

**Policies and Procedures for Residential Services-Osage House, Wagner House, and
Julep House
and
PARC Day Support Program**

Vision Statement For Residential and Day Support Services

PARC's vision for Residential and Day Support Services is to provide support which enables individuals with intellectual disabilities to live the life that they would like to live in the community. This vision can be achieved when the agency policies and procedures reflect Person-Centered Principles, embrace Home and Community Based Settings Rights, and when staff provide support which demonstrate these principles and rights.

Philosophy and Values Statement

PARC recognizes that individuals with intellectual disabilities have the same rights as all persons in the community and that all supports to individuals with intellectual disabilities must reflect and maintain these rights. Our philosophy is based upon the premise that everyone should be treated with dignity and respect. PARC will ensure that individuals applying for or receiving supports shall not be subjected to discrimination on the basis of disability, race, color, culture, gender, age, national origin, sexual orientation, spiritual beliefs, socioeconomic status, and language. All supports provided will be person-centered and designed to address the unique needs of each individual and reflect the Home and Community Based Services Rights.

Rights Statement

Individuals are informed about their rights when they are admitted for services and thereafter on annual basis during person-centered plan of care meeting. Individuals receiving services under the Medicaid waiver have specific rights under the Home and Community Based Settings Rights and the State Human Rights Regulations. Individuals have the right to file a complaint if they feel their rights are being violated.

Home and Community Based Settings Rights

Individuals have the right to:

- Make choices when and where they want to go in the community
- Have privacy, dignity, and respect
- Say no without someone hurting them or forcing them to do something they don't want to do
- Learn how to stay safe in their home and community
- Say no to any services that they don't want
- Have a job if they choose
- Know what is written and said about them
- Have their own money, clothing, and other personal property

Person-Centered Planning Rights

Individuals have a right to:

- Be in charge of their planning meetings
- Ask anyone they want to come to their meetings
- Choose their goals to work on and what is on their plan
- Schedule their person-centered planning meeting at a time and place when the people who they want to attend are available
- Pick the services they want from the choice of services they can have
- Pick the agency they want to give them their services
- Know that they may need help from their guardian family and/or friends to make good choices

Home and Community Based Settings: Rights in the Home

Individuals have the right to:

- Lock their bedroom door
- Have friends at their home when they want
- Have a written lease agreement
- If they share a bedroom, choose their roommate
- Have their own room and decorate their room as they choose
- Choose what they want to do inside or outside of their home
- Choose what and when they want to eat
- Choose where they want to eat
- Choose where they want to live
- Choose how their home will look
- Be able to access all living areas of their home

Individuals have the responsibility to:

- Listen to other people's ideas
- Follow the choices they make in their plan and the choices they make about my services
- Keep self and others safe when at home and in the community
- Treat others with dignity and respect, respect their privacy and personal space
- Accept that others can say no and not force them to do something they don't want to do
- Consider how their actions affect self and others
- Be aware of and manage their finances with the support needed

Each individual receiving Medicaid waiver funded supports have rights and responsibilities. HCBS rights and responsibilities are explained to each individual.

RIGHTS UNDER STATE HUMAN RIGHTS REGULATIONS

- Treated with dignity and respect
- Informed about your services
- Make suggestions and state preferences about your services
- Participate in decision making about your services
- Right to confidentiality
- Right to apply for assistance for which you qualify
- Right to see your record and make corrections
- Right to freedoms of everyday living
- Right to have your complaints heard
- Right to ask questions about your rights
- Get help in exercising your rights
- File a complaint if you think your rights have been violated
- Right to have assistance if filing a complaint

The Human Rights Advocate will help individuals regarding their rights under these regulations and will assist with filing a complaint under these regulations.

If an individual believes his or her rights have been violated or have complaints about his or her services, individual is encouraged to:

- Discuss the complaint with the program supervisor or director.
- If individual is still not satisfied, discuss it with the Executive Director.
- File a complaint with the Regional Advocate and or with Local Human Rights Committee (LHRC).

Population Served

Osage House, Wagner House, Julep House, and PARC Day Support provide supports for individuals that are 18 years of age and older that have been diagnosed with intellectual/cognitive disabilities or related conditions who meet the criteria for Medicaid Waiver.

Admission Policy

It is the policy of PARC that all eligible applicants be screened for possible placement, accepted into the program if appropriate and pending availability of space, or placed on a waiting list without regard to race, color, religion, ethnicity, age, sex, disability, or ability to pay.

Referral Procedure

Residential Services and Day Support Services accepts referrals from various sources in the community such as Community Service Boards, Behavior Health Authorities, Department of Aging and Rehabilitative Services, Health Departments, Department of Social Services, Hospitals, Public School Systems, families, and other concerned citizens in the community.

