


Our Core Belief

ALL people and their families have the right to live, love, work, play, and pursue their life aspirations in their community.





PERSON CENTERED PRACTICES:
**Understanding what's important to
& for a person**



- Jenifer (Jen) Randle



What Others Like & Admire about Jen:

- Listener
- Enthusiastic
- Optimistic & Positive
- Sense of humor
- Easy-going
- Star Trek Geek
- Responsive & Timely
- Commitment
- Kind, Welcoming, & Accepting
- Exploring new tech, ideas, places
- Doesn't mind traveling alone
- Creative
- Empathy / Work towards understanding perspectives

Jen Randle



My Why:

To contribute in the joy, trust, & learning so that we feel supported & safe.

What's important to Jen

- Being helpful & supportive
- Respect
- Teamwork
- A kind, supportive environment
- Helping others learn to speak for themselves
- Including & supporting others
- Having fun
- Self-improvement/learning
- Music or Podcast during breaks or when alone
- Eating better, Hot tea, diet coke / zero, water
- Writing
- Training/Teaching knowledgeable, &

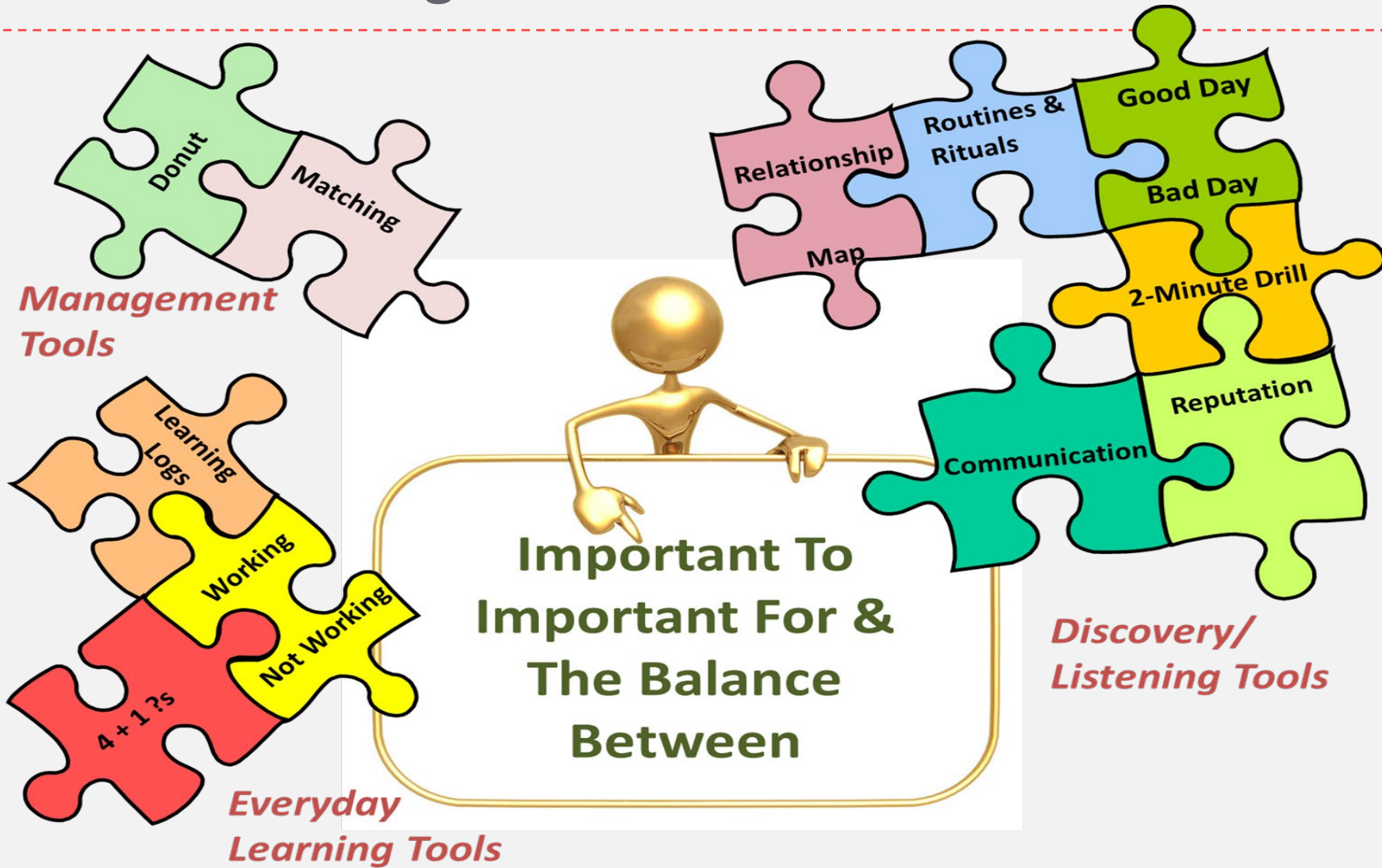
How can someone support Jen?

