



YEAR TWO • YEAR TWO • YEAR TWO • YEAR TWO

# Trainer Resource Guide



**Direct Support Professional Training**



California Department of Education

IN PARTNERSHIP WITH THE

Department of Developmental Services

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## Trainer Resource Guide, Year 2

### Acknowledgements



The Department of Developmental Services (DDS) and the California Department of Education (CDE) would like to extend their appreciation to the many people and organizations throughout the state of California and across the nation who contributed their time and expertise to the initial development and revisions of the Direct Support Professional Training. Special thanks are extended to:

- The California Legislature for their leadership in establishing this Direct Support Professional (DSP) Training Program.
- The Department of Developmental Services Advisory Committee members, Curriculum Revision Workgroup members, and technical advisors who have provided essential individual and collective input into the development and revision of the core competencies, testing and training materials.
- The Direct Support Professionals for their dedication and invaluable input into the development and revision of the core competencies and training outcomes.
- Individuals with developmental disabilities and their family members for sharing insightful information about their needs and what is necessary to their quality of life.
- The dedicated staff at regional centers for their faithful support of the training development and revision process by sharing materials, ideas, concerns, and meticulously reviewing draft materials.
- The cadre of curriculum writers through whose collective genius and skills these materials were developed.
- The Department of Social Services Community Care Licensing Division for their tireless review of draft material and continuous technical support.
- The Department of Education for their extraordinary commitment to implement this testing and training program.

#### Dedication

*To everyone who is committed to improving the quality of life for individuals with developmental disabilities.*



## Trainer Resource Guide, Year 2

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# Introduction to the Trainer Resource Guide

Dear Trainer,

Thank you for your commitment to preparing Direct Support Professionals (DSPs) to meet the challenges of the profession! As you know, your role is to teach common standards and preferred practices to a diverse group of people that provide support to individuals with intellectual/developmental disabilities. To assist you in that role, we have prepared this Trainer Resource Guide. Following is some general information about, and tips for, using the Guide. Remember there is no better preparation for training than carefully reading each session prior to the training and planning how to incorporate key points into the lecture, discussion, and activities based upon the preferences and needs of your students. In addition, the Resource Guide includes information from the Department of Developmental Service's SafetyNet. It is a website and quarterly publication that was created to provide direct support professionals and individuals with intellectual/developmental disabilities information on how to stay safe and healthy. The SafetyNet will be referenced throughout the Resource Guides and noted when there is relevant information in a session.

## Information for DSPs

In addition to explaining the layout of the Student Resource Guide, it is important for trainers to tell DSPs about these important new policies.

**Training Class Attendance** - Direct support staff may not miss more than 6 hours of classroom instruction. If more than 6 hours of instruction is missed, the direct support staff must take the entire year of training again.

**Dictionaries** - No dictionaries are allowed during the training test.

**Cell Phones** - No cell phones can be in view during the training test.

**Photo IDs** - Photo IDs are required on the first day of class and on testing day. Valid IDs include: California Driver's License, California Identification Card, Passport, Student Identification, or Work Identification card (with photo).

**Make-Up Tests** - There are no make-up tests. Testing will take place on the scheduled day. (Please see the DSPT Procedure Manual for exceptions Section 3 page 4.)

Please refer to the DSPT Procedure Manual for suggested language and detail regarding these policies.

# Trainer Resource Guide Format

The Trainer Resource Guide is presented in a side-by-side format (see example below). When the Trainer Resource Guide is open, the page on the left-hand side contains trainer instructions. Those pages are numbered T-1, T-2, T-3, etc. The page on the right-hand side is the Student Resource Guide. Those pages are numbered S-1, S-2, S-3, etc. Trainer and Student Resource Guide pages correspond to each other. For example, when the student is looking at page S-1, the trainer is looking at page T-1 on the left and S-1 on the right. That way, the trainer and student are always “on the same page” so to speak!

