

DRAFT - Disability Awareness Training Questions – 1/22 Session

CL: What does a worker need to know about you before they even start talking to you about the help that you need with your daily activities, ie. what do you find helps to build that initial rapport/trust to get the assessment started?

CL: What do you find most challenging in communicating the assistance that you need?

Audience Feedback and Questions

- **What are some of the ways you build rapport with our customers whether over the phone or in person?**
- **What do you find is the most challenging aspect of interacting with someone who has a disability you may not be able to see like Jamee or one that is very apparent like Kristine?**

IP: Briefly describe what a typical day in your life looks like as a provider for your client?

IP: Since becoming a provider/caregiver to your _____, how has this responsibility impacted your life?

Audience Feedback and Questions

- **Do you have any questions for our providers about the work they do for their clients or impact their caregiver work has on their own lives?**
- **What are some approaches you use/can think to use to acknowledge the difficult job that caregivers do on a daily basis?**

CL: How can our staff interact with you or anyone else with a disability that allows for a positive experience? (Facilitator: Remember to ask about during an assessment, on the phone, at the office)

IP: How can staff interact with you, as a provider, that allows for you to be involved in the care of your “person.”

Audience Feedback and Questions

- **Do you have any reactions or questions to our panelists about what they have said about the importance of interacting with them first as a person, listening, tone of voice, phone etiquette, etc?**

Additional Questions from facilitator as time allows:

- **Bunny - Story about PS and communicating criteria for PS in a way the IP can understand. Example of how wording can make a difference and how reframing may be necessary for better communications.**
- **Bunny – Concept of a daughter with down syndrome and not a down syndrome daughter. She is my daughter first and I would do whatever I needed to in order to care for her like I would any other of my children. No need to feel ‘sorry’ for us or that we are doing a wonderful thing. We are just being parents.**
- **Kristine, Chris – Balance of power in preparing for and during an assessment. Ask audience for examples of approaches they do or could do to interact and make interactions and assessments a more comfortable situation**
- **Kristine, Jamee - Importance of having provider present for interview for moral and emotional support.**
- **Kristine, Chris – Important about being honest of what IHSS can and cannot provide. Don’t diminish the client’s credibility or assume they aren’t telling the truth.**
- **Kristine – Providing other resources for clients when IHSS cannot provide for all their needs**
- **Theresa – Discussion of family members and even though they are all in the house, they may not be able or willing to help.**
- **ALL - Describe a positive experience you had with one of our staff and what in their behavior made it positive.**
- **Jamee, Kristine – What would your life be like without IHSS services?**

FINAL QUESTION: In the area of communicating with client’s/providers, is there any parting message you would like to leave with our staff?