

# **Direct Care Core Competencies (DCCC) Course**

## **Learner Guide – Module 5**

This guide is designed for use with the  
Direct Care Core Competencies Course



<http://apdcares.org/>

DCCC Course Learner Guide – Module 5



# Table of Contents

Title	Page
<b>Module 5: Roles and Responsibilities for Direct Support Professionals</b>	<b>4</b>
<b>How to Find the Course Assessment</b>	<b>15</b>
<b>How to Find the Course Evaluation</b>	<b>15</b>
<b>How to Find the Course Certificate</b>	<b>15</b>
<b>APPENDICES</b> (Opens in a new window)	
1 – <a href="#">Emergency Response Sheet</a>	<b>1</b>
2 – <a href="#">Natural Disaster Preparedness Sheet</a>	<b>3</b>
3 – <a href="#">Emergency Recovery Information Sheet</a>	<b>5</b>
4 – <a href="#">Decision Tree for Response to Emergency and Non-Emergency Situations</a>	<b>8</b>
5 – <a href="#">Drug Information Sheet</a>	<b>9</b>
6 – <a href="#">Bill of Rights for Persons with Developmental Disabilities Ch. 393.13(3), F.S.</a>	<b>10</b>

# Module 5: Roles and Responsibilities for Direct Support Professionals



Welcome to Module 5 – This module will introduce you to the roles and responsibilities of the direct support professional. You will learn simple ways to provide assistance to people in the most appropriate ways.

## Module 5 Objectives

By the end of Module 5 you should be able to:

- Explain the code of ethics for direct support professionals
- Name some common needs of individuals with disabilities
- Describe how to use individual facilitation to help people with disabilities achieve optimum quality of life
- Define responsibilities for providing support in the life and health care of individuals with disabilities
- Define common support systems available to individuals with disabilities

## Direct Support Professional

What is a direct support professional?

Direct support professionals (DSPs) are people who work directly with people with developmental disabilities with the aim of assisting the individual to become integrated into his or her community, or the least restrictive environment.

Direct support professionals also:

- Assist individuals with developmental disabilities to lead self-directed lives, and contribute to the community
- Assist with activities of daily living if needed Encourage attitudes and behaviors that enhance community inclusion
- May provide supports at home, work, school, church, and community, and
- Act as advocates in communicating needs, self-expression, and goals

## Code of Ethics

The code of ethics developed by the National Alliance for Direct Support Professionals guides direct support professionals through the ethical dilemmas you face daily, and encourages the highest professional ideals.

The code of ethics is the roadmap for staying on the course of freedom, justice, and equality.

**Person-Centered Supports** - My first allegiance is to the person I support, all other activities and functions I perform flow from this allegiance.\

**Promoting Physical and Emotional Well-Being** - I am responsible for supporting the emotional, physical, and personal well-being of the individuals receiving support. I will encourage growth, and recognize the autonomy of the individuals receiving support, while being attentive and energetic in reducing their risk of harm.

**Integrity and Responsibility** – I will support the mission and vitality of my profession to assist people in leading self-directed lives, and to foster a spirit of partnership with the people I support, other professionals, and the community.

**Confidentiality** - I will safeguard and respect the confidentiality and privacy of the people I support.

**Justice, Fairness, and Equity** - I will promote and practice justice, fairness, and equity for the people I support and the community as a whole. I will affirm the human rights, civil rights, and responsibilities of the people I support.

**Respect** - I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable, and help others understand their value.

**Relationships** - I will assist the people I support to develop and maintain relationships

**Self-Determination** - I will assist the people I support to direct the course of their own lives.

**Advocacy** - I will advocate with the people I support for justice, inclusion, and full community participation.

## Negative Life Experience

People with disabilities frequently have many negative life experiences as a result of the stigma that society places on individuals who are seen as different.

## DCCC Course Learner Guide – Module 5

Some common difficulties experienced by persons with disabilities are:

- Low social status
- Segregation or isolation from the community
- Lack of interpersonal relationships
- Rejection, and
- Loss of control over one's life direction

### Overcoming Stigmas

**Helping people to overcome these stigmas, and live as normal a life as possible is the primary task of the direct support professional.**

As a direct support professional, you must remember:

- All people can learn
- To focus on what the individual can do rather than what he or she cannot do
- Services and supports assist the individual in his or her chosen environment/community setting, and
- Supports should reflect the individual's own interests and needs

### Routines and Rhythms

One way to reduce social stigmas is to develop routines and rhythms.

**Routines** are the activities that we go through each day and week.



**Rhythms** are the predictable changes that occur during our life.



Routines and rhythms allow us to manage our daily lives.

People who live outside of the regular routine and rhythm of life are often viewed as being different by society.

Individuals with disabilities may be assisted to develop routines and rhythms that are appropriate for their preferences and at the same time, contribute to the community and culture, valuing the individual.

## **Empowerment**

**The goal of person-centered planning is empowerment.**



Without choice and control, individuals with disabilities will never be able to live the lives they want. We can write all the best plans in the world but if people are not truly empowered to direct their own lives, at whatever level possible, nothing will change.