- When I train, I can forget to watch the time - please be a time keeper for me.
- I can ramble. I know I do this & want to get to the point. Remind me to keep it short/get to the point.
- Help me hear different perspectives. I want to listen and learn. Respect me & others.
- I want to be supportive. Help me understand how to support you.
- Remote work is great, but having an office or meeting in person is too. Please meet in person with me when possible. Using Teams messages helps me feel like we're together.
- Allow me time to process thoughts or questions. I do better having time to think.
- Please come to me if you have concerns, questions, thoughts, suggestions. I want to hear them. If you have concerns, try to have a suggestion, too. And then give me think it through. This doesn't mean I'm saying 'no' but just working it through.
If it appears I'm frustrated, it's probably with myself. I want things to go smoothly and people to feel supported.
- Be patient with me, remind me there are people I can ask for help.
- I can get loud as my enthusiasm grows. Just remind me to be quieter if I'm too loud.
- I like to stay in the background, doing what I need to do.
- I need some alone time to recharge. I like to draw, write, read, play games, walk, work out.
- If you ask what you can do to help, I have to think it through. It's not that I don't want your help! Some things are in my head, not written down. I just need to process.
- I am a "huggy" type of person. If hugs aren't your thing, remind me.
- Math isn't easy for me. Give me a calculator and walk me through the steps first (maybe...probably more than once).
- I hope my jokes are funny. If they miss the mark, please tell me. I don't want to hurt feelings. I work to have radical empathy - meaning I may not understand what you're going through, but I will work my butt off to try.
- I love what I do and can work through the day on projects, ideas, etc. Remind me breaks are fine. I want others to take care of themselves & need to do this for me, too.

This is shared on our website to know more about me: <https://oklahoma.gov/ddco/about/board-and-staff.html>

[Learn more about Jenifer by reading her one-page introduction.](#)

Person Centered Thinking



You can learn all these tools in a full Person Centered Thinking Training!

