype**

---

**Group homes lead to stereotyping as is commonly the case with:**

- **Fraternities**
- **College Dormitories**
- **Convents**
- **Prisons**
- **Homeless Shelters**
- **Ghettos**
- **Nursing Homes**
- **Communes**
- **Half Way Houses**
- **Reform Schools**



**We all know who lives in each of these places  
– don't we?**

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# **Not A Home**

**Is there a defense or retort that can be made in response to these provocative statements?**

- **Group homes are a form of homelessness, they are pretend simulated homes.**
- **Group homes are islands in a neighborhood where the residents are marooned.**
- **Group homes lead to compromises, either necessitated for the collective good or to meet regulatory demands, that most of us would perceive as an insult!**


**Whenever you're ready,  
what's the defense?**



# What Is Home?

Each of us has a unique understanding of what makes a residence a **HOME**.

*A place...*

- where I feel loved. 
- where I can express my individuality.
- that provides me a feeling of security.
- where my belongings and possessions are safe.
- that I take pride in.
- that is always there to go back to – *retreat*.
- that I call my own.
- that I share with family and friends.
- where I determine my rhythms and activities.



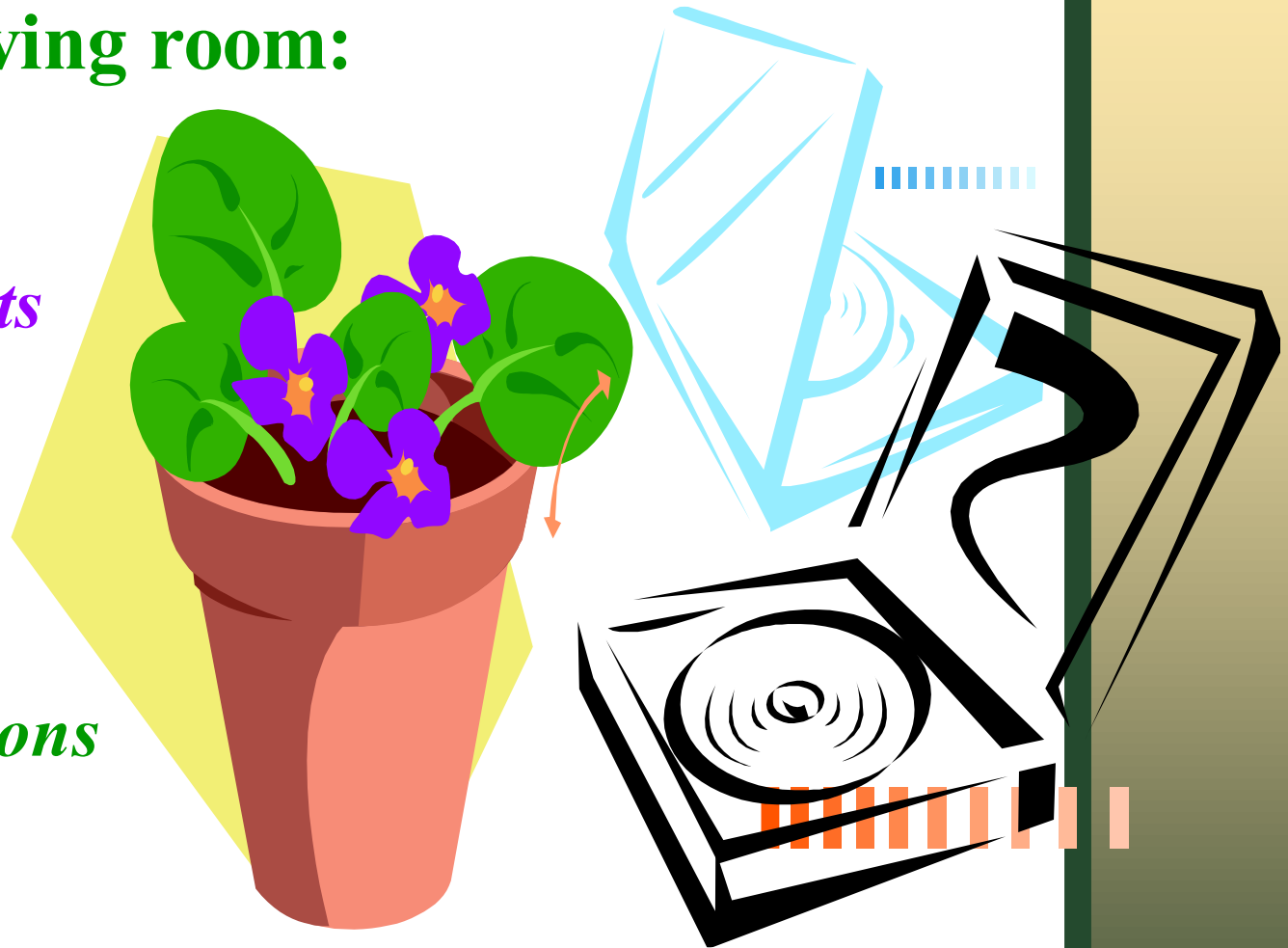
**The place I wish to be when I take my last *breath!***

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# Your Home?

Check the items owned by residents in their “group home” living room:

- *Plants*
- Awards
- *Religious artifacts*
- *Family photos*
- *Computer*
- *Radio*
- *Magazines*
- *Holiday decorations*
- Mother’s ashes
- *Aquarium*



Why are these items maintained in their bedroom?

# Freedom to Decorate...



- An accent wall painted in a variety of psychedelic mind-blowing colors

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# Freedom to Decorate...

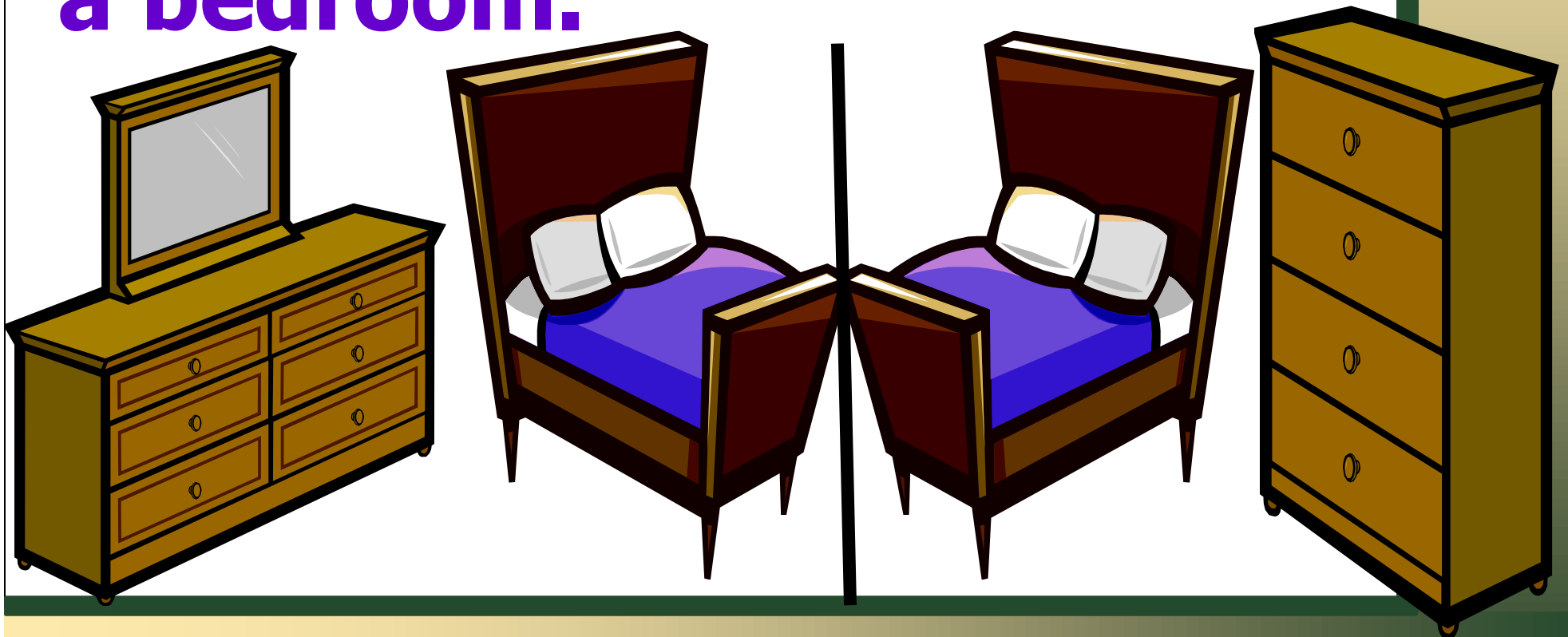
If your housemates are indifferent to these personal displays, what gives your landlord the right to say, **“you are not to do that”**.

**Unless specified in the lease**  
*or*  
**in the**  
**Individualized Support Plan !**

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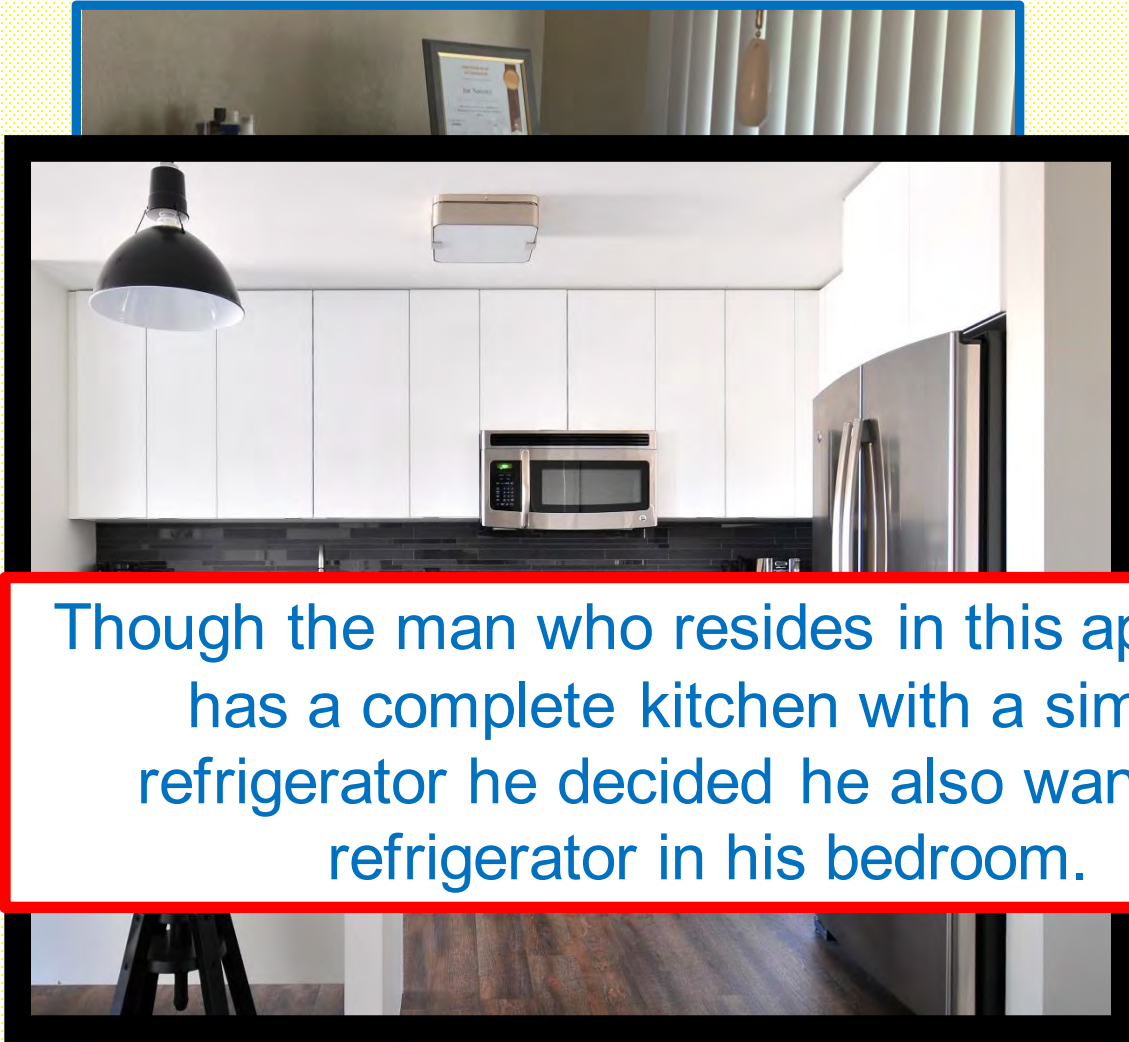
# Group Home...

...a residence where the inhabitants maintain all their life's belongings in  $\frac{1}{2}$  a bedroom.



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# I Do It My Way



Though the man who resides in this apartment has a complete kitchen with a similar refrigerator he decided he also wanted a refrigerator in his bedroom.

**could you put it there?**

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# **We're So Proud**

---

**Unlike in many group homes where residents keep their personal possessions in their bedrooms, these individuals proudly display their special Olympic trophies on the mantle of their great room's fireplace.**



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# Oxymoron



This  
speaks  
for  
itself!

Universal Enhancement

# Appropriate Display



**A 40 year-old man with Autism is obsessed with yellow school buses. His obsession is sensitively met with this display.**



**Universal Enhancement**

# Generic Supports

## Generic Supports & Services

Means supports and services that are widely accepted and available for use by the general public



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# Generic Supports (Cont'd)



**Natural supports** are personal associations and relationships typically developed in the community that enhance the quality and security of life for people, including, but not limited to, family relationships: friendships reflecting the diversity of the neighborhood and the community

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# Generic Supports (Cont'd)

- Food Bank
- Meals on Wheels
- Barber/Beauty College
- Customer Service Assistant
- Google Assistant
- Siri
- Pill Pack



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# Generic Supports (Cont'd)

- Supplemental Nutrition Assistance Program (SNAP)
- Program of All-Inclusive Care for the Elderly (PACE)
- Low Income Home Energy Assistance
- New Eyes for the Needy (Lions Club)
- Banking: digital banking apps, special accounts and accessibility services
- Secondhand clothing stores (thrift shops)



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# Non-Regimented Routines

Means we sometimes

**Institutional  
Lives  
are  
Regimented !**

That opportunity is  
much like *romance...*  
*unpredictable but*  
*exciting*

When routines are enforced upon us  
practiced too regularly, we are at  
the risk of becoming **robots**,  
sacrificing spontaneous joys for an  
imagined need to stick to the plan



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# Asking Permission

When people reside in highly “controlling” environments, permission must be sought to engage in life’s everyday activities.

May I:

go outside?

have a snack?

lay down on my bed?

take a shower?

call my Mom?

watch TV?

Such controlling relationships define the institutional culture.

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# Who Decides?