**Your job is to make this happen!**

Empowerment is important because it is the foundation of what defines a person. The choices that are made, how information is communicated, as well as the perceptions that are connected to others.

This process determines how the future is built and the direction of daily activities. The direct support staff play a key role in directing this process.

**Your role as a direct support professional is to use empowerment as the foundation to assist the individuals we serve** to make their own choices, build and direct their futures, communicate and interact with their community, and promote self-direction in their everyday activities.

## Defining Responsibility



Responsibility is defined as the state of having a duty to deal with something, having control over someone, being accountable, and as the opportunity or ability to act independently and make decisions without authorization.

There are many types of responsibilities such as, personal responsibility, family responsibility, and social responsibility. Many times, you will find it comes down to doing the right thing.

## Responsibilities

As a direct support professional, it is your responsibility to show others how to be more responsible, and to guide the individual to become more responsible. Whether it is teaching the individual to be responsible for making their bed every morning or for keeping a job.

You also have a responsibility to highlight the worth of all people, rather than their differences. Individuals with disabilities should not be defined by their disability. Promote the use of respectful words and phrases. Provide opportunities for the individual to succeed and to fail, and help them be responsible for their life choices.

### Remember when acting as a direct support professional to:

- Listen and respect the individual
- Plan continuously
- Foster the individual's opportunities to explore and expand their choices and options
- Help to develop and expand natural supports through circles of support and similar informal support networks, and
- Help individuals to make life decisions in both work and leisure



## Five Primary Health Related Responsibilities

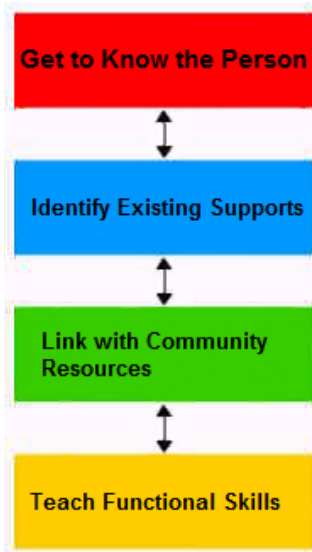
Along with the responsibilities for the empowerment and betterment of the individual, you have responsibilities in regards to their health, and health care. Though they were covered in detail in Module 3, as a direct support professional remember **you have five primary health related responsibilities:**

- 1. Observe:** Use your senses sight, touch, hearing, and smelling, to detect when changes are taking place with an individual.
- 2. Document:** Documenting your observations provides a snapshot for how an individual is doing at a certain point in time. You'll need to include both behavioral and physical observations in your documentation.
- 3. Report:** Along with documentation you'll often have to tell others such as your supervisor, the individual's legal representative, and medical personnel about an individual you're caring for. Be ready to discuss changes in an individual over time, how long the changes have been happening, how often they change, any new activities or changes in the individual's diet, or anything else that might provide clues as to why the individual is different.
- 4. Take Action:** After you've reported an individual's situation, YOU must make sure the individual receives the medical attention they need. Learn the difference between life-threatening and non-life-threatening situations so that you'll know what to do in each case.
- 5. Follow Up:** You must follow up on the individuals who are receiving medical care to make sure they return to an optimal state of health. Tasks may include making sure an individual completes prescribed rounds of medications, documenting changes in the individual's health, and pushing for more health care if the individual does not show a positive response to the current treatment plan.

## Individual Facilitation

It is important to work with each person on an individual level. Your role as a direct support coordinator is that of a facilitator. We want to help individuals with developmental disabilities to become independent and involved in the community in a way that is tailored to meet their particular needs.

**Individual facilitation is a person-centered process that allows you to:**



- Get to know the individual – identify the individual’s preferences, what would she or he really like to do if given a chance? Assist the individual in life planning, work with them to discuss what they really want in life. What skills and interests can he or she pursue?
- Identify existing supports – get to know the other people, groups, and supports involved in the individual’s life. Know what other support systems are available that can assist the individual’s goals. Keep in touch with the community and help them access these supports. The main categories of support are natural, generic, community, and the Florida Agency for Persons with Disabilities (APD) which is state and federally paid. We will address these supports later in this module.
- Link with community resources – Stay in touch with the community, get to know the supports, programs, and services available locally, that could be useful to the individuals you work with. Keep a file of those resources that have been selected as appropriate to further your consumers’ goals.
- Teach functional skills – Along the way, you may have to teach the individual skills that will help him or her increase their independence.

**Getting to Know You**



The best way to get to know people is to spend time with them. This is just as true of the individuals that you will work with as it is with anyone else.

Talk with the individual. Pay attention not just to what they say, but also to what he or she does.

This will provide you with a lot of information about the person as an individual. Go places with them. Watch how he or she responds to particular events. Note how they choose to spend free time.

Get to know the others involved in the individual's life. The direct support professional should also carefully note the individual's visual, verbal, and physical interactions with others and with his or her environment.

It is also critically important to read all available written information about the individual.

