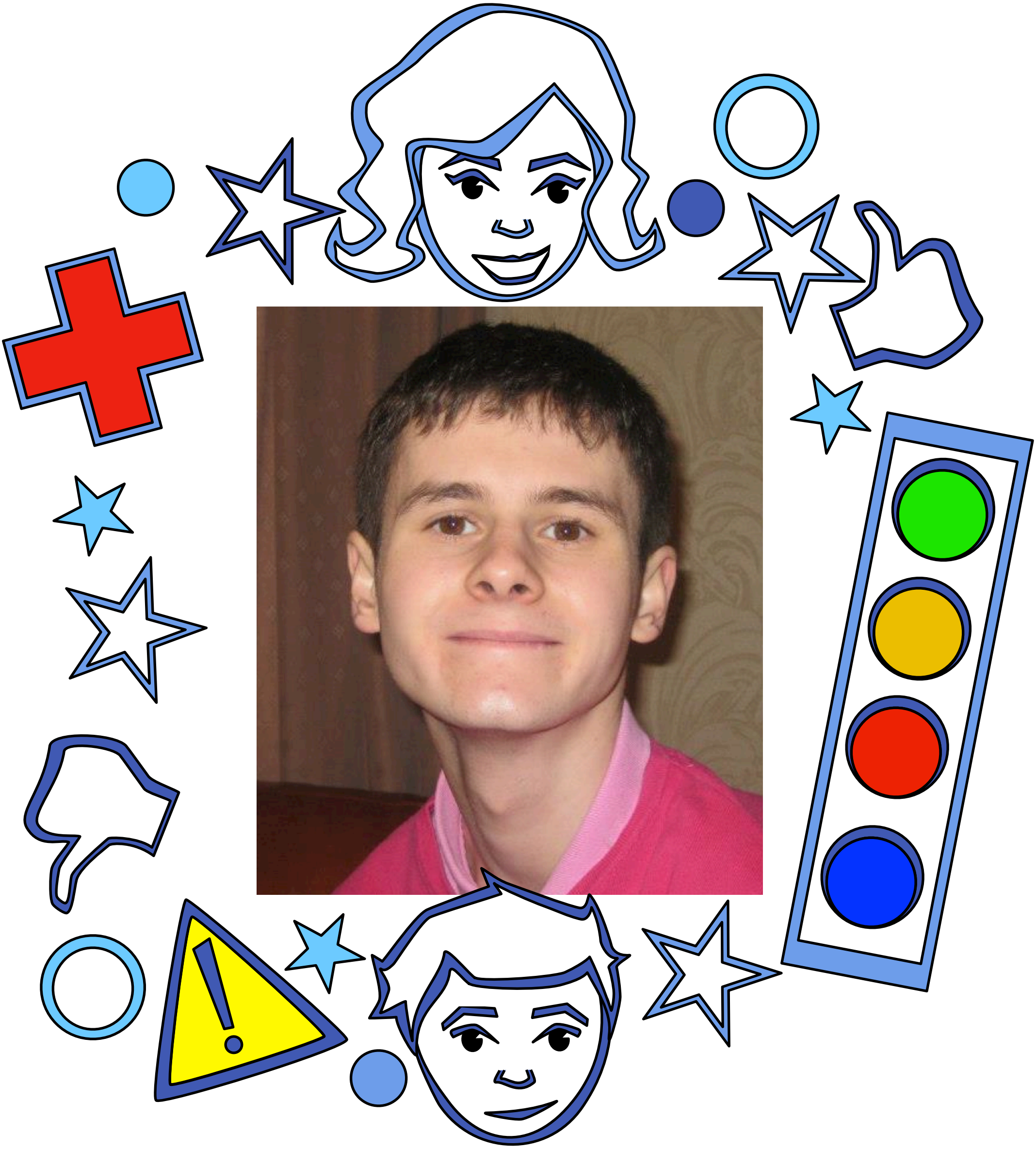
Communication Passport

Daniel



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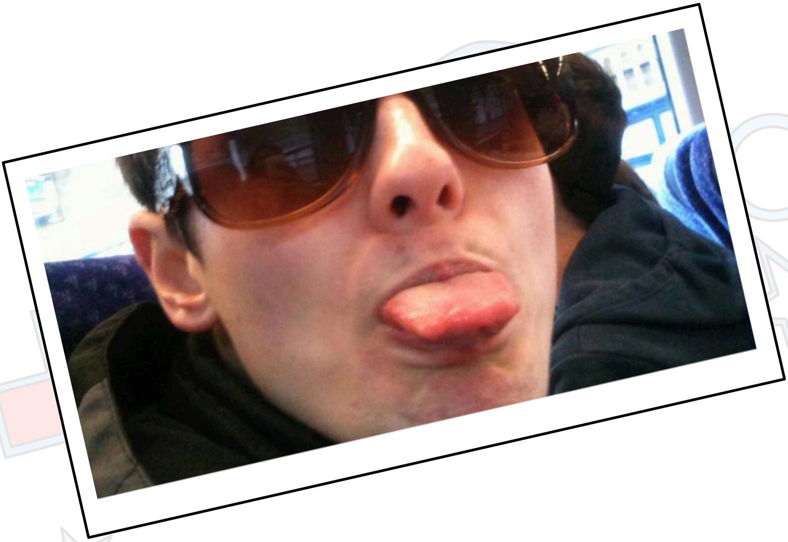

Hi! My name is Daniel, welcome to my Communication Passport.