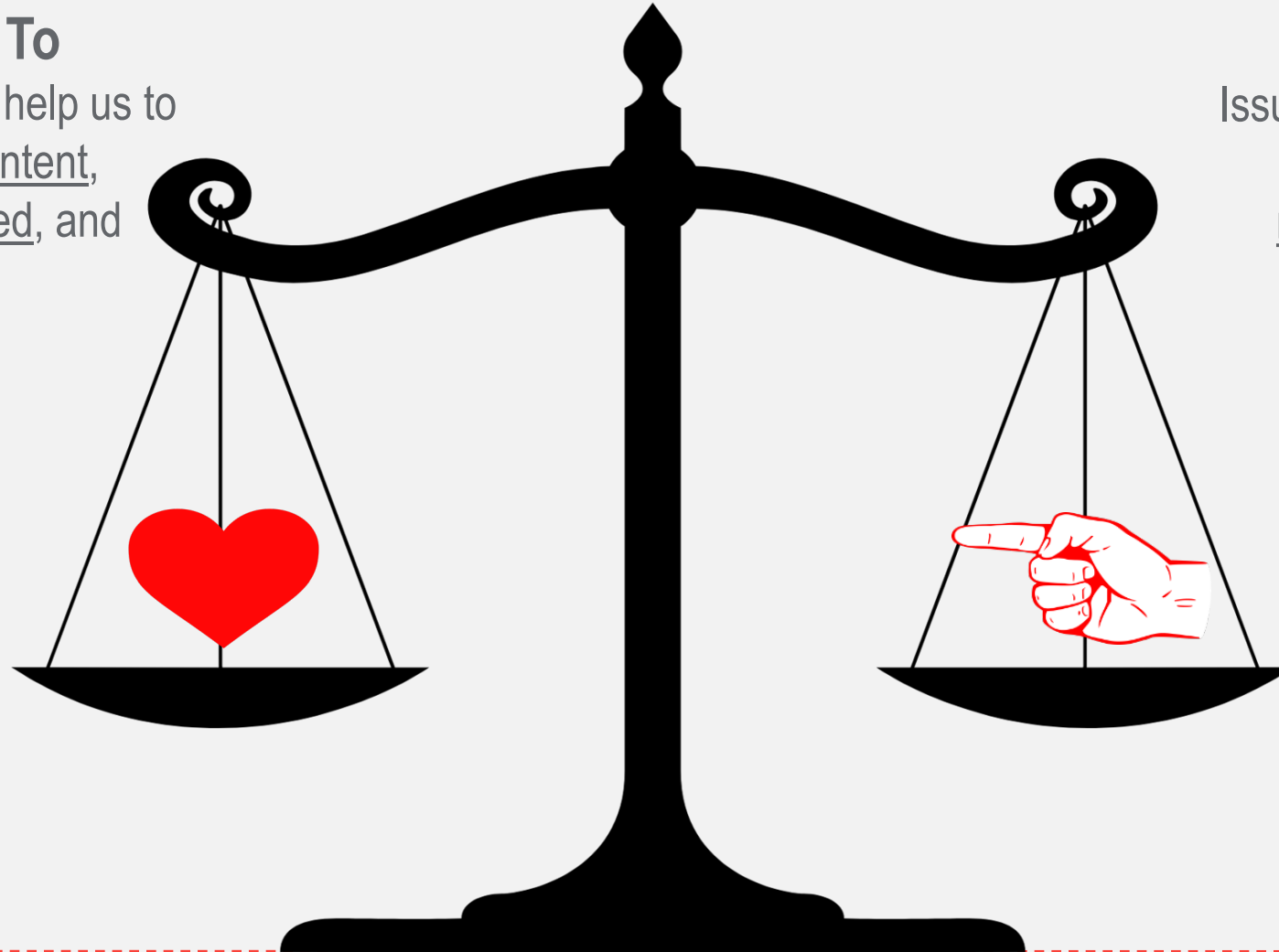


Developmental Disabilities
Council of Oklahoma

Important TO and FOR and the Balance between

Important To

Things in life which help us to be satisfied, content, comforted, fulfilled, and happy.