The “trainer pages” will contain special instructions specific to the corresponding “student pages.” Special instructions include things like:

- Materials you will need to have on hand for activities and skill checks
- When session outcomes are addressed in the text
- Activity guidelines
- Discussion guidelines
- When to show Power Point slides
- Related regulations

<div style="text-align: center; border-bottom: 1px solid black; margin-bottom: 10px;"> <b>Trainer Resource Guide: Introduction</b> </div> <div style="text-align: center; border-bottom: 1px solid black; margin-bottom: 10px;"> <b>About the Training</b> </div> <p><b>Note to trainer:</b> Some information presented in the Introduction addresses one of the Session 1 learning outcomes and appears in the Session 1 Quiz.</p> <p><b>Show Slide #1: Introduction</b> as students are entering the classroom.</p> <p><b>Show Slide #2: Getting to Know You</b></p> <ul style="list-style-type: none"> <li>• Read the directions aloud.</li> <li>• Have students introduce their partners.</li> </ul> <p><b>Show Slide #3: Training Sessions</b></p> <ul style="list-style-type: none"> <li>• Review the sequence and topics of sessions for your course.</li> <li>• State law requires this training for all DSPs.</li> <li>• Reasons for the training:             <ul style="list-style-type: none"> <li>— To help you do the best job you can in supporting individuals with developmental disabilities to have a better quality of life.</li> <li>— When you do the best job you're able to do, your professional life should be more rewarding, which should improve your quality of life.</li> </ul> </li> <li>• <b>Enabling Legislation:</b> <ul style="list-style-type: none"> <li>— The requirement for the Community Care Facility Direct Care Staff Training (a.k.a. Direct Support Professional Training) was created by Assembly Bill (AB) 2780 enacted in 1998. AB 950, approved by the Governor in August, 2001, amends the Welfare and Institutions Code with the following:                     <ul style="list-style-type: none"> <li>— <b>SECTION 1.</b> The Legislature finds and declares that in order to promote the health, safety, and well-being of persons with developmental disabilities who live in a licensed community care facility that receives regional center funding, it is necessary to devise and implement a training program, as specified in Section 4695.2, for direct care staff employed in these facilities to ensure that staff possess the knowledge, skills, and abilities to provide consistent and high quality services to most consumer users.</li> <li>— <b>4695.2. (a)</b> Each direct care staff person employed in a licensed community care facility that receives regional center funding shall be required to satisfactorily complete two 35-hour competency-based training courses approved, after consultation with the Community Care Facility Direct Care Training Work Group, by the department or prior a department-approved competency test for each of the 35-hour training segments. Each direct care staff person to whom this subdivision applies shall demonstrate satisfactory completion of the competency-based training by passing a competency test applicable to that training segment.</li> </ul> </li> </ul> </li> </ul>	<div style="text-align: center; border-bottom: 1px solid black; margin-bottom: 10px;"> <b>About the Training</b> </div> <p>The DSP training is 70 hours of training which is designed to be completed over a two-year period, 35 hours in each year. Each 35-hour training consists of eleven 3-hour class sessions and one 2-hour final test session. In Year 1, you will learn about:</p> <ul style="list-style-type: none"> <li>• The Direct Support Professional.</li> <li>• The California developmental disabilities service system.</li> <li>• The Individual Program Plan.</li> <li>• Risk management: principles and incident reporting.</li> <li>• Maintaining the best possible health.</li> <li>• Environmental safety.</li> <li>• Dental health.</li> <li>• Medication management.</li> <li>• Communication.</li> <li>• Positive behavior support.</li> </ul> <p>In Year 2, you will learn more about these topics, as well as:</p> <ul style="list-style-type: none"> <li>• Making choices.</li> <li>• Person-centered planning.</li> <li>• Nutrition and exercise.</li> <li>• Strategies for successful teaching.</li> <li>• Life quality.</li> </ul> <div style="text-align: center; border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>ACTIVITY</b>  <b>Getting to Know You</b> </div> <p>Directions: Pair up with someone in the class. Take turns asking each other the following questions. Write your partner's answers below.</p> <p>What is your name?          _____</p> <p>Where do you work?          _____</p> <p>What are three positive words that describe how you feel about the work you do?          1. _____          2. _____          3. _____</p>
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In addition to the special instructions, there are several elements that each of the 22 training sessions have in common:

## Outcomes

- Each session begins with a set of outcomes, or things that the DSPs will know and be able to do when they finish the session. The outcomes are intended to relate closely to the daily demands of the profession. DSPs will practice and be tested on their mastery of each outcome on activities, quizzes, skill checks, and the Test after Training. Please begin each session by reading the outcomes aloud.

## Key Words

- Key words and their definitions are also listed at the beginning of each session. The key words will appear throughout the session and it is essential that DSPs are familiar with them.
- To assist students in learning the key words, please:
  - Read key words and definitions aloud;
  - Give students time to write down key word definitions in their own words, and;
  - Point out and review the bolded key words when they appear in the Student Resource Guide.

