

## Planning Meeting and Assessment Record

Candidate Name: Shirley D. Best (Please Print)

Unit(s) Involved: 21 - Communicate with, and complete records for individuals

Activity	Description of Meeting or Plan
<u>Special Needs:</u>	Shirley reported no special needs this session.
<u>Assessment:</u>	Shirley and I attended the NCPD Orientation Class today and completed our initial assessment. We decided to meet tomorrow to plan our first unit.
<u>Planning:</u>	Shirley will gather her background information for her portfolio (resume, job description, program info, etc.)
<u>Summary:</u>	We will meet on Tuesday, October 4th at 2pm to plan our first unit.

Candidate Signature: Shirley D. Best Date: October 3, 2005

Assessor Signature: Christy Rox Date: October 3, 2005 Page 1 of 1

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Activity	Description of Meeting or Plan
<p><u>Special Needs:</u></p> <p><u>Assessment:</u></p> <p><u>Planning:</u></p> <p><u>Summary:</u></p>	<p>Shirley reported no special needs this session.</p> <p>Shirley brought a copy of her resume for her background info but needs more time to gather job description and program information. Shirley and I reviewed the units required for the Human Services Practitioner 2 Award and decided to begin with Unit 21. We reviewed and discussed the performance, knowledge and evidence requirements and developed the following plan:</p> <ol style="list-style-type: none"> <li>1. Shirley will collect the following work products:               <ol style="list-style-type: none"> <li>a. Logbook Documentation (21.1 p5) <b>WP1</b></li> <li>b. Information Sheet (21.2 p1- p7) <b>WP2</b></li> </ol> </li> <li>2. I will write an observation for Shirley for 21.1, 21.2, 21.3 and 21.4 <b>O1</b> about her practice regarding communication, particularly:               <ol style="list-style-type: none"> <li>a. 21.1 p4</li> <li>b. 21.2 p7</li> </ol> </li> <li>3. Shirley will get a witness testimony <b>WT1</b> from the Nurse about:               <ol style="list-style-type: none"> <li>a. 21.2 p7</li> <li>b. 21.4 p4</li> </ol> </li> <li>4. Shirley will get a witness testimony <b>WT2</b> from her co-worker about holding groups in the unit:               <ol style="list-style-type: none"> <li>a. 21.3 (p1-p9)</li> </ol> </li> <li>5. Shirley will work on her reflection for Unit 21. <b>RA1</b></li> <li>6. Shirley will gather job description and program info for her background section.</li> </ol> <p>Having planned out our first unit, Shirley and I will meet next Tuesday, October 11 at 2:00pm to review our progress.</p>

Candidate Signature: Shirley D. Best

Date: October 4, 2005

Assessor Signature: Christy Rox

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## Planning Meeting and Assessment Record

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Unit(s) Involved: 21 - Communicate with, and complete records for individuals

Activity	Description of Meeting or Plan
<u>Special Needs:</u>	Shirley reported no special needs this session.
<u>Assessment:</u>	<p>Shirley brought the following:</p> <ol style="list-style-type: none"> <li>1. WP1 - Copy of her logbook pages (21.1 p5)</li> <li>2. WP2 - Copy of her information sheet (21.2 p1-p7)</li> </ol> <p>I have completed an Observation for Shirley -01 and it meets the following:</p> <ol style="list-style-type: none"> <li>21.1 p1, p2, p3, p5, and scope</li> <li>21.2 p1, p2, p3, p4, p5, p6, p7</li> <li>21.3 p1, p2, p3, p4, p5a, p6a, p8, p9</li> <li>21.4 p2, p3, p4b, p5, p6</li> </ol> <p>Shirley is still waiting on the witness testimony from nurse and from her co-worker but expects them both by Friday.</p>
<u>Planning:</u>	<p>Shirley did not get a chance to start her reflection. Shirley added her job description and program info to background section. ☺</p>
<u>Summary:</u>	<ol style="list-style-type: none"> <li>1. Shirley will get a witness testimony from the Nurse for:               <ol style="list-style-type: none"> <li>a. 21.2 p7</li> <li>b. 21.4 p4</li> </ol> </li> <li>2. Shirley will get a Witness Testimony from her co-worker</li> <li>3. Shirley will work on her reflection for Unit 21.</li> </ol> <p>We will meet this Thursday October 13th at 2:00pm to review our progress. If Shirley gets her WT or Reflection done before our meeting, she will forward it to me to assess.</p>

Candidate Signature: Shirley D. Best

Date: October 11, 2005

Assessor Signature: Christy Rox

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## Planning Meeting and Assessment Record

Candidate Name: Shirley D. Best (Please Print)