I have a mild learning disability & autism spectrum disorder (ASD). These things impact on lots of areas of my life. It can be difficult for me to tell you about how we can best get along. So, my family & I have made this passport in the hopes that it will better help you understand me & my life.

Contents

Emergency Contact Information

Sister & Welfare Guardian [redacted]

Mobile: [redacted]

GP [redacted]

Medical Centre: [redacted]

Care Provider [redacted]

[redacted]

Tel: [redacted]

Care Manager

Tel: [redacted]

Medications: Paracetamol (headaches)

[redacted]

[redacted]

[redacted]

NO KNOWN ALLERGIES

Emergency Contact Information

Clinical Psychologist [redacted] **Tel:** [redacted]

Psychiatrist [redacted] **Tel:** [redacted]

All incidences must be reported to my Welfare Guardian, [redacted]

Medications: Paracetamol (headaches)

[redacted]

[redacted]

[redacted]

NO KNOWN ALLERGIES

Current Medication

Time	Medication	Administration
Morning*	[redacted]	Capsule***
	[redacted]	Capsule***
Evening**	[redacted]	Capsule***
	[redacted]	Capsule***
	[redacted]	Capsule***

Notes:

* Morning refers to anytime before 12pm.

** Evening refers to approximately 8pm.

*** Please place the capsules in my hand & I will happily take my medicine. Please observe me whilst I do this to check there are no problems. Usually I like a choice between water or milk to take with my capsules.

[redacted] solution can be taken for constipation (5ml one to three times a day depending on difficulty of bowl movement). Please offer me a drink of my choice afterwards.

[redacted] lotion for spots & [redacted] cream for eczema - I will apply these myself in the morning & at night.

Paracetemol can be given for headaches.

My Diagnosis

I have a diagnosis of mild learning disabilities & autism spectrum disorder (ASD for short).

ASD is a genetic disorder which means it is present at birth, but it is not always diagnosed at birth.

How does ASD affect me? Check out the points below:

Social skills - ASD causes me to sometimes find it difficult to understand social situations.

Emotions - It can be hard for me to express my emotions through words.

Challenging & self-injurious behaviour - I can behave in difficult ways if I am uncomfortable or my needs are not being met.

ASD is a disorder which affects learning & making sense of **social information**. The human brain typically has an amazing capacity for selecting socially important features - e.g. facial expressions, tones of voice, expected behaviour. Much like the way we learn our native language, ordinarily people will build up a wealth of subconscious knowledge about people, what they think, & how they behave in the world.

In ASD, this process does not function typically. As a result, people with ASD can often struggle to make sense of social information that we normally take for granted. This can result in frustration, anxiety, & emotional confusion/outbursts.

Communication

Sometimes it can be difficult for me to understand communication from others. Here are some things that will make it easier for us to understand each other.

Please do:

Explain any changes in detail that have taken or will take place.

Provide me with choice & remind me that it is my choice.

Use humour*

Answer my questions

Examples of things that help me communicate: typing on the computer, social stories, touch.

***Humour** is different for everyone. I am a big fan of Keith Lemon, do you know him? I also like the phrases **"Whatever man"** & **"No way, man"**. Avoid using sarcasm with me - I don't get it! I do like **funny voices** though. Can you make any funny voices? :-D

Questions!

I ask a lot of repeated questions. This is just part of who I am. Usually, these questions are related to how I am feeling.

For example

I might ask you why a worker has left my team even though I know the answer to this question. **It's my way of letting you know that I am upset** about them leaving.

It's important that you answer my questions & ask me how I am feeling about the topic.

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Communication

Sometimes it can be difficult for me to understand communication from others. Here are some things that will make it easier for us to understand each other.

Please don't:

Ask me more than one question at a time

Try to influence my choices. I tend to go with what I think you want, even when it's not what I really want to do.