## What Do You Want To Know?

- In each session, there is an activity called “What Do You Want to Know?” Use this activity at the beginning of the session to determine:
  - What students already know about the topic, so that you can link new content to previous learning and existing knowledge.
  - What students want to know about the topic, so that you can link new content to student interests.

Use this activity at the end of the session to:

- Facilitate review; and
- Check for understanding of new content.

## Scenarios

- In an effort to make complex concepts more real to the DSP, many sessions contain scenarios that reflect situations the DSP may encounter. These scenarios include individuals with intellectual/developmental disabilities, administrators, DSPs and others. Scenarios may serve as a springboard for further discussion about key points.

## Videos

- Like the scenarios, the videos used in the training serve as practical examples to demonstrate concepts. The 8 videos that will be used in the training are contained on the flashdrive that comes with the Trainer Guide. They are:
  - DSP TV – Year One (All sessions except Session 7)
  - Looking at Life Quality (Session 1)
  - Regional Centers (Session 2)
  - The Five Rights for Assisting with the Self-Administration of Medication (Session 4)
  - Expressions of Wellness I (Session 6)
  - Handwashing and Gloving (Session 6)
  - Overcoming Obstacles to Dental Health (Session 7)
  - First Aid for Seizures (Session 8)

The DSP TV videos contain several short clips to illustrate the practical applications of concepts under discussion. Each clip will begin with a scene number and title, and end with discussion questions. Discussion questions and answers for each video clip can be found on the corresponding trainer instruction pages. Please feel free to pose your own discussion questions and use the videos in other areas of the training.

## Activities

- There are several types of activities that you will facilitate throughout the training, including class discussions, role-plays and brainstorming sessions. Please begin each activity by referring DSPs to the correct page and reading the directions aloud. When practical, wrap up the activity with a review of the correct answers, when applicable, and a clear statement of the purpose of the activity.
- Given that class sizes and characteristics differ, the activities have been designed so that they may be done individually, in pairs or small groups, or as a large group. Please determine how you would prefer to conduct each activity prior to every session.
- Some activities were designed to do as a modified jigsaw when time is limited and there is a lot of material to be covered. A jigsaw is an interactive way to teach and learn. Students are divided into small groups and assigned a part of the content to be covered.

Groups are given time to read and discuss the material, and to develop a brief lesson for the rest of the class. The large class reconvenes and each group teaches “their” content.

### Quizzes

- There will be 10 multiple-choice quiz questions at the end of each session. The questions reflect the outcomes stated at the beginning of the session. DSPs will circle their answer to the questions in their Student Resource Guide. During the actual Test After Training, DSPs will record their answers on a Scantron® form. You may need to explain how to circle in an answer on the Scantron® form if someone is unfamiliar with one. You may decide to have the DSPs take the test individually or as a large class. Either way, please review the correct answers with the class.
- The Test after Training will consist of questions taken directly from the quizzes. Remind the students to write down the correct answers and use the quizzes as a study guide for the Test After Training.

### Practice and Share

- At the end of each session, DSPs will be asked to **practice** a concept learned in the session in the course of their work, and then **share** the results with the class at the beginning of the next session. At the end of the session, please read the Practice and Share directions aloud to the DSPs and make sure that they understand what they are being asked to do. At the beginning of the next session, before reading the outcomes, review the Practice and Share activity.

### Key Points

- Key points that should be emphasized in lecture and discussion are listed on the teacher pages under the same headings used in the Student Resource Guide. Please paraphrase these key points for the DSPs, and elaborate on them using information from the text. One strategy that you may use to get DSPs to internalize key concepts is to ask them to underline or highlight points that you consider to be of particular importance.

### DSP Toolbox Icons

- DSPs need to draw upon a set of “tools,” or basic skills and knowledge, to help them successfully meet the daily challenges of their job. The tools in the “DSP Toolbox” are: Ethics, Observation, Communication, Decision Making, and Documentation. Icons are used throughout the Student Resource Guide to illustrate when a particular tool should be used. When you see the following icons, please remind the DSPs to be prepared to use that tool.



**Ethics**



**Observation**



**Communication**



**Decision Making**



**Documentation**

### Power Point Slides

- Power Point slides correspond to key points and activities in the sessions.  
Please familiarize yourself with the slides prior to each session. The Power Point presentations are embedded in the flash drive provided with the training materials. You will need a laptop computer and an LCD projector to show the presentations.