Unit(s) Involved: 21 - Communicate with, and complete records for individuals

Activity	Description of Meeting or Plan
<p><b><u>Special Needs:</u></b></p> <p><b><u>Assessment:</u></b></p> <p><b><u>Planning:</u></b></p> <p><b><u>Summary:</u></b></p>	<p>Shirley reported no special needs this session.</p> <p>I evaluated WP1- Logbook Documentation and found it to meet:                21.1 p5</p> <p>I also evaluated WP2 - Information Sheet and found it to meet:                22.1 p1-p7</p> <p>Shirley brought the following:                WT1- from Nurse regarding communication                WT2 - from co-worker regarding groups                RA1- for Unit 21</p> <p>I need time to evaluate these three pieces of evidence. I will evaluate this week and we will review at our next meeting. Hopefully that will complete our first unit. We decided to work on Unit 22 next. We reviewed the first element and decided to focus on gathering WP this week.</p> <p>1. Shirley will gather the following WP for Unit 22:                a. shift reports                b. week ending reports                c. treatment team feedback                d. flow sheets                e. progress notes</p> <p>2. I will complete assessment of evidence for Unit 21 (WT1, WT2, RA1) and review with Shirley at our next meeting. I will also complete my observation of Shirley as part of her evidence.</p> <p>We will meet next Tuesday, October 18th at 2:00pm to review our progress.            If Unit 21 is complete, we will sign off and submit to the Internal Verifier (IV) next week.</p>

Candidate Signature: Shirley D. Best

Date: October 13, 2005

Assessor Signature: Christy Rox

Date: October 13, 2005 Page 1 of 1

	257  WP1  Monday September 19, 2005
1:55pm	The unit is currently vacant. CR
	C. Rox is on the unit assuring paperwork is complete and prepared for the afternoon shift. I will be in training until 4pm. CR
1:58pm	S. Best is on duty. SB
2:00pm	N. Smith is on duty. NS
2:10pm	M. Miller is on duty. mm
	M. Miller, S.. Best and N. Smith prepare snack for residents returning from school. Sarah H, Jackie N, and Samantha P return from school and begin to complete their afternoon routine. mm
2:30pm	S.Kissel, Admissions Director, contacts the unit to state she will be bringing a new resident up to the unit shortly. S. Best assures the open room is ready to accommodate the new admit. Sally H, Jessica H and Valerie S have all returned From their school day and they are helping N. Smith prepare snack for everyone, including the new admit. mm
3pm	S. Kissel is on the unit with the New Admission; Abby C. She is 12 years old and this is her first time in care. mm
3:15pm	Abby C. is given the overview of the unit and the rules are covered by S. Best. Abby said she is very sad and does not feel like talking about why she is here right now. I assured her that someone will talk with her when she is ready but that she doesn't have to talk right now. We discussed her clothing and hygiene needs and her chores. So Far she is adjusting. S. Best contacts S. Kissel to request the

	health passport for Abby C as it does not seem to be with the rest of her
	paperwork. S.Kissel states staff will have to retrieve this from the health suite if
	it is needed. S. Best contacts Margie Post, R.N. in order to request a copy of the
	passport for Abby C be sent to the unit. All residents are having snack and
	chatting at the table. SB
3:30pm	N. Smith and residents complete snack and prepare for basketball practice. NS

Candidate's Signature: Shirley D. Best Date: 10/13/05

Assessor's Signature: Christy Rox Date: 10/13/05

21.1 p2, p5 ~ K1, K3, K4, K5, K8, K10, K11, K12, K13, K14

21.2 p6 ~K9

21.3 p1, p2, p3, p5a, p8, p9 ~ K1, K2, K3, K8, K9, K13, K14

21.4 p1, p2, p3, p4bc, p6 ~K10, K11, K12, K13, K14

Resident Name: Abby C.

Staff Name: Shirley Best

Date: Monday September 19, 2005

Location: Shelter

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Incident Description: Abby C. arrived to the shelter without her health passport. S. Best notified the Admissions Director, S.Kissel that the paperwork was missing shortly after Abby C. was brought to the unit. S.Best then notified the health suite and requested a copy of the paperwork be brought to the unit for the resident file. Nurse Post stated that staff could pick up the paperwork after the next medication administration time. S. Best picked up the paperwork and filed it in the resident file before the end of the shift.

