

## **Understanding the Importance of Having a Person Centered Approach to Providing Support**

### **Training Objectives:**

- \* Nuts and Bolts- skill set, location, services provided, goals in caregiving,
- \* Identify provider hobbies, interests,
- \* Identify caregiver personality type, quirks, strengths and weakness as caregiver

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PCT training is for all PPRS employees and contract staff. This training is for PASA staff, HCA Class B staff, administrators, managers, supervisors, volunteers and anyone that may represent PPRS.

Our goal is to provide on-going opportunities to learn how to implement PCT. This training is to set the stage for future required training that will be available in the staff portal through our web-site.

As you work through becoming more proficient in PCT, we encourage you to share the knowledge you have learned by submitting your stories of success on how you have seen PCT have a positive impact via email to any member of our administration team.

Phase One: Introduction to PCT and PPRS plan for continuing commitment to PCT. Phase one will also provide an understanding of person centered language and making the shift to person friendly speech. Phase one will also focus on communication. Understanding of Phase One will be demonstrated through a reflection sheet to be reviewed prior to phase two.

Phase Two: We want to get to know you!! What do you enjoy in life? Are you a foodie? Do you love spending time outdoors? Are you an introvert? Do you get nervous in crowds and prefer a smaller venue for concerts or sporting events? We want to know about you!! When matching providers we want make a good fit not just based on skill set required and location but also common interests, and quirks that make you unique.

Phase Two Bonus: Attendance to a meeting such as an IDT, SP revision or meeting involving at least two people who have had PCT training (a community



centered board representative such as a service coordinator and one of our admin staff would be ideal)

Phase Three: The focus for this phase is to get to know those we support, are there routines and rituals that are meaningful? Are the right people attending meetings based on the support they provide? We will look at relationship mapping, delve into what is working and what is not working.

Beverly Seemann has been providing and facilitating supports through a grass-roots agency that she created. Providing respite for one individual which quickly grew into an agency with 130 providers working with 200+ individuals and families. Beverly has been progressive with person-first language and professionalism with staff trainings for ten plus years and she is excited to see the national Medicaid driven organized approach to support and care. Beverly recently attended PCT training and after extensive research, is bringing to you this exciting PCT training that pertains to the services we provide.

Training materials will be available at [pikespeakrespiteservices.com](http://pikespeakrespiteservices.com) in the staff portal.

## **Phase Two**

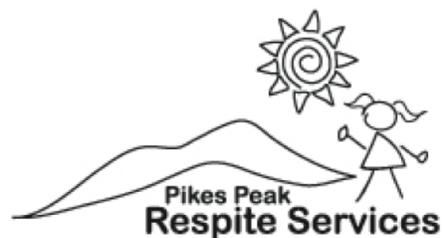
### **Help us get to know you!**

#### **A. What is your current provider skill set?**

Section A in the retention sheet is all about your skill set, this can encompass your experience, training, and certifications you possess. This can include being a parent or relative caregiver to someone in your family. This can include CNA training even if you didn't pursue your CNA license.

#### **B. What is your speciality in care?**

Many providers have preference as to the type of care they prefer to provide. Some providers prefer to work with individuals with challenging behaviors while other provider prefer to work with individuals that have a medical need such as seizure, help with transfers etc. Some providers have no preference and like to use multiple skills with different individuals while working. What is your preference? Do you have an age preference? Do you prefer working with teenage males and small children or perhaps the elderly population has your heart.



**C. What locations do you desire?**

PPRS provides services for El Paso, Park, Teller and Pueblo Counties. This is a very large area! Are you willing to work in Pueblo if you have a very long shift or several short shifts? Do you like working in the Woodland Park area or do you prefer to stay in Colorado Springs? We need to know what areas you are willing to work in.

**D. What are your hobbies, quirks and the things that make you tick?**

PPRS contracts with a very diverse group of people! Ability to communicate using many different forms of communication, recognizing that verbal communication makes up very little of our every day interactions. Many of us know people that may wave their hands and arm as they express themselves with high-pitched squeals, and that can mean excitement and happiness. The same types of sounds and movements for someone else can indicate extreme distress- it is important to know how individuals we care for communicate and look for alternate forms and make sure you are passing this information along by making notes in the care plan binder and contacting PPRS office.

We look forward to getting to know you!! Please fill out the retention sheet and return. Thank you!