



Resources to Develop Person-Centered Direct Support Workers



People who rely on personal assistants need workers who find meaning in offering service in person-centered ways. A sense of meaning increases the chances of retaining workers and an understanding of what it means to work in a person-centered way increases the chances that workers will make a positive difference in the lives of the people and families they assist. Appreciative inquiry into the performance of direct support workers when they are at their best reveals a relationship that engages their hearts, their minds, and their hands.

In collaboration with a group of direct support workers in New York City, **Beth Mount** and **John O'Brien** identified 12 themes that make a positive difference to quality of life...

Share Life's Journey

Raise Expectations

Open Choices

Support Voice

Create Understanding

Listen with Heart

Learn the Neighborhood

Celebrate Community

Generate Respect

Build Alliances

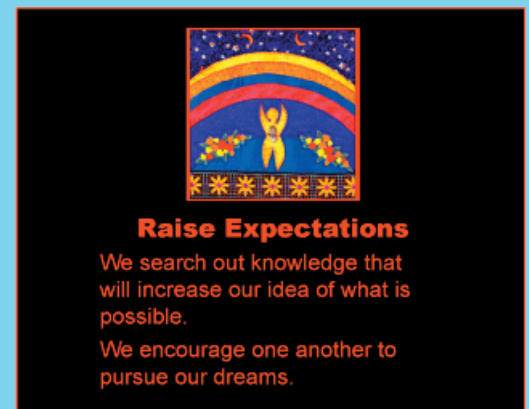
Let Beauty Shine

Nurture Relationships

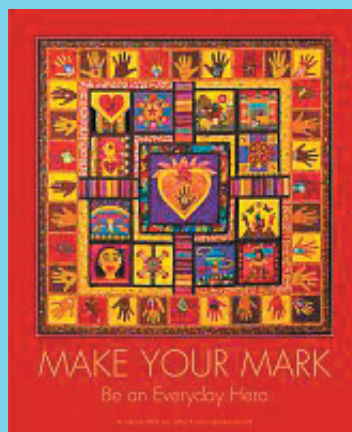
Discovering these themes inspired the creation of three resources to guide the development of person-centered direct support. They can be used for staff development, conference handouts, staff appreciation, or retreats.



A **booklet** that includes 12 color images and a description of each of these themes. The centerfold of the booklet can also be displayed as a poster. www.inclusion.com



A **slide show** that compliments the booklet. www.inclusion.com



A **poster** of a quilt that brings all twelve themes into a single pattern. www.capacityworks.com