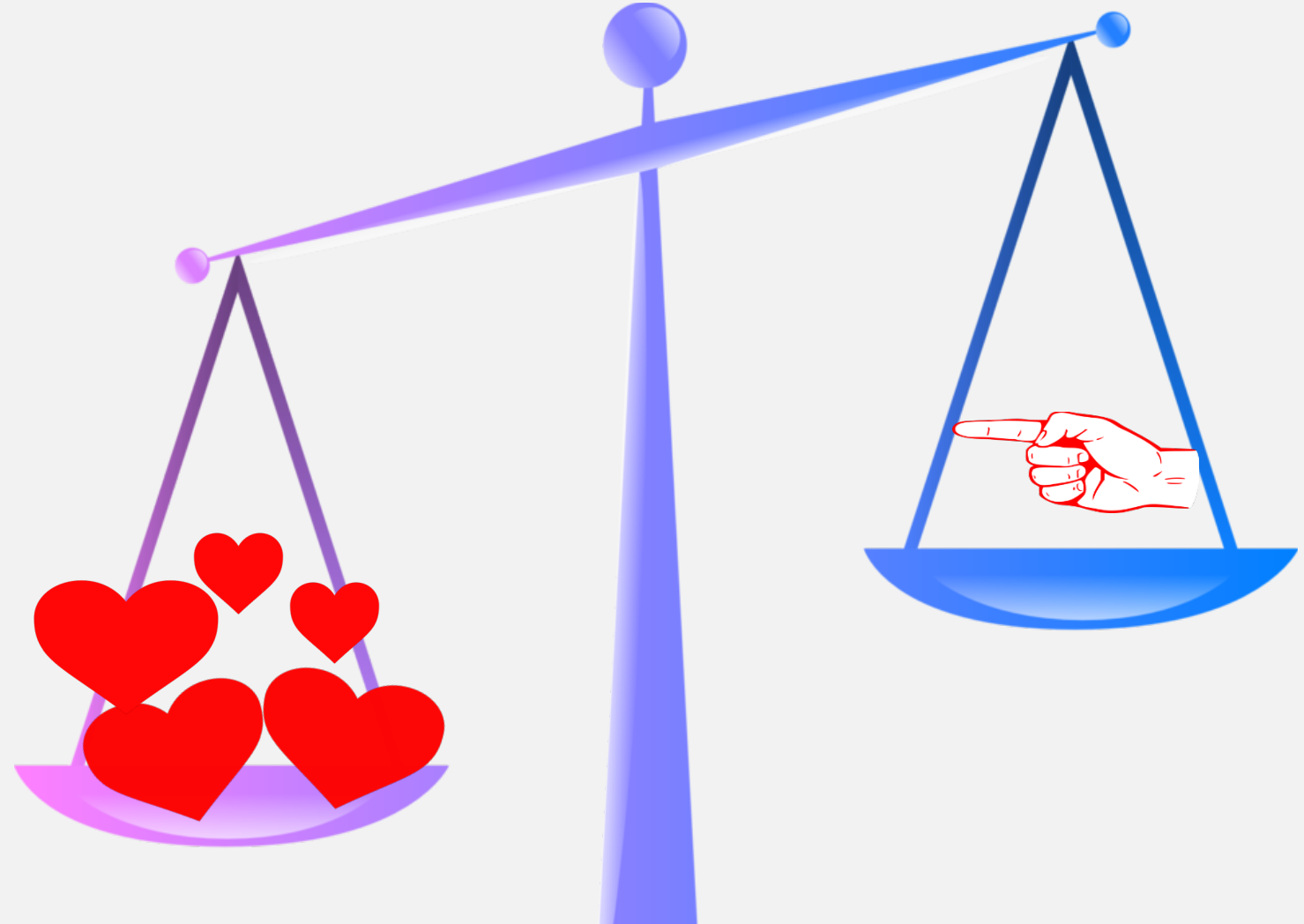
Important For

Issues of health, safety, and what others see as necessary to help the person.

