

Examples of Organization-Wide Person-Centered Practices and Positive Behavior Support



Identify the Area the Team Will Start Building Positive Social Interactions – Mental Health Clubhouse Example

Mental Health Clubhouse

- Created a Matrix as a Guide & Shared With 2 Other Coaches
- First Meeting Naturally Scheduled to Manage Clubhouse
 - 28 People Use the Clubhouse
 - 2 Staff Members
 - 4 Coaches Attended
- Coaches Used Flip Chart Paper and Organize Into 4 Groups With a Coach Facilitating Each Group
- Coaches Start by Facilitating What Works and What Doesn't Work at the Clubhouse
- Group Identified Times of Day That Are Important and Completed
- Group Shared Results and Then Identified What Person-Centered Values & Social Behaviors Are in Place When Clubhouse Works Well
- Next Meeting Plans to Discuss
 - How to Practice and Celebrate Success
 - Creating Visuals in the Clubhouse as Reminders
 - Establish a Monthly Value That Receives Attention, Practice etc.

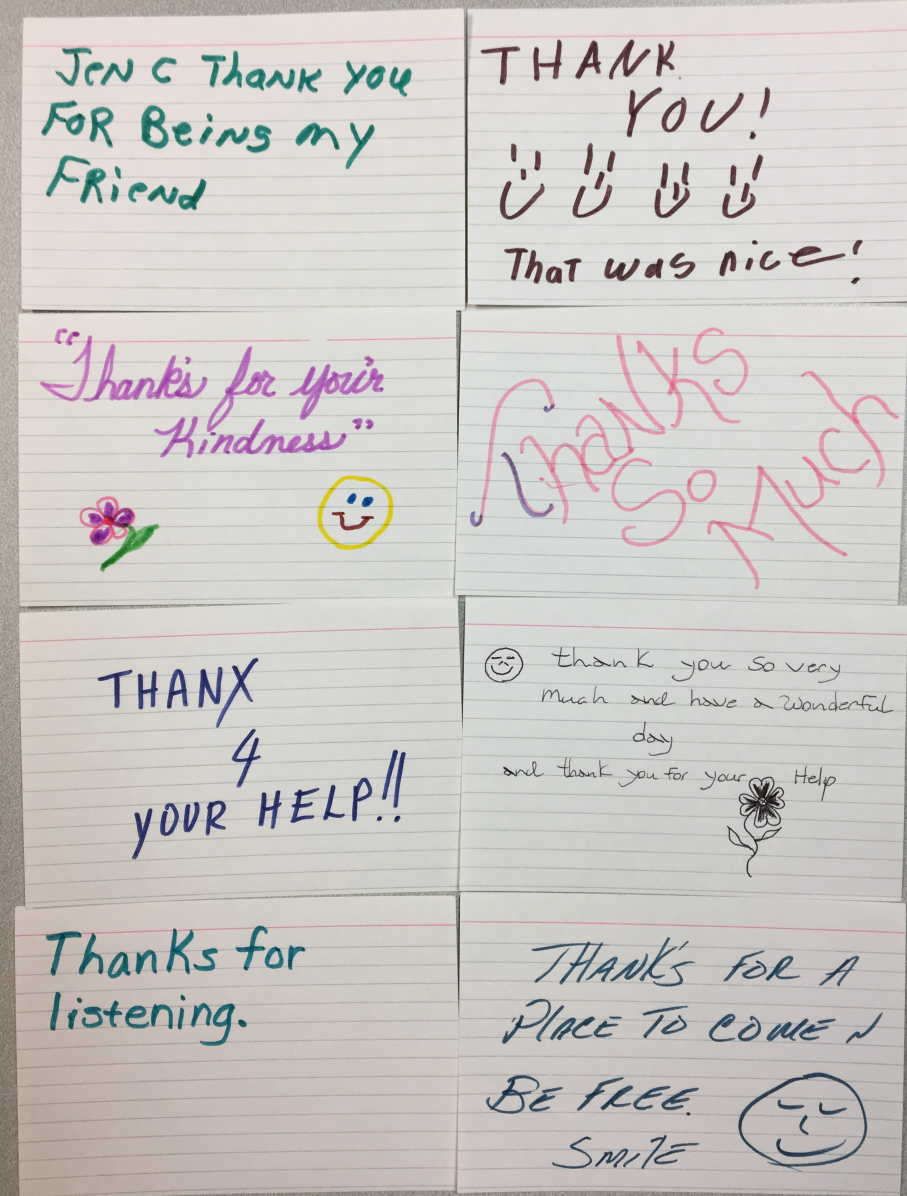
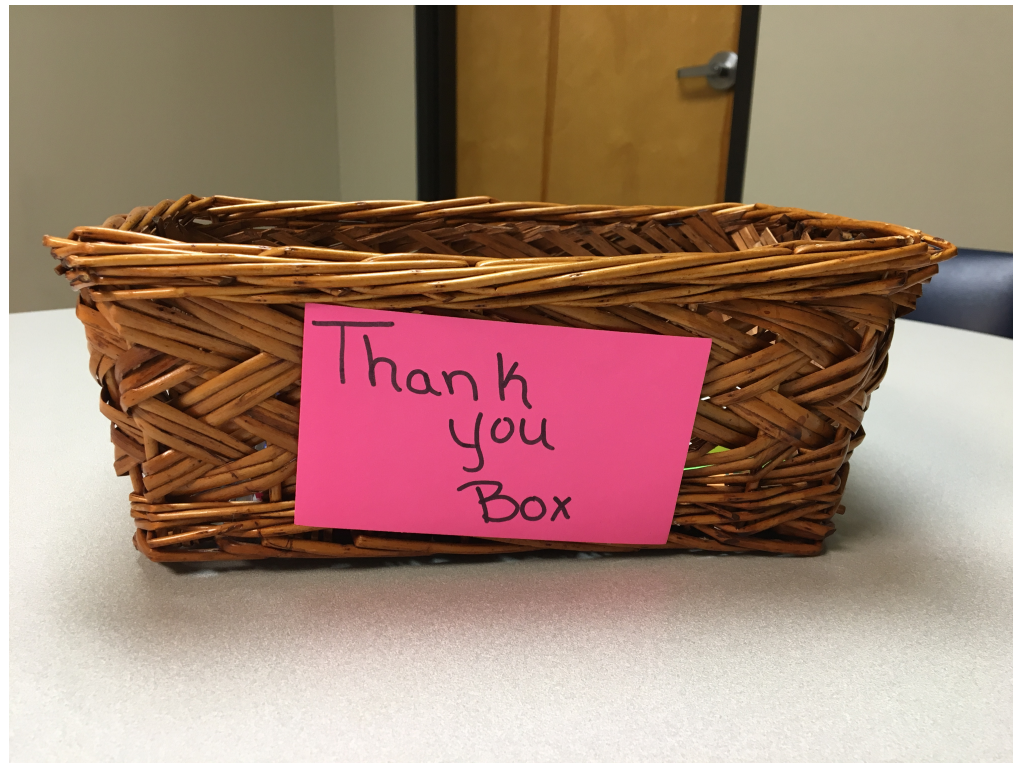
Person-Centered Values in a Mental Health Clubhouse

Keep
Steph!