Transportation Services

Transportation is provided for individuals receiving supports so they may engage in activities of their choice in the community. Individuals may select any means of transportation they would like to utilize,

including, but not limited to private family transportation, public transportation, cabs, and other means of transportation to access services.

Documents Required for Admittance

1. Admission Application
2. Admission Screening form
3. Assessment
4. Information Releases
5. Human Rights Form
6. Emergency Medical Forms
7. Social Security Letter
8. Orientation Checklist
9. Psychological Evaluation
10. Physical Examination including TB screening
11. Provider Choice Form (Residential and Day Support)
12. Release of Photographs (optional)
13. Pre-authorization or Proof of ID Waiver

Health and Safety Assessment

Individuals admitted to residential services and day support shall receive an assessment that will identify areas of vulnerability and measures to reduce and/or eliminate potential abuse, neglect, or financial exploitation, as well as identified supports needed to keep individuals safe engage in activities based upon their choices, preferences, and goals.

Psychological Reports

Individuals are required to have a psychological evaluation upon admittance to residential services or day support services.

Evaluation Period for Residential and Day Support

All individuals are accepted into Residential Services and Day Support Services have a 30-day evaluation period. During the 30- day evaluation period each individual is assessed to determine what is important to and important for the individual. After the 30- day evaluation, a person-centered plan of care is developed to provide supports for each individual. The plan of care is presented at the service plan meeting in which the individual, staff, family case manager and anyone else that the individual so chooses shall be present for the service plan meeting.

Progress on the plan of care shall be monitored and documented on a daily basis. Individuals shall receive quarterly and annual reports on progress made towards plan of care goals .Each individual shall receive a new plan of care annually, but the plan of care may be revised during the quarterly review or more often if necessary.

Individual's Accessibility to Files

Individuals can access their files at any time upon request upon request to the Program Coordinator or the Executive Director.

Voluntary Discharge

Individuals may voluntarily request discharge from residential services or from day support at any time they chose to do so.

Involuntary Discharge:

Individuals may be involuntarily discharged if the individual's conduct poses an imminent risk of physical harm to self or others and less restrictive or positive support strategies would not achieve safety.

Reasons for Involuntary Discharge

Individuals may be dismissed from services for the following:

- Physical abuse or verbal abuse of other individuals receiving services or staff providing services.
- Repeatedly creating a disturbance while receiving services
- Repeated and deliberate vandalism of home or day program and/or destroying the property of others
- Bringing a weapon into the home or day program
- Engaging in any activity that poses a clear danger to self or others
- Bring illegal drugs in the home or day program

Weapons

No weapons of any kind are allowed on the property in residential or day support services, unless in the possession of a law enforcement officer. Weapons include, but not limited to guns, knives, syringes.

Prescription Medication

No medication without doctor's order will be accepted in residential or day support services. All medications must be turned into staff in charge of medications and be kept under double lock and key in all locations. No individual is allowed to keep medication on his or her person and to administer his or her own medication.

Discharge Summary

A Discharge Summary will be completed at the time of discharge and a six- month follow-up will be completed after the effective dates of service termination.

Appeals Grievance Procedure for Individuals Receiving Services

An individual or his/her legal decision-making authority may request an appeal or file a grievance for the following reasons:

1. Denial of admission into the program.
2. Involuntary discharge from the program
3. Complaint of HCBS Rights and/or Human Rights violation(s)
4. General complaint about supports received

An individual or his/her legal decision-making authority should utilize the following procedure:

1. Notify the Program Coordinator the reason for the appeal or grievance and request case review.
2. Program Coordinator will review case and render a decision within 5 working days of receiving the request for the appeal, grievance, and case review.
3. If the individual or his/her legal decision-making authority are not satisfied with the decision of the Program Coordinator, the appeal or grievance will be submitted to the Executive Director for review. The Executive Director shall meet with the individual or his/her legal decision-making authority within 5 working days of receiving the complaint, appeal or grievance and render a decision in the matter.
4. If the individual or his/her legal decision-making authority is not satisfied with the decision of the Executive Director, the individual and his authorized representative may request a case review by the Board of Directors of Progressive Adult Rehabilitation Center, Inc. and or Local

- Human Rights Committee if the individual believes his or her rights have been violated under the regulations covered by the LHRC. The Board of Directors shall review all appeals or grievances within 30 working days of receiving the request.
5. The Board of Directors decision shall be final, except in cases where regulations mandate external review by other regulatory bodies.

Individuals exercising their right to file a complaint or grievance under any agency policies, including HCBS Rights, Human Rights, Code of Ethics, or any other complaint or grievance policies shall not be subjected to retaliation or barriers to service.

