

# COMPANY RULES & REGULATIONS POLICY

Life's New Beginnings, Inc. is an agency provider of waiver services to the developmentally disabled and is known as the "provider". Anyone employed by the provider is a Contract Laborer and will receive a 1099 form at the end of each year. No taxes, including but not limited to, social security, medicare, unemployment, or internal revenue will be deducted from any paycheck. Contract Laborers must determine on their own how to pay their required income taxes. For all company paperwork the term "staff" or "employee" will be used interchangeably and will mean "Contract Laborer".

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## What is Supported Living?

The Supported Living Program in Florida began in 1988 with the assertion that people who have developmental disabilities have a basic right to a home of personal choice:

- the right to choose where to live, how and with whom
- the right to control employment, transportation, recreation, and community life

Through a grant provided by the Florida Developmental Disabilities Council to the Florida Office of Developmental Services, the program created the opportunity for developmentally disabled individuals to receive appropriate supports needed to move from congregate and institutional settings to their own home or apartment. Supported living can cost less than traditional housing and care, and the individual benefits by finding pride in having his or her own home and being fully integrated into the community.

Supported living provides person-based assistance to clients of developmental services who require ongoing supports to:

- live as independently as possible in their own homes
- be integrated into the community
- participate in community life to the fullest extent possible

Supported living services are person-based. A Support Plan is developed for each individual based on his or her specific needs in terms of mobility, abilities, and desires in order to establish and maintain their own home.

This is very different from providing services and supports on a group basis. In other settings, such as group homes, residents receive similar treatments and live a similar lifestyle, such as dining time, bedtime, and daily activities.

Supported living provides opportunities for each individual to receive the personalized supports and training needed to live in his or her own household and to participate in the community. The individual is not expected to demonstrate total independence in order to have his own home or to participate in the community.

Supported living works through local and statewide partnerships and networks.

- The Office of *Developmental Services* provides funding needed to pay for various forms of support.
- The *Support Coordinator* serves as the individual's primary contact with service providers and others. The Support Coordinator assists the individual to develop a Support Plan which provides a guide for the selection of providers, coordination of supports and services, and facilitation of communication and advocacy. The support coordinator directs and oversees services and is responsible for monitoring the health and safety of the individual.
- Local *service providers* assist with technology, transportation, employment, home skills, and health care. A Support Coordinator (staff of APD or a qualified independent entity) coordinates an individual's supported living services.
- Within the local service providers are *staff* who assist with individualized supports and services an individual needs to live as independently as possible.

Staff have the responsibility to provide the hands-on training and ongoing supports an individual may need. Staff may assist an individual with:

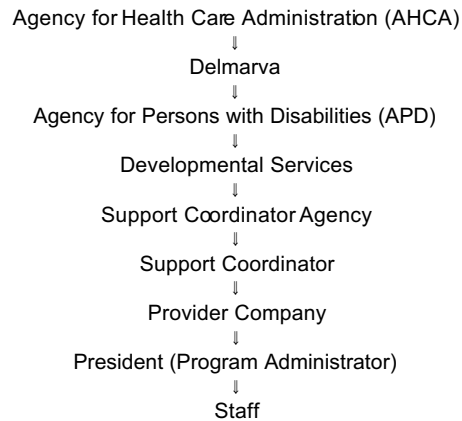
- finding and inspecting housing (to meet HUD Housing Quality Standards)
- teaching new skills
- maintaining current skills and abilities
- participating in day activities
- finding and obtaining services
- developing supportive relationships
- developing and coordinating natural (family) and non-paid supports
- personal hygiene
- maintaining the household
- money management

Staff should not become the central figure in an individual's life, but should assist with enhancing supportive relationships among family, friends, neighbors and the community.

The provider you are employed by is *Life's New Beginnings, Inc.* Within this provider company are the President and Program Administrator, the Vice President, and staff which include:

- Supported Living Coach (SLC)
- Personal Care Assistant (PCA)
- In Home Support Services (IHSS)
- Companion

Each individual or client of Life's New Beginnings has a Support Coordinator. Over the Support Coordinator is Developmental Services, a part of the Department of Children and Families. The watchdog over all is a private company, Delmarva, who conducts interviews with clients and audits providers.