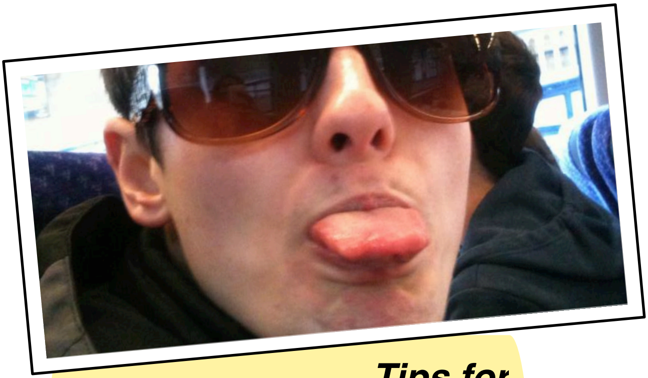
Give me more than one instruction at a time

Use negative consequences as a behaviour compliance strategy

Negative consequences:
I do not fully understand the consequences of my behaviour, such as punishments. <u>If I am presenting behaviour that is difficult to manage, please refer to my Behaviour Support Plan.</u>

For example
If someone tries to modify my actions by informing me of the negative consequences of my actions, I will most likely keep acting inappropriately to see if the mentioned consequences will come true.

Communication



Because ASD affects my ability to subconsciously pick up relationships & rules, I spend a lot of time asking questions to help me make sense of things.

Tips for communicating with me

- ✓ *Use eye-contact*
- ✓ *Use the computer to help me express my needs*

Most of the time my questions reflect what is worrying me.

Please think carefully before answering my questions.

Tasks & details

People with ASD often have a great eye for detail & structure. This can often mean two things:

(1) We don't like to be interrupted.

- If I am working on something, please don't suggest a new task until I am finished.

- **Please don't interrupt me when I am speaking.**

(2) Details matter.

- Making sense of my world is an ongoing activity. Because of this, I pay great attention to details that you might not think are important. But they are to me, so please always cover them in explanations & answers.

Keeping me safe

When out & about my reactions can put me in danger by attracting the wrong attention from other people.

I can become anxious about the behaviours of others, especially if people seem to be shouting, swearing, or generally behaving agressively.

My reactions:

When I see behaviour that makes me anxious, I might react with shock or by giggling - this is problematic because there is a risk that the aggressor might focus his or her energy on me next.

Proactive strategies

Please keep a look out for any potential anti-social behaviour & adjust our route to avoid it.

Me out with my family

Reactive strategies

If the behaviour of others has made me anxious, please reassure me that I am safe.

Things I Like

(Mood & energy depending)

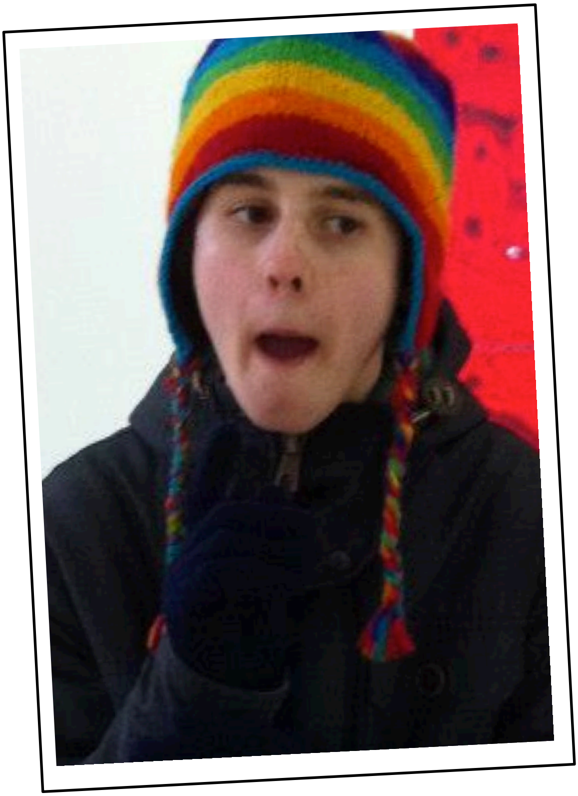
- Listening to music on my iPod or in the car
- Singing
- Eating at Subway
- Foot spa
- Swimming
- Time with family
- Cooking
- Going on the computer, especially Facebook
- Looking at myself on video

Things I Don't Like

One thing that I really don't like is not having control over decisions that affect me.

Sometimes there are activities I would like to do that typical people would also choose to do. Please don't deny me my freedom to pursue my interests & the things that make me feel happy & comfortable.

Forgetting this will likely lead to challenging behaviour - if I don't like my environment, I will act out so that I am removed from it.



Things I don't like:

Not being given choice

Getting dirty or sweaty

Tortellini pasta

Please be aware that I am very sensitive to your body language & tone of voice. If you are anxious, stressed or tired, I might pick up on it & also become anxious.

Behaviour Support Plan

My challenging behaviour usually has a function.

I am letting you know that something is wrong: my needs are not being met, I am unhappy, or I am in pain.