### Skill Checks

- Skill checks are opportunities for you to observe DSPs demonstrating critical skills. The two Skill Checks in the first year of training are (1) assisting with the self-administration of medication, and (2) gloving procedures. The Skill Check for assisting with the self-administration of medication is repeated in the second year of training. **DSPs must pass all Skill Checks in order to pass the training.** Detailed guidelines for practicing and certifying passage of Skill Checks are included in special instructions in *Sessions 4: Medication Management, Part I*, and *Session 6: Maintaining the Best Possible Health*, in Year 1, and *Session 3: Medication Management*, in Year 2.

### Test After Training

- The final test after the training consists of 36 multiple-choice questions. DSPs' answers will be recorded on a Scantron® form. Please refer to the DSPT Procedure Manual for information about ordering, storing and processing the Test After Training.

## Tips for Training English Language Learners

Some of the DSPs in your classes may not be native English speakers. In addition, those students are probably at varying levels of proficiency in the language. The following tips<sup>1</sup> may be helpful in planning instruction for English Learners:

### Foster a safe classroom environment.

One way to do this is to begin the training by brainstorming class ground rules, such as:

- Everything shared in the class will be kept confidential;
- Listen and speak with respect;
- Everyone's opinions are valued;
- Speak personally, not for someone else, and be responsible for what you say; and
- All questions are good questions, etc.

Write the ground rules down on a flipchart and tape the rules on the wall before each session as a reminder.

### Use visuals to support your instruction.

Use gestures, facial expressions, and pictures to make words and concepts clear.

**Model tasks before asking the students to do them.** Begin activities and quizzes by working through an example as a large group.

**Watch both your “trainer talk” and your writing.** Trainer talk refers to the directions, explanations, and general comments and conversations that a trainer may engage in within the classroom. Keep trainer talk simple and clear. Use pictures, gestures, demonstrations, and facial expressions to reinforce messages whenever possible. Use print letters with space between letters and words, and do not overload the chalkboard or flipchart with too much or disorganized text.

**Give students sufficient time to give responses and complete activities.** Some people take longer to process information than others. As a general rule, wait approximately 10 seconds before repeating a question. Also, check in with students during activities to determine how much time they will need to complete them.

<sup>1</sup> Cunningham Florez, MaryAnn and Burt, Miriam. *Beginning to Work with Adult English Language Learners: Some Considerations*. National Center for ESL Literacy Education, October 2001.

## Conclusion

Have fun and be creative! In many cases, you and the DSPs are participating in this training in addition to work and family obligations. Utilize discussion, activities, and videos to keep things interesting.



# Trainer Resource Guide

## Introduction



# Trainer Resource Guide: Introduction

**Show Slide #1: Introduction** as students are entering the classroom.

## Show Slide #2: Training Sessions

- Review the sequence and topics of sessions for year two.
- State law requires this training for all DSPs.
- Reasons for the training:
  - To help you do the best job you can in supporting individuals with intellectual/developmental disabilities to have a better quality of life.
  - When you do the best job you're able to do, your professional life should be more rewarding, which should improve your quality of life.
- Enabling Legislation:
  - The requirement for the Community Care Facility Direct Care Staff Training (a.k.a. Direct Support Professional Training) was created by Assembly Bill (AB) 2780 enacted in 1998. AB 950, approved by the Governor in August, 2001, amends the Welfare and Institutions Code with the following:
    - *SECTION 1. The Legislature finds and declares that in order to promote the health, safety, and well-being of persons with developmental disabilities who live in a licensed community care facility that receives regional center funding, it is necessary to devise and implement a training program, as specified in Section 4695.2, for direct care staff employed in those facilities to ensure that staff possess the knowledge, skills, and abilities to provide consistent and high quality services to meet consumer needs.*
    - *4695.2. (a) Each direct care staff person employed in a licensed community care facility that receives regional center funding shall be required to satisfactorily complete two 35-hour competency-based training courses approved, after consultation with the Community Care Facility Direct Care Training Work Group, by the department or pass a department-approved competency test for each of the 35-hour training segments. Each direct care staff person to whom this subdivision applies shall demonstrate satisfactory completion of the competency-based training by passing a competency test applicable to that training segment.*



## About the Training

The DSP training is 70 hours of training which is designed to be completed over a two-year period, 35 hours in each year.