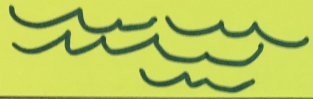
		Times of Day			
		Free Time	Outside Activities	Clubhouse Meetings	Coming to the Clubhouse for the day
Person-Centered Values	Respect of Each Other	Judgement-free zone, Treat each other like you'd like to be treated	Smoke in designated areas, tip your servers	Be aware of other people and how they react to different things, Be respectful when others are speaking	Be kind, Respect others property
	Take Care of our Space	Clean up after yourself	Be friendly, don't leave a mess for others/be neat	Develop teams for getting more difficult chores done	Recognize/respect the work involved in each task
	Volunteering/Helpfulness	Share ideas, Develop planning committees	Help other people stay on time and with the group	Create and post a meeting agenda for all to get involved, volunteer for fundraisers and activities	Sign up for chores and try to rotate what you do
	Working Together	Take turns doing chores, Be aware of your volunteer hours, Develop teams for getting chores done	Be friendly	Number of volunteer hours each has is individual and if you choose to share that number, that's your option.	Be prepared for your day, have your own personal items with you (for example; money, cigarettes, etc.)
	Having a positive attitude	Support one another, honor people's uniqueness	Be friendly, be polite	Get involved with meetings by adding things to the agenda	Follow the Clubhouse rules and remind others if they need help
	Positive Communication	Saying please and thank you, Respect humor, Only share things with people that you are comfortable sharing	Be aware of how you are using your words, be sensitive to what other people may like	Develop teams to do non-preferred chores	Ask for help when needed, Speak kindly to others even if you have to remind them of something

	Times of Day	Free Time	Cleaning Up	Lunch Time	Fundraising	During Outside Activities
V a l u e s	Respecting Each Other	Respect another's privacy, Understanding differences	Offer to help each other, talk to each other kindly if something isn't working	Push in/pull out chairs for others, Ask if help is needed	Everybody can do something, break bigger jobs into smaller parts	Respect each other's preferences, follow the rules, watch out for each other
	Having a Positive Attitude	Be aware of your environment, Be aware of how other's are feeling	Respect people's differing abilities, Get involved	Talk to people that you may not otherwise talk to	Help out where you can, participate in Clubhouse meetings and offer suggestions	Appreciate the moment and activity, say thank you to those who plan activities
	Working Together	If there is nothing to do, get together and decide to do something, Clean up after yourself	Offer to help each other with the bigger tasks	Clean up after yourself, allow people time to finish eating before cleaning up/try not to rush people	Develop committees to break down the bigger jobs	Be friendly, clean up after yourself, be neat
	Positive Communication	Respect boundaries, have compassion, use humor respectfully	Ask for help if you need it, offer help if you see someone needs it	Use manners (please and thank you), thank the people who cook and serve you	Plan more fundraisers, talk about how to plan them at Clubhouse meetings	Be polite to the public and each other
	Volunteering	Welcoming new members, help others to particiapte more	Try out different tasks, try not to always do the same things	Pay attention to what chore/cleaning needs to be done	Volunteer for what you can, attend Clubhouse meetings to learn of and present opportunities	Help other people stay on time and with the group
	Support for Each Other	Offer to help, share computer time, only share things with others that you are comfortable sharing	Take turns doing tasks, develop teams for getting bigger cleaning projects done	Help out where you can - 2 people can do a job faster than 1	If someone or a committee needs help, offer assistance	Be friendly, get involved in planning activities

Clubhouse Participants Created Thank You Notes and Give Each Other Recognition and Thanks When They See Examples of Values



This too shall
pass

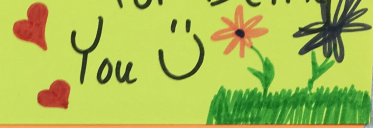


KEEP
SMILING

turn upside-
down



~Thank you
for being
You ☺



Oh
★ happy ★
★ day

Thank
you

AWESOME

"have a good
Day" !!!

KEEP THE
UP GOOD
JOB

Looking
Good

AWESOME
JOB

WE ARE
Proud of
you

Thanks for the
experiences and
people I encounter
here. Thanks for growth!



THANKS for
Passing a SMILE



Thank you for doing your
cross.

Hope your day was/is great.
Thank you for your help.
Thanks for coming to
see to take care. Make more.