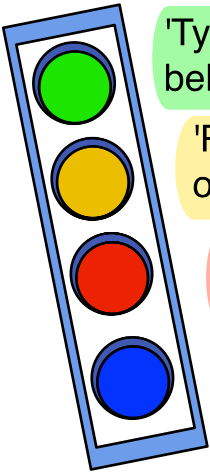
To help my carers understand my communications through behaviour, they use a traffic signal analogy.

Example challenging behaviour:

- Punching walls & doors
- Kicking walls & doors
- Racist language
- Swearing
- Idle threats

These signs can be subtle & different for everyone.

Please take the time to read on & find out how to recognise & react to mine.



'Typical behaviour' (Green)

'Problems are about to occur' (Amber)

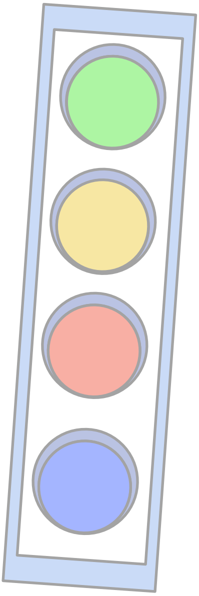
'Challenging behaviour' (Red)

'Calming down - but remain cautious, could slip back to Red' (Blue)

It is important that you understand that challenging behaviour is a <u>reaction</u> to my situation, not an independent event. Your reactions to my behaviour are part of my environment & my circumstances.

Behaviour Support Plan

Different types of strategy



Proactive:

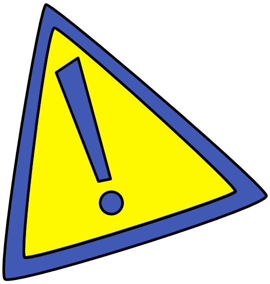
Strategies used to meet my needs without my needing to resort to challenging

Reactive:

Strategies used to manage challenging behaviour as safely & quickly as possible.

Reactive strategies are not a time to teach new skills.

The following pages will describe proactive & reactive strategies for each traffic light phase, as well as a description of the defining behaviours.



Please remember:

Physical intervention should always be the last resort.

If there is any use of physical intervention, a meeting will be arranged to discuss how I ended up in this situation.

Behaviour Support Plan

Setting Events

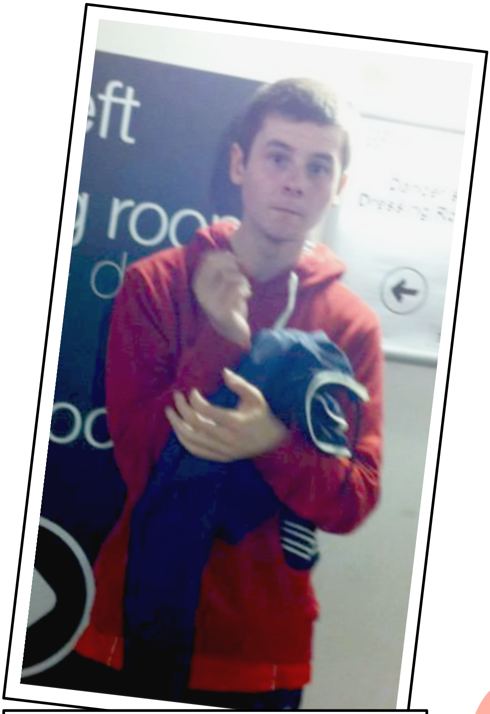
Lots of people ask about the triggers for my behaviour, but it's important to know that **setting events** happen before triggers.

A setting event is anything that increases a person's level of anxiety or unease, making everything else a bit harder to cope with.

They can be **inside** events (pain, fear, anxiety) or **outside** events (noise, people, change).

They might have happened recently: e.g. a bad experience such as a hospital trip, or not getting enough sleep last night.

Or they might be currently happening: e.g. the lights are too bright, the room is too noisy, I don't feel very well.



Me just before a performance at Perth Concert Hall. I was very anxious!

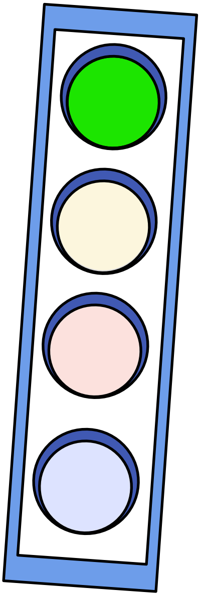
Setting events build up over time. As they accumulate, the more likely I will display challenging behaviour in response to triggers.

Because of this, never assume that because I've enjoyed an activity one day, I'll be happy to do it the next.

