

# Shirley's Profile & Plan

## What is Important to Shirley:

- Spending time and talking on the phone with Shaina & Pamela.
- Creating art such as coloring and painting.
- Watching Wheel of Fortune.
- Going to work.
- Looking and feeling good about my appearance.
- Sticking to a routine.
- Doing activities in small groups where I can receive more attention.
- I enjoy shopping trips!
- Getting out and doing things outside of the home and being social.
- Being around positive people!
- I enjoy drinking diet coke.
- I love listening to music, dancing along to music, singing and occasionally playing the piano.
- Having choices between several activities.

## What is Important for Shirley:

- Making sure my medications are monitored and managed well.
- I do well with a routine/schedule.
- My health improves when I am well hydrated.
- My range of motion exercises helps me to keep active.
- Keeping good posture while sitting improves my back pain.
- It's important to ask how I am feeling as I may not tell you on my own.
- It's important to know my pain tolerance is high.
- To respond quickly when I say I need to use the bathroom, etc.
- It's important for me to have choices and preference in what I would like to do.
- It's important for me to be social and get out into the community.

## Shirley's Routines:

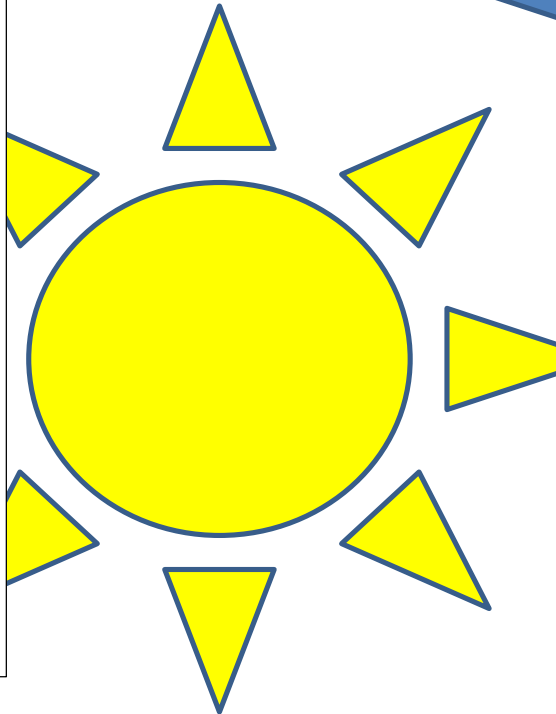
- Seeing Sam the maintenance man in the morning and saying 'hello'.
- Waiting for the bus to come pick me up.
- Greeting people at the window.
- Watching Wheel of Fortune each night.
- Going out for dinner with family on my birthday.
- Having doughnuts at work on Friday's.
- Getting my hair done at the salon once a month.
- Attending exercise group every week at work.
- Attending holiday parties & dances!



### Characteristics of People I

#### Like:

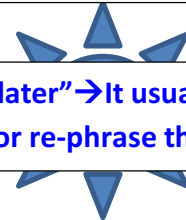
- People who are kind.
- People who are not too loud.
- People who give positive attention. For example do my nails or take interest in things I like to do.
- People who use a kind tone of voice.
- Nurturing people.
- People who talk about things I also enjoy.
- People who smile.
- People who respond quickly to my needs.
- People who take the time to explain things and allow & offer choices.
- People who help me maintain my dignity.