**One's quality of life is significantly influenced by the decisions one is empowered and supported in making. In the lives of people with intellectual disabilities, who decides...**

***with whom they spend their time?***

***what they do during their day?***

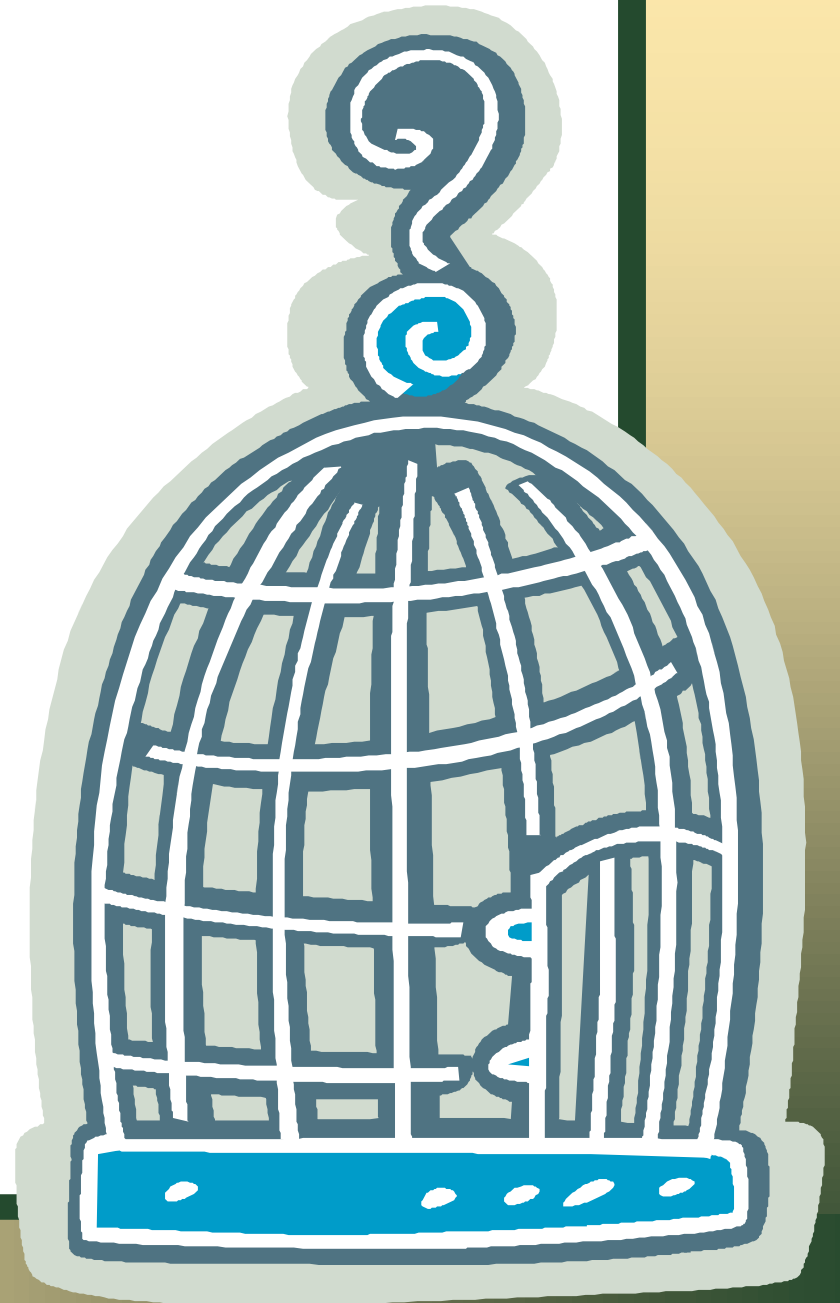
***where they spend their free time?***



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# **Greatest of Sacrifices**

**The loss  
of  
liberty is  
the price  
of care**



Universal Enhancement

# Up And At 'Em

**But I like  
to sleep  
later on  
the  
weekend!**

 **MEAL TIMES**

**DECREE**  
(SUBJECT TO CHANGE TO MEET INDIVIDUAL NEEDS)

**BREAKFAST**  
6:30-MONDAY-FRIDAY  
7:30-SATURDAY & SUNDAY

**LUNCH**  
11:30-MONDAY-FRIDAY  
1:00-SATURDAY & SUNDAY

**DINNER**  
5:30-MONDAY-FRIDAY  
6:30-SATURDAY & SUNDAY

Handwritten notes on the right side of the card:  
FAC  
ST  
30at

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# Waiting

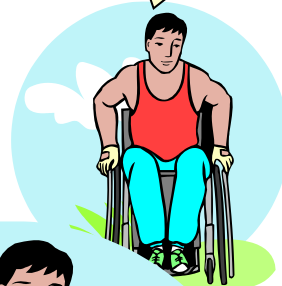
**Waiting is a vulgar word – it suggests the wasting of valued time – time that is under the control of others.**

I'm waiting  
for my bath.

I'm waiting  
to have dinner

I'm waiting  
to go to bed.

I'm waiting  
for my meds.



**I'm waiting  
to have a  
life!**



## **Undertow**

---

**Waiting  
is the  
undertow  
of life!**



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# Precious Time

---

**“Until we realize that adults with intellectual disabilities do, in fact, have real adult needs, interests and concerns, we will continue to treat them as if they are children and waste their precious time.”**

**Sarah E. Eastes  
Agenda for Real Life**



Universal Enhancement

# Treasured Activities

Do the people you support indulge themselves in treasured activities?

eating a pint of Cherry Garcia at 1:00 AM

soaking in a tub filled with bubbles for an hour

falling asleep in a hammock on a summer night

going skinny dipping with your best friend

having a day to yourself and doing nothing

sleeping with all the windows open on a beautiful night



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# Snack Time

When there is no cookie jar to teach individuals an internal locus of control; they have snack time!

The absence of a cookie jar communicates that staff need to maintain control!



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# Respect and Dignity



WITHOUT THEIR DIGNITY, a person can feel *dehumanized*: they can feel like their identity and value as a human being is *not respected*, and this stops them from enjoying life and living comfortably during a period of care or treatment.

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# Respect and Dignity (cont'd)

These two maxims when followed should help us treat others with **dignity and respect**



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# Respect and Dignity (cont'd)

“Empathy is...

**Seeing with the EYES of  
another,**

**Listening with the EARS of  
another,**

**And feeling with the HEART of  
another.”**

-Alfred Adler

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**The Devil**

**There  
is a  
devil.**



**The devil is found  
in our behavior.**

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**It Makes Sense**

**“Hurting  
people”  
hurt  
people.**

**John Maxwell**

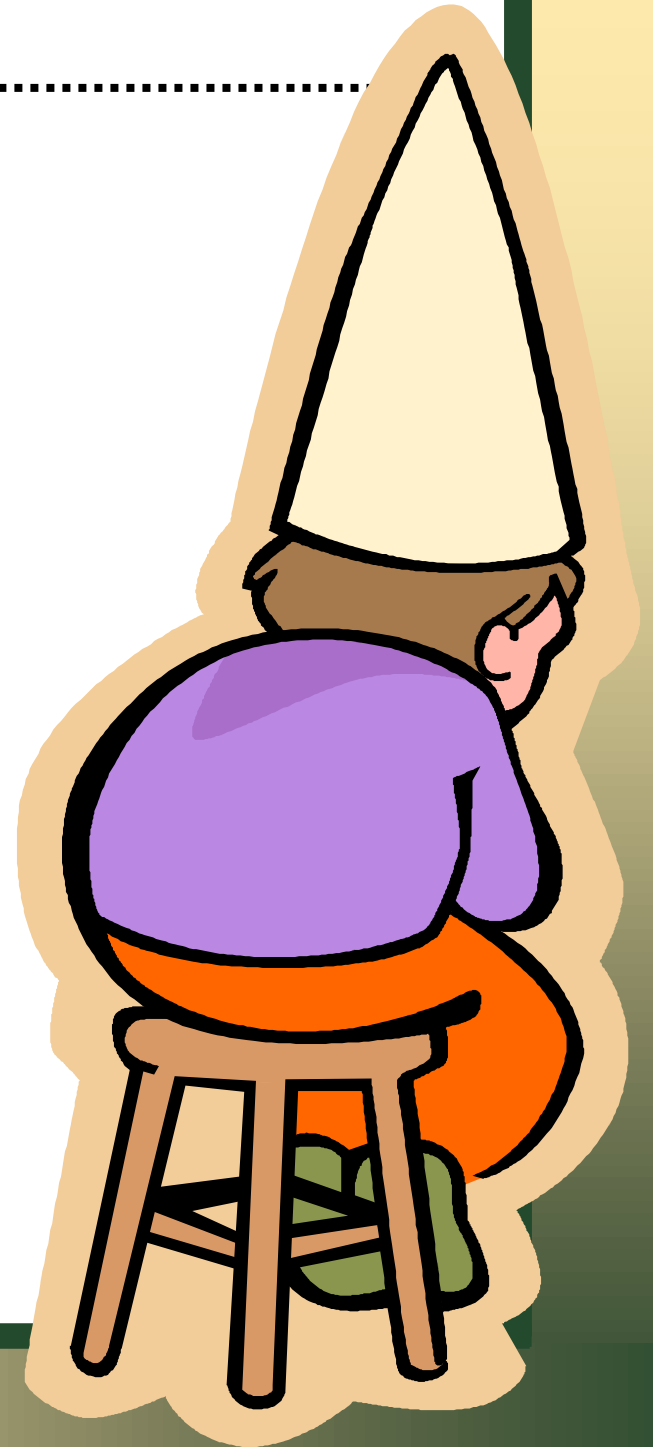


**Universal Enhancement**

**Be Sensitive**

---

**To  
belittle  
is to be  
little.**



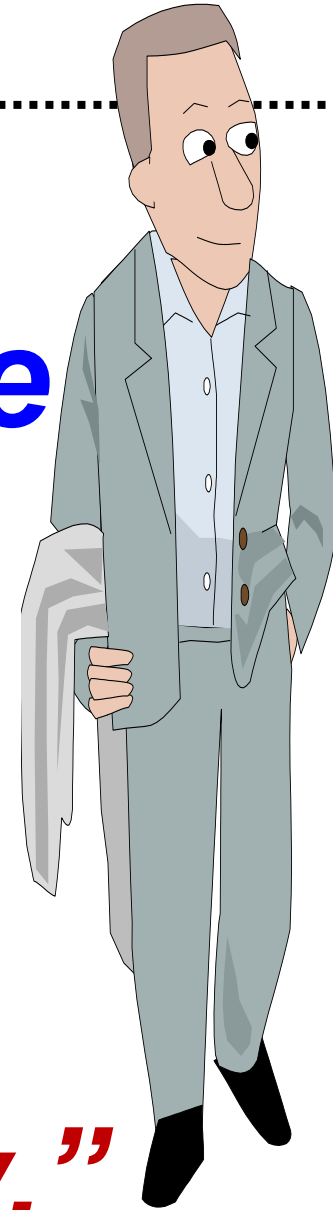
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# Us And Them

---

*“Father, how could we have done these things to them?”*

*“The first step, my son, was to learn to say ‘us’ and ‘them’. After that, it was easy.”*



Author  
Unknown

Universal Enhancement



# Melon “Patters”

---



Pat your pets, heads of babies and melons.

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# No Towing



Universal Enhancement

# Below the Collar

When touching adults non-contingently, keep your hands below the collar and above the waist.



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# Speak To Others



“And how are we today, pumpkin? You sure look cute in that shirt!”

The tone of voice that we use in speaking to others is an indication of how we perceive the individual.

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# At All Cost...

...the people we support must look good in the eyes of others.

Do they look good having:

- *excessive nasal, eyebrow or ear hair?*
- *stained teeth?*
- *unkempt finger nails?*
- *extensive facial acne?*
- *poor fitting/seasonably inappropriate clothing?*
- *adaptive devises needing repair/cleaning?*
- *food on clothes/face?*

## Take Action!!

Universal Enhancement



# Respect

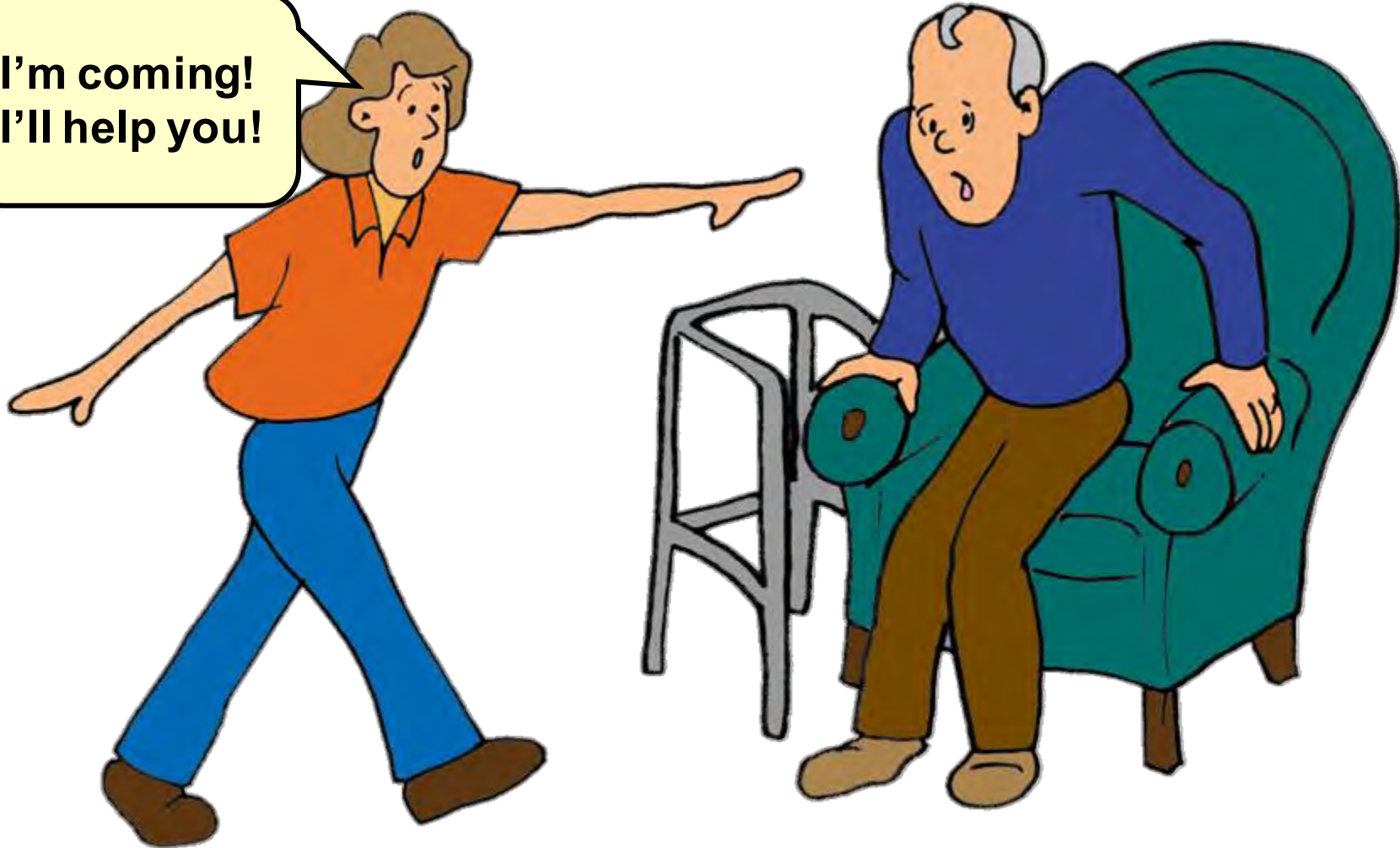
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# Responsive

Universal Enhancement

# Responsive

I'm coming!  
I'll help you!



***An ability to recognize the importance of attending to the unmet needs of others***

Universal Enhancement

# Respect

---

**R**esponsive  
**E**ncouraging

Universal Enhancement



# Encouraging

---



***Supporting others in recognizing the importance of achieving the smallest of accomplishments and sharing in the celebration***

Universal Enhancement

# Respect

---

**R**esponsive

**E**ncouraging

**S**ensitive

Universal Enhancement

# Sensitive

---



***A demonstration of empathy - a sincere attempt to acknowledge the pain and joy of others***

Universal Enhancement

# Not A Solution

---



Zip ties are not a replacement for shoestrings This individual leaves home each morning with these shoes.

**What is the option if she has difficulty with shoe strings?**

Universal Enhancement

# Take A Seat



**This chair, adorned with a soiled incontinence pad, is prominently located in a day program room.**

Universal Enhancement

## What Is This?

---

**Thanks  
for letting  
me know  
what I'm  
eating!**



Universal Enhancement

# Respect

---

**R**esponsive

**E**ncouraging

**S**ensitive

**P**erceptive

Universal Enhancement

# Perceptive

That little dog  
won't hurt you,  
he's on a leash.



***An ability to interpret the silent communication of body posturing and facial expressions - enhances one's ability to be perceptive***

Universal Enhancement



# Respect

---

**R**esponsive

**E**ncouraging

**S**ensitive

**P**erceptive

**E**xpediting

Universal Enhancement

# Expediting

---



Would you like for me to help call the optometrist so you can get your glasses repaired this afternoon?