## Main Support Services



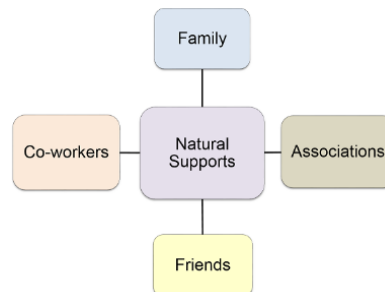
All people have individuals, groups, and programs that they are involved with, as on-going parts of their life. Supports fall into several broad categories. It is important to know what support systems exist for the individual you are working with as well as the supports that need to be identified and cultivated to help the person achieve independence.

**The four main categories of support services are:**

- Natural Supports
- Generic Services
- Community Support Systems, and
- The Florida Agency for Persons with Disabilities (APD), (state/federally paid)

**The following slides will look at each of these supports.**

## Natural Supports



Natural supports are services and supports that are **freely available** from family members, friends, co-workers, and associations.

## DCCC Course Learner Guide – Course 5

These kinds of supports are what people do for each other naturally, and they are **not specifically for individuals with disabilities**.

**Here is an example of natural supports:**

An individual has three main natural support systems in their life family, friends, and a social community group. **Each of these systems can be broken down to the individual level.**

For example: The individual's family includes both parents, two sisters, and a brother. Their primary caregiver is the mother. Also, one of the sisters lives at home and is very involved in the individual's life, and is able to provide direct support to the mother by providing transportation.



### Generic Services

Generic services are those **services that everyone in the community uses**.

**Generic services include** parks and recreation programs, volunteer or service organizations, and professional services.

**Here is an example of generic services:**

An individual has two main support systems accessible to their caregiver, who then can assist them in accessing the supports to expand their independence.

The supports include a medical team, and a computer skills training program that the individual participates in three times a week.

Like natural supports, **each of these overall support categories can be broken down to the individual's level.**

For example, a medical team includes a physical therapist, a speech therapist, and a primary care physician, all of whom deal directly with the individual.

## Community Support Systems



Community support systems are **created when people participate and share their lives together in various ways**. Community supports can be formal or informal, large or small.

**Many community supports are hidden and can be accessed by:**

- Finding people with common interests
- Seeking gathering places
- Finding people who can provide introductions or access to support systems, and
- Giving something to the community such as time, skills, etc.

**Here are examples of community support systems:**

An individual has a computer game he regularly plays, which involves people from all over the world. He has found a community with the other players. The same individual enjoys participating in a study group that meets in a local library.

## The Agency for Persons with Disabilities (APD)

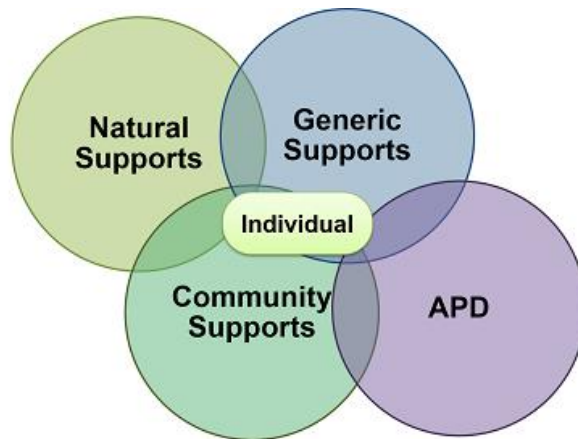


The Agency for Persons with Disabilities (APD) provides services, supports, and assistance to adults with developmental disabilities. A wide range of specific services and supports are available to help individuals to live, work, and socialize in the community.

Most direct, state-sponsored services for adults with developmental disabilities in Florida are provided through the Agency for Persons with Disabilities and the Department of Children and Families (DCF).

The program helps individuals with developmental disabilities and their families by providing assistance to identify the needs, and purchase supports and services that are medically necessary. This is done to help the individuals to live, work, and play in places they choose.

## Overlapping Supports



It is important to note that while it is helpful to categorize support systems, the support systems do not always have clear lines separating them. They often overlap.

## Module 5 Review

Let's review some of what you have learned in this module

The Code of Ethics for direct support professionals is a roadmap for staying on the course of freedom, justice, and equality for individuals with disabilities?

True or false?

The answer is **true**.

What is one of the responsibilities of a direct support professional?

One of your responsibilities is to guide individuals to become more responsible.

There are seven main categories of supports for an individual.

True or false?

The answer is **false**. There are four main categories.

And, what are the main categories of supports for an individual?

They are natural supports, generic services, community support systems, and the Florida Agency for Persons with Disabilities.

## End of Module 5 –

Congratulations!

You have completed Module 5 – Roles and Responsibilities for Direct Support Professionals

## DCCC Course Learner Guide – Course 5

### **We are just an email away!**

If you cannot find the answer to your problem or require technical assistance, **please do not contact** the PFH technical assistance or FDOH; instead, contact the TRAIN Florida APD Support Team at [apd.lmssupport@apdcares.org](mailto:apd.lmssupport@apdcares.org)