All formal complaints shall be documented. The agency shall conduct an annual written analysis of all formal complaints.

Mission Statement for Residential Services

Osage House, Wagner House, and Julep House are residential homes designed to provide person-centered support to address the unique needs of individuals who live in the home. Each home provides opportunities for individual to make choices, demonstrate autonomy, build skills, and have access to the community. Individuals who reside our residential homes have all rights as specified under the Home and Community Based Settings Regulations and the State Human Rights Regulations.

Goals of Osage House, Wagner House, and Julep House

- To provide supports to each individual to build skills that are important to that individual based upon their choices, preferences, and goals
- To provide supports to build skills for each individual to help them be safe as they engage activities to reach their goals
- To provide supports to each individual to build skills to engage in activities and develop connections in the community

Scope of Support

Support provided by Residential Services include, but are not limited to the following areas based upon the person-centered plan of care.

- Self-Care / Personal Hygiene Skills
- Community Participation and Establishing Connections
- Money Management
- Socialization
- Emergency Resources
- Housekeeping Skills
- Cooking and Dietary Needs
- Shopping and Purchases
- Recreation and Leisure Activities
- Functional Academics

Admission Criteria for Residential Services

- Individual must test within the mild, moderate, or severe range of intellectual disability based upon standardized testing.
- Individual must be 18 years of age or older.
- Individual's medical problems should be to the point that the problems can be handled on an outpatient basis. The individual should not be pregnant at the time on admission.
- Individual should have the ability to adjust to a living in a group home with others.
- Individual should have or meet criteria for Medicaid waiver services. Medicaid waiver requires pre-authorization for services.
- All individuals must have a physical examination within 30 days of admission and be free of tuberculosis in the communicable form. All individuals will have an annual yearly physical while residing in the residential services.

The Residential Environment

- Individuals shall have a private bedroom with a key to lock his or her room for privacy
- Individuals must sign a lease agreement prior to moving into the home and sign a renewal of their lease on an annual basis to renew their lease agreement for an additional year.
- Individuals shall have access to a telephone to contact friends, family and to conduct their personal business
- Individuals shall have access to the food located in the refrigerators, cabinets, and pantry food storage areas at any time. Staff shall provide support to individuals with special dietary needs to help them make selections and choices that are in keeping with any special dietary needs as identified in their person-centered plan of care.
- Individuals have the right to furnish and decorate their rooms in any manner they chose to do so to express special interests or hobbies, etc.
- Individuals have the right to have visitors of their choosing at any time.
- Individuals shall have support to exercise freedom and control over their own schedules on a daily basis.
- Individuals have the right to utilize transportation provided by the agency or utilize public transportation such as cabs or the bus. Numbers for cab companies and bus schedules shall be posted at Osage House, Wagner House, and Julep House on the bulletin board and listed in the addendum to the program handbook.

Mission of PARC Services Day Support Services

The mission of PARC Day Support Services is to provide day support services to individuals with severe challenges that interfere with adjustment in the home and in the community. The program provides supports for skill development, social learning, and supports to help each individual live the life that they would like to live in the community. Day Support provides opportunities for individuals to engage in various activities, build skills based upon person-centered preferences, and engage in volunteer opportunities in the community.

Scope of Supports Provided by Day Support

Individuals will be supported to build skills in the following areas:

Self-Care and Personal Hygiene

Nutrition

Recreation/Leisure Activities in Integrated Community Activities

Health/First Aid/Safety

Housekeeping/Domestic Chores

Socialization

Volunteer activities

Admission Criteria for PARC Day Support Program

Individuals participating in PARC in PARC Services Day Support Program must be at least 18 years of age or older, have an intellectual disability and receiving Medicaid Waiver or other funding source.

Individual must need support in a least two of the following skill areas:

- Money Management
- Understanding verbal commands, communicating needs and wants
- Earning wages without intensive, frequent, and ongoing support/supervision
- Learning new skills without planned and consistent or specialized training
- Exhibiting behavior appropriate to time, place, and situation without direct supervision that is not harmful to the health and safety of others
- Making decision that require informed consent
- Caring for needs without assistance of personnel
- Functioning in community and integrated environments without structure, frequent assistance, supervision, or support.

Quality Assurance Practices

The agency has a performance measurement and management system which is conducted on annual basis to determine the effectiveness of service delivery in each program operated by the agency. The agency has established specific outcome measurement objectives for each program, as well as collects input from all individuals, families, and stakeholders on annual basis. Information from the outcome measurements, annual evaluation/needs assessment surveys, and other relevant data are used to evaluate the effectiveness of programs and services provided.