***Responding to the needs of others - as you would wish for others to respond to your needs***

Universal Enhancement

# Respect

---

**R**esponsive

**E**ncouraging

**S**ensitive

**P**erceptive

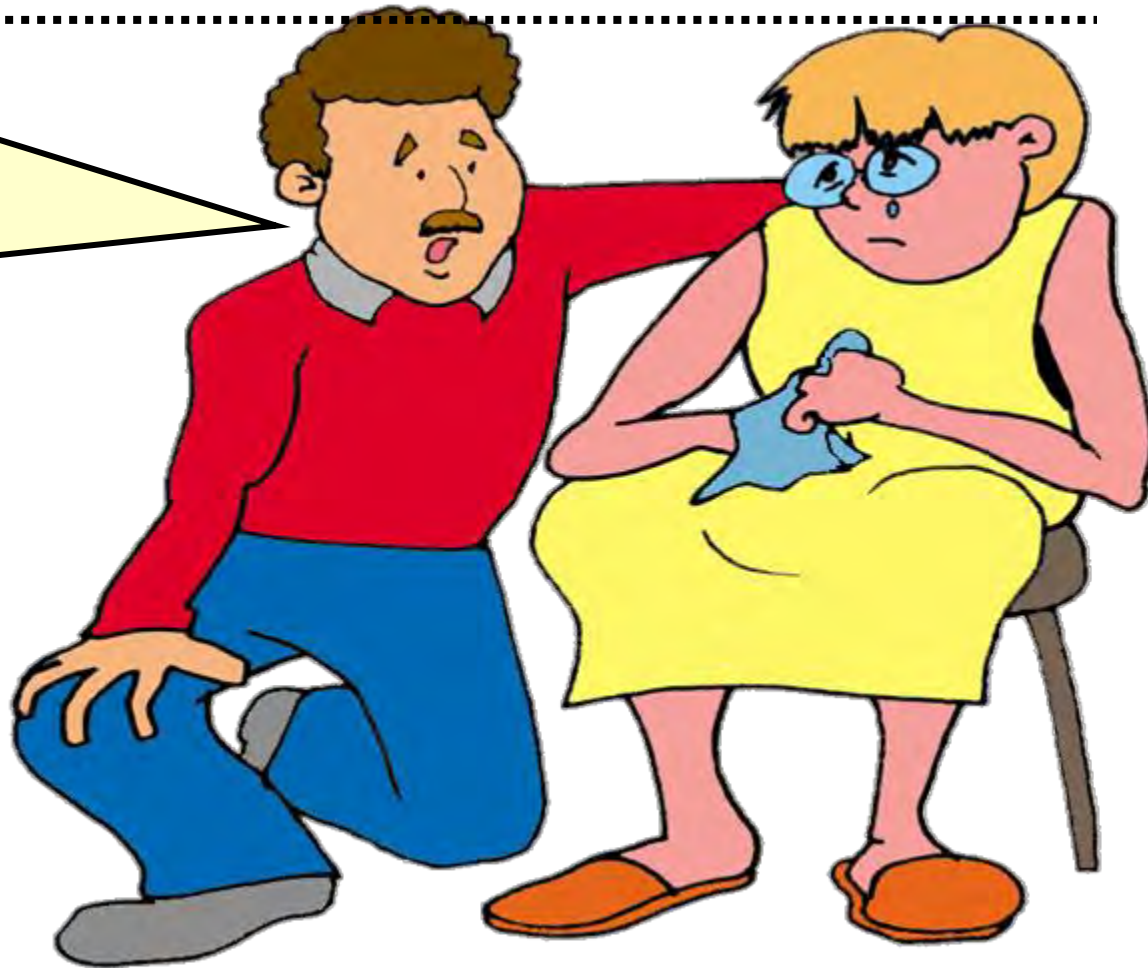
**E**xpediting

**C**aring

Universal Enhancement

# Caring

Susan, why are you crying?  
Would you like to talk about what is bothering you?



***A recognition that caring about others is a bonding activity. Caring for nurtures dependency and learned helplessness.***

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# Respect

---

**Responsive**

**Encouraging**

**Sensitive**

**Perceptive**

**Expedient**

**Caring**

**Thoughtful**

Universal Enhancement

# Thoughtful

---

Bob, we really miss you at home. These are from your house-mates.

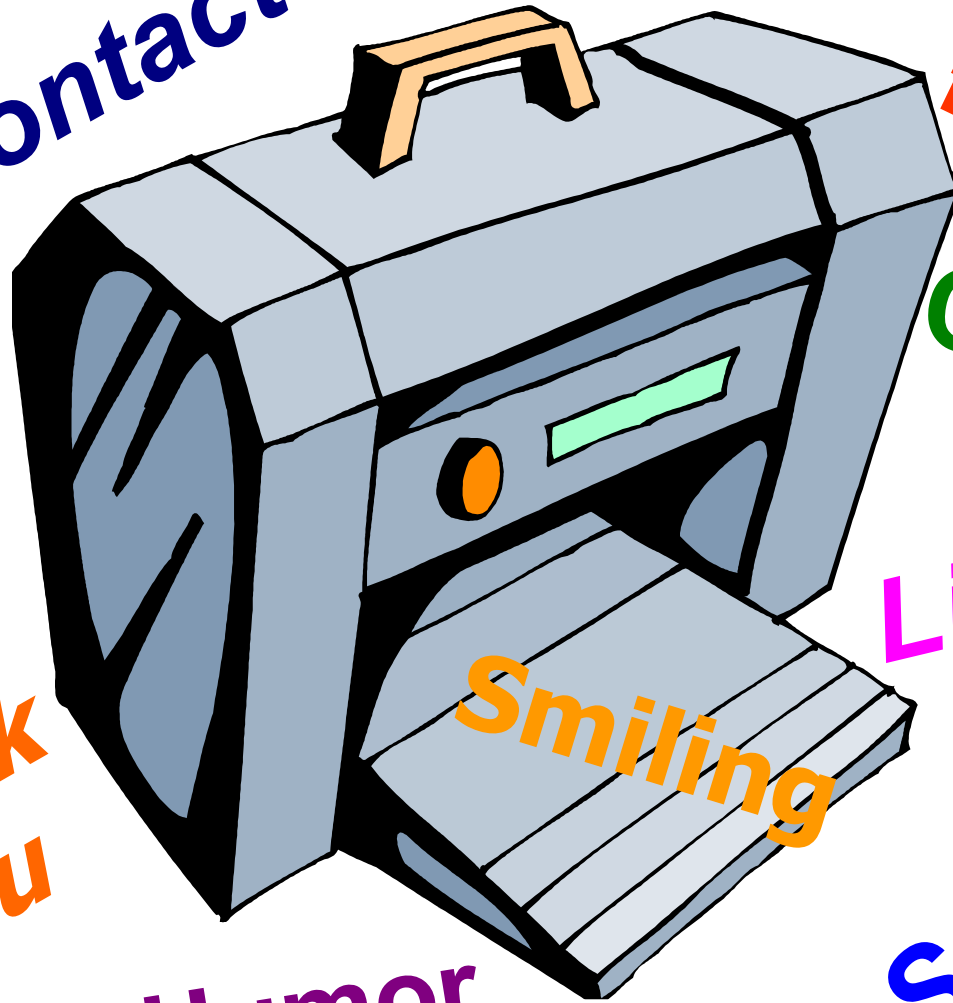


***Graciously given in anticipation of the needs and wants of others***

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# UE Toolbox

---



Eye Contact

Share feelings

Courtesy

Please & Thank You

Listening

Smiling

Speaking Softly

Sense of Humor

Universal Enhancement

**Speak Softly**



**Time for  
Meds!**

**Do not speak  
any louder than  
necessary for  
the person to  
whom you  
are speaking  
to hear you.**

Universal Enhancement



# Move Furniture Not People

---



**WHOA!**

***Never assist  
anyone in  
moving  
without  
their  
permission!***

Universal Enhancement

# Request Permission

---



***Never assist anyone in moving without their permission!***

Universal Enhancement

# Corrective Feedback

Mary your slip is showing,  
please pull it up.



**Corrective feedback should always be given quietly.  
It is nobody's business other than the person with  
whom you are sharing the feedback.**

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# Being a Good Listener

**Listener's Code: Never Pass Up  
The Opportunity To Be Silent**



**Definition of Listening:**

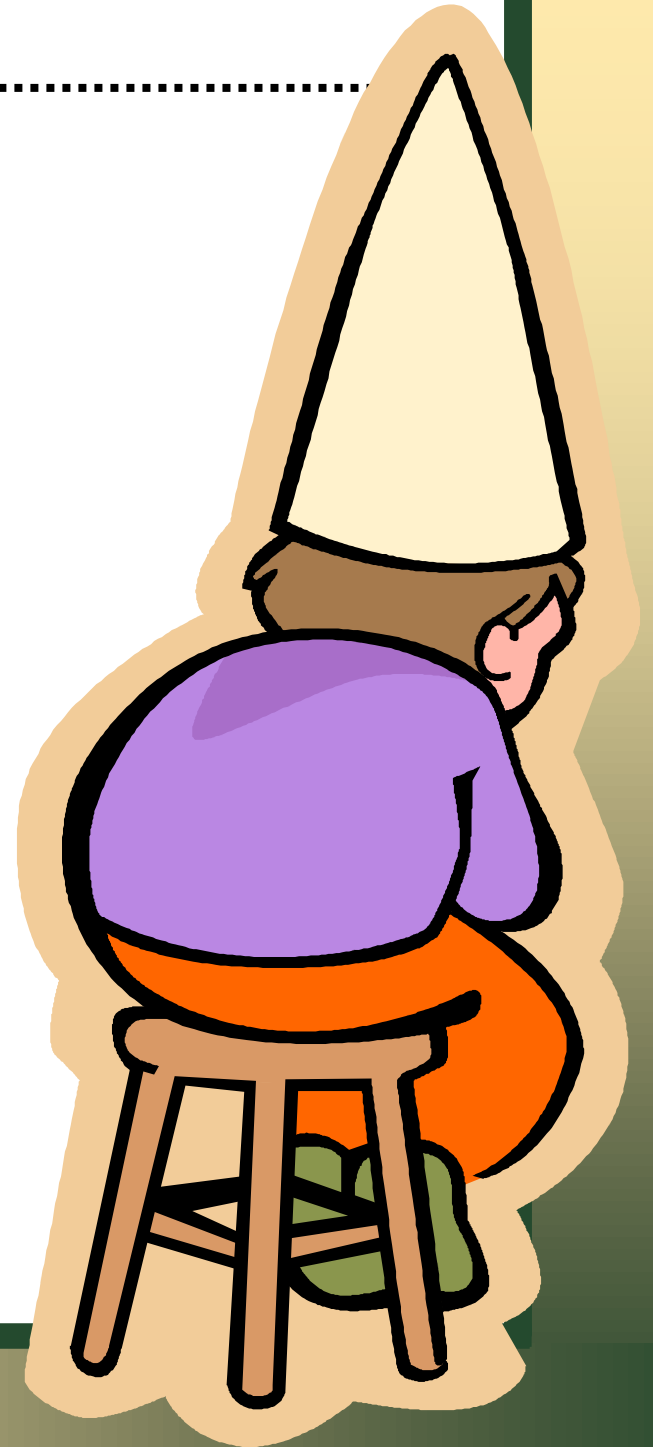
**Quiet**

Universal Enhancement

**Be Sensitive**

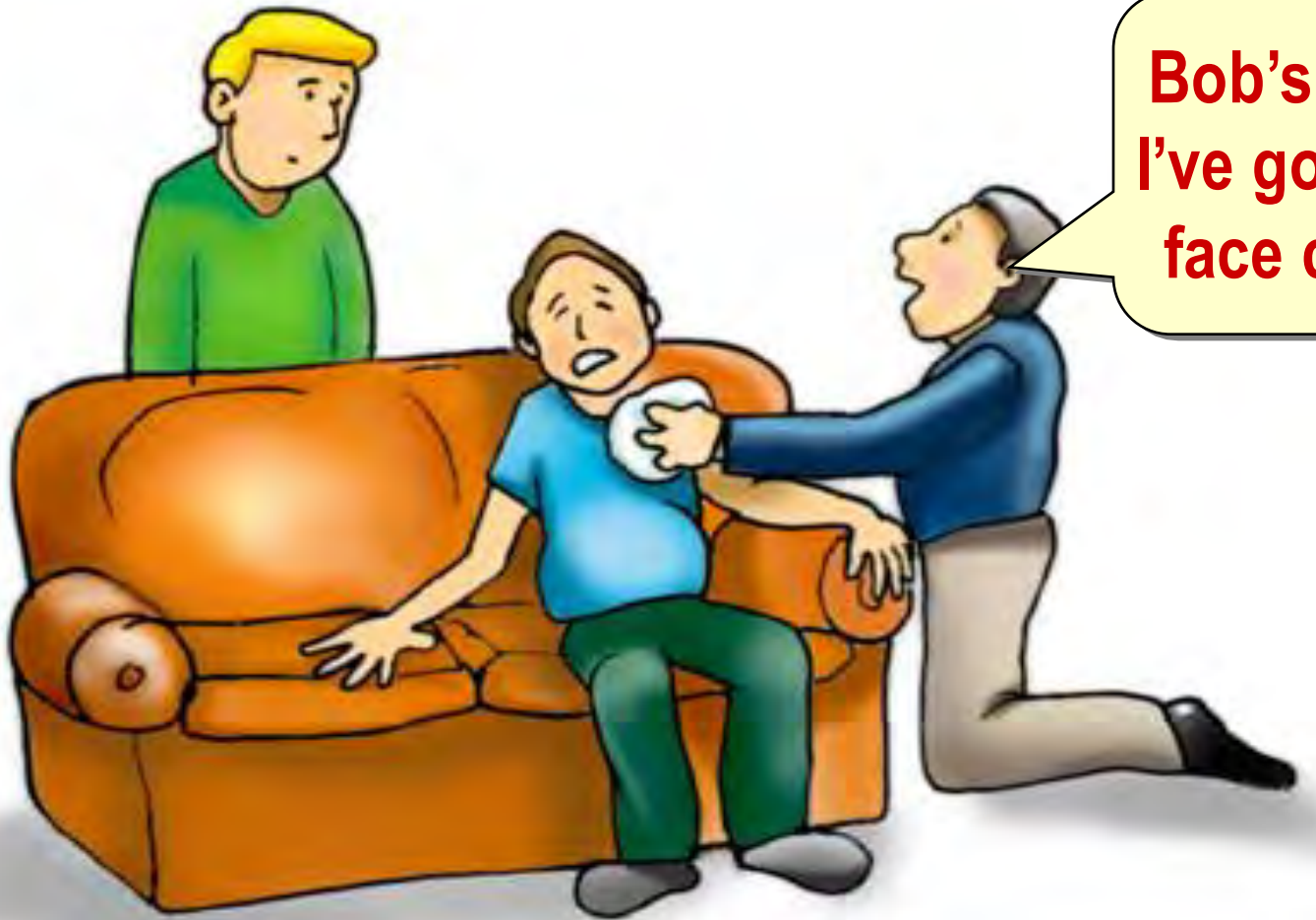
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**To  
belittle  
is to be  
little.**



Universal Enhancement

# Talk With - Not About



*Do not talk about individuals in front of them!*

Universal Enhancement

# Speak To Me

---

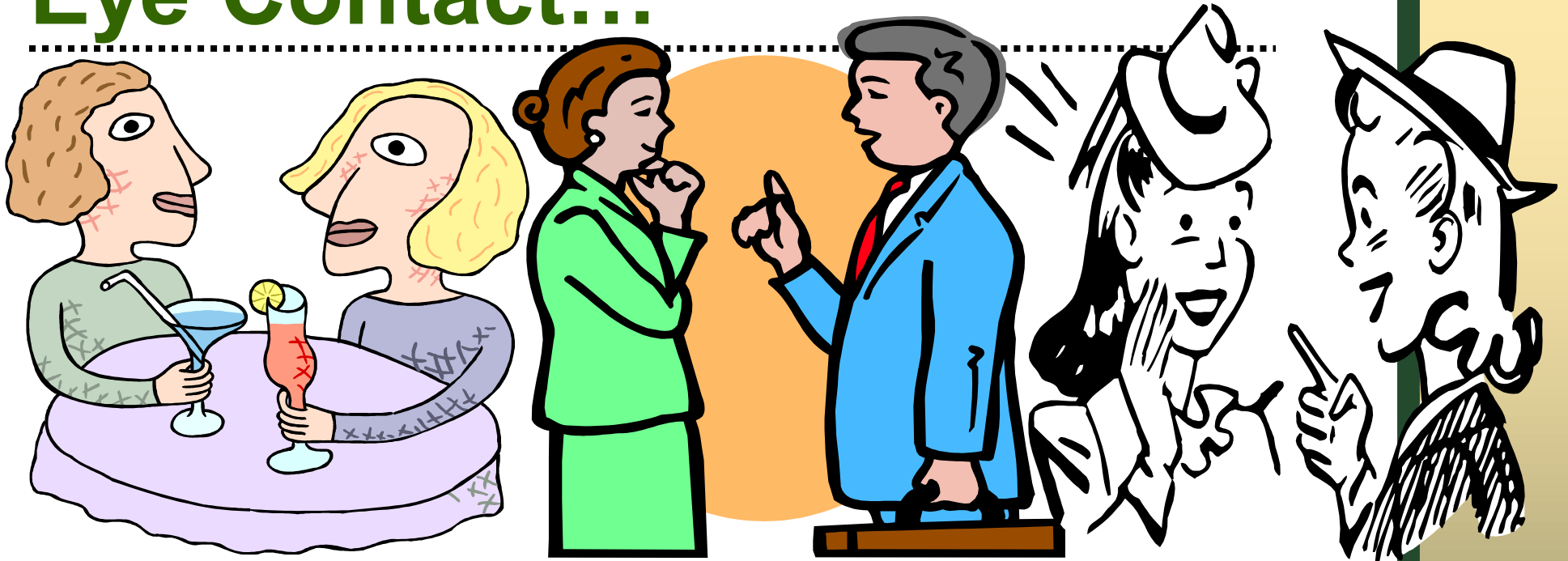
Don't "talk for" people when they cannot communicate; talk "to them" to relay the communication to others.

