

CONNECTIONS

Program Policies

LEARNING OBJECTIVES

- ▶ To learn Connections' Missions and Values
- ▶ To gain an understanding of what programs are offered by Connections
- ▶ To become informed of the Service Recipient Rights
- ▶ To become Person-Centered in your work
- ▶ To gain a general understanding of the Program Policies of Connections
- ▶ To understand the expectations of staff in regards to situations involving the program participants

MISSIONS AND VALUES

▶ **Mission Statement**

- ▶ Connections actively supports people with disabilities in achieving personal satisfaction through advocacy and empowerment using a person-centered approach.

▶ **Values**

- ▶ We value:
 - ▶ Each person as an individual who deserves quality services.
 - ▶ Honesty, trust and respect in all that we do.
 - ▶ The opportunity to support those in need with compassion, understanding and sensitivity.
 - ▶ The team work necessary from all those involved in providing services of the highest quality.
 - ▶ The community we serve for the support and assistance necessary to serve with excellence.
 - ▶ Growth and Innovation in the services provided so that we can meet the changing needs of our community.

PURPOSE OF THE PROGRAM POLICY

- ▶ The Program Policy is what governs our service delivery to the participants receiving services from Connections. The Program Policies are different from the Policy and Procedure Manual that you as the employee follow.
- ▶ All of the information throughout this training will be in relation to the participants served. For example, when the Grievance Policy is discussed, it will provide instruction as to how you, the DSP, can support a participant in filing a grievance. It is not the policy you would follow as an employee to file a grievance of your own.

PROGRAMMING STRUCTURE

SEE POLICY MANUAL FOR MORE DETAILED DESCRIPTION OF PROGRAMS

▶ Adult/Child Foster Care Services

- ▶ Adult Foster Care Services are supported by a team of supervisors, who are directly responsible for the supervision of all direct support professionals. Those supervisors are supported by a program coordinator and our program coordinators report directly to our Director of Residential Services. The Director of Residential Services reports directly to the Executive Director.

▶ Semi-Independent Living Services

- ▶ SILS is supported a coordinator who directly supervises the direct support professionals. The coordinator reports directly to our Director of Residential Services. The Director of Residential Services reports directly to the Executive Director.

PERSON-CENTERED SERVICE PLANNING

- ▶ I (the participant) get to communicate my needs, interests, preferences, and desired outcomes as specified in the coordinated service and support plan and the coordinated service and support plan addendum, and in compliance with the requirements of this chapter.
- ▶ My services must support my preferences, my daily needs, and my goals activities and accomplishment of the person's person
- ▶ My staff and support team know what is important to me and who is important to me.
- ▶ My staff respect my history, dignity, and my cultural background
- ▶ My staff will cook food I like to eat or show me how to cook food I like to eat
- ▶ My staff will provide activities to me that are age appropriate and allow me to make my own decisions
- ▶ My staff will take me where I want to go

PARTICIPANT RIGHTS

- ▶ I get to choose what my goals are and what I want to work on
- ▶ I get to have staff that is trained and qualified to meet my needs and support.
- ▶ I get to have my personal, financial, service, health, and medical information kept private
- ▶ I get to live free from abuse, neglect or financial exploitation by the program or its staff.
- ▶ I get to live free from staff trying to control my behavior by physically holding me or using a restraint to keep me from moving, giving me medication I don't want to take or that isn't prescribed for me, or putting me in time out, seclusion, restrictive intervention; except if and when manual restraint is needed in an emergency to protect me or others from physical harm.
- ▶ I get to receive services in a clean and safe location.
- ▶ I get to be treated with courtesy and respect, have access to and respectful treatment of my personal possessions at any time.
- ▶ I get to be allowed to follow my cultural and ethnic practices and religion

SERVICE RECIPIENT RIGHTS

- ▶ Be free from prejudice and harassment regarding my race, gender, age, disability, spirituality, and sexual orientation.
- ▶ Be told about and to use the program's grievance policy and procedures, including knowing how to contact persons responsible for helping me to get my problems with the program fixed and how to file a social services appeal under the law.
- ▶ Know the names, addresses and phone numbers of people who can help me, including the ombudsman, and to be given information about how to file a complaint with these offices.
- ▶ Choose my own friends and spend time with them.
- ▶ Have personal privacy, including the right to use a lock on my bedroom door.
- ▶ Take part in activities that I choose.

SAFE AND HAZARD FREE ENVIRONMENT

- ▶ Connections is committed to maintaining a safe and hazard free environment by upholding the agency policy to:
 - ▶ Toxic and hazardous substances will be labeled, securely stored, and disposed of properly
 - ▶ Containers will be provided for sharps disposal
 - ▶ All dangerous items such as knives, scissors, razors, etc. will be safely stored when necessary

LOCKED DOORS

- ▶ Doors are locked from the inside to protect the safety of a participant, and to prevent a participant from leaving **only when a risk is known**----not as a substitute for staff supervision or interactions with the person.

GRIEVANCE PROCEDURE

HOW TO ASSIST A PARTICIPANT IN FILING A GRIEVANCE

- ▶ *A grievance is a complaint that can be made about something one does not like about where one works or lives. It may have something to do with the rules or the people that one works or lives with.*
- ▶ *If a person wants to file a grievance, it can be done without being afraid of being criticized or threatened by staff.*
- ▶ If a participant has a problem or complaint the participant should follow these steps:
- ▶ **Step 1:** Talk to a staff person who you feel comfortable with about your complaint or problem. That person will help you to write down your complaint. That person will help you tell the supervisor about your complaint.
- ▶ **Step 2:** If the staff person and the supervisor were not able to help you solve your complaint or problem, you can talk your Program Coordinator or Program Director. They will help you within two days to solve your complaint.

HEALTH SERVICES COORDINATION

- ▶ When discovered, the program will promptly notify the person's legal representative, if any, and the case manager of changes in a person's physical and mental health needs affecting health service needs assigned to the program in the person's CSSP or CSSP addendum.
- ▶ If the program has reason to know that the change has already been reported, it is not necessary to report.
- ▶ The program must document all health changes, including when the notification of the health changes was given to the legal representative and case manager.
- ▶ When assigned the responsibility for meeting the person's health service needs in the person's CSSP or the CSSP addendum, the program will maintain documentation on how the person's health needs will be met, including a description of the procedures to follow in order to:
 - ▶ 1. Provide medication assistance or medication administration according to the safe medication assistance and administration policy;
 - ▶ 2. Monitor health conditions according to written instructions from a licensed health professional;
 - ▶ 3. Assist with or coordinate medical, dental and other health service appointments; or
 - ▶ 4. Use medical equipment, devices or adaptive aides or technology safely and correctly according to written instructions from a licensed health professional.