

HCBS COMMUNITY OF PRACTICE



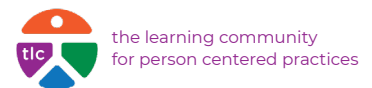
SESSION TOPIC: Building Decision-Making Capacity with Exposure, Experience, and Expertise

HCBS REQUIREMENT #2 AND #6

Acknowledgements

Thank you to all who share a commitment to building a community where everyone can thrive.

This HCBS Community of Practice is made possible by funding from the Department of Developmental Services and the collaboration of the following organizations.



Explore Community of Practice resources at helensandersonassociates.com/hcbs-community-of-practice/

REFLECTION

What are some of the decisions that you have made in the last week or two?

What help did you seek or use, if any, from whom and how?

How did you ultimately arrive at your decision?

Notes:

DECISION-MAKING PROFILE

What it does

The decision-making profile creates a clear picture of how a person makes a decision and how they want to be supported in decision-making. The profile can be used alongside the decision-making agreement to help people have choice and control in their lives. It describes how to provide information that makes sense to that person. This could be how they want you to structure your language, whether they want written words, symbols, or pictures, or perhaps an audio format.

How it helps

The sections of a decision-making profile help us to support a person to understand choices that are available to them and make informed decisions. This is invaluable when thinking about consent and capacity.

How to use it

Gather information from the person and those they know well to complete five sections of the decision-making process. When you are completing a decision-making profile with a person, use additional Person-Centered Thinking Skills (such as the Communication Chart) to see what these tell you about the best times and ways to support the person to make a decision. It might help to think about a decision the person has had to make in the past and then think about what worked and what did not work for them about how they were supported.

Tips when creating a Decision-Making Profile



- It might help to think about a decision the person has made in the past and then think about what worked and what did not work for them and how they were supported.
- When completing a decision-making profile with a person, look at their one-page profile and communication chart. See what these tell you about the best times and ways to support the person to make a decision.
- Use strong positive statements (not 'usually' or 'sometimes')
- Use clear, everyday language with no jargon or service speak.
- Please include details about how the person would like information to be presented to them, e.g., audio, pictures, etc.
- Please include details about how a person makes decisions when stressed or unwell, e.g., in pain.

DECISION-MAKING PROFILE

Meet Shawna

Shawna is a cheerful and friendly woman who lights up the room with her smile and contagious laugh. She's an artist who loves creating jewelry, paintings, and more. She enjoys living in her apartment, supported by direct support professionals daily and at night.

Shawna mainly communicates using American Sign Language, her tablet, and gestures. It's important to her that people respect her preferences and that she is in charge of her own life. When she feels ignored, misunderstood, or overwhelmed, she may express her frustration by yelling, crying, or leaving the situation.

To help Shawna live the life she wants, we need to understand her priorities, communicate effectively with her, and support her decision-making. Creating an environment where she feels respected, listened to, and safe is vital.

Shawna communicated through her tablet and computer that she would like staff to know the following:

One Page Profile

SHAWNA
ONE PAGE PROFILE

LIKE & ADMIRE
Vibrant
A smile that can light up a room
Artistic
Creative
Loyal
Fierce Advocate
Determined

IMPORTANT TO ME

- To have time with my man, in person, text, or call
- To surround myself with people I trust
- To be treated with respect and dignity
- To be seen and recognized as an artist
- Creative Arts: Jewelry, photography, painting
- My independence and being on my own
- To have security, to feel safe
- To be able to communicate with people - I use ASL, my tablet, and my phone to speak

HOW TO BEST SUPPORT ME

- I always want my phone on me. I need to be able to reach Bobby at any time. I may ask you for help typing what I want to say on my tablet. I will sign each letter until you get it right.
- Please do not stand over me when talking or asking questions. get eye level and sit if possible.
- Always talk to me, not my staff. I will point to images on my tablet so you can understand me. I will put my right hand up if you are starting to upset me.
- I tell my jewelry, art, and paintings. If you know art shows coming up, please let me know and help register.
- When making jewelry, I need you to hold the beads still so I can weave the string through. I will point to the beads I want. If I grunt at you, you are too far away. Do not rush me.
- Call and ask permission first if you plan on coming to my house. I will not let you in if I'm not expecting you.
- When you arrive and knock, announce who you are. If I don't want to see you, I will not answer. Please respect my decision and leave after 30 minutes of trying.

Communication Chart

What am I communicating to you?			
At this time	When this happens	We think it means	We need to do this
When talking to me	Moan loud repeatedly and I hold up my right hand and shake it	You are standing over me and it is scaring me, I'm telling you to stop	Sit down next to me
You are asking me a question	Start yelling and shaking both of my hands in the air	I am getting overwhelmed and I don't want to have this conversation	Acknowledge that I am getting overwhelmed and ask if I would like to go outside for a while
You are asking me a question	I am pointing at my tablet or fanny pack	I need to use my tablet. I point to the answers or show you pictures of what I want.	Help me turn on my tablet or get my phone out of my fanny pack
Anytime	Scream and rush over to me	I am excited to see that person and what to say hi!	Give me a hug and say hello
Anytime	Start to stare and shake my head, holding up my right arm	I don't like what is happening around me	I want to leave, help me gather my things and go get a staff I like

Decision-Making Profile

Decision-Making profile				
How I like to get information	How to present choices to me	Ways you can help me understand	When is the best time for me to make decisions?	When is a bad time for me to make a decision?
From favorite staff - preferably females. In small amounts spoken with visuals is best - if you have pictures of examples or have options listed somewhere big so I can see what your talking about. Present the facts.	Ask me if you can talk about options before presenting me with a lot of choices. If I nod my head yes or sign yes, continue with the conversation. If I shake my head no, ask when a good time will be. I will let you know by holding up my hand or typing it into my tablet. Sit next to me when presenting choices so you are eye to eye, not standing over me. I don't like that. Have staff who are a good match offer choices by asking me to point to what I want, or ask me to pull up photos content on my tablet or computer if your not sure. Be patient, give me time to process and make choices. I don't like feeling pressure.	Be clear about who is involved - knowing the person may change my answer. Speak slowly and directly to me, not my staff. Wait for me to nod before moving on to the next topic. Be clear on when I ask if I would like help putting the date in my phone or tablet). Sometimes I want to call my boyfriend before making a decision, if I hold up my phone, ask me if I would like help calling him. If I do, describe the conversation to him and hand me the phone back.	Mid morning, after I've had my morning coffee. When I am with people I feel safe with. When I am with other person, I don't like a lot of people staring at me.	Evenings, I like to relax at night and not worry about other things around me. When there is too much noise around me. After the conversation has gone on too long.

SHAWNA

ONE PAGE PROFILE

LIKE & ADMIRE

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- When making jewelry, I need you to hold the beads still so I can weave the string through; I will point to the beads I want. If I grunt at you, you are too far away. Do not rush me.
- Call and ask permission first if you plan on coming to my house. I will not let you in if I'm not expecting you. When you arrive and knock, announce who you are. If I don't want to see you, I will not answer. Please respect my decision and leave after 10 minutes of trying.

Communication Chart

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Decision-Making Profile

Decision-Making profile

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