**DON'T SPEAK FOR ME**



Universal Enhancement

# Eye Contact...



**Is the way in which you give others  
an emotional hug**

**Says that I trust you - I can be  
vulnerable**

**Communicates that I listen - what  
you say is important**

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**Smiling...**

**...is the way the**

**...communicates that you are feeling good about yourself**

**face gives an emotional hug**

**...says that you are approachable**



Universal Enhancement

# Smile

---

***“Every time you smile  
at someone, it is an  
act of love, a gift to  
that person, a  
beautiful thing.”***

***-Mother Teresa***



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# Smile (cont'd)

---



Universal Enhancement

# Smile (cont'd)

I would walk  
through the desert  
I would walk  
down the aisle  
I would swim  
all the oceans  
just to see you  
smile



Universal Enhancement

# Smile (cont'd)

A strong woman is one who is able to smile this morning like she wasn't crying last night.



Universal Enhancement

# Smile (cont'd)

It's nice to have  
someone in your life  
that makes you smile  
even when they're  
not around.

Lessons Learned In Life



Universal Enhancement

# Smile (cont'd)

You've got to take the  
good with the bad,  
smile with the sad,  
love what you've got,  
and remember what you had.  
Always forgive,  
but never forget.  
Learn from mistakes,  
but never regret.

Universal Enhancement

# Smile (cont'd)

---



Smile  
it's the second  
best thing  
you can do  
with your lips.

Universal Enhancement



# Respect

---

**Responsive**

**Encouraging**

**Sensitive**

**Perceptive**

**Expediting**

**Caring**

**Thoughtful**

***It must start with respecting yourself!***



Universal Enhancement

# Do's

---

## Top Ten Things You Should Do When You Support Us

- Forget the records: Get to know US  
as people*

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# Know Us As People

I'm not a behavior needing  
to be extinguished, I am a  
person!



VS



Universal Enhancement

# Do's (cont'd)

## Top Ten Things You Should Do When You Support Us

- Forget the records: Get to know US as People*
- Listen and Hear our voice: We've got a lot to say*

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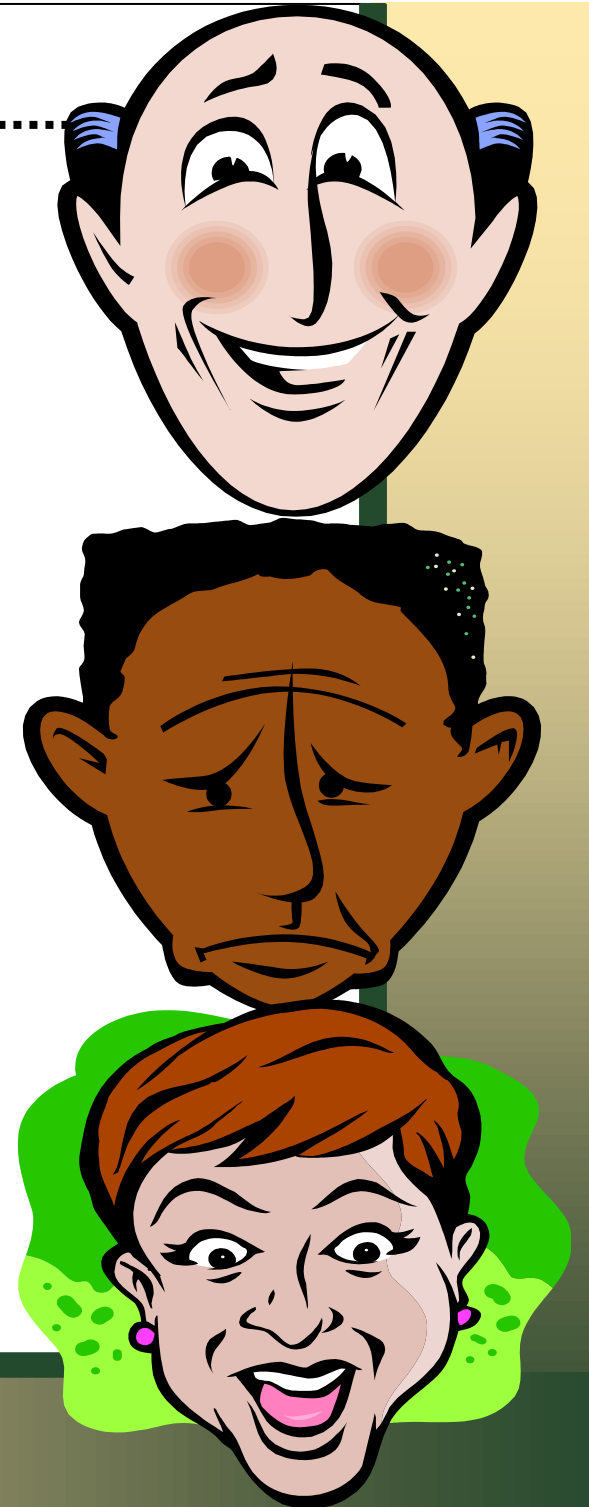


# Hear Our Voices

How do you hear the voices of people who lack language and speech?

Be sensitive to:

- Frown or smile
- Head up or head down
- Attentive eyes or eyes not engaged
- Silent or boisterous
- Hands outstretched or hands retracted, etc.



Universal Enhancement

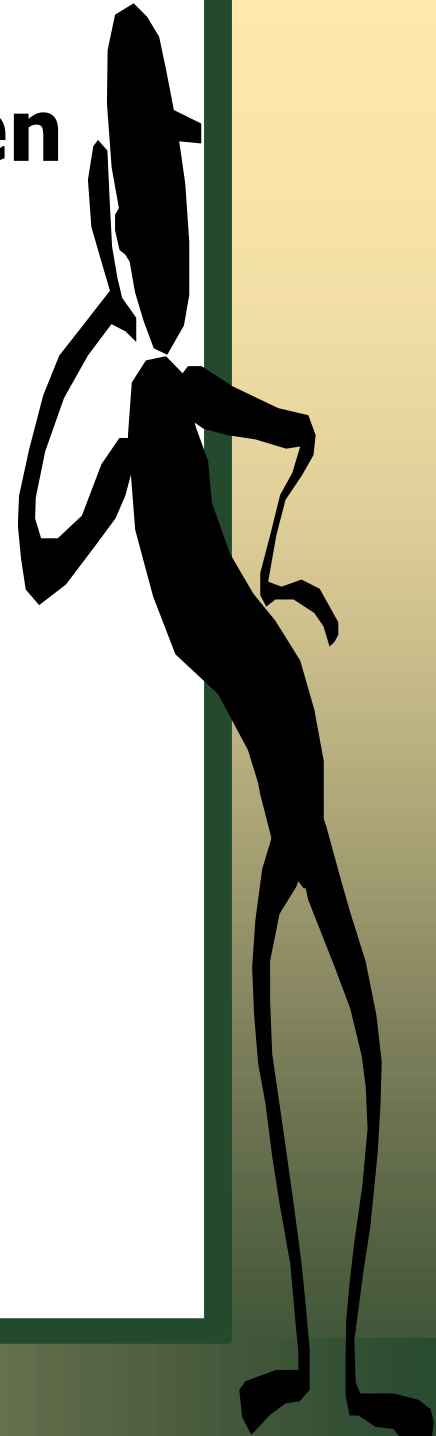
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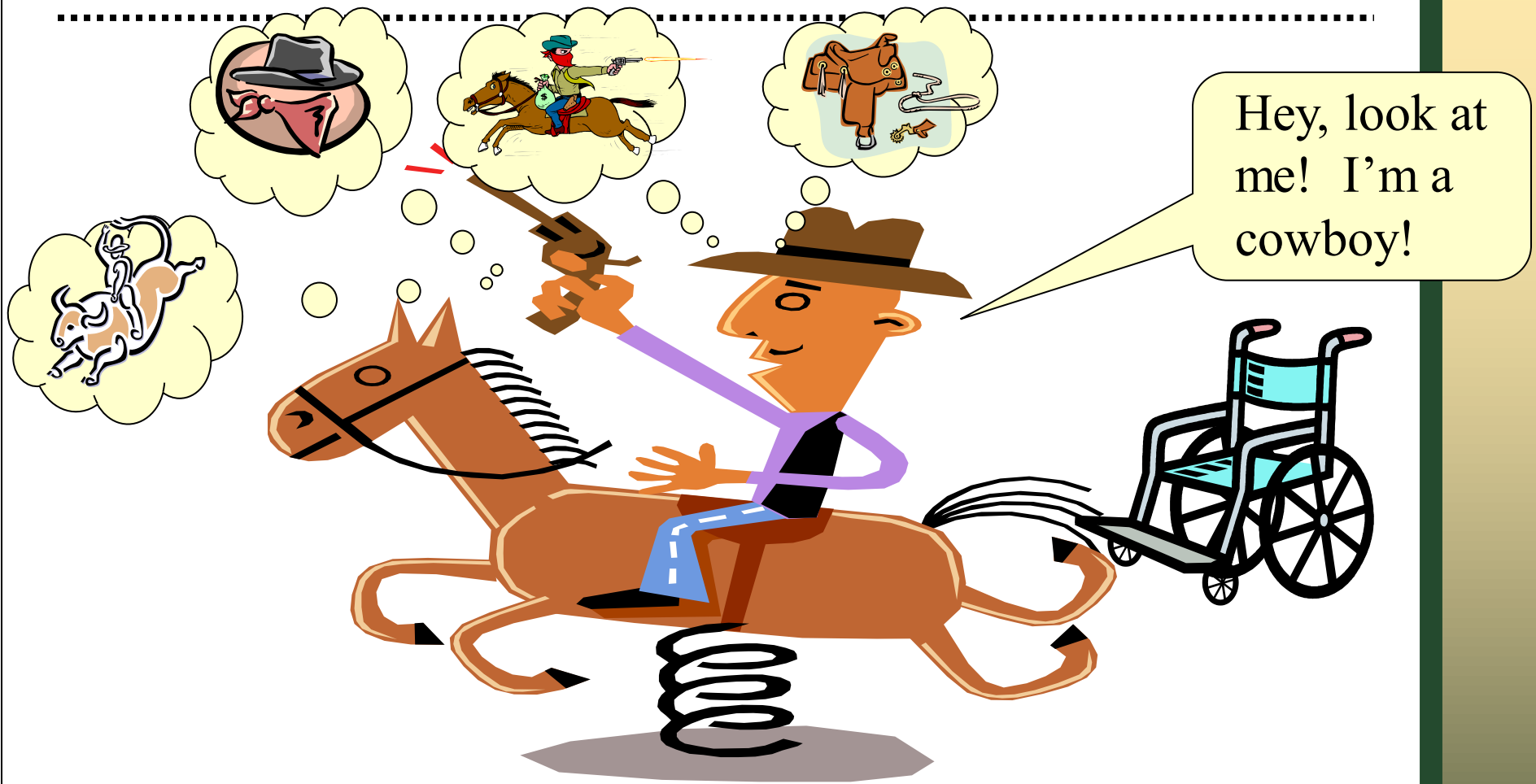
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- ❑ *Make your goal to help us accomplish ours*
- ❑ *Take time to explain things*
- ❑ *Put yourself in our shoes – walk our walk*
- ❑ *Tell us the truth*

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# Tell Us The Truth



How can this man with profound intellectual disabilities be supported in realizing his "dreams" in socially acceptable ways?

