Clip 6 Transcript

Cori: I think it's really important to really understand that it's not one size fits all, that you have to get to know the individual that you're working with. You have to get to know them and then, sure, you're teaching one bus system or you're figuring out housing for that one person or you're cooking with one person. But look at what are their specific needs. What are the challenges that you can, I mean, I'm always going, this is what could go wrong? And then I plan out to teach them, not that it was a problem, it wasn't a problem, but there's a possibility that this could happen.

Like, I was teaching before, I mean, the O-Train was having some issues, yes. But I was teaching, what are you gonna do if the O-Train breaks down? Because I was hearing that it was breaking down. You know? And we were practicing for the problems before they happen. You have to practice you're gonna miss your stop once in a while. What do you do when you miss your stop? You plan for the problems. Somebody sits beside you that you don't wanna sit next to. What do you do? You know, someone starts talking to you in a rude way and you're nervous, what do you do? You know?

Do you have to sit there and and be nervous? No. You teach them what to do, so you have to plan for possible issues, and that's easier to do when you know the individual.

Mike: So kind of, like, if you know, kind of those broad, nonspecific, types of training, have a place, but at the end of the day, it's kind of the individual that you have to work with and know.

Cori: And you have to be pessimistic. You have to look for, this is gonna happen. This is a problem that could happen, and you have to plan for those possible problems. Hope they don't happen, but plan for them. You know, plan for the snowstorms and the bus gets stuck in the snow.

Mike: Oh, yes. That happens a lot.

Cori: Yeah. I mean, you know, we all know about these problems, You know? Or you're waiting and you're waiting and you're waiting for a bus and it doesn't come. What do you do?