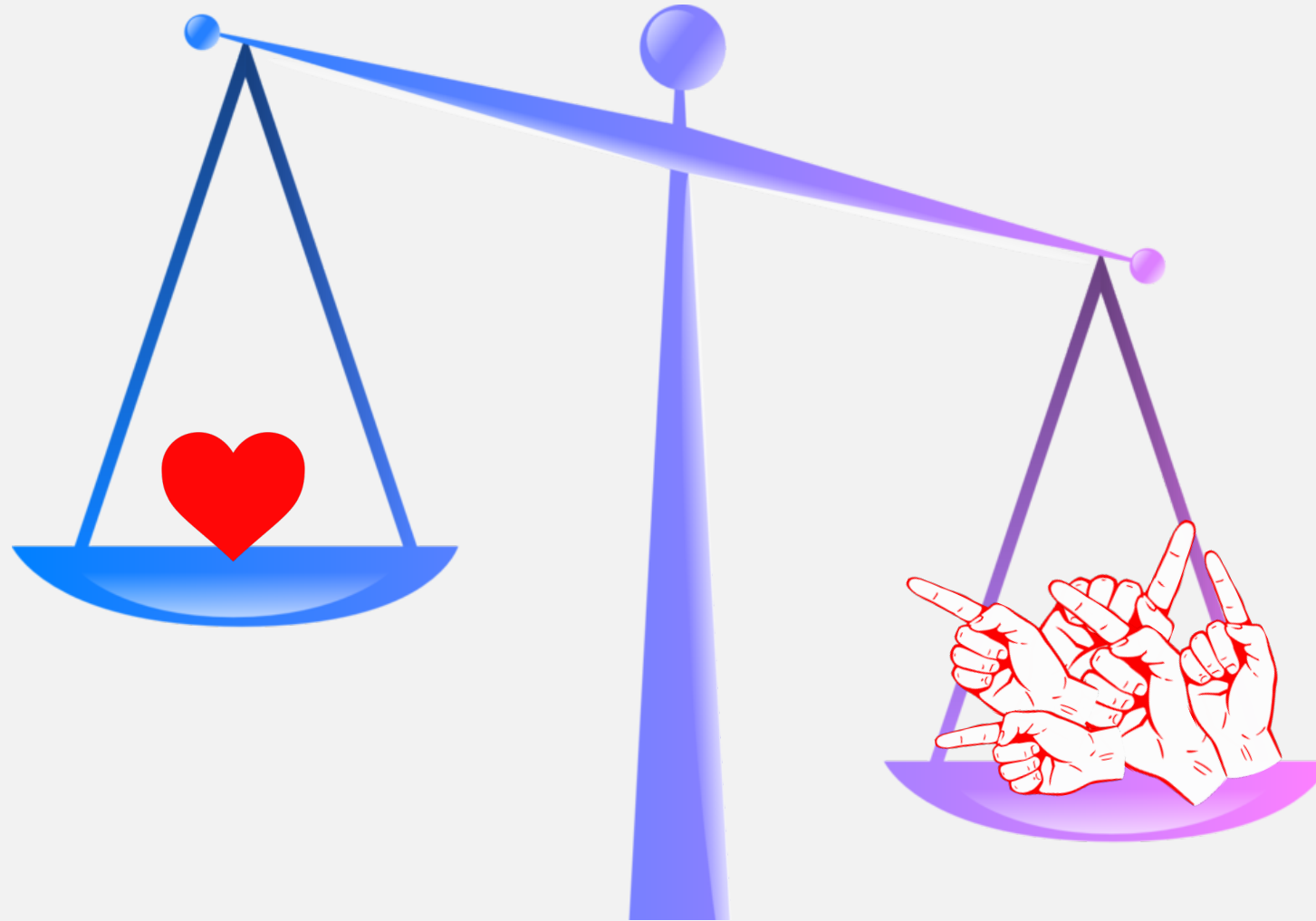


Important TO and FOR and the Balance between (1)

Will having all our preferences, likes, etc. help us to be healthy & safe?



Important TO and FOR and the Balance between (2)



Will having more health & safety make us happy, content, fulfilled?



How do we know what's important to and for someone?



Listening to the person (and people who support & love them)

BUT...

What if the person doesn't use words?! What do we do?



We should listen to a person's BEHAVIOR, too.



Important TO or FOR?



Family



WORK



Rituals and Routines can help us understand what's important

- Morning
- Going to bed
- Mealtimes
- Transition
- Birthday
- Not Feeling Well
- Cultural/Holiday
- Spiritual
- Vacation
- Comfort
- Celebration
- Grief/Loss



Rituals guide us through our days and bring consistency, comfort and control



Jen's Morning Ritual – on most days

4:00 am: Wake up (usually naturally); take vitamins, brush teeth & mouthwash, neaten bed, Download daily podcasts for gym (Daily Boost, Pantsuit Politics, 7 Good Minutes). Grab water or Gatorade.

5:00 am: Work out – at home, using app with exercises programmed from trainer.

6:00am: Home! Turn on channel 9 news on living room TV. Shower from gym, listening to podcasts or music. Soap first, then wash hair (is it a day to use purple shampoo?); dry hair, deodorant (Secret!), get dressed. Make hot tea & write in gratitude journal, Eat breakfast (Protein Shake with frozen fruit, Raisin Bran, or Pop Tarts). Read Fed-Space posts & academy emails, check for new cadets, begin new posts for any replies in Word, copy & paste into forum if finished. Watch morning news, local & national. Get newspaper. Drink tea. If going to work in OKC, leave house by 7am. Fill water bottle & drive to office, turn on computer.

8:00am: Review day. Look at work email statuses. Reply as necessary throughout the day, Greet co-workers on Teams or in person.



Ask questions to learn more...

- ▶ So, tell me more about that...
- ▶ What do you like about...
- ▶ What is it about this...
- ▶ What is happening for you then?
- ▶ Are some mornings better than others...
- ▶ What do you take in your coffee...

Guess

Ask

Write



The Communication Chart







EXAMPLE: Communication Chart For Cody

What is happening	What I do	What we think it means	What others should do
Anytime	I may say "Shake the fat" and then shake your upper arm.	I'm being a comedian. Wanting to engage with others.	Tell me "Don't shake my fat" and "Hands to yourself." Talk to me.
Anytime	I may say "Spider," and put my fingers on you, imitating a spider.	I'm being a comedian. Wanting to engage with others.	Try using "spider spray" by imitating using a can of spray and say "Spider spray." Last resort, "squish the spider." Talk to me.
Anytime	I tell you "Scooby is scared" (or another stuffed animal).	I'm frustrated or about to have a 'melt down.'	Reassure me that things will be okay.
The song "Twist & Shout" by the Beatles is playing.	Cody will rock to music at first. By the end, he will be crying and upset.	Unsure. The pitch is too high?	Turn off the song as soon as the song comes on.
A song comes on the radio.	Cody says, "Rock and Roll."	I like the song.	Turn it up. If you're in the car, he will rock very hard (you may feel the car shake.)
After work and/or after dinner.	Cody will go to his bedroom and close the door. If you are in his room, Cody will say "Bye".	I wants to be by myself.	Let me be alone. I'll be okay. I'll come out or open the door when he's done.
In my bedroom.	Cody will say "Call Harley" and/or "Call Bert." (dog and cat)	I want to be alone.	Call Harley or Bert out of my room.