Staff Signature: Shirley D. Best

Date: September 19, 2005

Candidate's Signature: Shirley D. Best Date: 10/13/05

Assessor's Signature: Christy Rox Date: 10/13/05

21.2 p7 ~ K13

21.3 p9 ~ K4, K10, K11, K12, K13

21.4 p3, p6 ~ K4, K19, K11, K12, K13, K14



**NCPC Witness Testimony Record**

Unit(s) and Element(s) # and Title: Unit 21 - Communicate with, and complete records for individuals

Candidate Name: Shirley D. Best Assessor Name: Christy Rox

Assessor  
Completes

Performance Criteria	Performance Description by Witness	Meets Criteria	
		Yes	No
21.1 p2, p5, k1, k3, k4, k10, k11, k12, k13, k14 21.2 p1, p2ab, p3, p5, p6, k2, k1, k3, k9, k14 21.3 p1, p2, p3, p4, p5ab, p6ab, p7, p8, p9, k2, k1, k3, k4, k5, k8, k9, k10, k11 k12, k13, k14 21.4 p2abcd, p3 k11, k12, k13, k14	<p>I have worked with Shirley Best in the Girls Shelter since February 2005. She is a really great worker. She holds regular groups with the girls to go over the rules of our organization and the rules of our building. She has a way of talking with the girls where they really seem to listen. The girls all seem to really like her. Everyone takes turns and she makes sure no one gets skipped!</p> <p>She holds these groups almost everyday after school and she maintains order over the group. After she discusses rules she lets the girls bring up any issues they might have or concerns. She really listens to the girls and to what they are saying. She is able to speak to the younger girls in a way they understand.</p> <p>She makes sure everyone remembers what the group has been about at the end by clarifying her points again. If there is a miscommunication between staff or residents during the group, Ms. Best makes sure she clears it up before group is ended. Afterwards, Ms. Best carefully documents all of her notes about the group and what was discussed in our group log and in our daily logbook so that the supervisor and the overnight staff are aware of what was discussed.</p>		

Witness Signature: Nicki Smith Date: 10/12/05

Candidate's Signature: Shirley D. Best Date: 10/13/05

Assessor's Signature: Christy Rox Date: 10/13/05

## NCPC Observation Record

Unit(s) and Element(s) # and Title: Unit 21 - Communicate with, and complete records for individuals

Location and Date of Observation: Girls Shelter - Children's Hope Agency - October 12, 2005 3pm

Candidate Name: Shirley D. Best

Assessor or Expert Witness Name: Christy Rox

Elements / Evidence Criteria	Documentation of Performance
<p><u>21.1</u> p1, p2, p3, p5 &amp; scope k1, k2, k3, k4, k5</p> <p><u>21.2</u> p1, p2, p3, p4, p5, p6, p7 k2, k9, k14</p> <p><u>21.3</u> p1, p2, p3, p5a, p6ab, p8, p9 k1, k2, k3, k6, k8, k9, k10, k11, k12, k13, k14</p> <p><u>21.4</u> p2, p3, p4b, p5, p6 k5, k9, k13</p>	<p>I observed Shirley working on the Girls Shelter unit on October 12, 2005. A new resident was about to arrive and Shirley was preparing the other staff members. As some staff members were new, she explained the process of admitting a new resident in great detail, being sure to explain key terms to the new staff and point out the appropriate pieces of paperwork and their location. When the new resident arrived Shirley approached her in a very friendly, upbeat, caring manner and welcomed her to the unit. She meticulously introduced her to each staff member and resident being sure to share a personal tidbit about each person to make them more memorable. After speaking directly with the new resident and assuring she did not have any immediate needs to be met, Shirley met briefly with the DSS worker and assured again that the new resident did not need anything immediately. The DSS worker explained to Shirley that the new resident was incredibly shy and would need plenty of time to warm up to the staff and residents in the unit before she would speak. The DSS worker also explained to Shirley that the new resident had an immediate family worker who had just passed away and she would need to attend the funeral in the morning. The DSS worker asked about the agency providing both transportation to and from the funeral as well as proper attire for the young girl to wear. Shirley was unsure of how to respond to these questions so she politely asked the DSS worker for her contact information and assured she would speak to her supervisor before dinner hour. Shirley contacted her supervisor, contacted the appropriate staff members to arrange transportation and then contacted the DSS worker to assure her that everything had been arranged. At this point, I observed Shirley speaking to the new resident who had just experienced this loss. She gave the young girl eye contact and body language appropriate to the situation. She reviewed the rules of the unit as well, leaving time to answer questions. At the end of the evening, I returned to the unit to observe Shirley recording her logbook entries and debriefing the evening's events and the new residents concerns to the overnight staff. At this time she explained, both verbally and in writing, about the plans that had been put in place to get the new resident clothes and get her to the funeral tomorrow as well as her incredible degree of shyness. She left very detailed notes explaining all the pertinent information and then locked the logbook in its proper place.</p>