Proactive Plan - Green Phase

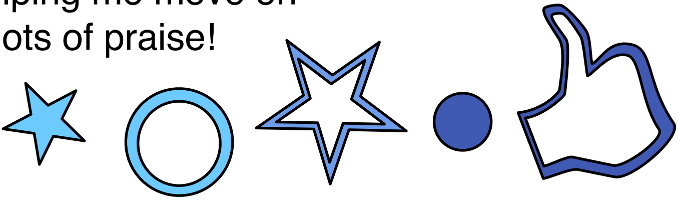
Behaviours:

- ✓ Repetitive questions about neutral things are part of my normal communication :-)
- ✓ I use humour when interacting
- ✓ I have a relaxed posture & jaw
- ✓ I take initiatives - I will indicate what it is that I'd like to do.



Positive Support Strategies

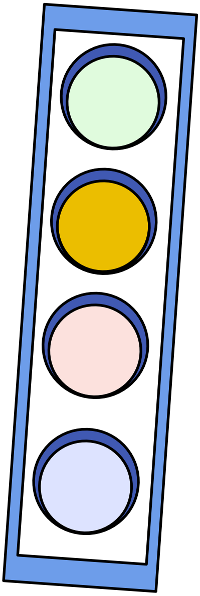
- ✓ Keep communication in good humour
- ✓ Use positive language: "Shall we...?", "Can we...?" instead of "Don't" or "Stop."
- ✓ Avoid silences - give me choices about what activities I can do. I love to plan!
- ✓ Be clear & concise - be specific about plans for the day, including places & times of events
- ✓ Avoid overloading me with too many instructions, prompts, or other sensory information
- ✓ Give consistent answers when I ask questions
- ✓ Allow me to ask the same question at least 3 times before helping me move on
- ✓ Give me lots of praise!



Active Plan - Amber Phase

Behaviours:

- Putting my hand out for touch & reassurance
- Asking increasingly repetitive questions about the things that are causing me to worry
- Laughing nervously
- Rushing around



Positive Support Strategies

✓ Reassure me that it's ok to tell you something

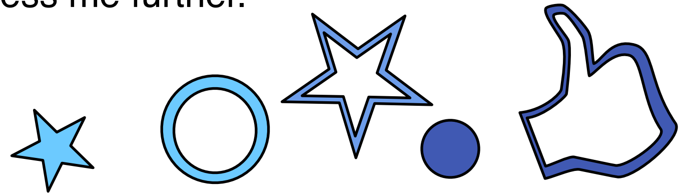
✓ Tap my hand if I put it out for you. This touch is usually breif & reassures me that we are ok.

✓ Distract me with a task I enjoy; e.g. "Come help me make a cup of tea."

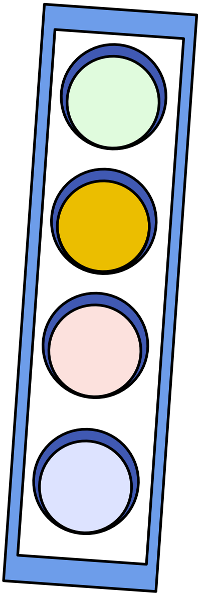
✓ If I try to let you know my feelings, please let me know that you understand. It's not nice being upset or angry, & it only makes it worse when it seems like no one acknowledges how I feel.

✓ Encourage me to use relaxation strategies - give me lots of praise when I try these.

✓ Use a slow & calm voice. A 'stern' voice is only going to distress me further.



Active Plan - Amber Phase



Behaviours:

- Picking my fingers or scabs
- Covering my head or face
- Tapping my bones/joints
- Becoming easily distractible
- Having an increased interest in the placement of objects; e.g. asking you to put your pen in your bag.

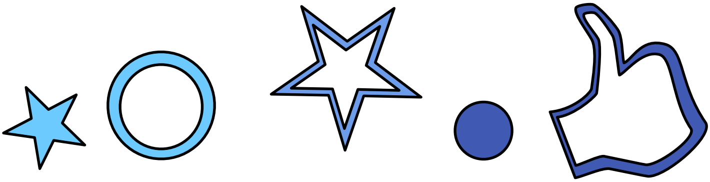
Positive Support Strategies

✓ Keep phrases & suggestions concrete & explicit; e.g. "Try taking deep breaths with me" rather than "Calm down."

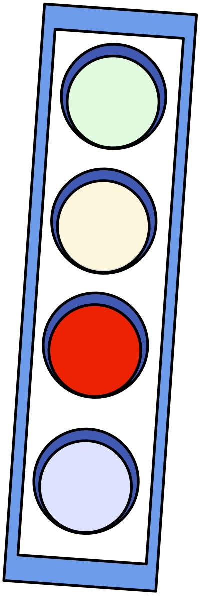
✓ Keep it positive! Please don't refer to potential negative consequences of my behaviour; e.g. mentioning the police or Careseview. I can't separate out my emotions & thoughts when I'm in Amber Phase, so this will just make me more upset & likely to present challenging behaviour.

✓ Use positive social stories.

