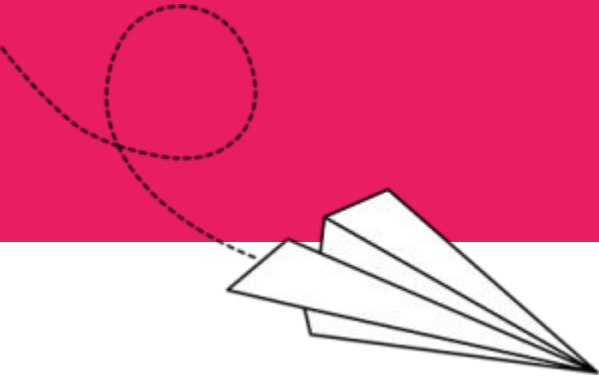


Quality-of-Care Training: The Bottom Line



Samantha Goldfarb
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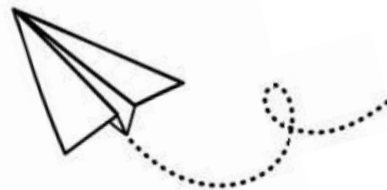
The problem:

**Perfection?
No.**

**Idealistic
realism?
Yes.**

Love Is Not Enough (L.I.N.E.)

Common Outlook Issues



- “Compared to other coaches, I’m doing great!”
 - “This person deserves the best care, no matter what other people are doing.”
- “They don’t pay me enough for this.”
 - “I deserve to be treated fairly and I should stand up for my needs, but it isn’t fair to let that affect this person.”
- “No one will care if I just....”
 - “The standards of care are too low – if they reflected the treatment people with IDD deserve, people would care.”

Maintain Confidentiality

- **Don't talk about clients in front of other clients.**
 - Even if:
 - You don't use names
 - You don't think they can hear you
 - You don't think they're listening
 - Doing so:
 - Violates HIPAA
 - Damages client-coach trust



Use The Person's Time Appropriately

- On clients' time:
 - Don't use the business as a customer
 - Don't use your phone for non-emergencies
 - Don't be late or call out whenever possible
- Doing so:
 - Is Medicaid fraud/abuse
 - Takes away help they could use



It really does matter if you're there!

Appropriate Communication

Do not:

- Swear around the person
- Mock or make fun of the person
- Patronize the person
- Make jokes in poor taste
- Talk about them in front of them
- Give your opinions like facts
- Make it about your feelings

Do:

- Speak professionally
- Be considerate of their feelings
- Presume competence
- Make occasional neutral jokes
- Include them in the conversation
- Ask them what they think
- Put them at the forefront

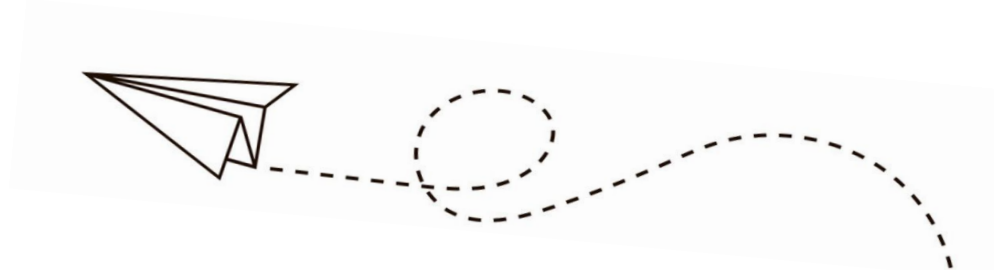
“Would I want this from my doctor?”

Examples



Handling your negative emotions

- Deep breaths
- Stretching (especially abdominal muscles)
- Taking a quick break (5 min unless it's an emergency)
 - Quick distraction
 - Phone-a-friend
- Self-care when it's over



Emotional Appearance

- Your emotions affect your clients.
- You can make this a **good** or **bad** thing.
- ★ People with disabilities are significantly more likely to have been abused.
 - Increased **sensitivity** to your emotions
 - Increased **silence** around their needs
 - Increased **injury** if mistakes are made



Framing The Situation

1. “They’re so annoying.”
2. “They’re doing this on purpose.”
3. “They’re not even trying.”
4. “They’re just doing this for attention.”

1. “I’m feeling really annoyed.”
2. “Why might they be doing this?”
3. “What could be stopping them?”
4. “What does this behavior tell me they need?”

New Perspectives



Have you asked why?

Remember, you don't know everything about them.

Things to consider:

- Could this person have trauma that's affecting their choices?
- Could this person be struggling with a mental health issue?
- Could this person be experiencing a life disturbance?
- Could this person be having a medical problem?

**You are not “bad”
if you’ve done
these things.**

- **Your feelings are real, matter, and make sense.**
- **Your feelings are not allowed to affect your care.**
- **You are doing your best.**
- **You can do better now that you’ve learned how.**

Questions?

Thank you!

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