

Make every moment count



5 KEY MESSAGES

Get to know me

- know my life story
- know how I like to spend my day
- know how to support my family and friends to be a part of my life
- know what I need to maintain my social life
- know what upsets me and what may make me feel better.

It's not just what you do... it's how you make me feel

- be kind and compassionate
- be gentle and considerate
- respect my privacy and my feelings
- remember I have rights, the same as you
- listen to me and respond to me
- always explain to me what you are doing and go at my pace
- remember the power of a smile.

Know what I can do and support me to do it

- encourage me to be active, physically and socially
- support me to stay as well as I can
- find ways I can succeed in the things I want to do
- support me to be independent... even in the smallest of ways
- do things with me... not just for me... or to me.

Help me feel comfortable, safe and secure in my surroundings

- make it easy for me to find things and find my way around
- remember it is important that I have my personal possessions and treasured belongings around me
- remember the power of the senses to help me understand my environment (sight, hearing, smell, taste and touch)
- support me to enjoy the outdoors

Remember little things all add up

- let's take every opportunity, planned and unplanned, to make my day
- understand the difference you can make to my day
- make sure we capture the moments that count in any records we keep
- when you make a difference to me, you will have a sense of achievement and satisfaction too.