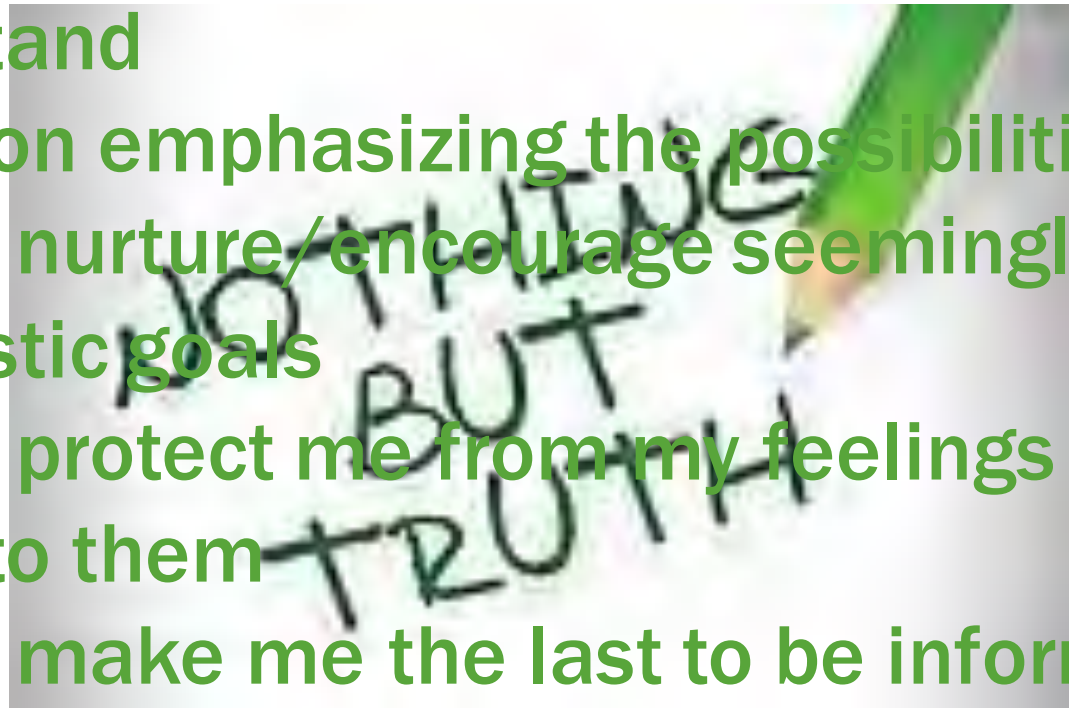
Universal Enhancement

# Tell Us the Truth (cont'd)

---

**When you tell me the truth, please make it a thoughtful process – deception is insincere.**

- Explain the truth to me in a way that I can understand
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- Do not nurture/encourage seemingly unrealistic goals
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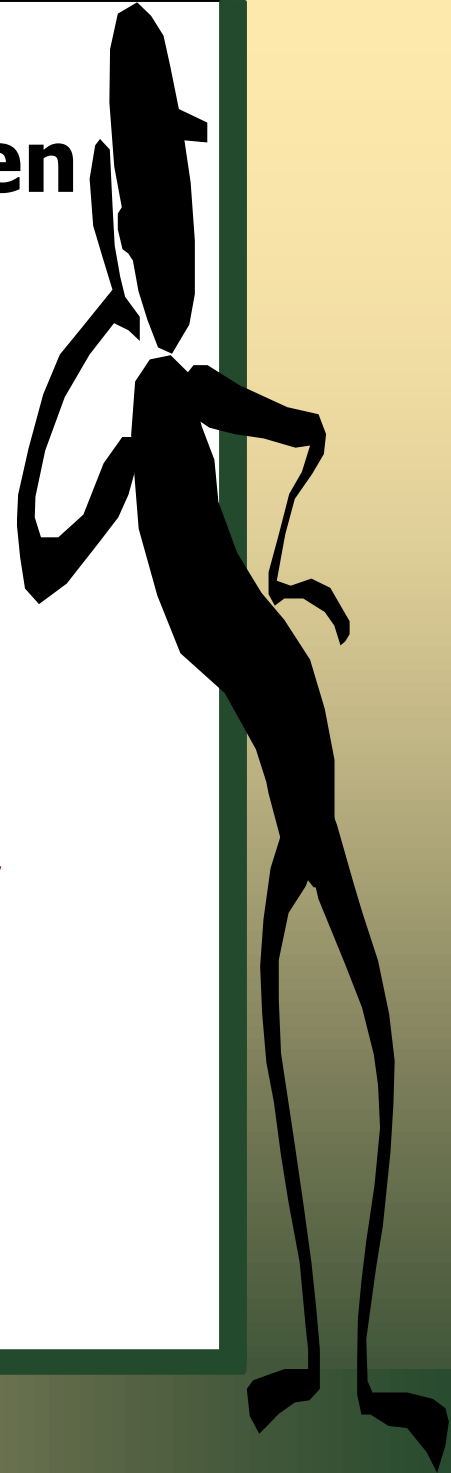
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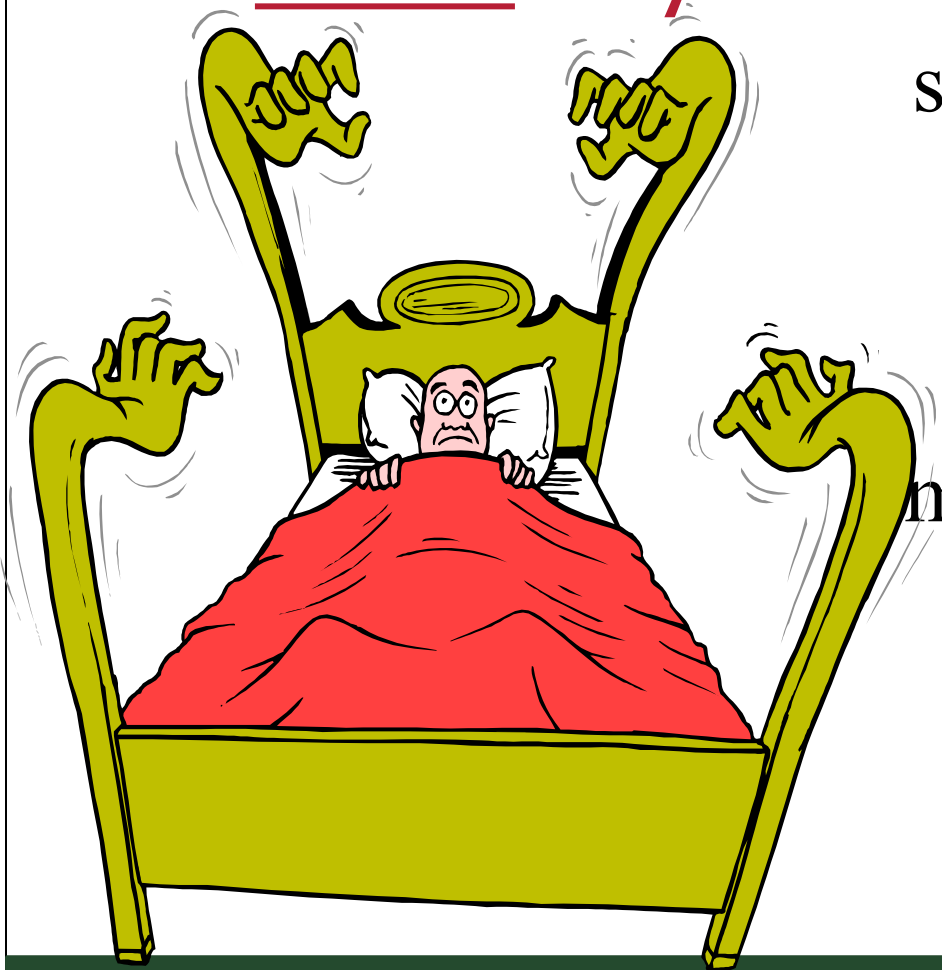
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“I have a dream.....”

Dr. Martin Luther King, JR.

He didn't say:



“I have a dream, that someday everyone will have - a behavior management plan, seasonably adjusted menus, skill acquisition objectives, interdisciplinary assessments and a discharge plan.”

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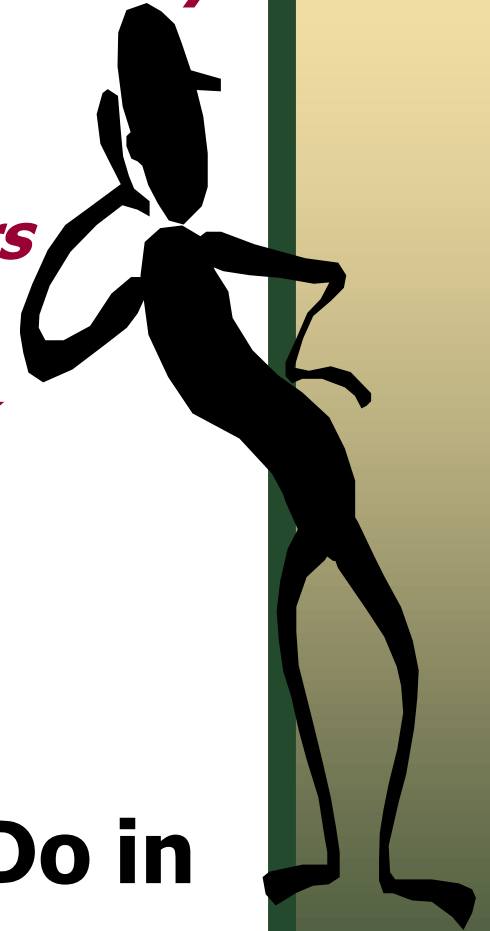
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- Be good to yourself – We need you to be energized!*

**Thanks for the Great Work You Do in Supporting US!**

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# Blue Ribbon Staff

---

**Sensitive and effective Support Staff, their supervisors and clinical staff who serve as their resources need “fire in their bellies.”**

**Check those characteristics depicting how you present yourself to the individuals you support:**

- ✓ ***Energetic***
- ✓ ***Happy***
- ✓ ***Motivated***
- ✓ ***Inspired***
- ✓ ***Excited***
- ✓ ***Enthusiastic***

- ✓ ***Encouraging***
- ✓ ***Proud***
- ✓ ***Self Confident***
- ✓ ***Willing***
- ✓ ***A leader***
- ✓ ***Determined***



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# Blue Ribbon Staff (cont'd.)

---

**Or...**

- |                                      |   |
|--------------------------------------|---|
| <input type="checkbox"/> Tired       | <input type="checkbox"/> Reluctant          |
| <input type="checkbox"/> Depressed   | <input type="checkbox"/> Inflexible         |
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**Which staff would you prefer to have supporting you?**

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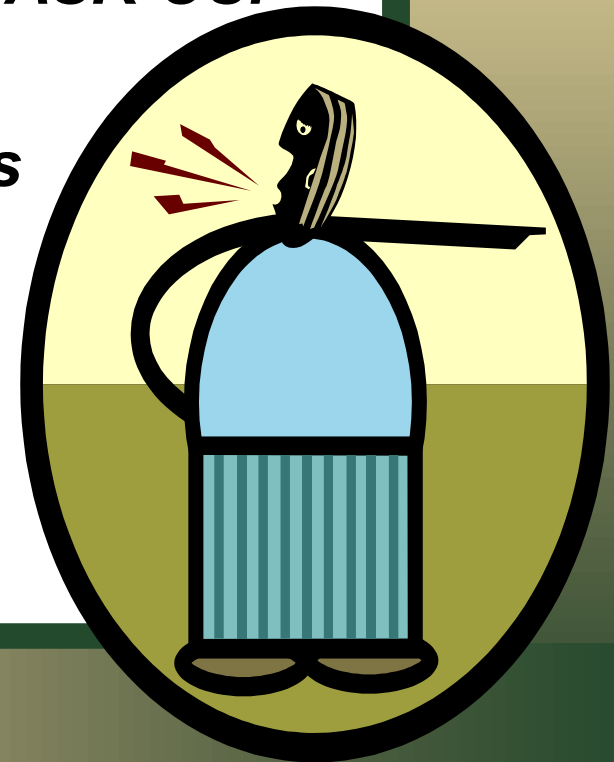
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# Hurt People

---

*Hurt people hurt people. That's how pain patterns gets passed on, generation after generation after generation. Break the chain today.*

*Meet anger with sympathy, contempt with compassion, cruelty with kindness. Greet grimaces with smiles. Forgive and forget about finding fault. Love is the weapon of the future.*

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# How Do You See Them?

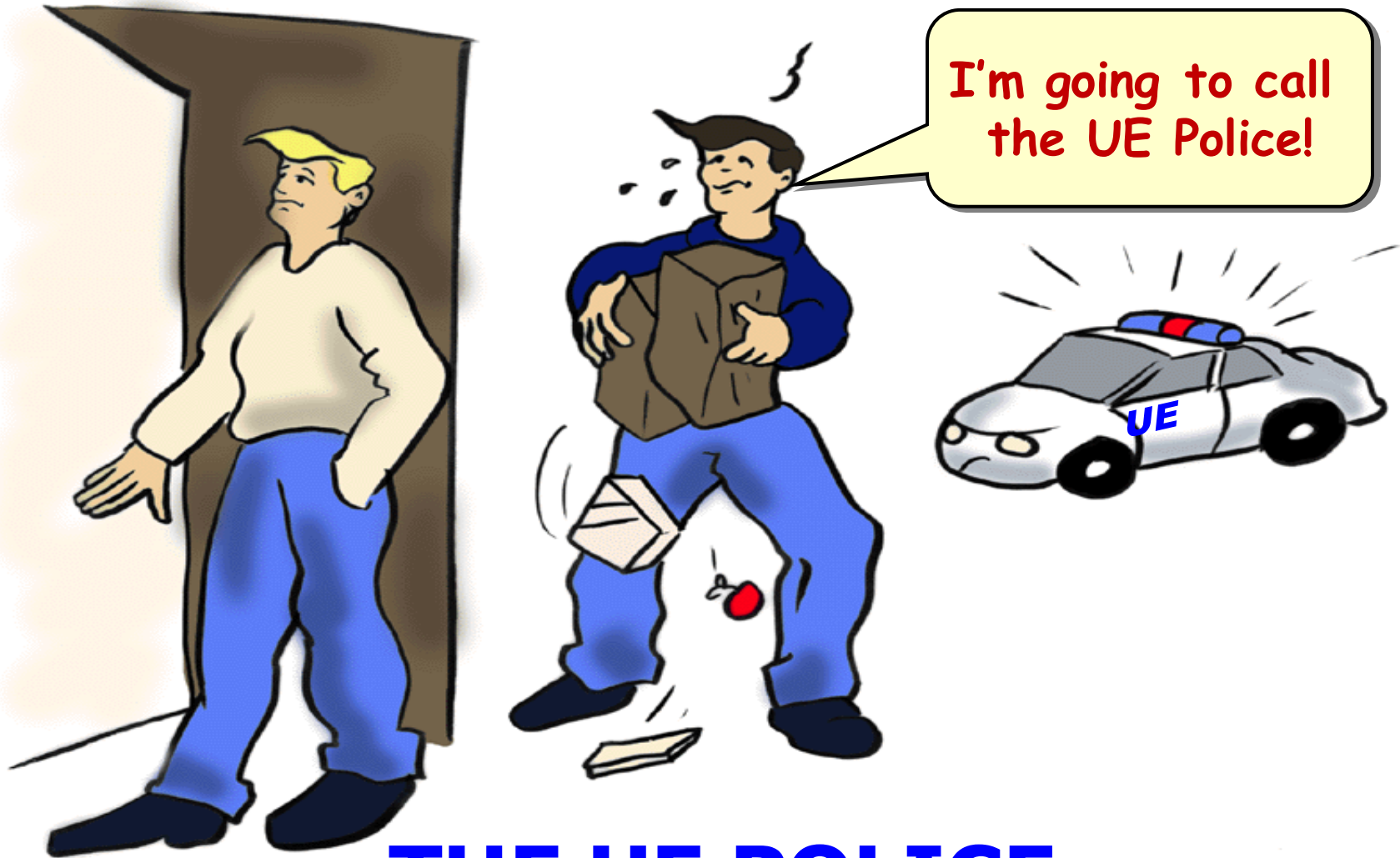
The way you see people is  
the way you treat them,  
and the way you treat  
them is what they become.

Goethe

Universal Enhancement



# Universal Enhancement Police



**THE UE POLICE**

**Enforcers of Dignity and Respect**

Universal Enhancement

# Respect

---

**Responsive**

**Encouraging**

**Sensitive**

**Perceptive**

**Expediting**

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Universal Enhancement

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VS



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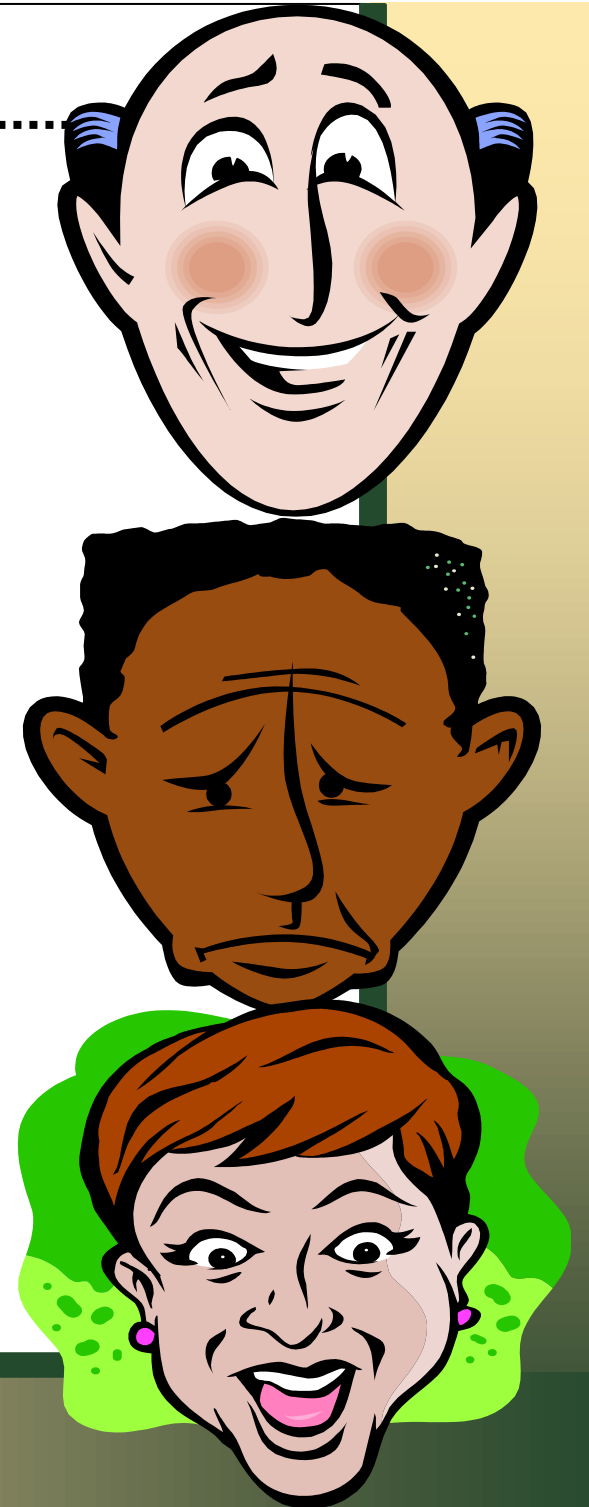