Thank you
for being a
friend ☺

Thank You for Your Help



THANK FOR
BEING SO KIND

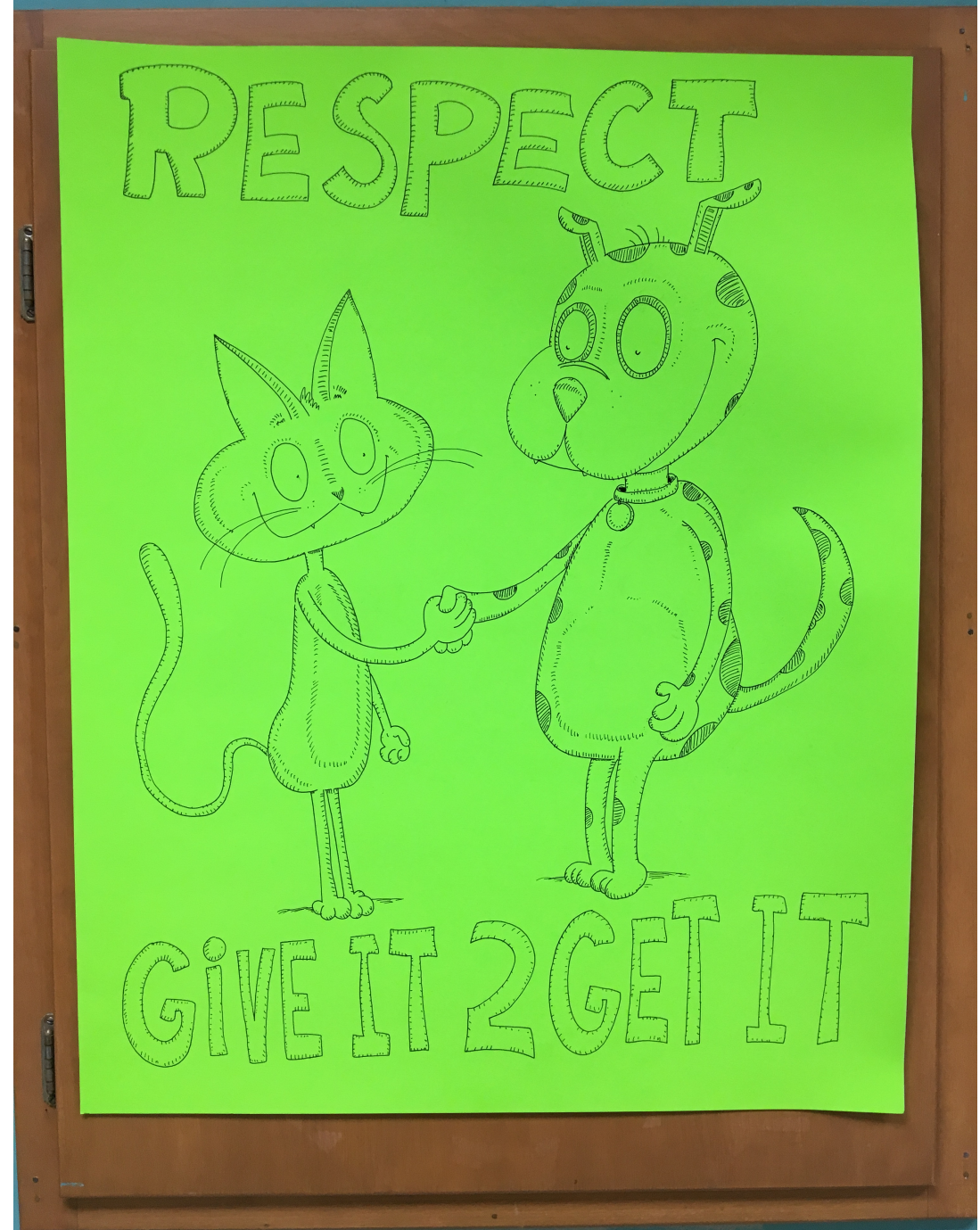


Thank You
for
Your Kindness



Thank
you

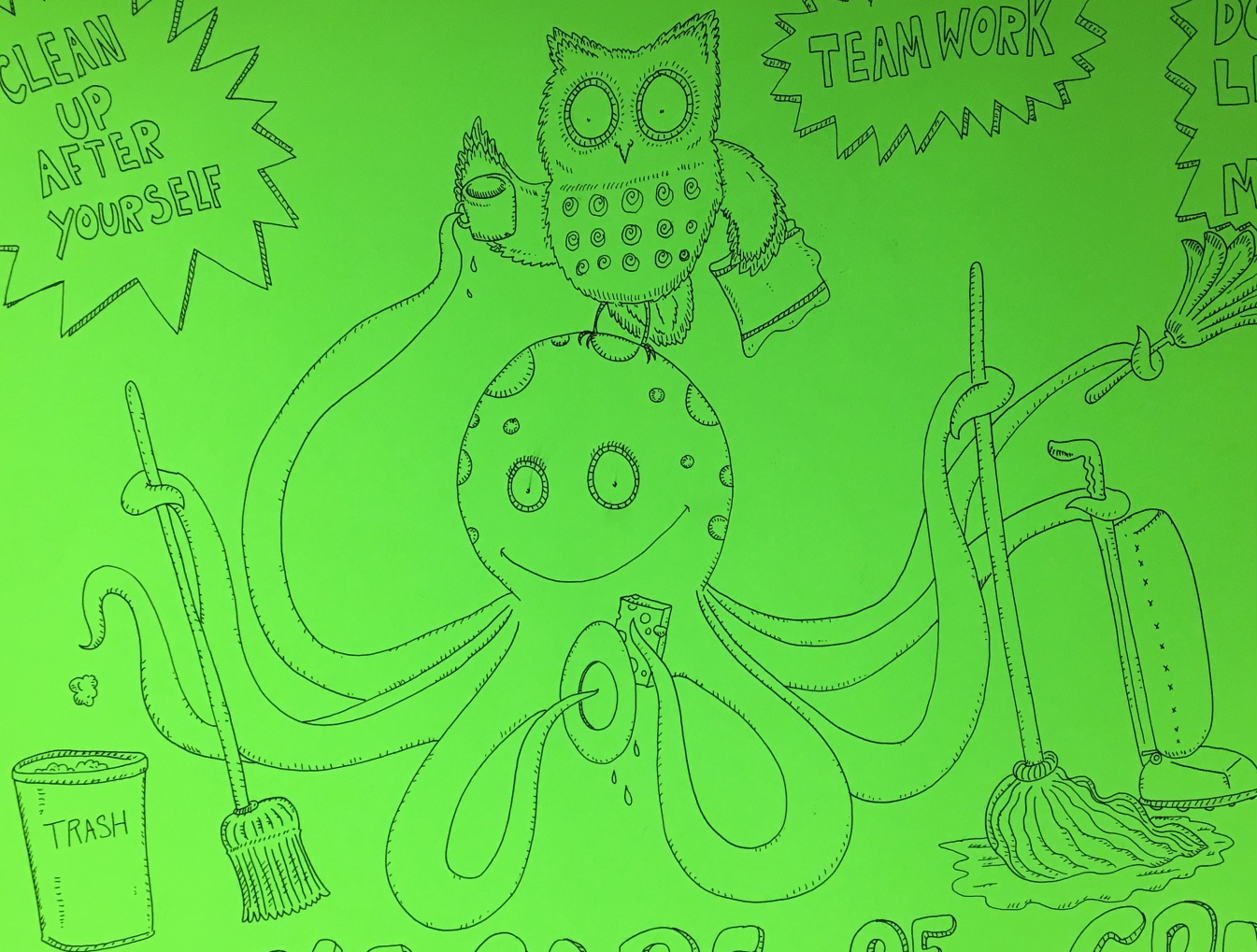
**Clubhouse Artist
Created Visual
Reminders of Key
Person-Centered
Values**



CLEAN
UP
AFTER
YOURSELF

TEAMWORK

DONT
LEAVE
A
MESS



TAKE CARE OF
OUR SPACE

**More Artwork
Under
Construction at
the Clubhouse**



Identify the Area the Team Will Start Building Positive Social Interactions – **Provider Example**