Communication Chart

When this happens	I do this	It usually means	And I want you to
 <p>#3</p> <p>In the environment</p> <p>What's just happened</p> <p>The 'trigger'</p>	 <p>#1</p> <p>The action</p> <p>What others notice</p> <p>This can be seen, heard, and felt by others</p>	 <p>#2</p> <p>What the action means</p> <p>What the emotions and feelings are</p> <p>What's going on inside</p>	 <p>#4</p> <p>What other people should do or say in response</p> <p>Or</p> <p>What other people should not do or say in response</p>

Now what?

**NOW
WHAT** ?



One Page Introductions



- ▶ **“A snapshot of an individual”**
- ▶ One pagers capture important information about a person in a fun, easily accessible and personalized format.
- ▶ 1 pagers should always include*:
 - ▶ What People Like, Admire, Value, & Appreciate
 - ▶ Important TO the person
 - ▶ How to support the person
- ▶ *You may see other information included but remember to include these.



One-introduction for school

GREAT THINGS ABOUT ME



- EXCITED TO LEARN
- CREATIVE
- THE DAVINCI OF 1ST GRADERS
- FUN
- CHARISMATIC
- INQUISITIVE
- HANDSOME
- VIVACIOUS
- HELPFUL



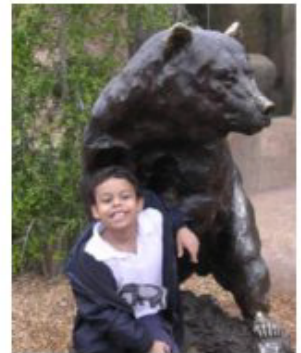
WHAT'S IMPORTANT TO ME

- MY FAMILY: MOM, GRANDMA, & SISTER
- I WANT TO LEARN TO READ
- EATING WHAT I LIKE
- SOME OF MY FAVORITE FOODS ARE CHICKEN NUGGETS, CORN, CHOCOLATE MILK, MILK, COOKIES, ICE CREAM, GOLD FISH CRACKERS, YOGURT, FRENCH FRIES, PIZZA
- USING MY IMAGINATION & BUILDING THINGS
- GOING TO THE ZOO - BIRDS ARE SO COOL!
- MOVIES... I LOVE WATCHING THE SAND LOT!
- FIGURING OUT HOW THINGS WORK
- TRAINS - NEED TO KNOW WHAT TYPE OF ENGINE A TRAIN HAS? I'M YOUR MAN!
- HELPING OTHERS



WHAT YOU NEED TO KNOW ABOUT ME

- I NEED TO KNOW WHAT THE RULES ARE.
- I CAN BE SHY. ENCOURAGE ME TO USE MY VOICE.
- LET ME BE HELPFUL.
- I CAN GET UPSET WHEN OTHERS TEASE ME.
- I LEARN BEST WHEN I CAN BE ACTIVE.
- I LIKE TO EAT CERTAIN THINGS - PLEASE BE SUPPORTIVE OF WHAT I LIKE.
- SOMETIMES I NEED TO BE ALONE. PLEASE HELP FIND A QUIET PLACE TO THINK.
- I GET FRUSTRATED WHEN SCHOOL WORK IS HARD. LET ME TAKE A SMALL BREAK TO CALM DOWN.