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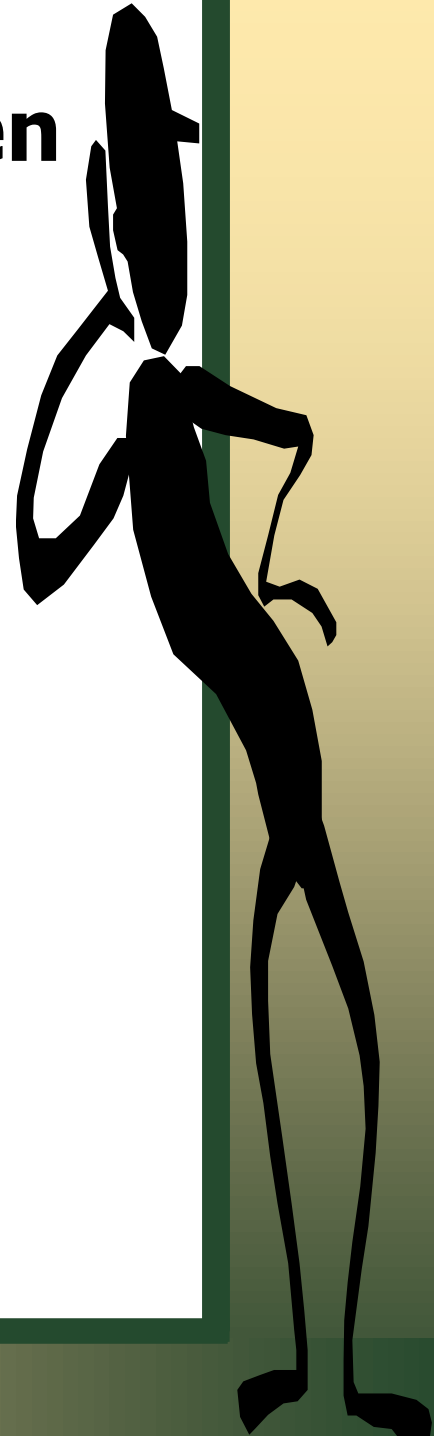
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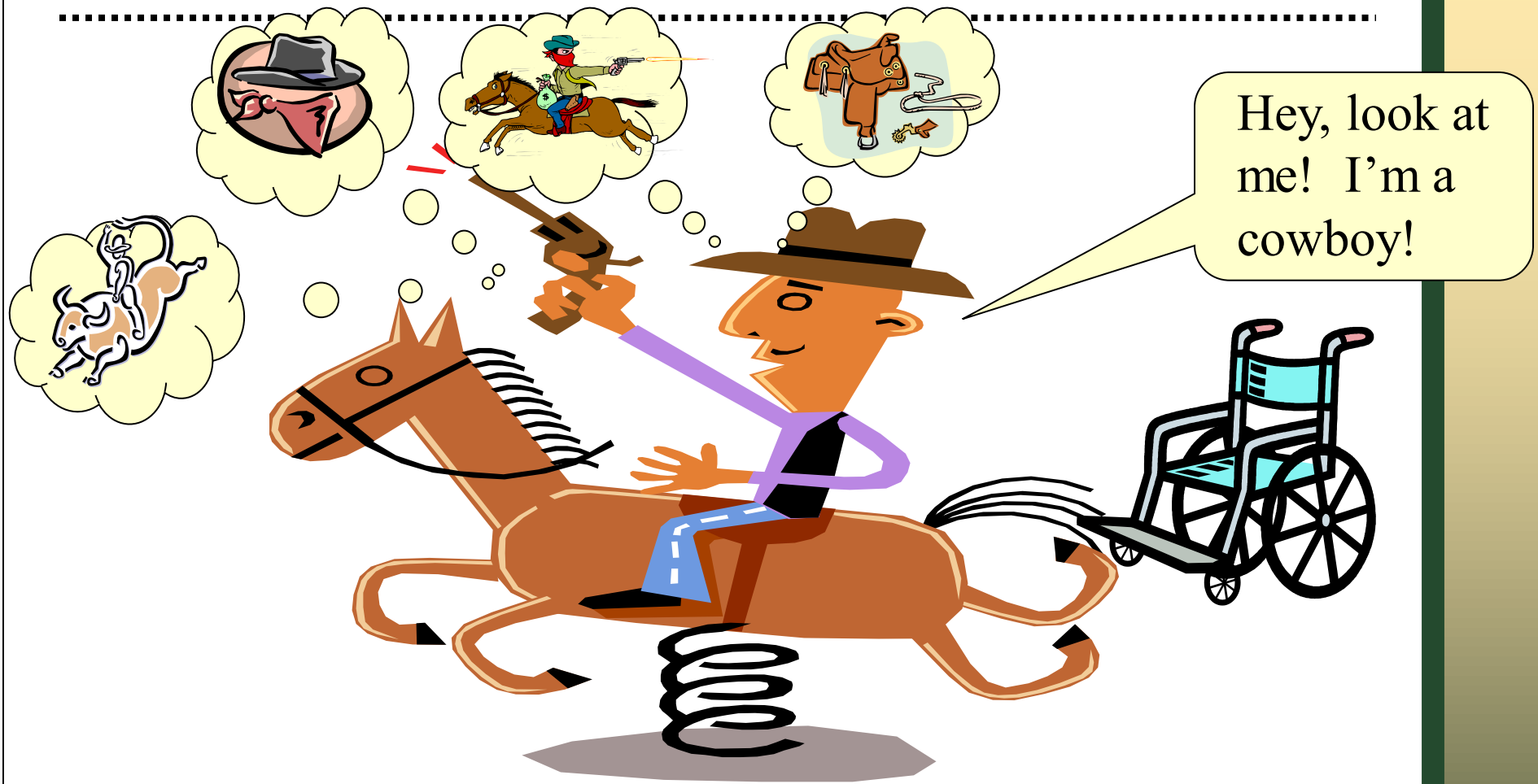
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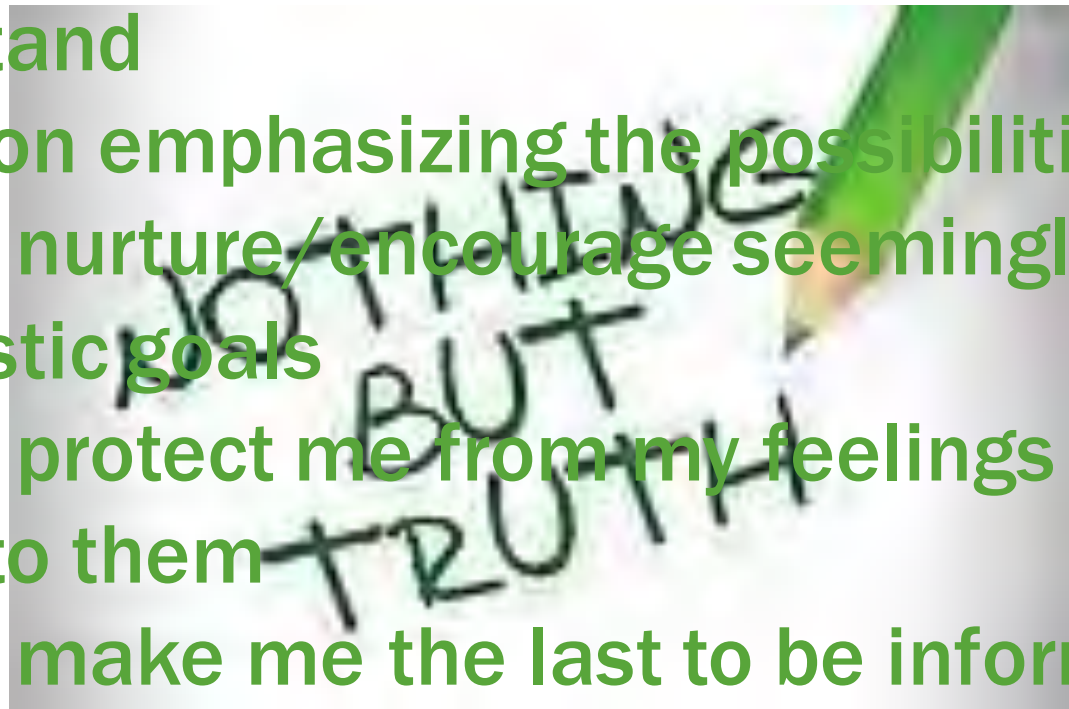


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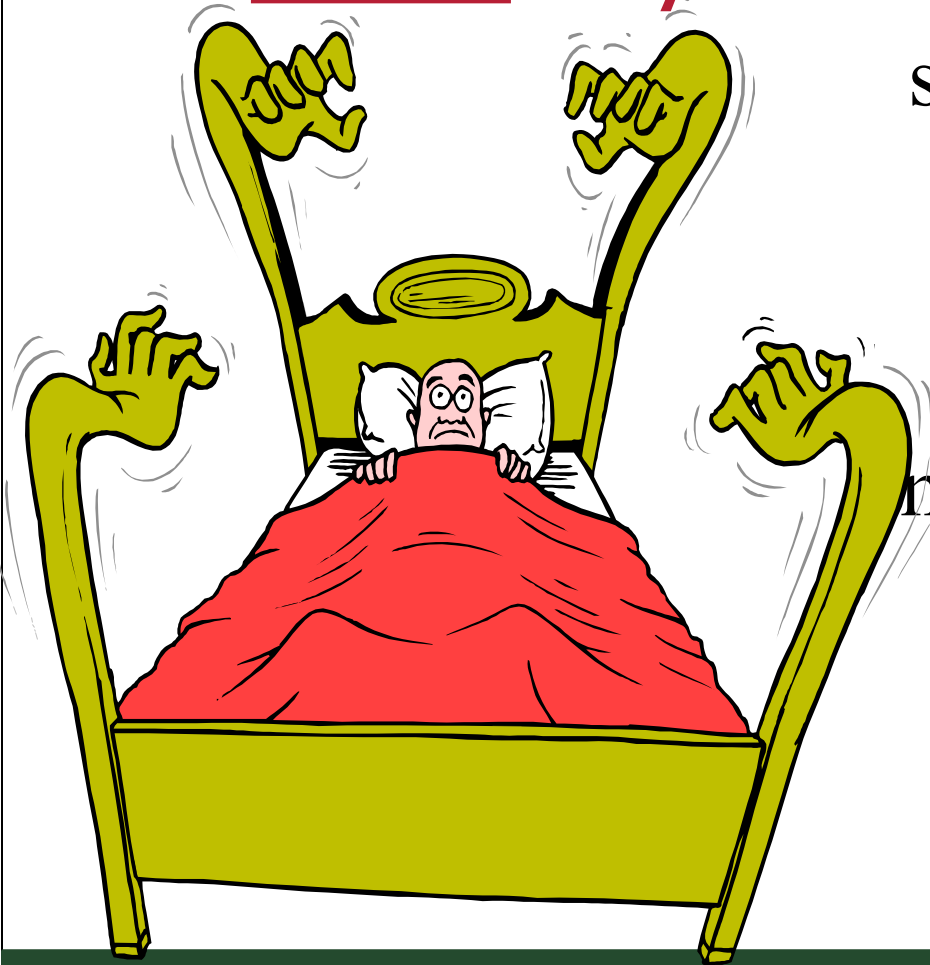
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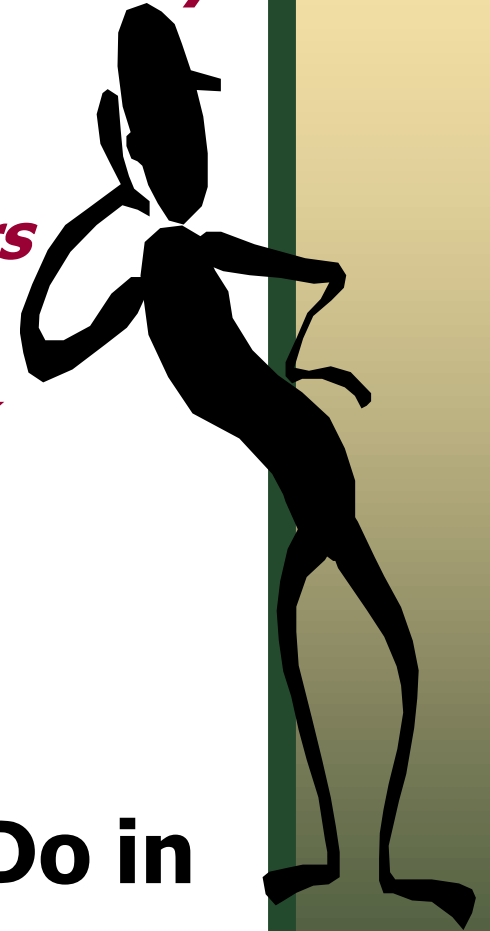
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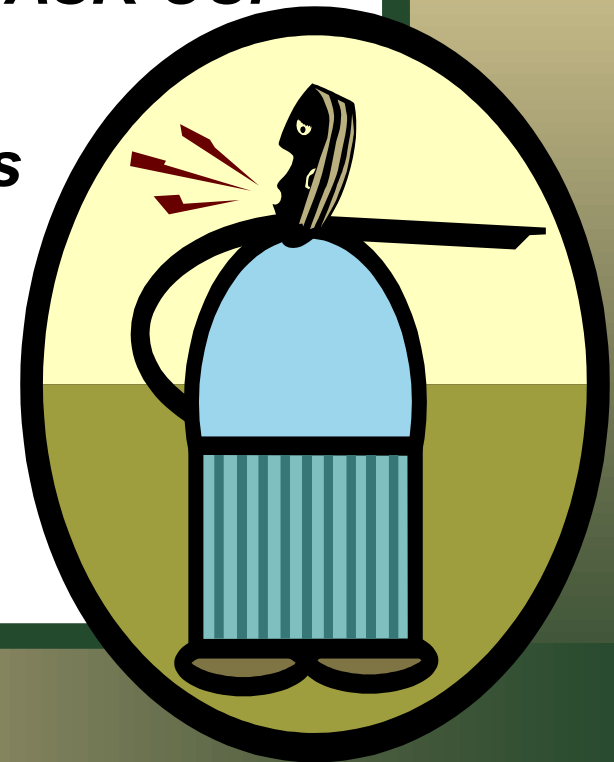
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*Meet anger with sympathy, contempt with compassion, cruelty with kindness. Greet grimaces with smiles. Forgive and forget about finding fault. Love is the weapon of the future.*

*- Yehuda Berg -*

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# Who Are We? What Are

## They?

---

**We insist**

**They tantrum**

**We have talents**

**They have splinter skills**

**We defend ourselves**

**They are non-compliant**

**We change our minds**

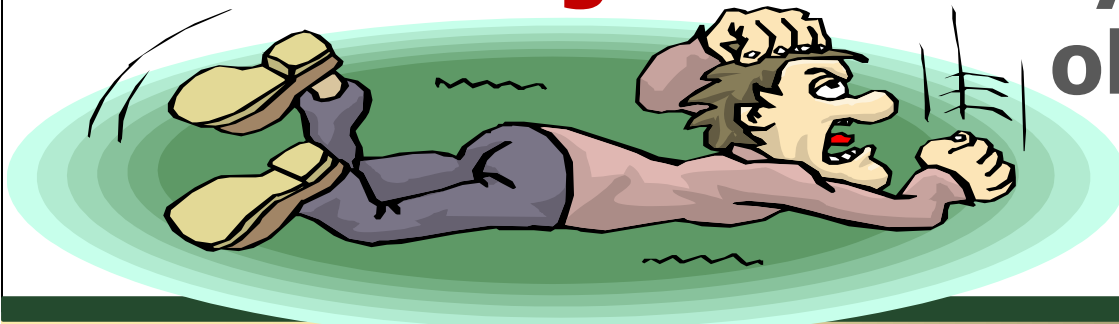
**They are disoriented**

**We are "caregivers"**

**They are clients**

**We like things**

**They fixate on objects**



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# Who Are We? What Are They?(cont'd)

---

**We make friends**

**We take a break**

**We have hobbies**

**We persevere**

**We love people**

**They seek attention**

**They go off task**

**They self-stim**

**They perseverate**

**They develop  
dependencies**

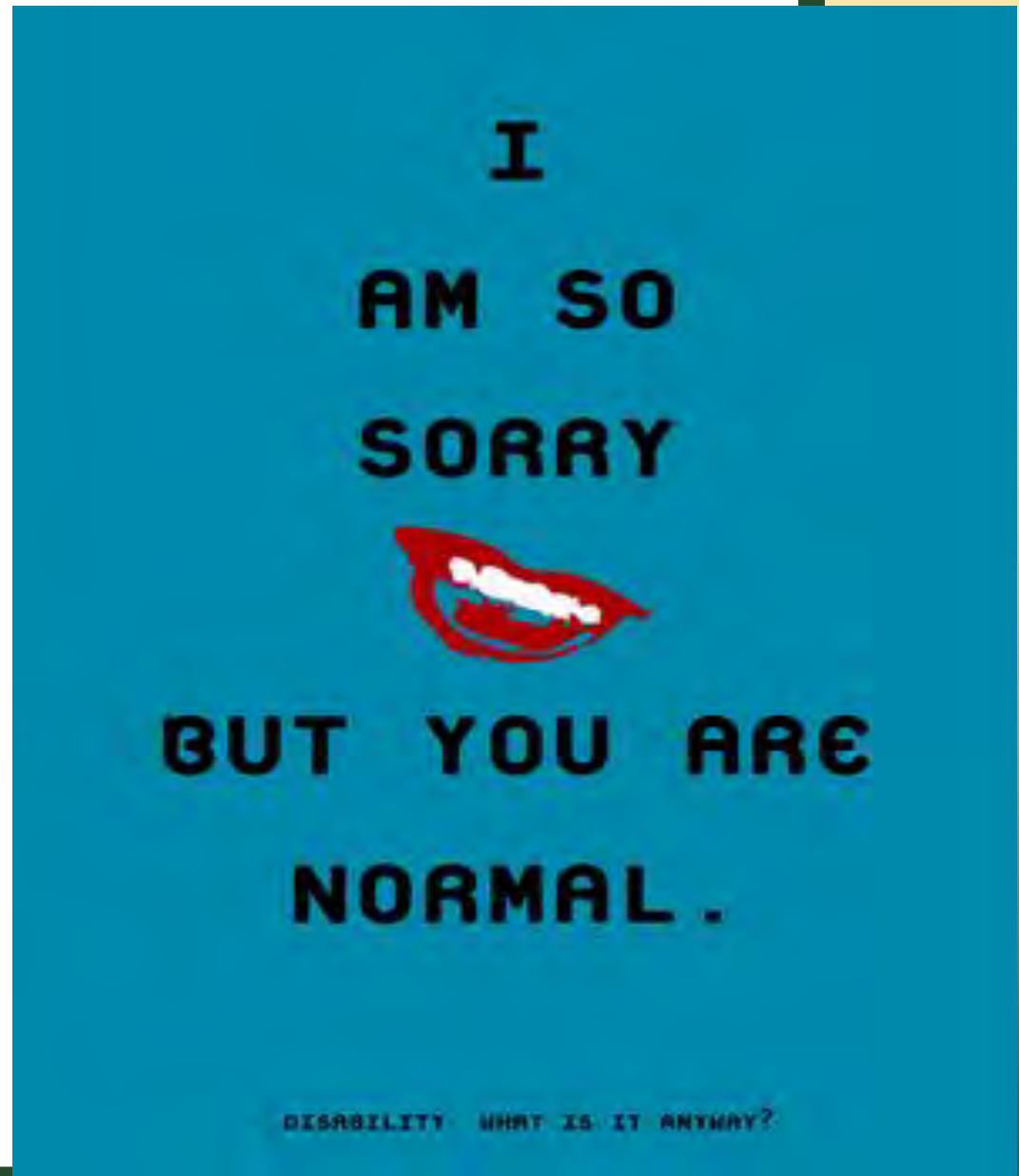


**Mayer Shevin**

**Universal Enhancement**

# I Am So Sorry....

**A different  
perspective!**



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# How Do You See Them?

