



## **Culture & Person-Centered Care Practices – Ketrina Hazell: Reshaping Person-Centered Planning to What it Should Be**

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### **SPEAKER(S)**

Regina Rodriguez Sisneros  
Ketrina Hazell

### **Regina Rodriguez Sisneros**

Hi everyone, this is Regina Rodriguez Sisneros and I'm here with Ketrina Hazell.  
Hi Ketrina.

### **Ketrina Hazell**

Hi.

### **Regina Rodriguez Sisneros**

Thanks for sitting with me today. Today, we're talking about person-centered planning and the importance of including culture in person-centered planning. And Ketrina is going to talk to me today about why it's important to her. First, Ketrina, I was hoping that you could introduce yourself and tell me where you and your family are from.

### **Ketrina Hazell**

My name is Ketrina and I'm from Brooklyn, New York. My parents are from the Caribbean. So, which also means I have a Caribbean background.

### **Regina Rodriguez Sisneros**

There's a different perception about disability in the Caribbean, right?

### **Ketrina Hazell**

Yeah, and in the Caribbean, most Caribbean places, disability is not visible. Many people with disabilities are kept at home due to the fact that they view disability as a sense of shame, pity, or they feel like it's like a curse.

### **Regina Rodriguez Sisneros**

And do you think that, I mean here, you sometimes, you have to explain that to doctors that that's a perception that people in your culture sometimes have?

### **Ketrina Hazell**

Yeah, I think that's something that should be explained to doctors. Even in, I feel like in the Caribbean-American, American culture, doctors already give families or parents a hopeless perception of their child with a disability which makes it kind of harder. I know for me when I was diagnosed with a disability at nine months old, they basically, doctors just basically gave my parents like a hopeless story and they, they said that I'll probably never be able to speak, talk, walk, or do anything for myself.



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## **Regina Rodriguez Sisneros**

And you've accomplished so much. You graduated from college, right?

## **Ketrina Hazell**

Yes, I graduated from college in June 2020, with my Associate's degree in Liberal Arts from Kingsborough Community College.

## **Regina Rodriguez Sisneros**

Congratulations, but you told me that when people were providing person-centered planning to you and talking to you about what your next steps were after high school, that it didn't feel like it was very person-centered because they had system decisions already made for you to send you to basically a day program, right?

## **Ketrina Hazell**

Right. So, like for me, I had no idea what person-centered planning was until I really got into the work that I do today and advocacy and doing a whole bunch of different things within the disability community. I realized that they were trying to provide person-centered planning but it wasn't really what it should be. When I was in high school, they only planned on sending me to a day program due to my many physical disabilities and needing support. They never really sat down with me and had a conversation with me about my dreams and goals. They just basically heard what I said I was gonna do, took note of it, and made it into a plan. They never gave me no steps or direction.

## **Regina Rodriguez Sisneros**

And do you think that they forgot to ask you what was important to you?

They forgot to ask you what means...what your goals are, what's important to you, what means the most to you?

## **Ketrina Hazell**

Yeah, I really think they forgot to ask me those things or they're so used to the typical expectations that they didn't know how to bridge those gaps and they didn't realize how much potential I had because they didn't take the time to get to know me.

## **Regina Rodriguez Sisneros**

Right, and when you make decisions for, about your life and about your goals and about your aspirations, do you do that by yourself, or do you include your family, the family members?

## **Ketrina Hazell**

In terms of making decisions, about maybe three years ago now, I learned about Supported Decision Making which is an alternative to guardianship. And when I found out about that, it was like a light bulb to my life went on because I knew that was something I always wanted. Once I turned 18, my case managers, everyone would continue to ask me when, when are we ready to apply for guardianship? And when my parents learned about what really guardianship



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is, it was like, why do they need to apply for guardianship when I'm able to do things for myself and they'll be there to support me whenever I need them. So we never went through the process for guardianship, but when I learned about Supported Decision Making and how that system works, I was ready to get on board.

### **Regina Rodriguez Sisneros**

Do you think that it's really important when people see you and they ask you things that are important to you: What's important to you? What are your goals? What are your aspirations? And they get to know you that they also understand your culture and your family's culture and where you come from and that they honor that?

### **Ketrina Hazell**

I think so. I think they really get to understand my story, where I'm coming from, and with that, it brings them closer to me, which is why now, I have like a huge support team, a huge like, almost fan club, just there supporting me and seeing my dreams and goals come true.

### **Regina Rodriguez Sisneros**

So, what kind of questions or what recommendations would you have for people who are working with individuals with disabilities, providing person-centered planning, and you want them to honor culture? What would be the piece of advice you want to give them?

### **Ketrina Hazell**

The advice I would give them is basically, to remember that people with disabilities are human and we have dreams and goals too.