In Year 1, you will learn about:

- The Direct Support Professional
- The California Developmental Disabilities Service System
- The Individual Program Plan
- Risk Management: Principles and Incident Reporting
- Maintaining the Best Possible Health
- Environmental Safety
- Oral Health
- Medication Management
- Communication
- Positive Behavior Support

In Year 2, you will learn more about those topics, as well as:

- Making Choices
- Person-Centered Planning
- Preventative Health Care and Advocacy
- Nutrition and Exercise
- Strategies for Successful Teaching
- Risk Management in Daily Living
- Positive Behavior Supports
- Life Quality

If you wish to review materials from Year 1 and do not have a Student Resource Guide, you may go to [www.dds.ca.gov](http://www.dds.ca.gov) and review the sessions online.

## DSPT Legislation

The requirement for the Community Care Facility Direct Care Staff Training (a.k.a. Direct Support Professional Training) was created by Assembly Bill (AB) 2780 enacted in 1998. AB 950, approved by the Governor in August, 2001, amends the Welfare and Institutions Code with the following:

*SECTION 1. The Legislature finds and declares that in order to promote the health, safety, and well-being of persons with developmental disabilities who live in a licensed community care facility that receives regional center funding, it is necessary to devise and implement a training program, as specified in Section 4695.2, for direct care staff employed in those facilities to ensure that staff possess the knowledge, skills, and abilities to provide consistent and high quality services to meet consumer needs.*

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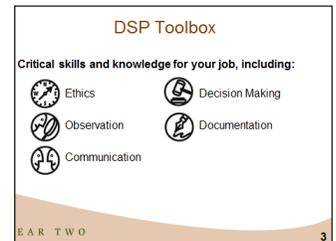
# Trainer Resource Guide: Introduction

## DSP Toolbox

- The first part of this section is a review from the Year 1 Introduction. You do not need to cover it in as much detail as in Year 1.
- Review key points.

### Show Slide #3: DSP Toolbox

- Describe the tools that are in the DSP toolbox and introduce the icons. The icons will be used in the Student Resource Guide to indicate when a particular tool may be used.
  - **Ethics:** A picture of a compass. A compass shows us the right direction to go in.
  - **Observation:** A person looking into a magnifying glass. A magnifying glass helps us to see individuals and their environments up close and in great detail.
  - **Communication:** Two people facing each other. This shows that communication takes at least two people and each must “give and take.”
  - **Decision Making:** A gavel like a judge uses. The gavel is a symbol of the judgment that DSPs must use everyday to make all kinds of decisions.
  - **Documentation:** A pen. When we write things down, they help to inform what we do in the future.



Whether you are working independently or with a team, you will need a set of “tools”—basic skills and knowledge—to help you successfully meet the daily challenges of your job. Just as a carpenter cannot do a job without a hammer and nails, a DSP cannot provide the best possible support to individuals without the DSP tools. Tools in the DSP Toolbox are:



**Ethics:** Make it possible for the DSP to make decisions based on a set of beliefs that guide behavior.



**Observation:** Makes it possible for the DSP to use their eyes and ears to notice things that could affect an individual’s health and well-being.



**Communication:** Makes it possible for the DSP to give and receive information in a variety of ways.



**Decision Making:** Makes it possible for the DSP to choose the best course of action with the information at hand.



**Documentation:** Makes it possible for the DSP to create a written record of important information about individuals and events.

Many situations in your work call for using several tools at the same time. For example, if an individual is sick, you might use every tool in the DSP Toolbox:

- **Ethics** to guide you in promoting the individual’s physical well-being by ensuring they receive timely medical treatment with dignity and respect.
- **Observation** to identify changes that may be signs and symptoms of illness. You might see the individual rubbing her stomach, *feel* her skin is cold and clammy, or *hear* her moaning and saying “my stomach hurts.”
- **Communication** to ask questions about someone’s pain such as, “How long has it hurt you?” Communication also means listening and understanding an individual’s response.
- **Decision Making** to choose how to respond to the individual’s illness based on what you have observed and what has been communicated. For example, “Do I need to call the doctor or take her directly to the emergency room?”
- **Documentation** to record information about the illness in the individual’s daily log and on an information sheet to bring to the doctor’s appointment.

# Trainer Resource Guide: Introduction

## DSP Toolbox: Additional Information

### Ethics

#### Show Slide #4: Ethics

- Read the definition of “Ethics” aloud.
- Review summary of the NADSP Code of Ethics to the students as it appears in the Student Resource Guide.



#### Show Slide #5: DSP TV, Scene 1: DSP Ethics 1

- Click on the icon to show the video.
1. Is Kami using professional ethics?