The way you see people is  
the way you treat them,  
and the way you treat  
them is what they become.

Goethe

Universal Enhancement

# Accessible Settings...

necessitate that the NEEDS of people with disabilities are specifically considered, and products, services and facilities are built or modified so that they can be used by people of all abilities.

Barriers cause handicaps, not disabilities

Do  
Not  
Forget!

If the setting inhibits or prevents participation,  
how can those we support have a life if  
they do not participate in it?

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# Universal Design...

...incorporates many accessibility code requirements and stresses innovative solutions to facilitate daily living and independence, especially for people who have, are or will be experiencing changes in their mobility and/or sight and hearing.

...environments are designed to readily accommodate people who differ in height, size, strength and mobility.

...is a leading – edge design concept that strives to accommodate human functional diversity and the future change in how people perform their activities of daily living.

Susan Mack, OTR/L, CAPS, Ultimate Home Design March/April 2006



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# Not Accessible



Two of the people living in this home use wheelchairs. Guess who will do their laundry?



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# Keep It Simple

The complexity of this sophisticated washer and dryer is a challenge for a person of average intelligence.



**KEEP IT  
SIMPLE!**



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# Inaccessible Cabinets

A photograph of a kitchen cabinet unit with several doors. The doors are made of wood and have no handles, making them difficult to open for people with limited hand strength or dexterity. The text 'Add handles for accessibility!' is overlaid on the image in large, bold, black letters.

**Add  
handles  
for accessibility!**

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# **No Cost Accessibility**

**Creative  
approaches  
to  
accessibility**



**Universal Enhancement**

# Threshold



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# Promote Self-Determination

---

**Consider these options:**

*modify the environment – accessibility*

*provide adaptive equipment*

*teach skill acquisition*

*provide personal assistance*

**The best approach for maximizing self-determination is influenced by numerous factors:**

*individual preference*

*technology*

*cost*

*stigma*

*time*

*available personnel*



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# Accessibility

**Does your organization promote supported routines by facilitating accessibility?**



**Modified toothbrush handles**

**Wash mitts**

**Raised electrical outlets**

**Touch lamps**

**Long-handle dust pans**

**Lowered closet bars**

**Lowered counter tops**

**Lowered thermostats**

**Front load washers**

**Front control ovens/stoves**

**Front mounted garbage disposal switches**

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# Accessible Living



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# Accessible Living (cont'd)



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# Accessible Living (cont'd)



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# Accessible Living (cont'd)



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# Accessible Living (cont'd)



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# Closet Organizer

**Maximize  
access for  
those  
individuals  
who use  
wheelchairs**



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# Accessible Privacy



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# Accessible Privacy (cont'd)



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# Track Lift



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# Modified Walker



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# **Don't Ignore the Obvious**

**Sometimes what you're searching for does not really require searching. It's right in front of you.**

**Sometimes the best answer is the most obvious one. Often, when something seems too simple or unsophisticated, it is exactly the right approach.**

greatday.com

CAPTAIN OBVIOUS



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# Don't Ignore the Obvious

(cont'd)



**Here's the obvious solution...what was the dilemma?**

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# Cereal Dispenser

**Assures  
options –  
Dispenses  
with one  
hand**



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# **Appliance Cart**

**Assistive  
device for  
moving  
items  
between the  
kitchen and  
dining room.**



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# Modified Container



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**Easy To Grasp...**

**...and  
it's  
off  
the  
shelf!**



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# Adapted Lotion Holder



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# Integrated Day (Cont'd)



**Community integration** refers to assimilating and welcoming people with disabilities into the larger community

**Community integration** enables persons with disabilities to fully participate in life at the same level as nondisabled people



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# Integrated Day (Cont'd)

## Successful Community integration

integration gives people with disabilities a strong community presence without reducing them to their disability level



## Community integration

is the foundation for community engagement promoting individuals with disabilities to play a meaningful role in the deliberations, discussions, decision making and /or implementation of projects or programs affecting them

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**There Is...**

---

**...no  
separate  
but  
equal!**



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# Social Justice

---

Generally refers to the idea of creating a society or institution that is based on the principles of equality and solidarity; that understands and values human rights and that recognizes the dignity of every human being. Wikipedia

The fair and proper administration of laws conforming to the natural law that all persons , irrespective of ethnic origin, gender, possessions, race, religion, etc. are to be treated equally and without prejudice

[www.businessdictionary.com](http://www.businessdictionary.com)

From a simple point of view, social justice is equivalent to social fairness. It is a phrase that refers to giving what is rightly due to an individual or group, team or community. It works on the universal principle that guides people in knowing what is right and what is wrong.

[www.socialjusticedefinition.com](http://www.socialjusticedefinition.com)



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# Janteloven

**Danish culture holds that “no person is better than another.”**  
**If our culture held this value, would we continue to segregate people with disabilities in housing, employment and leisure?**



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# **Grouping**

---

## **Considerations**

**Individual competence is obscured by aggregating individuals by their disability.**

**Grouping amplifies the disability common to each individual in the group.**



**Assembling individuals with disabilities by those holding power over them i.e. support staff, managers, families, volunteers, etc., is commonly justified by “that is their choice”.**

**Is being grouped with individuals of the same disability a choice when no viable option is presented to mingle and interact with a diversity of people?**

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# **Grouping** (cont'd)

---

## **Consequences**

When an individual's disability is the determining influence for grouping, it limits opportunities to develop the myriad of relationships realized through integrated educational, employment, leisure and volunteer activities.



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# **Inclusionary Trek**

---

**To boldly  
go where  
everyone  
else has  
gone  
before.**



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# Going To The Community

**Group Home**

**The Community**



**C'mon, we're  
going to the  
community!**

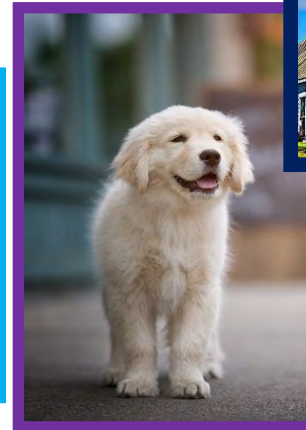
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# Community

***“The community is not there to find-***

***it has to be **BUILT.**”***

--John O'Brien



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# Placement List

---

Being a priority on a  
“placement list” is not  
seeing the *light*  
at the end of the tunnel,



**.... it is standing on  
the edge of  
the precipice.**

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# Community Integration

**Integration (noun) 1: The act or process or an instance of integrating: As an incorporation as equals into society or an organization of individuals or different groups (as races)**

**Webster's Ninth New Collegiate  
Dictionary, Merriam-Webster, Inc.,  
Publishers**



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# Drive Through Integration

---



***Does drive through integration promote valued experiences and facilitate relationships?***

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**Integration: (noun) 1. The act of process or an instance of integrating; as incorporation as equals into society or an organization of individuals of different groups (as races)**



# Community Participation

**Participation (noun) 1: The act of participating 2: The state of being related to a larger whole**

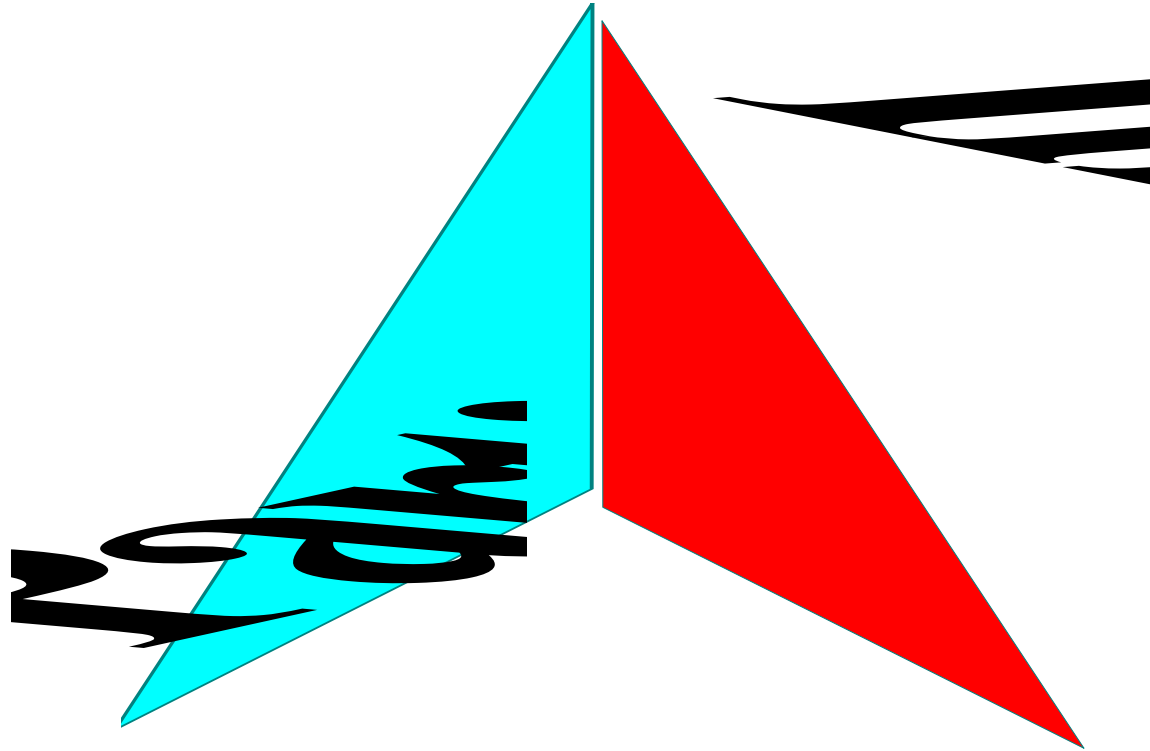


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# Inclusion

*Purpose* \* *Friendship* \* *Sense of Being*  
**Social inclusion**  
is the process of  
improving the  
terms on which  
individuals and  
groups take part  
in society  
*Community* \* *Loved* \* *Confidence* \* *Affirmed* \* *Empowerment* \* *Accepted*



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# Inclusion (cont'd)

Most importantly,  
the goal of **social inclusion** is to  
improve the ability,  
opportunity and  
dignity of those  
disadvantaged based  
on their identity

Community \* Purpose \* Friendship \* Sense of Being  
Loved \* Affirmed \* Empowerment \* Accepted \* Confidence



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# Inclusion (cont'd)

## Principles of Social

I N C L U S I O N

- Enhancing opportunities
- Accessing resources
- Giving a voice
- Respecting rights



This is the  
**hope**  
and  
**aspiration**  
of the  
*Final*  
*Rule*

Purpose \* Friendship \* Sense of Being \* Affirmed \* Empowerment \* Accepted \* Confidence \* Loved \* Community

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# Relationship vs Friendship

**Relationship**: a connection, association, or involvement. The way in which two or more people, groups, countries, etc., talk to, behave toward and deal with each other, the way in which two or more people are connected.

Merriam-Webster

**Friendship**: is a relationship of mutual affection between two or more people. Friendship is a stronger form of interpersonal bond than an association. Characteristics of friendship include: sympathy, empathy, honesty, altruism, compassion and understanding.

Wikipedia



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# Intimacy

---

What would your life be like without an intimate relationship?

**Intimate: marked by close acquaintance, cherished, dearest, devoted, warm friendship, relating to or indicative of one's deepest nature.**

Wikipedia



cutcaster.com - 901520154

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# Aristotle on Friends

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**No one would  
choose a friendless  
existence on  
condition of having  
all the other things  
in the world.**

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**Participation:** (noun) 1: the act of participating 2: the state of being related to a larger whole

**Integration:** (noun) 1. The act of process or an instance of integrating; as incorporation as equals into society or an organization of individuals of different groups (as races)



**Relationship:** (noun) 1: a connection, association, or involvement 2: an emotional or other connection between people

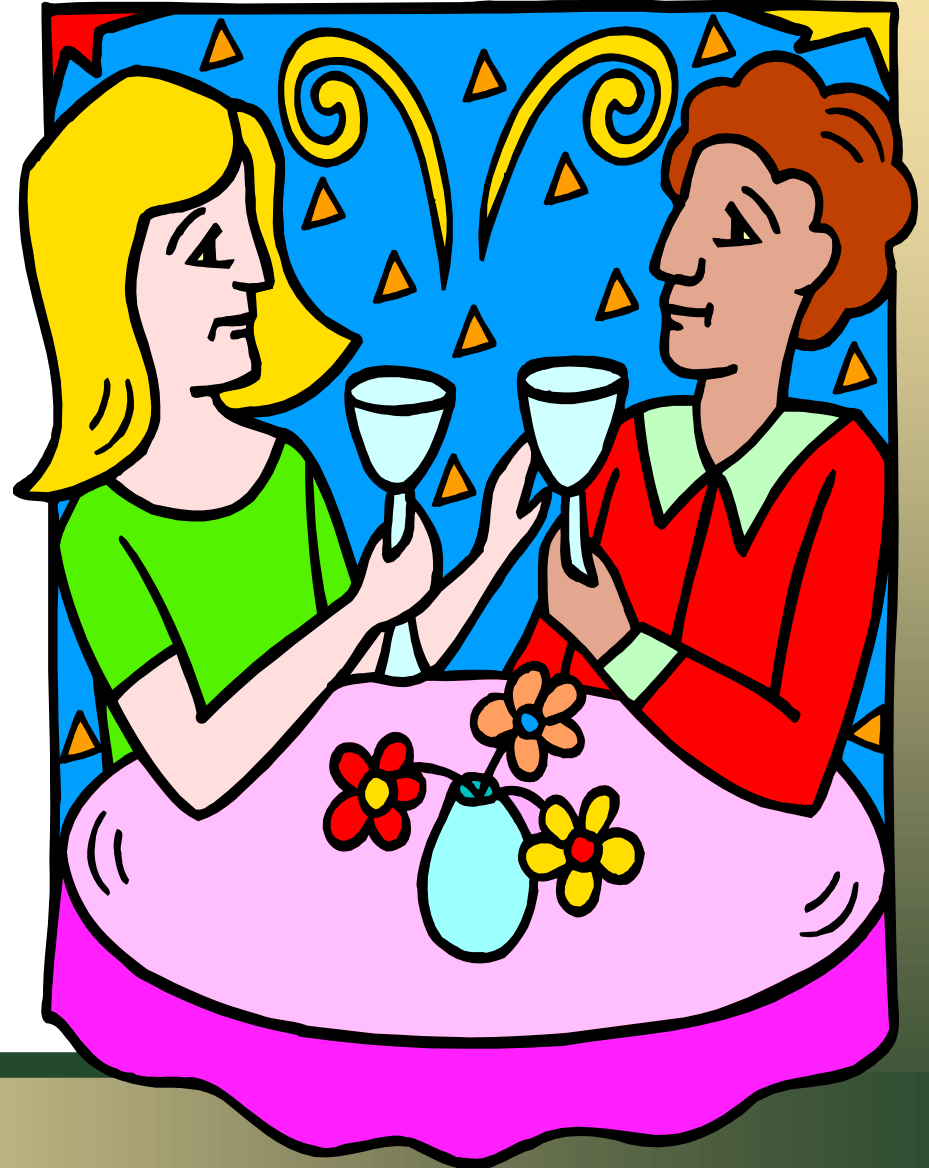
# Community Relationship

**Relationship (noun)**

**1: a connection, association or involvement**

**2: an emotional or other connection between people**

Webster's Ninth New Collegiate  
Dictionary, Merriam-Webster, Inc.,  
Publishers



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# Inclusive Environments (cont'd)



- Provides the individual the confidence to request the needed modification/s followed by careful consideration of the request/s

- Provides the individual with accommodation with a goal to enable the individual an opportunity to fully participate and

- Approaches the provision of accommodation as doing all it can to ensure access and inclusion rather than focusing on what regulation requires

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# Thoughts On Inclusion

## Inclusion:

- is not merely overcoming and achieving, but must rise to the status of existing and being.
- often labeled as naive, and reviled by social conservatives, is cast in a similar light as the social movements of gay rights, anti-racism and feminists.



