

Consumer Re-Engagement: Reflection for Staff

Supplemental Tool: Consumer Rights & Responsibilities

Re-engagement practices can look different across Centers, and each situation brings its own context and considerations. In the Independent Living movement, we approach these moments with an emphasis on dignity, autonomy, and respect—values that help guide us when participation has been disrupted.

This handout offers reflection questions and conversation ideas that staff may find useful when thinking about re-engagement. These are not rules or requirements, but simply tools to support thoughtful, person-centered practice rooted in IL philosophy.

Grounding the process in Independent Living philosophy — while maintaining safety, clarity, and mutual respect for all involved— can help restore meaningful, balanced participation when it has been disrupted.

Considering Re-Engagement

When revisiting a situation that led to suspension or exit, it may be helpful to reflect on:

- What occurred and how it impacted the environment
- Whether anyone felt unsafe
- Whether this was isolated or part of a pattern
- Whether Consumer Rights & Responsibilities had been clearly reviewed
- Whether supports or accommodations had been explored

Situations involving threats, harassment, or safety concerns may require additional leadership review before re-engagement is considered.

The Re-Engagement Conversation

Once a suspension period has ended, one approach is for the consumer to meet with management staff before services resume.

The purpose of the meeting is to:

- Talk about what led to the suspension
- Discuss what will be different moving forward
- Set clear expectations for working together
- Identify goals to focus on

Conversation elements may include:

- Reviewing Consumer Rights & Responsibilities together and confirming agreement
- Asking:
 - “What would you like to work on right now?”
 - “What would you like to see happen moving forward?”
 - “How can we make sure the same problem doesn’t happen again?”
 - “Do you need any accommodations?”

This conversation can serve as a collaborative reset.