

Reflection 1 for Service Alternatives

E: While at my internship, my coworkers and I have had discussions about new management and how it has been affecting our program. We are all adjusting to the way the new manager does things, but those staff members that have been here longer than I have are complaining about the manager. I came in after the new manager did, so I do not know how exactly things are changing, but I can feel staff anxiety throughout the sites. Many times, I have had discussions with other staff members about how we think things should be done; we believe the clients are not having all of their needs met due to new leadership (and sometimes lack thereof).

I: I have learned that although there is a hierarchy of power in an organization such as ours, it does not mean that there should not be equal collaboration. We are all one system that should be working together in order to meet the needs of our clients. If one of our staff notices that there are needs that are not being met, it means that our system is not working, and we should be collaborating to find a way to improve our system. It can be hard to tell someone above you that they need to change the way they are doing their job, especially when they have been there longer than you have, but upon reflection, I have learned that talking to those in your team about problems is the only way they can be fixed, and is an important part of being a team member.

A: I am a very non-confrontational person, not only in work but also in general life. I hate telling people that they are doing something wrong, and I generally feel like I do not have the right to tell them they need to change the way they are doing things. However, in this instance, I need to be able to confront those I work with. Not necessarily in a negative way, but in a constructive way. The number one reason I work for this company is because I care about the clients and their welfare. However, our clients do not always know when their needs are not being met and therefore cannot speak up for themselves. It is then our duty to give them a voice. If I, as a staff member, notice that some needs are not being met, I am required to do whatever I can to meet those needs, even if it means stepping outside of my comfort zone and confronting a superior.

G: In the future, I will use this knowledge to better advocate for my clients. I want to be their advocate and voice, and I know that sometimes that means I will need to do something out of my comfort range. It is important that I remember that I need to be able to speak to my fellow staff

as well as my superiors in an open, honest, and direct manner in order to meet the needs of my clients.

Reflection 2 for Service Alternatives

E: Last week at my internship, I was working a graveyard shift at our Broadway site. At this site, there are two male clients. One of the clients was asleep when I arrived, and the other was making mashed potatoes. I have had experiences in the past of this client getting aggressive with me and threatening to hit me, so I have learned to be careful around this client. When I arrived, the client appeared to be doing well, and through the night he was fairly calm. However, when the client was ready for bed, he started to get escalated when I had to leave to go to the bathroom. He quickly escalated to the point of threatening to hit me with a tennis racket, yelling at me and getting very close to my face.

I: Through this experience, I have learned that it is important to keep calm under any circumstance. I noticed that the more frustrated I got, the more the client seemed to get agitated. This client has been known to act out in order to get a reaction out of staff members, so we have been told not to give him the reaction that he seeks. However, when he was coming at me with a tennis racket, it was extremely difficult to keep my calm. The client picked up on this and because I was giving him the reaction he wanted, he became even more escalated. I have learned that I need to give more focus to my emotions so my clients cannot pick up on my bad moods.

A: In the past, I have had a tendency to be a little hot-headed and wear my heart on my sleeves. I am not generally good at hiding my emotions, and it has gotten me in trouble in the past. It is something I have been working on, but until now, it has not been something that was highly important. However, as I explained, our clients feed on our energy. When we are having a good day, the clients are in a better mood. When we are having a bad day, our clients can pick up on that. It is important that we stay healthy minded as to best help our clients so they can get everything they need and be the best selves they can be. This is an important thing for me to work on now, as I do not want to have a repeat of the tennis racket incident.

G: This is a very important thing for me to learn quickly because I will need it in the near future to better work with my clients. I enjoy working with my clients, and I enjoy it even more when they are in a good mood. I have decided that I am going to focus on my breathing and my body

language to help myself stay and look calm. It is important that I do this so my clients will also feel calm, and my work with them can go more smoothly.

Reflection 3 for Service Alternatives

E: This past week at my internship, I switched sites due to the incident that happened during my last shift. At this site, there are three clients, each with their own apartments. Once I had given each client their bedtime medications, I was to stay in VB's apartment to care for her, as she is a fully delegated client and cannot do much on her own. After VB went to sleep, I began my cleaning duties where I noticed something that I had also noticed during my training. VB's couch has pads on it to protect it from her brief leaks. Some staff members have decided that the pads are ugly and have covered the couch with blankets or sheets to hide the pads. Other staff members just leave it. It has become somewhat of a battle among the staff members.

I: Upon noticing the blanket, I began reflecting on one of the first things I was told when starting this job: that this is the client's home, not our office. Although we are in their homes all day every day, that does not make it our home. In fact, one of the items on our cleaning checklist is to make sure that the client's home reflects their taste. I notice at the Broadway site and in VB's apartment, the clients are not having much input into where things go or how they're decorated. I think it's easy for us to forget that our clients are not just our clients; they are people, adults at that, and can dictate what goes on in their own home.

A: I myself am guilty of forgetting that my clients are individuals. Even more important though, my clients are not these poor lowly people that need to be taken care of, it is extremely important to remember that I am there to support them, not baby them. It is important that I (along with my fellow staff) remember that our clients are in Adult Supported Living, not childcare, and we are there to help them learn what they want to learn and to help them accomplish what they want to accomplish.

G: This is an important thing to keep in mind in any field and while working with any demographic. No matter who you are helping, they came to you for support. Our job as a Human Service Professional is to support our clients, not to control them or to change their lives into what we think would be ideal. My goal as a Human Service Professional is to support

people in becoming strong and independent in who they are, in whatever way they deem important. This being my goal, it is important to keep the notion of support in mind.

Reflection 1 for Squalicum High School

Week one of Internship:

I still haven't found an internship. It's a little bit stressful, but at the same time I notice I'm not stressing as much as I have in the past. Trula sent a message out to Aramis, a counselor at Squalicum High School. I have contacted him, and we've talked; I'm very excited to meet him and the rest of the counseling staff. However, I'm not sure how long it will be until I will get to be in the school working with students, and that makes me nervous because I am already behind on my hours.

This quarter is starting to get scary. I'm not sure how I will make up all my hours and still have time to finish all my work. I love Hope, and I love having Core with her, but having two classes at the same time with her might be a little much. She assigns a lot of reading, and I'm finding it extremely difficult to keep up.

I suppose most of this is my fault. I really should have started looking for an internship a lot sooner so I could give people time to get back to me. Last quarter was really hard on me with my last internship and starting new medications. And of course this quarter, without Kyle. I'm proud of what I've been able to accomplish despite not being motivated, but I wish I was more on top of things. I guess this is one of those learning processes.

Reflection 2 for Squalicum High School

Erin

river of grief,

mast of determination,

searching for stillness.

A young woman in tattered Vans

looks up towards the bright sky.

Erin,

field of desire,

dreaming of adventure,

leaving the shattered pieces behind.

Reflection 3 for Squalicum High School