- Identify Home With Two Roommates
- Created a Matrix as a Guide
- Used Roommate Meeting and PCT Tools to Explore Each Person's Important To and For
- Created Person-Centered Values and Important Social Behaviors
- Establish Opportunities to Practice, Recognize, and Celebrate Positive Interactions

First Steps to Prepare for Roommate Expectations (Pilot)

	Morning	Returning Home	Meetings	Meal Prep	Chores
Respectful	<ul style="list-style-type: none"> Follow morning routine Communicate any changes in advance 	<ul style="list-style-type: none"> Allow people time and space to settle in 	<ul style="list-style-type: none"> Listen to understand Come to the meetings Work together 	<ul style="list-style-type: none"> Say thank you for cooking dinner 	<ul style="list-style-type: none"> Complete chores (follow-through) Do them well!
Communication	<ul style="list-style-type: none"> Ask and offer Communicate any changes in advance 	<ul style="list-style-type: none"> Ask and offer 	<ul style="list-style-type: none"> Ask and offer Call a meeting if needed 	<ul style="list-style-type: none"> Ask and offer 	<ul style="list-style-type: none"> Ask and offer
Caring	<ul style="list-style-type: none"> Understand what your housemate wants in to morning. *Ask what you would want to see 	<ul style="list-style-type: none"> Asking how your day was and being okay with reaction 	<ul style="list-style-type: none"> Use PCT tools and help each other see the differences between us Work together 	<ul style="list-style-type: none"> Offer to cook if the other person doesn't want to 	<ul style="list-style-type: none"> Offering to fill in or share the chore

Identify the Area the Team Will Start Building Positive Social Interactions – **County Team Example**

- Identified Person-Centered Values Important in Meetings
- Work With Team to Identify What Social Behaviors Reflect Values
- Document Types of Meetings Where Behaviors Will Be Identified
- Create Plan to Increase Awareness, Practice, Celebrate Success

Person-Centered Community Supports – County Meeting

Values	Before Meetings	At the Beginning of Meeting	While Sharing Person's Information	Supporting Other Team Members
Use Person-Centered (PC) Language	Use PC Language in Documents (Emails, Handouts)	Provide Reminders Before Meeting (Be Sensitive to Acronyms Too)	Be Receptive and Aware of Language Used	Celebrate Use of PC Language as Team
Show Your Respect for People	Use Active Listening During Conversation	Attend Meetings on Time Cell Phones to Vibrate	Share Only Information Needed Provide Feedback to Others	Listen to Others and Ask if Feedback is Invited
Demonstrate Appreciation of Culture	Review Plans and Discuss Role and Identity & Culture	Review Possible Cultural Bias and Assumptions	Share Thoughts on the Role of Culture in Person's Life	Discuss How Culture Can be Incorporated Into Plan

Public Health Team Matrix Example

		SETTING						
		Office	Travel	Breaks	Meetings	Paperwork	Leave Work	
	Clear, Open Communication	Meet with administrators/supervisors/colleagues to share concerns	Keep calendars up to date so people know where we are	Being sensitive to topics being brought up related to work	Share ideas, opinions, and honest reactions during the meeting	Laying out what needs to be done each day Make it “do-able”	Make sure people know what is happening the next day	
	Respect Each Other	Be aware of smells, music, cooking food, etc. in a manner that respects the rights of your cube mates	Plan your schedule around calls. If you are late, call	Learn more about each other and share	Allow those to speak who want to	Take the time to greet each other even when in the midst of work	Acknowledge the efforts and work of the day	
	Help Each Other	Offering Assistance – “Do you need help?”	Offer to take turns driving	Encourage others to take a break	Problem Solving – Look at tools for Problem solving and finding solutions	Look out for each other and the things that need to be done. Ask how you can help	Turn off the lights – Encourage people to leave work at the door	