Candidate Signature: Shirley D. Best

Date: October 13, 2005

Assessor Signature: Christy Rox

Date: October 13, 2005 Page 1 of 1

## Reflective Analysis

10/12/05

In my experience as a Child care Worker at the Children's Hope Agency I have worked with lots of individuals in different ways of communicating. Some kids come into care and they are scared and they are not ready to talk. They have difficulty opening up and so I have to try and meet them at their comfort level. Sometimes I just let them know the rules and stuff and then I make sure they are ok. Eventually, I sit with them and let them know that I am ready to listen when they are ready to talk. All kids are different. Some kids need more time to come around. We have had kids come in that are from different countries, like one girl who was from Africa, and she spoke in broken English. I didn't understand her at first but I made sure she had a staff she could talk to by introducing her to our staff member from Africa. I also listened carefully and started to pick up on her speech differences. I asked lots of questions to be sure I understood what she was saying correctly. This really made me think about my own communication and I found that I started to check in with myself a lot to make sure I am meeting the communication needs of all of our residents.

I also spoke with my supervisor and with the DSS worker of this particular resident to make sure I got some advice about how to deal with her our communication difficulties. I made sure to document all of our difficulties and our language barriers in our logbook as well as on her daily progress notes so that other staff members would be able to see our progress and understand what she was dealing with.

One time we had a girl who was deaf and she only used sign language to communicate. This was really challenging for everyone. I made sure I talked with our supervisor about the need for an interpreter in the unit. It worked out nicely because we had a staff in another unit studying deaf studies in grad school so she came to our unit to help out for a while. We all learned so much about sign language and we ended up being able to communicate with her easily. I always recorded how our communication was improving or not so that the appropriate and key people could read about it but at the same time, I respect her right to privacy and I didn't record this information anywhere else but on the appropriate paperwork.

Candidate Signature: Shirley D. Best

Date: October 13, 2005

Assessor Signature: Christy Rox

Date: October 18, 2005

**Unit 21.1** p1, p2, p3, p4ab, p5 ~ k2, k9,k14

**21.2** p1, p2ab ~ k2, k9

**21.3** p1, p2, p3, p4, p5ab, p6ab, p7, p8, p9 ~k1, k2, k3, k4, k9, k10, k11, k12, k13, k14

**21.4** p1, p2abcd, p3, p4ab ~k11, k4, k10, k11, k12, k13, k14

### Witness Testimony

I have had occasion to interact with Ms. Shirley several times. In my professional opinion I find her to be an incredibly good communicator. She establishes her authority quickly and easily with the youth in her care and they respect her. She has regularly discussed with me the communication issues of different residents. At times, she has had reason to access the health history records of certain residents and she has sought permission to do so appropriately. I have also required that she complete paperwork after escorting residents to the emergency room and she has done so in a timely manner, making sure to note any communication she may have had with the resident during this time. If for some reason she has had any difficulties with these records she has been sure to report them to me without hesitation.

She has cared for residents who are deaf, who stutter, who speak different languages and residents who have had cognitive impairments that create a range of communication breakdowns. She seeks information about the special needs of these residents on a regular basis. In all of these situations Ms. Best has been cognizant of her responsibility to care for the child while protecting their privacy and confidentiality according to our agency policies and other legal ramifications. She takes great care to discuss these issues only as they are appropriate to providing improved care and only when she can do so discreetly. She has been able to give me valuable information about the changing needs of these residents in conversation as well as in regular reports to the health suite. She makes sure that these records are completed securely.

Witness Signature: Margie Post, R.N. Date: October 13, 2005

Candidate Signature: Shirley D. Best Date: October 13, 2005

Assessor Signature: Christy Rox Date: October 18, 2005

21.1 p1, p4ab, p5 - K2, K9, K4, K5, K10, K2, K13, K14

21.2 p6, p7 - K14

21.3 p2, p8, p9 - K1, K2, K3, K4, K5, K10, K12, K13, K14

21.4 p1, p4abc, p5, p6 - K4, K11, K12, K13

Q1

### NCPC Questioning Record

Unit(s) and Element(s) # and Title: 21.2 Listen and respond to individuals questions and concerns

Candidate Name: Shirley D. Best Assessor Name: Christy Rox

Elements/Evidence Criteria	Assessor's Questions	Candidate's Answers
Unit 21 k7	List some factors that affect the communication skills, abilities and development of the individuals you have worked with.	Some factors that have affected the communication skills, abilities and the development of the individuals I have worked with have included their exposure to education, their heredity, their family background and their cognitive capacity. Additionally, developmental delays and learning disabilities will play a role in one's ability to learn and to communicate effectively. Also, the level of abuse (physical, verbal and emotional) and neglect they have experienced will play an important role. Some people have difficulty communicating because they are incredibly shy, they are hearing impaired or deaf, they have a speech impairment or a muscular disability. These are some of the factors that affect communication among the populations I have worked with.

