

# Satisfaction Guide

To Help You Tell Others What Is Important To You



Department of Developmental Services Consumer Advisory Committee  
2005

My Life, My Way



# INTRODUCTION PAGE:

*A message to consumers in developmental centers:*

This booklet shows that thinking about quality and satisfaction will help you be successful. Things change – life never stays the same.

As you will see in this DVD, moving out can be a good thing. Don't be afraid. This move out of the developmental center, and thinking about satisfaction and quality, will make things work for you. Use this booklet to communicate to people what is good for you.

Have faith in yourself. There will be people in the community to help you. All of us from the committee live in the community each day. We tell service providers what is the best way for us to live our lives - to be independent and do things on our own.

*A message to staff helping people use this booklet:*

Please – Help complete the exercises in this booklet by encouraging the person you are working with.

Use what you know about the person you are working with to help them think about what is important to them. Take notes for the person as needed. Show the DVD as many times as needed to help the person understand what is important to Daniel, to help them think about what is helpful to them.

**Instructions:**

1. Play each section of the DVD.
2. Stop after each section and help the person you are working with to remember what Dan said was important to him about each category.
3. Help the person you are working with to think about what is important to them in the category. Each section will give some questions to try if you like.
4. Write the person's answer in the lines under the box.
5. Look through the stickers in the book with the person to find a picture that represents their answer. If there is not a sticker that works, you can take or find another picture, draw a picture or just use the words.
6. Help the person to use this booklet for any satisfaction survey they are asked to participate in, and/or for their planning meetings.



I like - *my house*

Because - *I can reach everything*

## HOME

### FACILITATOR NOTES

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I like - *cooking at the stove*

Because - *I enjoy it*

### TIPS

Ask questions like:

Would you like to have your own room?

What would you like about that?

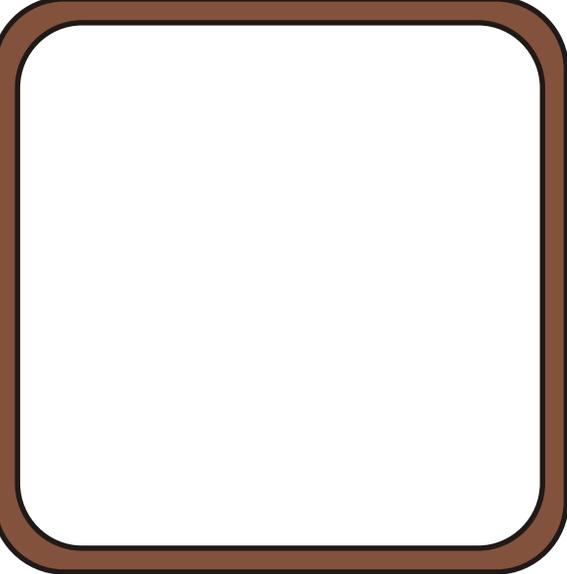
How do you like to sleep best?

Would you like to have your own room?

TV?

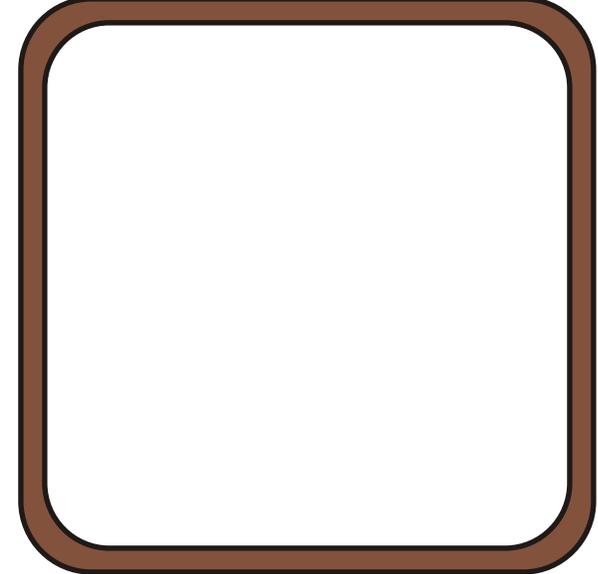
How do you feel about staff checking on you 24 hours a day?

