

## **Working with Families – Module .41 (5/21)**

### **Feedback Exercises**

#### **Chapter 1 Feedback Exercise**

1. One simple way to find out what families want is to \_\_\_\_\_ .
2. Name six outcomes that are important to most families.
3. Choose the best answer: Today's families expect:
  - a. To be welcomed and supported as partners.
  - b. To get any services they need.
  - c. To control their child's life as an adult.
4. List two reasons why is it important to welcome and support families.
5. Name at least three ways that you could welcome families.
6. T/F Family-centered services are designed to meet the needs of the whole family.
7. T/F The goal of person-centered services is to increase the individual's ability to meet his or her personal goals.
8. T/F Personal outcome measures pertain to quality of life, which includes connection to community and family as chosen by each person.
9. T/F During an accreditation visit, the Council on Quality and Leadership could meet with families and guardians.

10. List one example of ways to help an agency learn what families think about services and how they want to be welcomed and supported.

The agency can: \_\_\_\_\_

A DSP or QDDP can: \_\_\_\_\_

## **Chapter 2 Feedback Exercise**

1. T/F Staff need to be aware of their own personal values and belief system and how that may influence their decision making and interactions with people they support and their families.
2. T/F Family's presence in the lives of people receiving services should be determined by the agency.
3. T/F Provider-family relationships can be challenging when everyone does not speak the same language.
4. T/F Independence is valued by every person in every culture.
5. T/F The background of each family guides how people approach planning and problem solving and the way they view disabilities
6. List 4 ways to build a positive relationship with the families of people you support:
7. Name two unique cultures in North Dakota.

8. What are three practical resources that families and the people you support may find helpful?
9. What's the difference between informational and emotional support?
10. List four steps you can take to support connections with families.
11. A \_\_\_\_\_ is a document that provides consent to share information about a person's medical or other information.
12. What is your agency's policy on sharing social media accounts with people you support?  
What are the potential problems with 'friending' people you support on social media accounts?

### **Chapter 3 Feedback Exercise**

1. T/F It is natural for a child's relationship with parents to change from an adult-child relationship to an adult-adult relationship.
2. T/F Agency partnerships with families are not critical for success.
3. T/F Parents in an adult-to-adult relationship may act as primary caregivers during emergencies.
4. T/F When a child has a developmental disability, this may change the impact of how roles in the family change.

5. T/F Parents whose children have disabilities usually have more role models than parent of children without disabilities.
6. T/F It is natural for parents to continue a role until they get a signal that needs have changed.
7. Name two ways your agency can support families in changing to an adult-adult relationship.
8. List four communication practices that can help agencies communicate effectively with families.

#### **Chapter 4 Feedback Exercise**

1. Name at least two fears that families and providers have in common.
2. True or False:  
  
\_\_\_\_ When providers and families support one another, problems never occur.  
\_\_\_\_ Families are more likely to tolerate mistakes when relationships are positive.
3. List six possible reasons for conflict.
4. What are four signs that a problem is getting worse and needs to be addressed:

5. What are four strategies that can help keep the team on track and resolve conflicts?
6. T/F Debriefing involves gathering together people who were involved in an incident and determining who was at fault.
7. T/F Part of taking risks includes making mistakes, and then learning from those mistakes.
8. What are some ways to recognize turnover as a concern for families and to minimize risk?

9. Rephrase the following negative assumptions into more positive statements.

The family never returns paperwork.

The family is questioning what we do.

The family shows too much emotion.