✓ Respond to repetitive questions by asking me what I think. Give me praise when I get the right answer :-)



Reactive Plan - Red Phase

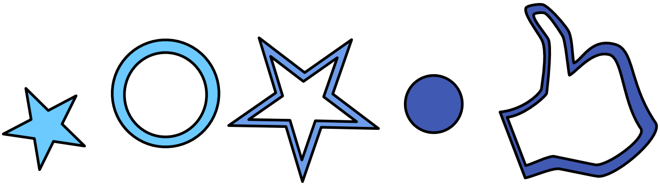


Behaviours:

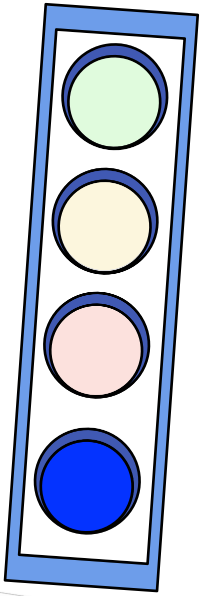
- Widening my eyes, looking very alert
- Clenching my fists
- Grinding my teeth
- Positioning my lower jaw in front of my upper jaw (over-bite)
- Making verbal threats & swearing
- Being physically aggressive towards myself & inanimate objects

Positive Support Strategies

- ✓ Reduce verbal communication to a minimum.
- ✓ Do not try to engage with me using negative statements; e.g. "Swearing is disrespectful", "If you threaten staff, they will not want to work with you." I am too upset to take these statements on board, hearing them adds to my anxiety.
- ✓ Empathise with my distress; e.g. "I understand that you are feeling..."
- ✓ Reduce all demands/stimulation
- ✓ Give me physical space
- ✓ Question whether or not your presence is causing me more distress. If it is, please leave the room but do explain to me that you will still be available if I need you.



Post-Reactive Plan - Blue



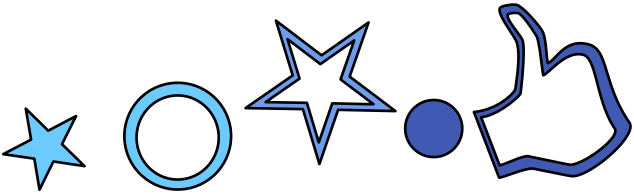
Behaviours:

- I will go to my room

Positive Support Strategies

- ✓ Allow me time in my room if this is where I choose to be.
- ✓ I may ask if I have upset you or refer to my challenging behaviour. Please respond by reassuring me that I have not upset you, and let me know that you understand that I was upset.
- ✓ Show empathy
- ✓ Continue to give me my physical space until I am returned back to the Green Phase.
- ✓ Arrange a meeting with my sister & Welfare Guardian so that we can learn from the incident - I don't like being in the Red phase, so I need help to make sure it doesn't happen when it is avoidable.

Listening to my music can help me feel calm



Challenging Behaviour

Challenging behaviour usually has a function.

For example:

Boredom	If someone is bored, they might rock themselves back & forth to self-stimulate
Frustration	If someone is trying to do a task that is too complicated or overwhelming, they may hit out because they cannot cope & wish to be removed from the situation

Challenging behaviour is used to get more control over personal circumstances.

For example, if things are too noisy or too loud, I might get anxious & more likely to be disruptive.

Other examples:

- Communication/comprehension difficulties
- Change in routine/events
- Special events (hospital appointments, dentist, parties, etc.)
- Ill health or lack of sleep
- Choice - too little/too much

People will show signs prior to displaying challengeing behaviour. Some examples of early signs are:

Grimmacing
Hand-flapping
Rocking
Loud voice/laughter
Constant face-rubbing
Menacing voice

Reinforced Behaviour

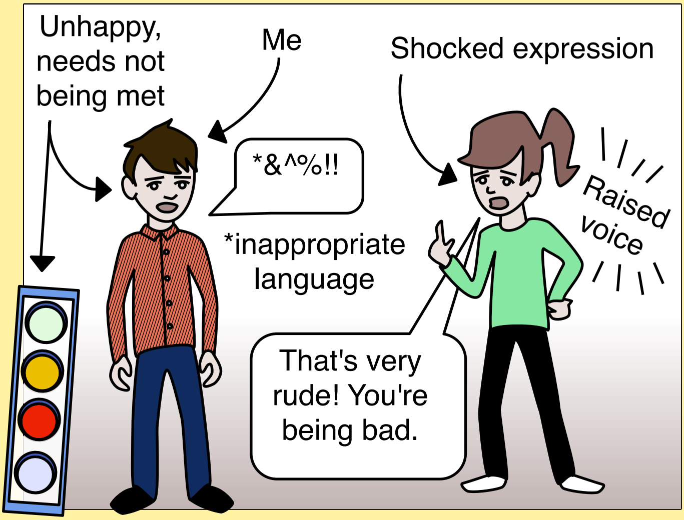
Please think carefully about your reactions.