What would make your house a fun house?



I like/don't like

Because



I like/don't like

Because

**FRIENDS,  
FAMILY & STAFF**  
FACILITATOR NOTES



I like - *Kim taking care of me*

Because - *She helps me cook*



I like - *Kim*

Because - *She is fun*

TIPS

Ask questions like:

Would you like your family to come see you?

Would you like your friends to come see you? Which friends would you like to come visit you?

Would you like some new friends?

What kind of staff do you like to spend time with?

I like/don't like

Because

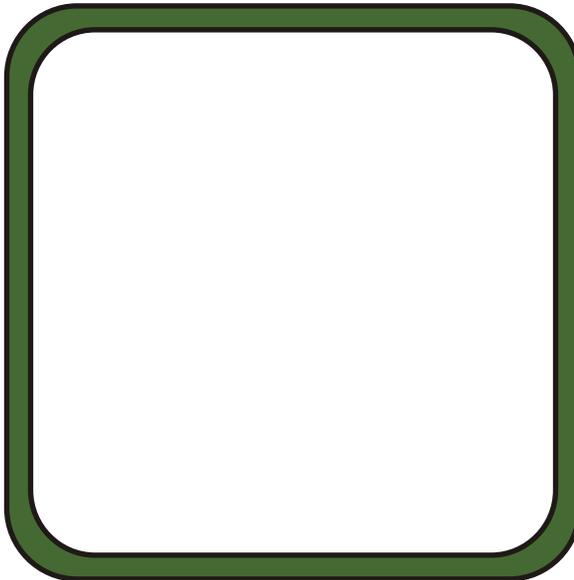
I like/don't like

Because



I like - *my TV and DVD player*

Because - *I like watching comedies*



I like/don't like

Because

## FUN

### FACILITATOR NOTES

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### TIPS

Ask questions like:

Would you like to go out with your staff and have fun?

What kind of entertainment would you like to have in your house – piano, TV, stereo?

Would you like to meet people?

Would you like to go to the movies?

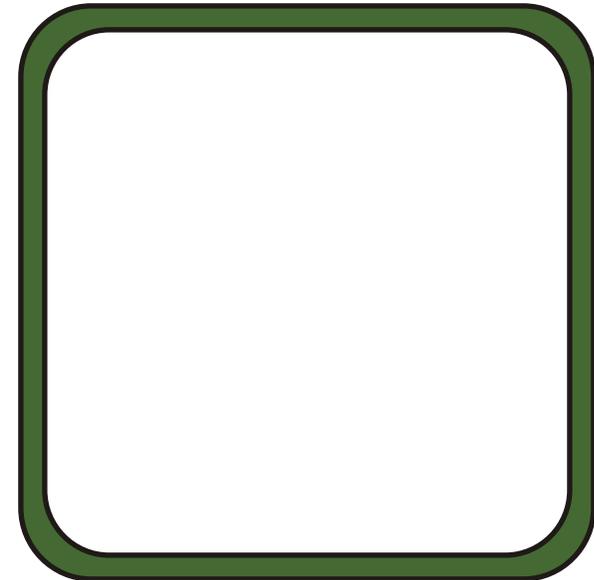
Would you like to go out to eat?

What do you enjoy doing that is fun?



I like - *going out for coffee*

Because - *I like being with friends*



I like/don't like

Because



I like - *taking college classes with computers*

Because - *I want to get a dispatch job*

## COMMUNITY

### FACILITATOR NOTES

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#### TIPS

Ask questions like:

Would you like to go to church?

Would you like to go to the stores?

Which ones?

Would you like to join a club?

Would you like to go to a museum?

What kind?

