
**We - the users - are your prime
partners in the seating process**

Jan Jakobsen - wheelchair user
NORDIC SEATING SYMPOSIUM 2018

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- **63 years old.**
 - **Living with SMA II. Wheelchair user since my 10th year. Since 2010, dependent on mechanical ventilation.**
 - **Working with disability from a user point of view - and communication.**
 - **Absolutely no professional skills in your field.**
 - **I get most of my advises from RCfM.**



- **Sure of your attention on the user, because we are the reason for all your efforts.**
- **Your work is important because it helps us to get a better life.**
- **Professional skills are important for best results.**

– The proces:

- Listen to the user.
- Observe the problem.
- Suggest the user solutions.
- Pay attention to the user reactions.
- Reflect on your results.

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**Is your suggestion the best solution
- seen from multiple angles?**



ANGLES MIGHT BE:

Professional knowledge

User's situation

Possible solutions

User's reactions

IMPORTANT KEYWORDS

- **Respect the user.**
- **Involve the user.**
- **Empathy.**
- **Communication.**





Hanne Stenmose tells

"But the worst is when people think there's something wrong with my brain because I'm talking badly.

I have experienced a couple of times that it has been spoken over my head. Then I turn around and drive away. I will not tolerate to be neglected. "

"Being sick and self - Six stories about living with Amyotrophic Lateral Sclerosis" by Jørgen Jeppesen, the Danish Rehabilitation Center on MD (RCFM)

- There might be barriers.
- Not only in your knowledge of our reactions - about our fear of making us sicker than we think we are.
- About our acceptance of our situation.
- As professionals it is one of your tasks to tell us about consequences if we do not follow your recommendations.
- It is important to reach the compromise that gives the best results - both from your professional knowledge and with respect for our wishes for the good life.
- It's not necessarily the same.



**Thank you for your
attention...**