Your reactions to my behaviour will affect the likelihood of the behaviour reoccurring.

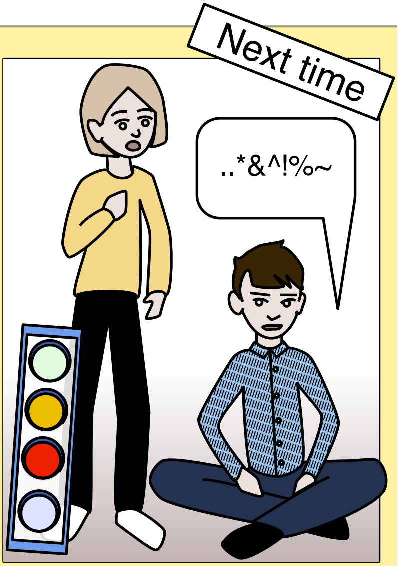
Positive reinforcement of inappropriate behaviour:

For example, I often use inappropriate & anti-social language to show that I am upset or uncomfortable with a situation.

My upset or discomfort does not cause me to use bad language - this is a pattern I've learnt through reinforcement. It might not seem intuative, but even negative social attention is a reinforcing event.



Here I've used anti-social language in an Amber situation. My care worker has reinforced this behaviour by giving it her attention.



The next time I am in an Amber situation, I will be more likely to express anti-social language.

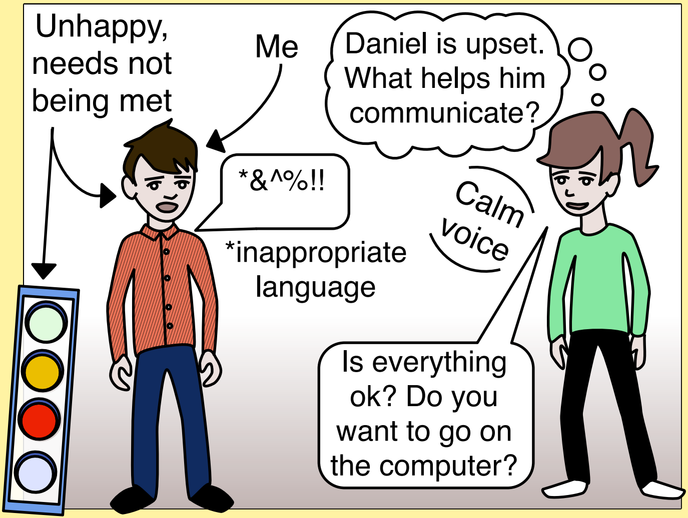
Reinforced Behaviour

Fortunately, reinforcement can also be used to help me communicate my needs in more appropriate way.

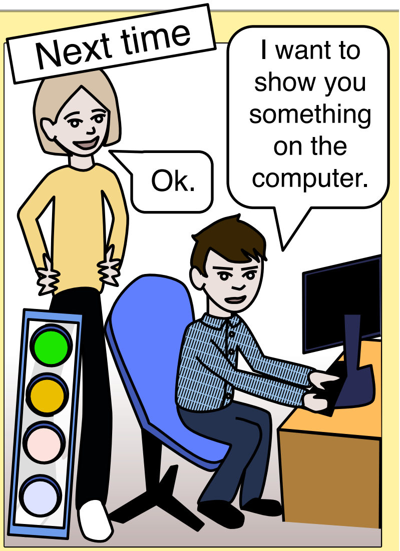
Positive reinforcement of constructive behaviour:

Instead of reacting with shock or annoyance at my anti-social behaviour, try suggesting things from my Passport that will help me communincate what it is about my current situation that is upsetting me.

This way, after a number of successful interactions, I will learn to communicate my discomfort or anxiety in a more socially acceptable & constructive manner.



Here I've used anti-social language in an Amber situation. Instead of paying attention to the anti-social behaviour, my care worker has reinforced the idea that I might want to go on the computer to type out my feelings.



The next time I am in an Amber situation, I will be more likely to feel like I want to use the computer to communicate why I'm upset.

Reinforced Behaviour

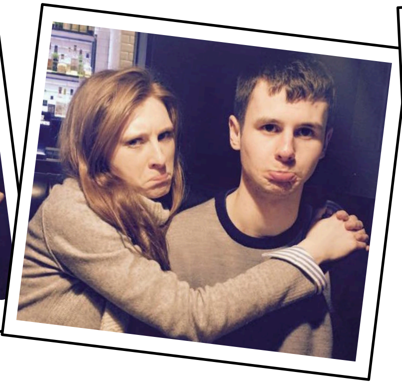
Patterns of behaviour take time to become learnt & it's not always easy to see how particular behaviours become part of our lives. But there are certain things that we can remember that would help us to communicate better:

(1) We are all different, never assume that a behaviour I display means the same to me as it means to you.