**No, Kami is not providing person-centered support; not promoting physical and emotional well-being; not working with integrity and responsibility by supporting the mission of the DSP profession; and not treating AJ with respect.**

2. How do you think AJ feels?

**Unimportant, powerless, frustrated.**

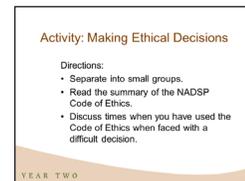
3. What could Kami do differently?

**Provide person-centered support by asking AJ what he wanted to do and then supporting his choice; promote physical and emotional well-being by supporting AJ’s choice to exercise and insuring that he is safe while he rides his bike; work with integrity and responsibility by being a partner to AJ instead of blaming him for having to do her job; and treat AJ with respect by listening to him and honoring his choices.**



#### Show Slide #6: Activity: Making Ethical Decisions

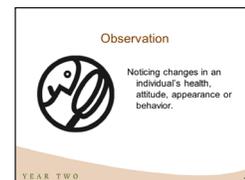
- Read directions aloud.
- Ask for volunteers to share for each of the nine items in the NADSP Code of Ethics.



### Observation

#### Show Slide #7: Observation

- Review the definition of “Observation.”



## Ethics



**Ethics** are rules about how people think they and others should behave. People's ethics are influenced by a variety of factors including culture, education, and the law.

The National Alliance of Direct Support Professionals (NADSP) recognized that DSPs encounter situations that require ethical decision making everyday. NADSP developed a code of Ethics to help DSPs make professional, ethical decisions that benefit the individuals they support. Following is a condensed version of the NADSP Code of Ethics. (For the entire Code of Ethics, see Appendix Introduction-A.)

1. **Advocacy:** As a DSP, I will work with the individuals I support to fight for fairness and full participation in their communities.
2. **Person-Centered Supports:** As a DSP, my first loyalty is to the individual I support. Everything I do in my job will reflect this loyalty.
3. **Promoting Physical and Emotional Well-Being:** As a DSP, I am responsible for supporting the emotional, physical, and personal well-being of individuals receiving support while being attentive and energetic in reducing their risk of harm.
4. **Integrity and Responsibility:** As a DSP, I will support the mission of my profession to assist individuals to live the kind of life they choose. I will be a partner to the individuals I support.
5. **Confidentiality:** As a DSP, I will protect and respect the confidentiality and privacy of the individuals I support.
6. **Fairness:** As a DSP, I will promote and practice fairness and equity for the individuals I support. I will promote the rights and responsibilities of the individuals I support.
7. **Respect:** As a DSP, I will keep in mind the dignity of the individuals I support and help others recognize their value.
8. **Relationships:** As a DSP, I will assist the individuals I support to develop and maintain relationships.
9. **Self-Determination:** As a DSP, I will assist the individuals I support to direct the course of their own lives.

It is expected that DSPs will use this professional Code of Ethics when faced with difficult decisions, even if these ethics differ from their own.

### ACTIVITY

#### Making Ethical Decisions

**Directions:** After watching the video, separate into small groups. Read the summary of the NADSP Code of Ethics. Discuss examples of when you have used this Code of Ethics when faced with a difficult decision.

## Observation



**Observation** is noticing changes in an individual's health, attitude, appearance, or behavior.

- Get to know the individual so you can tell when something changes.
- Use your senses of sight, hearing, touch, and smell to observe signs or changes.
- Get to know the individual's environment and look for things that may impact the safety and well being of the individual and others.

# Trainer Resource Guide: Introduction

## DSP Toolbox: Additional Information (cont.)

### Communication

#### Show Slide #8: Communication

- Review the definition of “Communication.”



### Decision Making

#### Show Slide #9: Decision Making

- Review the definition of “Decision Making.”



### Documentation

#### Show Slide #10: Documentation

- Review the definition of “Documentation.”



#### Show Slide #11: DSP TV Scene 2: DSP Ethics II (Optional)

- Click on the icon on the slide if you would like to show and discuss this optional video.

- Discussion questions and answers:

1. What are ethical issues?

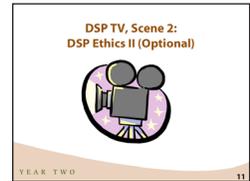
**Advocacy, person-centered support, integrity and responsibility, respect, self-determination.**

2. How do you think AJ feels?

**Supported, listened to, respected, in control, happy.**

3. How is AJ’s issue resolved?

**AJ is given the reasons for the 9 p.m. bedtime and then is able to make an informed choice.**



### Let’s Get Started...

- Before transitioning to Session 1, check to see if the students may have questions.