Candidate's Signature: Shirley D. Best Date: 10/18/05

Assessor's Signature: Christy Rox Date: 10/18/05

## NCPC Evidence Inventory (Complete One form for Each Element)

Element Number & Title: 21.1 Work with individuals and others to identify the best forms of communication

Candidate Name: Shirley D. Best

Evidence Number	Description	Performance Criteria										Range/Scope	Knowledge	
		1	2	3	4	5	6	7	8	9	10			
WP1	Logbook Entry		X			X								K1, K3, K4, K5, K8, K10, K11, K12, K13, K14
O1	Observation - Shy Resident	X	X	X		X							X	K1, K2, K3, K4, K5
WT1	Nurse Post	X			a b	X								K2, K9, K4, K5, K10, K12, K13, K14
WT2	Nicki Smith		X			X								k1, k3, k4, k10, k11, k12, k13, k14
RA1	Reflection - Communication	X	X	X	A B	X								k5, k9, k13

Candidate Signature: Shirley D. Best

Date: 10/18/05

Assessor Signature: Christine F. Rox

Date: 10/18/05

*Signature indicates that all evidence has been reviewed by assessor and approved and element is complete.*

### NCPC Evidence Inventory (Complete One form for Each Element)

Element Number & Title: 21.2 Listen and respond to individuals questions and concerns  
 Candidate Name: Shirley D. Best

Evidence Number	Description	Performance Criteria										Range/Scope	Knowledge	
		1	2	3	4	5	6	7	8	9	10			
WP1	Logbook Entry						X							K9
WP2	Info Sheet							X						K13
O1	Observation - Shy Resident	X	X	X	x	X	X	X						k2, k9, k14
WT1	Nurse Post						X	X						K14
WT2	Nicki Smith	X	A B	X	x	X	X							k2, k1, k3, k9, k14
RA1	Reflection - Communication	X	A B											K2, k9
Q1	Questions													K7

Candidate Signature: Shirley D. Best Date: 10/18/05

Assessor Signature: Christine F. Rox Date: 10/18/05

*Signature indicates that all evidence has been reviewed by assessor and approved and element is complete.*

## NCPC Evidence Inventory (Complete One form for Each Element)

Element Number & Title: 21.3 Communicate with Individuals  
 Candidate Name: Shirley D. Best

Evidence Number	Description	Performance Criteria										Range/Scope	Knowledge
		1	2	3	4	5	6	7	8	9	10		
WP1	Logbook Entry	X	X	X		A			X	X			K1, K2, K3, K8, K9, K13, K14
WP2	Info Sheet									X			K4, K10, K11, K12, K13
O1	Observation - Shy Resident	X	X	X	X	A	A B		X	X			k1, k2, k3, k6, k8, k9, k10, k11, k12, k13, k14
WT1	Nurse Post		X						X	X			K1, K2, K3, K4, K5, K10, K12, K13, K14
WT2	Nicki Smith	X	X	X	X	A B	A B	X	X	X			k2, k1, k3, k4, k5, k8, k9, k10, k11, k12, k13, k14
RA1	Reflection - Communication	X	X	X	X	A B	A B	X	X	X			k1, k2, k3, k4, k9, k10, k11, k12, k13, k14

Candidate Signature: Shirley D. Best Date: 10/18/05

Assessor Signature: Christine F. Rox Date: 10/18/05

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### NCPC Evidence Inventory (Complete One form for Each Element)

Element Number & Title: 21.4 Access and update records and reports  
 Candidate Name: Shirley D. Best

Evidence Number	Description	Performance Criteria										Range/Scope	Knowledge	
		1	2	3	4	5	6	7	8	9	10			
WP1	Logbook Entry	X		X	b c		X							K10, K11, K12, K13, K14
WP2	Info Sheet						X							K4, K9, K11, K12, K13, K14
O1	Observation - Shy Resident		X	X	b	X	X							k5, k9, k13
WT1	Nurse Post	X			a b c	X	X						X	K4, K11, K12, K13
WT2	Nicki Smith		ab cd	X										k11, k12, k13, k14
RA1	Reflection - Communication	X	ab cd	X	a b									k11, k4, k10, k11, k12, k13, k14

Candidate Signature: Shirley D. Best Date: 10/18/05

Assessor Signature: Christine F. Rox Date: 10/18/05

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