

WE ARE ALL A PART OF THE TEAM.



For your care plan to work best for you, we all have to work together. We do not always have to agree but we do need to communicate with respect and understanding. Most frequently we will use telephone calls, face to face meetings and email to communicate.

When Inclusa staff ask you about other supports, it is not because they are being nosey, they are trying to get an understanding, a full picture of who you are and how your life is supported. It is important that you talk with your care team about ways your friends, family, or other community and volunteer organizations may be able to help support you or ways you can do more for yourself.

TIPS WE CAN ALL KEEP IN MIND WHEN WE COMMUNICATE:

- Listen actively and attentively
- Ask for clarification when needed
- Don't interrupt when others are speaking; everyone will have an turn to speak
- Question ideas, not people
- Build on one another's comments; work to understanding each other
- We all take responsibility for the quality of our conversation
- Speak honestly, timely and respectfully

YOU AND YOUR TEAM SHARE THE RESPONSIBILITY

to be in contact at least one time per month. This time can be used to check in on services, needs and updates. It will also give a chance to ask questions.

Having GOOD communication between you and your team is KEY to a positive experience.

We want to hear what is important to you and help you achieve your goals.

**YOU HAVE RIGHTS.
YOU HAVE
RESPONSIBILITIES.**