## DSP Toolbox: Additional Information (cont.)

### Communication



**Communication** is understanding and being understood.

- Listen carefully to what is being communicated through words and behavior.
- Repeat back what was communicated to confirm understanding.
- Ask questions to gain a more complete understanding.
- Be respectful.

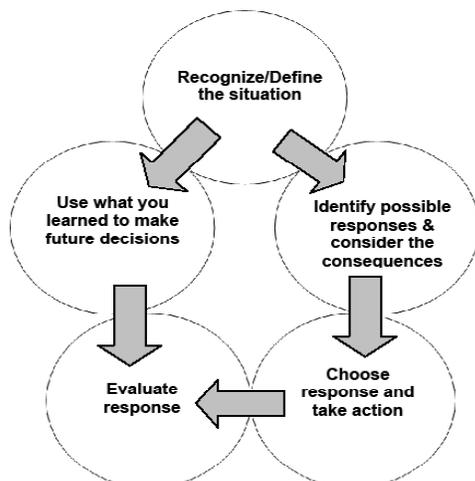
### Decision Making



**Decision Making** is choosing the best response to a situation with the information that is available to you. Decision making is an ongoing process.

- Recognize/define the situation.
- Identify possible responses and consider the consequences.
- Choose a response and take action.
- Evaluate how your response worked. Were the consequences positive? If not, what could have made it work better?
- Use what you learned to make decisions in the future.

### DECISION MAKING LOOP



### Documentation



**Documentation** is a written record that can be shared with other people who support individuals, such as other DSPs and health care professionals.

- The DSP is required to keep consumer notes for the following important, non-routine events in an individual's life: medical and dental visits, illness/injury, special incidents, community outings, overnight visits away from the home, and communications with the individual's physician.
- Do not document personal opinions, just the facts (for example, who, what, when, and where).
- Be specific when describing behaviors.
- Record what the individual actually said or describe non-verbal attempts to communicate.
- Describe the event from beginning to end.
- Be brief.
- Use ink.
- Do not use White Out® to correct mistakes. Cross out the error and put your initials next to it.
- Sign or initial and date.

### Let's Get Started...

The purpose of the DSP training is to build your skills to promote the health, safety, and well-being of individuals with developmental disabilities, which will lead to a better quality of life for those individuals. Session 1 addresses Making Choices.



# Appendices

### National Alliance of Direct Support Professionals

#### CODE OF ETHICS

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##### Advocacy

As a DSP, I will advocate with the people I support for justice, inclusion, and full community participation.

##### *Interpretive Statements*

As a DSP, I will –

- Support individuals to speak for themselves in all matters where my assistance is needed.
- Represent the best interests of people who cannot speak for themselves by finding alternative ways of understanding their needs, including gathering information from others who represent their best interests.
- Advocate for laws, policies, and supports that promote justice and inclusion for people with disabilities and other groups that have been disempowered.
- Promote human, legal, and civil rights of all people and assist others to understand these rights.
- Recognize that those who victimize people with disabilities either criminally or civilly must be held accountable for their actions.
- Find additional advocacy services when those that I provide are not sufficient.
- Consult with people I trust when I am unsure of the appropriate course of action in my advocacy efforts.

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##### Person-Centered Supports

As a DSP, my first allegiance is to the person I support; all other activities and functions I perform flow from this allegiance.

##### *Interpretive Statements*

As a DSP, I will –

- Recognize that each person must direct his or her own life and support and that the unique social network, circumstances, personality, preferences, needs and gifts of each person I support must be the primary guide for the selection, structure, and use of supports for that individual.
- Commit to person-centered supports as best practice.
- Provide advocacy when the needs of the system override those of the individual(s) I support, or when individual preferences, needs, or gifts are neglected for other reasons.
- Honor the personality, preferences, culture, and gifts of people who cannot speak by seeking other ways of understanding them.
- Focus first on the person and understand that my role in direct support requires flexibility, creativity, and commitment.

## Appendix Introduction-A (cont.)

### Promoting Physical and Emotional Well-Being

As a DSP, I am responsible for supporting the emotional, physical, and personal well-being of the individuals receiving support. I will encourage growth and recognize the autonomy of the individuals receiving support while being attentive and energetic in reducing their risk of harm.