One page introduction – for work, page 1

What's important TO:

- ♥ My family — Mom, Dad, Sister, Brother-in-law, niece, Grand Mother & Grand Father
- ♥ Computers and my smart phone!
- ♥ Being happy & others being happy
- ♥ Having fun & laughing

- ♥ Thomas school buses (brand)
- ♥ Playing in swimming pool
- ♥ Listening to KOMA or Magic 104.1
- ♥ Spanish TV channel
- ♥ Playing on iPad or iPhone
- ♥ Bringing candy (PB cups) to a gathering. He won't eat them, but likes buying and bringing them.
- ♥ Going to the lake.
- ♥ Riding in the car (front seat), listening to music.
- ♥ Chatting with others.
- ♥ Shredding paper.
- ♥ Watching movies (Winnie the Pooh!)
- ♥ The lorikeets at the OKC Zoo
- ♥ Going to the "iPhone Store" or Best Buy
- ♥ Going to Braum's (Vanilla or Chocolate shake or cup) with friends
- ♥ Going to Johnnie's (Chicken Fried Steak)
- ♥ Burping & farting is funny (remind him to say excuse me)

What others admire about me:

- ♥ Compassionate
- ♥ a social butterfly
 - ♥ Trusting
 - ♥ Loyal
- ♥ I can brighten your day
 - ♥ Inquisitive for tech
 - ♥ a waterbug
- ♥ Great sense of humor - Will Farrell best look out!
 - ♥ Happy
 - ♥ Generous

Phrases I say to create conversation:

- ⇒ Here comes spiders.
- ⇒ Fowler Dodge.
- ⇒ What's computer's name? (i.e. HP)
- ⇒ How you doing?

How to support:

- ⇒ Teach him proper work habits through modeling and commending him when he does a good job. Be specific in your praise so he knows what he did well.
- ⇒ Encourage him to be independent and work through modeling and commending him. Be specific as to what he has done for praise.
- ⇒ Remind him to use his inside voice if his voice get loud.
- ⇒ Remind him to look at who he's speaking.
- ⇒ When he is hungry, he wants to eat and can inhale his food. Soft foods are easier because it's less chewing.
- ⇒ He likes to play and tease. He may lightly touch someone and say "Here comes spiders." Try imagining you have a can of "spider spray" and spray the spider. Have fun and play too.
- ⇒ He doesn't want others to be mad with him. Yelling only makes him upset and he may respond by crying or yelling. Talk calmly with him.
- ⇒ He doesn't like others sad or crying. Reassure him things are okay.
- ⇒ Make sure he has cool or luke-warm water to bathe in (NOT hot or warm). This includes pools.
- ⇒ He understands time-out and it is an effective way to help him refocus. If he's not focused on what needs done, just ask him if he needs time-out.
- ⇒ Be respectful of his need for alone time. He'll initiate conversation when he's ready.
- ⇒ Keep your personal items away from his area.
- ⇒ When swimming, drop him in so he gets his hair wet. Once his hair is wet, he'll swim & play.



One page introduction – for work, page 2

Communication

What is happening	What he does	What we think it means	What others should do
Anytime	says "Shake the fat" and then shakes your upper arm.	Being a comedian.	Tell him "Don't shake my fat" or "Hands to yourself."
Anytime	says "Spider," I put my fingers on you, imitating a spider.	Being a comedian.	Try using "spider spray" by imitating using a can of spray and say "Spider spray." Last resort, "squish the spider."
Anytime	tells you "Scooby is " (or another stuffed animal).	<i>He is frustrated. He may be about to have a 'melt down.'</i>	Talk calmly and reassure him that <i>things will be okay.</i>
The song "Twist & Shout" by the Beatles is playing.	will rock to music at first. By the end, he will be crying and upset.	Unsure. Maybe he pitch is too high?	Turn off the song as soon as the song comes on.
A song comes on the radio.	says "Rock and Roll."	He likes the song.	Turn it up. If you're in the car, he will rock very hard (you may even feel the car shake.)
After work and/or after dinner, he is in his room. Someone is in his room with him.	will go to his bedroom and close the door. If you are in his room, he will say "Bye".	He wants to be by himself.	Let him be alone. He'll be okay. He'll come out or open the door when
In his bedroom during his alone time and the cat and/or dog are in there.	will say "Call the cat and/or dog."	He wants to be alone.	Call the dog or cat out of his room.

One-page introduction for Surgery & hospital stay



Jenifer "Jen" Randle

What others like & admire about me!

Passionate
Caring
Tech-Savvy
Fun
Creative
Inquisitive

What's important to Jen?

- My family & friends
- Work! I enjoy what I do and who I work with!
- Teaching and Learning
- Writing...specifically sci-fi: Star Trek!
- Being optimistic and happy/upbeat
- Being helpful, make a difference -
- Volunteering, Junior League of OKC!
- Having fun
- Time to think through decisions
- Having time to walk/take a breath
- Music - What type? I'm pretty eclectic and will try anything...once.