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I like - *going out for coffee*

Because - *I like being with friends*

I like/don't like

Because

I like/don't like

Because



### WORK

FACILITATOR NOTES

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### HEALTH & SAFETY

FACILITATOR NOTES

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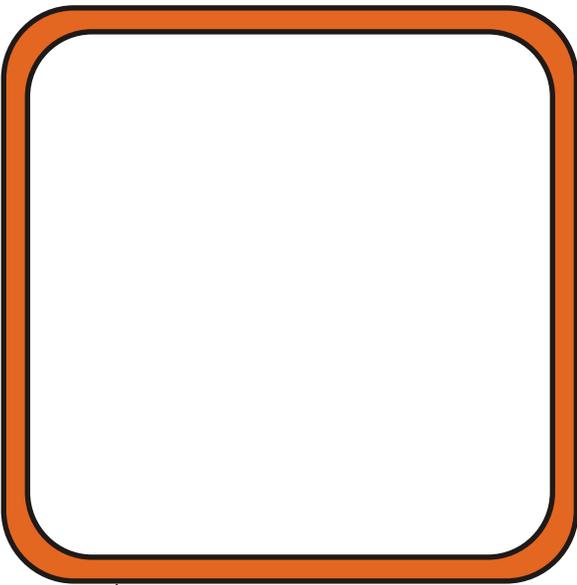
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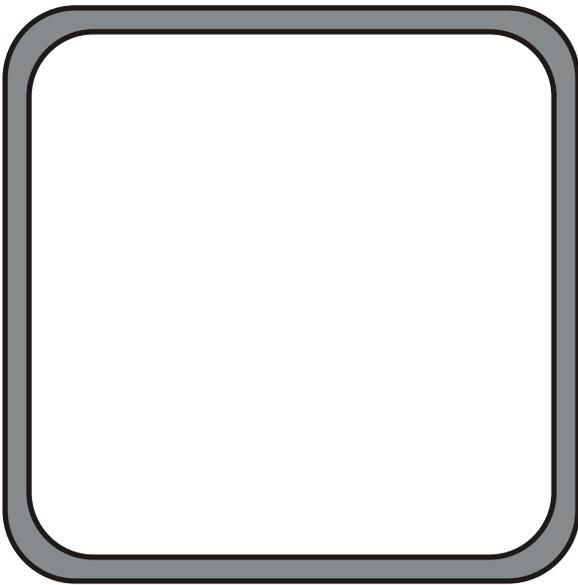
I like - *to work*  
Because - *I want to make money*



I like/don't like  
Because

TIPS  
Ask questions like:  
Have you worked before?  
What kind of work do you like doing?  
Would you like a job?  
How much money would you like to make? For how many hours would you like to work?  
What do you enjoy doing?

I like - *my doctors*  
Because - *I only go when I need to*



I like/don't like  
Because

TIPS  
Ask questions like:  
What do you need to be healthy?  
What do you need to be safe?

## Our Vision Statement

**“People with developmental disabilities in California will live their life the way they want”**

### INFORMATION ABOUT THE BOOKLET

The Department of Developmental Services (DDS) Consumer Advisory Committee (CAC) was started in 1992 by the DDS Director to give consumers a voice about how they receive services. The CAC gives DDS information about important issues that affect consumers in California and provides consumers information about DDS business.

In 2005, the Committee decided to increase its previous projects on the IPP by developing:

- Choice and satisfaction guides for people living in and leaving the developmental centers, and
- An adaptation guide for staff to present materials differently for people who do not read well.

These guides were created by taking the material to People First and self-advocacy groups, CAC meetings and to the Association of Regional Center Agencies Consumer Advisory Committee.



**Consumer Advisory Committee 2005**

The DDS Consumer Advisory Committee thanks the following people and organizations that helped make this booklet possible:

### **The California Department of Developmental Services**

Cliff Allenby, Director  
Carol Risley and Kathleen Ozeroff,  
Office of Human Rights and Advocacy Services  
Michael Long, Consumer Coordinator

### **Association of Regional Center Agencies Consumer Advisory Committee Participating California People First and Self-Advocacy Groups Participating Regional Center Consumer Advisory Committees**

**Fairview Developmental Center  
No Ordinary Moments Supported Living  
Goodwill Industries of Orange County  
WestEd, Inc.**



### **The Board Resource Center, Inc.**

[www.brcenter.org](http://www.brcenter.org)  
Mark Starford and Sherry Beamer  
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Association of Regional Center Agencies (ARCA)  
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