#### *Interpretive Statements*

As a DSP, I will –

- Develop a relationship with the people I support that is respectful, based on mutual trust, and that maintains professional boundaries.
- Assist the individuals I support to understand their options and the possible consequences of these options as they relate to their physical health and emotional well-being.
- Promote and protect the health, safety, and emotional well-being of an individual by assisting the person in preventing illness and avoiding unsafe activities. I will work with the individual and his or her support network to identify areas of risk and to create safeguards specific to these concerns.
- Know and respect the values of the people I support and facilitate their expression of choices related to those values.
- Challenge others, including support team members (for example, doctors, nurses, therapists, co-workers, or family members) to recognize and support the rights of individuals to make informed decisions even when these decisions involve personal risk.
- Be vigilant in identifying, discussing with others, and reporting any situation in which the individuals I support are at risk of abuse, neglect, exploitation, or harm.

- Consistently address challenging behaviors proactively, respectfully, and by avoiding the use of aversive or deprivation intervention techniques. If these techniques are included in an approved support plan I will work diligently to find alternatives and will advocate for the eventual elimination of these techniques from the person's plan.

### Integrity and Responsibility

As a DSP, I will support the mission and vitality of my profession to assist people in leading self-directed lives and to foster a spirit of partnership with the people I support, other professionals, and the community.

#### *Interpretive Statements*

As a DSP, I will –

- Be conscious of my own values and how they influence my professional decisions.
- Maintain competency in my profession through learning and ongoing communication with others.
- Assume responsibility and accountability for my decisions and actions.
- Actively seek advice and guidance on ethical issues from others as needed when making decisions.
- Recognize the importance of modeling valued behaviors to co-workers, persons receiving support, and the community-at-large.
- Practice responsible work habits.

### Confidentiality

As a DSP, I will safeguard and respect the confidentiality and privacy of the people I support.

#### *Interpretive Statements*

As a DSP, I will –

- Seek information directly from those I support regarding their wishes in how, when, and with whom privileged information should be shared.
- Seek out a qualified individual who can help me clarify situations where the correct course of action is not clear.
- Recognize that confidentiality agreements with individuals are subject to state and agency regulations.
- Recognize that confidentiality agreements with individuals should be broken if there is imminent harm to others or to the person I support.

### Justice, Fairness, and Equity

As a DSP, I will promote and practice justice, fairness, and equity for the people I support and the community as a whole. I will affirm the human rights, civil rights, and responsibilities of the people I support.

#### *Interpretive Statements*

As a DSP, I will –

- Help the people I support use the opportunities and the resources of the community available to everyone.
- Help the individuals I support understand and express their rights and responsibilities.
- Understand the guardianship or other legal representation of individuals I support, and work in partnership with legal representatives to assure that the individual's preferences and interests are honored.

### Respect

As a DSP, I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and help others understand their value.

#### *Interpretive Statements*

As a DSP, I will –

- Seek to understand the individuals I support today in the context of their personal history, their social and family networks, and their hopes and dreams for the future.
- Honor the choices and preferences of the people I support.
- Protect the privacy of the people I support.
- Uphold the human rights of the people I support.
- Interact with the people I support in a respectful manner.
- Recognize and respect the cultural context (such as, religion, sexual orientation, ethnicity, socioeconomic class) of the person supported and his or her social network.
- Provide opportunities and supports that help the individuals I support be viewed with respect and as integral members of their communities.

## Appendix Introduction - (cont.)

### Relationships

As a DSP, I will assist the people I support to develop and maintain relationships.

#### *Interpretive Statements*

As a DSP, I will –

- Advocate for the people I support when they do not have access to opportunities and education to facilitate building and maintaining relationships.
- Assure that people have the opportunity to make informed choices in safely expressing their sexuality.
- Recognize the importance of relationships and proactively facilitate relationships between the people I support, their family, and friends.
- Separate my own personal beliefs and expectations regarding relationships (including sexual relationships) from those desired by the people I support based on their personal preferences. If I am unable to separate my own beliefs /preferences in a given situation, I will actively remove myself from the situation.
- Refrain from expressing negative views, harsh judgments, and stereotyping of people close to the individuals I support.

### Self-Determination

As a DSP, I will assist the people I support to direct the course of their own lives.

#### *Interpretive Statements*

As a DSP, I will –

- Work in partnership with others to support individuals leading self-directed lives.
- Honor the individual's right to assume risk in an informed manner.
- Recognize that each individual has potential for lifelong learning and growth.