How can someone support me after surgery?

- I don't like to complain. Because of this, I may not gauge when I need to take relax and/or take pain medicine. Assure me it's 'okay' to take medicine.
- I like to make jokes...especially when I'm anxious/scared. Hopefully I'm funny.
- I would rather NOT take anything containing Tylenol.
- Remind me to write directions, things to do, down...or write it down for me.
- I can get cold, especially my right hand. I have gloves I may wear. I may ask for another blanket.
- I am an active person - used to being able to move around. Being down for so long worries me. Remind me this won't be forever. Things I like to do to relax: reading, writing, drawing, watching movies, working, etc.
- My laptop is an important resource, along with internet service. This allows me to communicate with others, work, write, watch movies, etc.
- I like to work. Please let me, but remind me I need to rest.
- Be patient with me. If I say that I don't need help, it's because I am not used to being down and depending on others for so much. Keep asking me. I'll get there.
- Thank you for supporting me!



One-page introduction for End of Life wishes

	While I have months to live	While I have weeks to live	While I have days to live	At the time of my death	When I'm being remembered
What will be important to me	<p>Good food!</p> <p>Spending quality time with my family and people that matter to me.</p> <p>My Masters Graduation</p> <p>My work</p> <p>My blogging</p> <p>Feeling on top of my pain</p> <p>Adam and Giulia's Wedding</p> <p>Charlotte, Michael, Isaac and Jake</p> <p>All the grandchildren</p> <p>Richard & Louise (and family)</p>	<p>Writing my appreciations for the key people in my life, especially my children and grandchildren.</p>	<p>Begin to inform the people I wish to be there so that they can prepare to be with me at the end.</p> <p>Regular visits from Alfie and Ace (My dog friends)</p>	<p>I will die at home.</p> <p>I would like Lorraine and my family to be there if they can.</p> <p>A glass of red wine to sip.</p> <p>No pain.</p> <p>.</p>	<p>I'm hoping to plan a very inexpensive funeral with a humanist celebrant</p> <p>Good music at my wake</p> <p>Lorraine gets to keep my ashes.</p> <p>People feel able to remember me and pray in any way they feel comfortable.</p>
How to support me and those I love	<p>Be straight and honest with me about my condition.</p> <p>Don't worry about saying the wrong thing, feel free to talk to me.</p> <p>Understand this is hard on my family and they have had less time to think about this than me.</p>	<p>Have most things in place without having to fight to get them. Have a rough plan for what might happen.</p>	<p>Give my family members the space they need at this difficult time</p> <p>I will appreciate advice from Louise and Charlotte who I see as trusted experts.</p>	<p>The right people beside me</p> <p>I hope there will be good people making sure my family are supported: St Catherine's hospice have been brilliant so far.</p>	<p>Talk to my family members, keep in touch days and weeks later.</p> <p>Details of my funeral shared on my facebook and twitter (I'll put someone in charge of this in advance).</p>
How will decisions be made: who will be involved?	<p>I should be involved and have final say in all decisions</p> <p>I want Lorraine involved without question</p> <p>I need to write a will!</p>	<p>I should be involved and have final say in all decisions.</p>	<p>I should be involved as much as I can be.</p>	<p>I trust Lorraine my wife to make all important decisions at this stage.</p>	<p>Lorraine's wishes in particular should be respected in this.</p>
What MUST happen	<p>I must have a good stock of pain medication</p>	<p>Explain to me what is happening and what I can expect</p>	<p>Be straight with me</p> <p>Help my family prepare</p>	<p>I must die at home</p>	<p>Whenever I am remembered I want people to also remember the way Lorraine supported and cared for me, and what she sacrificed for me.</p>
What MUST NOT happen	<p>My pain relief must not be disrupted for any reason!</p>			<p>We must not panic and end up in hospital.</p>	

Remember!

- ▶ Have a purpose for your one pager. Why are you making this?
- ▶ Is it for School? Work? Health? Etc.
- ▶ When creating a one-page introduction, the person decides what they want to share.
- ▶ A 1-pager is always 'in process.' Update it as you learn new information.



How did I do?

Scan this QR Code with your phone camera and follow the link to a short form to let us know how I did. Thanks!



Jenifer (Jen) Randle

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