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# Thoughts on Inclusion (cont'd)

## Inclusion:

- is not provided by the charitable contributors to the lucky recipient
- is not an intervention delivered to support recipients perceived as passive beneficiaries



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# “Do” Inclusion?

Is someone *doing* inclusion



If people were  
to you?  
not

segregated,  
we would not  
be “doing  
inclusion.”

Support an  
inclusionary life!

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# Being Connected



Rx



Grocery

Joe's Burgers

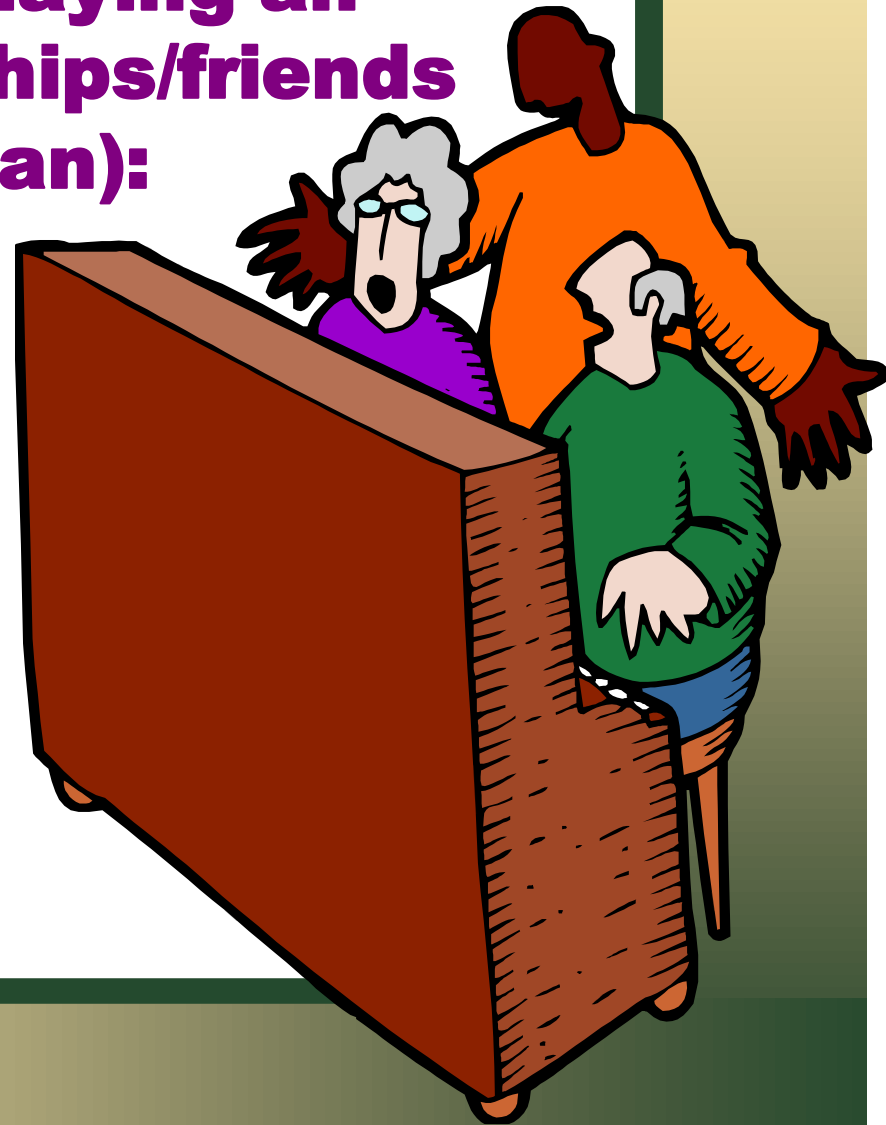


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# Pathway to Friendship

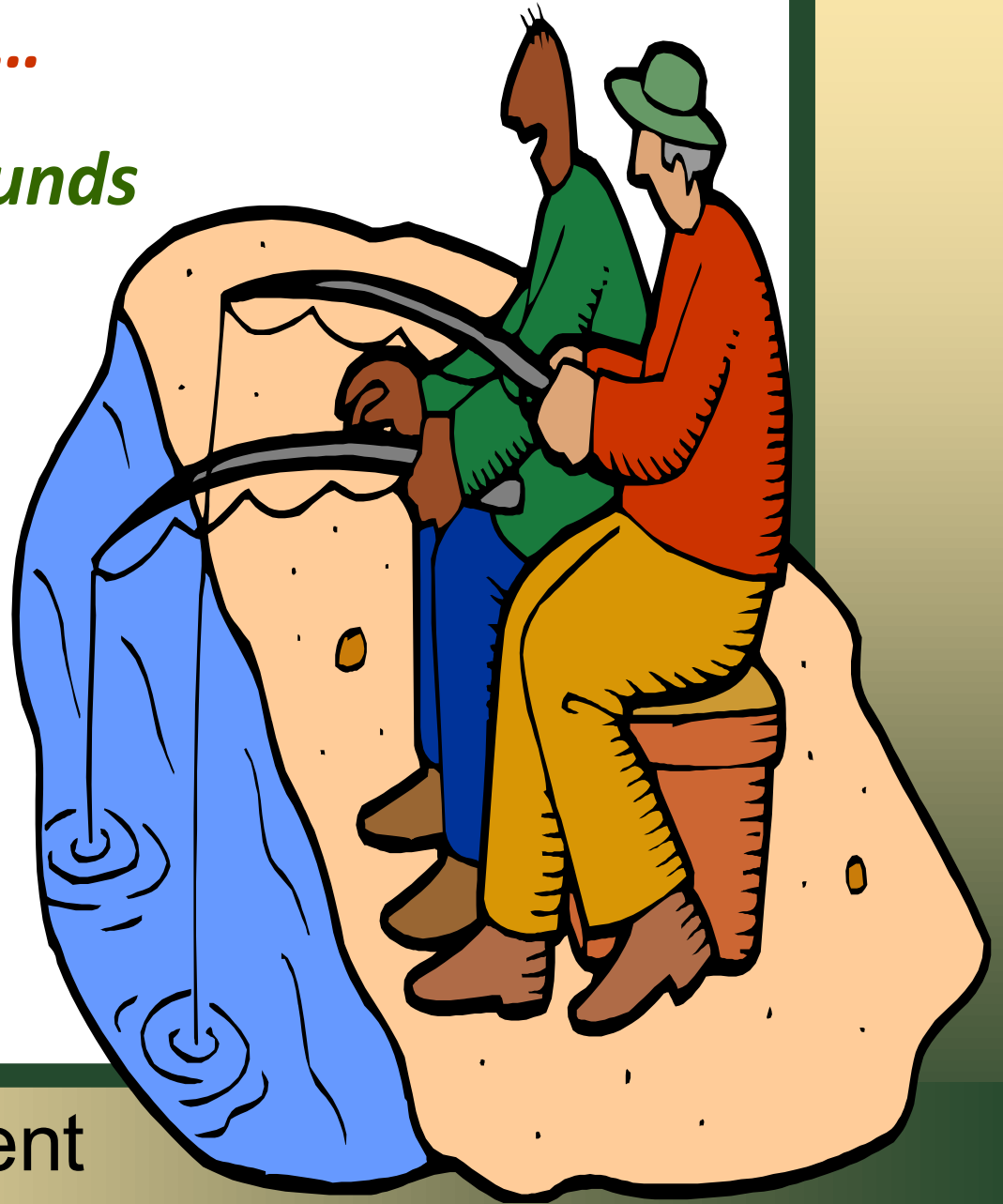
**Every relationship/friendship one forms in their life, other than with family, is developed as a result of playing an active role. The relationships/friends that one has nurtured as (an):**

- ***Parishioner who collects the tithe...***
- ***Camper who won first place in diving at the Girl/Boy Scout Camp...***
- ***Church member who joins the choir...***



# Pathway to Friendship (cont'd)

- *Employee who brought tomatoes to work from their garden...*
- *Volunteer who raised funds for a worthy cause...*



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# Volunteering...

is an essential life activity  
is a demonstration of appreciation  
enhances sense of self  
facilitates relationships  
increases skill acquisition  
promotes adult status  
enhances QOL through meaningful engagement

Encourage  
Volunteering!



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# 1<sup>st</sup> And 2<sup>nd</sup> Place

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## 1<sup>st</sup> Place - Home



The place where one lives, the focus of one's domestic attention; Free Merriam Webster

**The place where you want to be at the end of a rough day. It's where you feel comfortable and at ease.** Yahoo Answer

## 2<sup>nd</sup> Place - Work

The place where one is employed or labor is expended.

It's where an activity is conducted to exert strength or faculties to do or perform something.



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# 3<sup>rd</sup> Place

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- A place to “go home to”
- Repeated interaction with regulars
- An atmosphere that promotes social contact

Cafe

Barber Shop

Bar

Laundromat

Exercise club

Sidewalk bench

House of worship

Library



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# Making Introductions

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Making  
introductions  
staff.

Dwight, I would like  
you to meet Andy.



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# Valued Roles

**“People in valued social roles are apt to be accorded the good things in life, while people in socially devalued roles are apt to be mistreated.”** Wolf Wolfensberger



How do we assist people to obtain socially valued roles?

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## **Ask Them to Dance**

Integration is being asked to the party

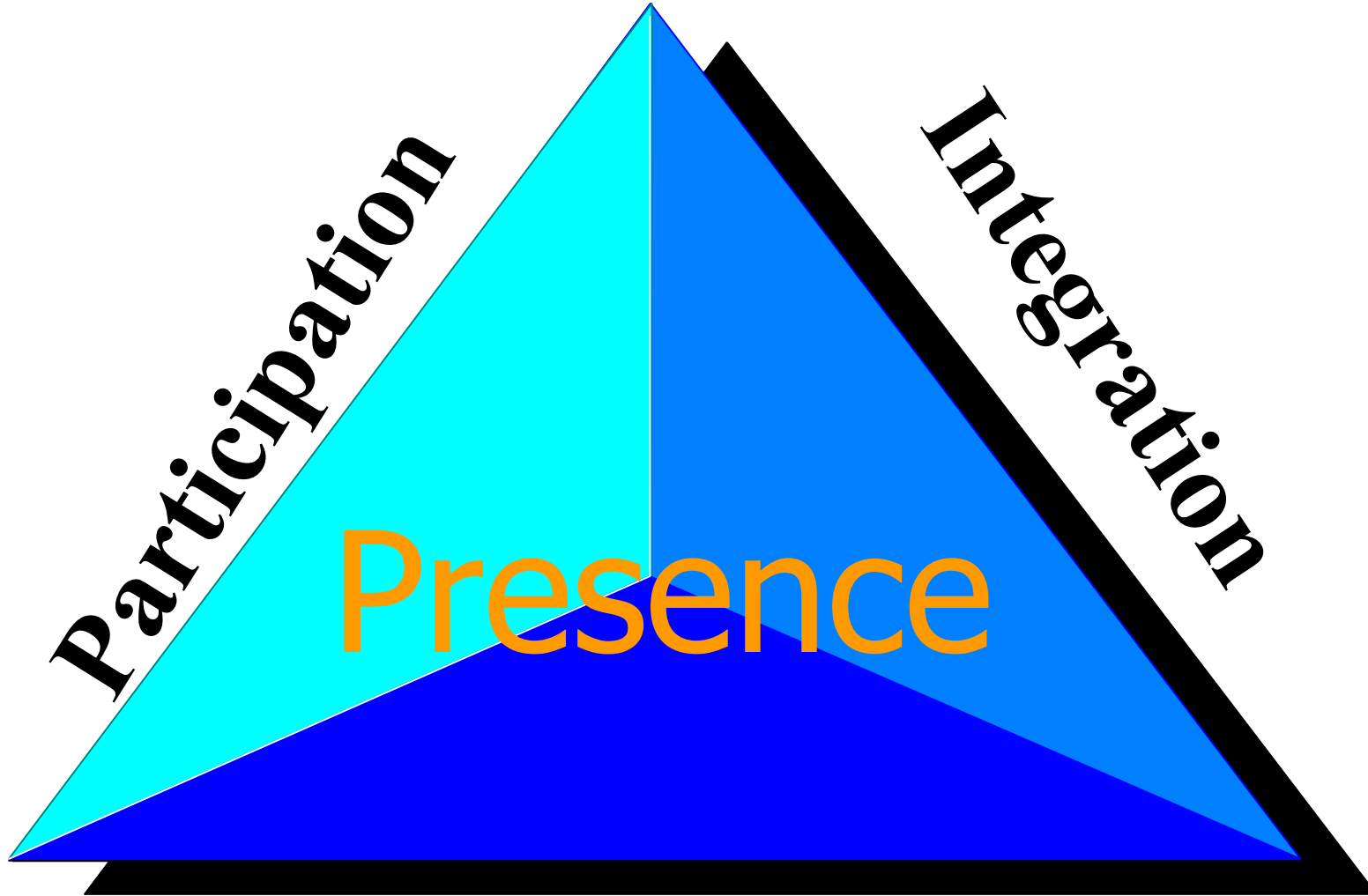
– inclusion is being asked to dance.



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**Presence**

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**Relationship**

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# Inclusive Environments

## An inclusive environment:

- Values the “disability” as part of a range of diversity that is fundamental to the human condition – the presence of the disability is not seen as a detriment

Nurtures an environment that promotes effective communication about needs without an assumption of accommodation

Sees individuals, not stereotypes



Is more than merely accessible

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# The System: The Community

**In a social service system**  
*people are known by what's wrong:  
by their condition or label*

**In community**  
*people are known as individuals*

**In a system**  
*people are incomplete and need  
to be changed or "fixed"*

**In community**  
*people are as they are, with  
opportunities to follow their  
own dreams*

**In a system**  
*relationships are unequal;  
service workers do things "for" clients  
and don't look for any contribution in return*



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# The System: The Community (cont'd.)

**In community**

*relationships are reciprocal, give and take; and the diverse gifts of many people are recognized*

**In a system**

*people are broken into parts and separated into groups*

**In community**

*people have the chance to be accepted as whole persons, and viewed as part of the whole society*

**In a system**

*problems are solved by consulting authorities, policies, procedures*

**In community**

*people can make honest efforts and acknowledge honest mistakes and fears*



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# The System: The Community (cont'd.)

**In a system**

*all problems have a rational solution*

**In community**

*there is room for confusion, and mystery, and recognition that some things are beyond human control*



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# Community Network



- Community is a network of people. Members may be geographically distant and vary in numerous characteristics; politically, sexual orientation, professionally, nationality, religion, etc.
- Despite those differences a bond is nurtured, a connectivity, a common cause to celebrate
- Group members gather on a regular basis, behavioral patterns and nuances of a culture form.
- The term community is the blending of the prefix “com” meaning *with* and the root word “unity”.

Inspired by Al Condeluce

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COMPANIONSHIP

# A GUIDE BY HIS SIDE



Star Staff Photos / Kelly Wilkinson

**SHOPPING TRIP:** Kroger clerk Robin Turner helps Bill McCleary and Sparky with grocery shopping at Speedway Supercenter.

# Generic Supports

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***Generic:*** Relating to or descriptive of an entire group or class; general.

**The role of support staff is NOT to *provide* support, but to help people obtain it.**



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# Come One Come All

We are looking for bowlers and or teams for our fall leagues.

## Men's Leagues

Monday 6:15pm

Tuesday 6:15pm

Wednesday 6:15pm

Friday 6:15pm

## Ladies Leagues

Monday 6:30pm

Tuesday 6:15pm

Wednesday 6:15pm

## Mixed Leagues

Monday 6:15pm

Tuesday 6:15pm

Saturday 6:30pm

Sunday 6:15pm

## Seniors and Daytime Ladies

Tuesday Noon (seniors)

Thursday 9am (seniors)

Mondays 9:30am (ladies)

Wed. 9am and Noon (ladies)

Thursday 9:30am (ladies)

If interested please inquire at the front desk.

So why is it we  
continue to  
form "special"  
Bowling  
Leagues???

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