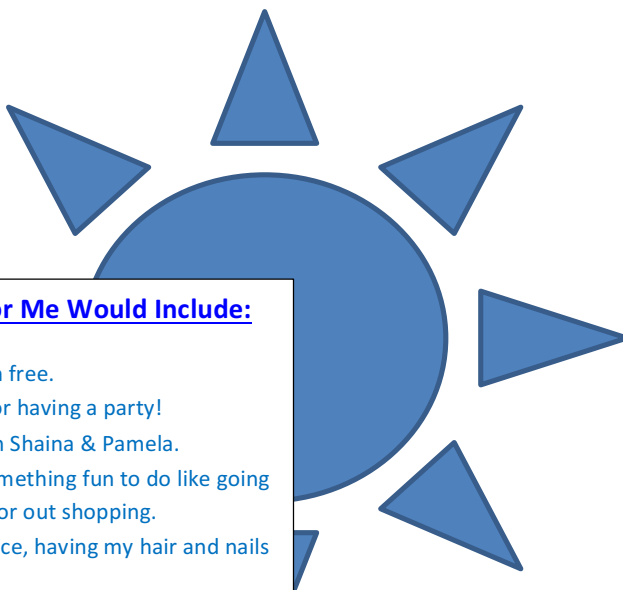
### Characteristics of People I

#### don't Like:

- People who are too loud.
- People who use foul language.
- People who are demanding.
- People who use a harsh tone of voice.
- People having conflicts around me, even if I am not involved.
- People who talk down to me.
- People who don't listen.
- People who are bossy.
- People who are sarcastic.



**When I am asked too many questions → I say “have a good day” or “see you later” → It usually means I am bored or overwhelmed → And I want you to leave, stop asking questions or re-phrase the question.**



### A Good Day for Me Would Include:

- Being pain free.
- Going to or having a party!
- Being with Shaina & Pamela.
- Having something fun to do like going to dinner or out shopping.
- Looking nice, having my hair and nails done.
- Having a day off from work.
- Having a lot of attention from people I enjoy being with.
- Being listened to.

### A Bad Day for Me Would Include:

- Experiencing pain.
- Being ignored.
- Not having any activities to do.
- A change in my routine.
- Not getting to see or talk to Shaina and Pamela.
- Not having the day off/not getting to go to work when I want to go.
- Going to the hospital.
- Conflict going on around me.



## Plan of Action

1. The team's first goal is improving the consistency in its communication in regards to Shirley's activities, medications, wants, needs, etc. The communication will take place a minimum of one time weekly by phone between team members and guardians and also more if needed or requested. Others such as Shirley's Case Manager will be contacted as needed as well. This communication goal will start the week of 7/11/16.
2. The team's second goal is to help Shirley with relaying her activities to Shania and Pamela while she is talking with them on the phone. [Provider agencies that support Shirley] plan to train staff on starting up a daily communication log to go back and forth between the two. Staff will document what Shirley has done that day or anything else they feel is important. When Shaina and Pamela call and talk with Shirley, staff can then help remind Shirley by looking at the log of all the things she has done that day. This daily log goal will start in approximately 2 weeks, or the week of 7/18/16.
3. The team's third goal is to explore the cause of Shirley's back pain to see if there is anything that can be done to help alleviate her pain. Shania and Pamela have agreed to an MRI and provider agency nursing plans to send in request by the end of the week (7/8/16) to get an MRI scheduled. No exact date will be set for when this goal should be completed/started as we are unsure of how long it will take the doctor's office to get Shirley in for an MRI.
4. The team's fourth goal is to help Shirley maintain her current relationships and connections with friends. Two specific friends that were identified were Allie a former housemate and Karen a current co-worker. [Provider agency] has agreed that they will help Shirley write a letter to Allie and can also help facilitate a visit if they she would like one. Staff also agreed Karen would be welcome to come to Shirley's house for dinner, games, etc. Work also agreed they could take Karen and Shirley out for a lunch together as well. Work and

provider agency agreed they could start on these connections/relationships goals by the end of July, 2016.

5. The team's fifth goal is to determine if Shirley is having any issues on her bus ride to work that may be causing her to avoid going to work. Work agreed that they would talk with the current bus aide along with possibly do a bus evaluation to see if there is something on the bus that could be bothering Shirley. Some of the areas discussed were maybe the bus ride was too bumpy, too loud, use of foul language on the bus, etc. Work thought they would be able to look into the bus evaluation by the end of July, 2016.