- Miscommunication happens even in the most articulate people. But because most people share enough typical experiences in common, miscommunication is at a minimum. **My learning disabilities affect my ability to learn from people, my environment & my own feelings in a typical way.** This means I need extra help - <u>from the attention you pay to your reactions to my behaviour</u> - to learn how to do the things many others pick up instinctively.

(2) Be patient, learning is a process & takes time.

- The majority of learning takes place without us realising it. And old patterns need to be changed before new ones can be seen. Please don't be discouraged if you are doing everything you can to support constructive behaviour & you don't see the results straight away.



Diet and Eating Habits

Keeping an eye on my diet is very important because I have gastric reflux, I am quite slim, & I often have issues with constipation.

Healthy Eating

Because of recurring constipation we need to make sure I eat enough fruit & fibre.

I have a bunch of different recipe books that I can choose to make meals from. Ask me about my favourites! Do you like to cook?

Most of my food is cooked from fresh. We usually do this on a Wednesday & freeze what's been made. Food can then be defrosted & heated later when needed.

As I am slim, it is important to make sure that I am eating enough. If I don't eat my meal, please encourage me to eat lots of healthy snacks.

Spicy food!

I love spicy food & will often choose it when eating out.

However, it can cause me problems due to gastric reflux, so please help me by making sure that I don't eat spicy food too often (no more than one or two dishes per week).

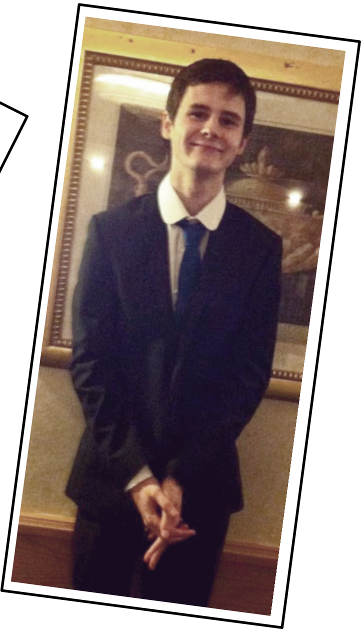
Personal Care & Hygiene

It is important to me that I feel clean.
It stresses me out when I feel sweaty or sticky, so I may want to shower often.

I like to dress smartly, it makes me feel good! :-)
Please support me by making sure that my clothes are smart & clean.

Temperature

I find it difficult to regulate my own body temperature.



For example: I may keep my coat on even though I am too warm.

Please help me be more aware of my temperature, e.g. check if I am too hot or too cold, & encourage me to think about what I can do to be more comfortable.

Weight

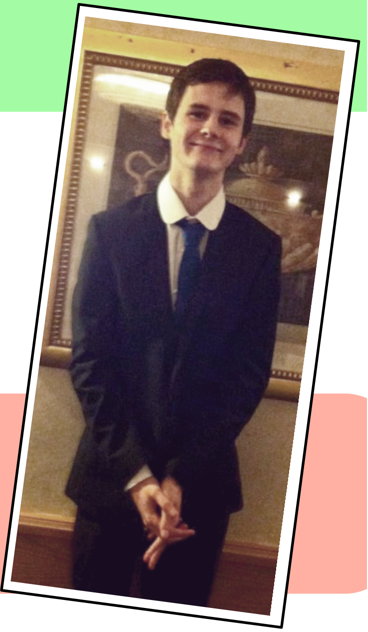
I am usually quite slim, which means my weight can go down rapidly.

Because of this, it is important that my weight is monitored & that I am encouraged to eat a healthy amount of the right foods -- see my Diet & Eating Habits page for more information.

Personal Care & Hygiene

Teeth

I can bursh my own teeth, but please check to see if I have brushed them properly.



Nails

Please clip my nails to keep them trim. I find the clippers difficult.

Shaving

Shaving is tricky business! Please assist me in this task, I like to look smart.

Toilet

I can carry out this aspect of Personal Care myself.

I often suffer from constipation though, so I will tell you whenever I need to make a bowel movement. I will also tell you how it was. If I do not tell you these things, please ask.

If I am having difficulty, please offer me medication for constipation (see Current Medication page).

My Family

This is my Mum & Dad. I used to live with them but now I live in my own home.

This is my sister, Hannah. She is my Welfare Guardian. She helps me make decisions about my life.

This is my sister, Rebecca. She has 2 boys, Caleb & Cohen. I am very proud to be an uncle!

Thank you for taking the time to read my Communication Passport.

My hope for the future is that one day I may be able to "live in my house on my own & have the freedom all to myself" (my exact words).

Although I may always need support, these are my wishes.

They may not be possible to achieve at the moment, but it is my hope that we can work together to strive for them.

Many thanks,

-- Daniel