



Research and Training Center on Measurement and Interdependence in Community Living

FACT SHEET

Using Consumer Training to Enhance Community Participation



How It Works

The Consumer Training Program gives consumers with disabilities strategies for hiring/firing and managing/training personal attendants (PAs) along with other important information. (See topics on reverse.)

The four-hour training is being conducted at Paragrad, a center for independent living in St. Louis. Participants complete a survey about their relationship and satisfaction with their PA, then they are evaluated on their skills and knowledge before and after the training.

What We've Learned So Far

Fourteen participants have attended one of seven pilot training sessions and completed initial and follow-up surveys about their community participation four to six weeks after the training. The results have been positive.

Consumer satisfaction with their attendants has improved along with their management skills.

In terms of knowledge, all of the PAs improved their familiarity with the early indicators of health conditions. This was true for urinary tract infection, bowel impaction and pneumonia.

(over)

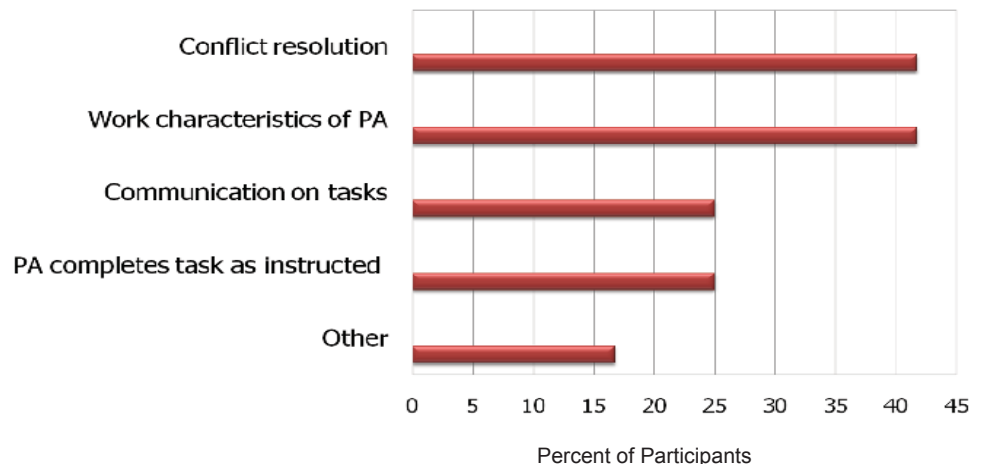
The Bottom Line

We expect that people with disabilities who use a personal assistant (PA) can enhance their participation in the community by learning managerial and communication skills. This research project measures the effectiveness of a new Consumer Training Program designed to fill this need.

Overall Consumer Satisfaction with Personal Attendant

	Very Satisfied	Satisfied
Prior to training	75%	25%
After training	91.7%	8.3%

Improvement in Consumer-Attendant Relationship After Training



Project Investigators

At Washington

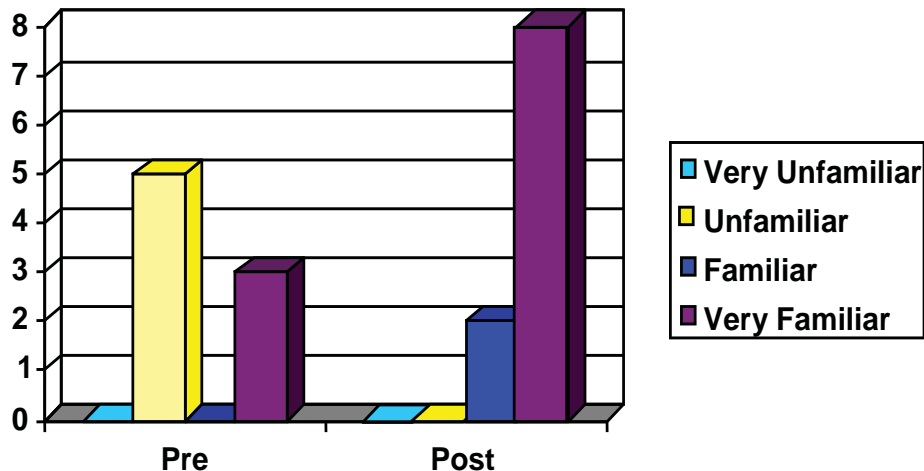
University in St. Louis

David B. Gray, Ph.D.

Holly H. Hollingsworth,
Ph.D.

Jessica L. Dashner, OTD
OTR/L

Familiarity of PA with Early Indicators of Health Conditions Before and After Training: Urinary Tract Infections



Consumer Training Program Topics

- Personal assistant (PA) recruitment
- Topics to cover when interviewing
- Tips for training a new PA
- Managing a PA
- Effective communication
- Conflict resolution
- Feedback techniques (avoiding the blame game)
- Back-up and emergency planning
- Secondary conditions (respiratory problems, urinary tract infections, pressure sores)
- Assistive technology (wheelchairs, walkers, shower bench, bedside commode)



Funded by a grant from the National Institute on Disability and Rehabilitation Research, award number H133B060018.



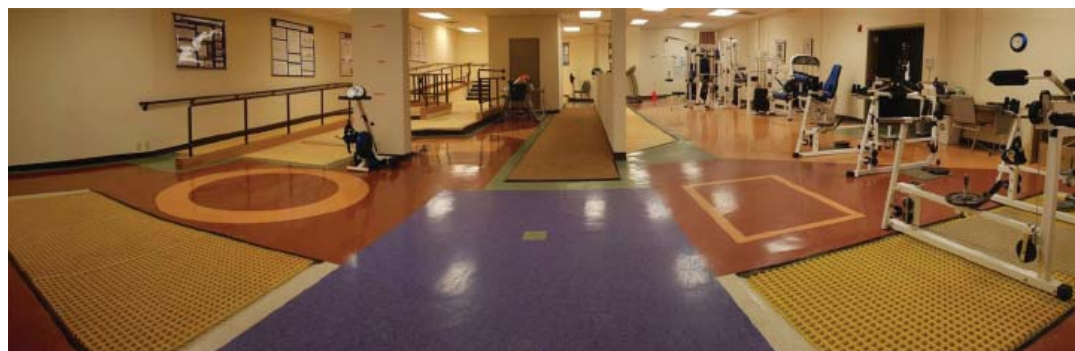
Produced by:

Research and Training Center on Independent Living (RTC/IL)
The University of Kansas,
1000 Sunnyside Ave.
4089 Dole Center
Lawrence, KS 66045-7561
Ph 785-864-4095
TTY 785-864-0706
FAX 785-864-5063
rtcil@ku.edu
www.rtcil.org/micl

Revised July 2010

Information Sharing

In a social connectivity activity, participants in the training identify places in the community that they visit and discuss which places are accessible and receptive to people with disabilities. Information is also provided about local support groups and resources that could enhance community participation, such as Paraquad's Assistive Technology Reutilization Program and its exercise program.



Consumers in the training learn about Paraquad's exercise program and tour its Enabling Mobility Center, shown above.