## Mission Statement

The mission of Life's New Beginnings, Inc., is to provide individuals with developmental disabilities the supports that will enable them *to be an active part of their home and community and to make informed choices and decisions about their lives.*

Staffing is done to provide any supports necessary to ensure an individual is successful in becoming as independent as possible when in a community living setting. Such service includes, but is not limited to:

- finding a home
- maintaining a home in a healthy way
- budgeting money so that all financial needs may be met
- cooking nutritious meals
- meeting and interacting with neighbors
- accessing community resources for civic and leisure activities.

Life's New Beginnings, Inc., is dedicated to the people it serves. The provider looks for all aspects of what living in a community means when working with an individual. It is Life's New Beginnings' goal to have the people it works for become valuable, contributing members of their communities.

Life's New Beginnings maintains a large staff to provide necessary supports. Coaches are available on a 24-hour basis. To improve service, the staff to client ratio is high, and a Supported Living Coach provides service to no more than six people. In most cases, the individual is seen by more than one coach to add another perspective to training.

Life's New Beginnings uses the following specific services to create quality individualized training and support. These services can be used together to help the individual obtain skills more quickly. In particular, the SLC and PCA often work in conjunction to improve skill attainment.

- Supported Living Coach (SLC)
- Personal Care Assistance (PCA)
- In Home Support Staff (IHSS)
- Companion

## Company Policies

### Hiring

- Each prospective employee must fill out an application for employment. The filling out of this application does not in any way imply that the applicant will automatically be hired for employment, it is only the first step in the hiring process. Falsifying any information on the application may be grounds for immediate dismissal should the applicant be hired.
- Subsequent to, or at the same time of completing the application, the applicant will receive an Employment Packet showing required paperwork and training. The applicant will also receive, complete, and return the Affidavit of Good Moral Character, the Affidavit of Trust, Background Screening, the Local Law Enforcement Check form, and work history and personal character reference forms. These forms and at least one interview will be used to determine whether the applicant will be hired. It will be at the discretion of the interviewer to determine whether other employee paperwork is given at the interview or following the background screening.
- BEFORE an applicant is hired, he will complete all background screening requirements. Should this screening show that the employee was adjudicated for any of the offenses listed on the Affidavit of Good Moral Character, he will not be hired.
- The employee will also sign a contract for work, which states what he is being hired for and that he is on a 90-day probationary period. Within the 90-day probation period, the employee may be fired for any reason. The employee also has 30 days to complete specific training.
- The employee will also receive, complete, and return information for receiving pay for services provided.
- Prior to beginning work with a client, the employee will complete an informal, verbal discussion with the Program Administrator regarding the client's needs and staff responsibilities. The employee will receive a Support Plan, Implementation Plan for the client, and all forms needed to successfully complete his job.

## Payroll

- Life's New Beginnings does not use a payroll company and it does not provide insurance, unemployment, or any other benefits to contractors (employees/staff). All required documentation of services provided and any other paperwork or tasks as determined by the Program Administrator must be submitted to the employee's contact person prior to receiving a check for services rendered.

## Discipline and Termination

An employee can be terminated at any time. In cases of suspected abuse, or if illegal drugs or alcohol are used when on the job, the employee may be terminated immediately. However it is the policy of Life's New Beginnings to try to work with an employee so that he may prove to be a valuable member of Access staff. The following are general guidelines for dealing with disciplinary problems for supervisors to follow.

- Whenever an employee's work or actions are not satisfactory, the supervisor will counsel the employee about this. The first time, this may be very informal and verbal, but subsequently an employee counseling form will be completed and signed by the employee. The nature and frequency of employee actions will determine what action his supervisor will take - ranging from friendly warning to termination. The counseling form will be kept in the employee's personnel file.
- Should an employee require repeated counseling, or should the nature of his action be serious enough, it may be determined that he can no longer remain in the employ of Life's New Beginnings, Inc. The employee's supervisor will discuss the matter with the Program Administrator, and if a determination is made to end employment, a date will be set for termination. If appropriate, the employee will receive a two-week notice to find other work. The supervisor will complete a employee counseling form, and mark discharge as the action. The date employment will end will be indicated.

## Alcohol and Illegal Drugs

The use of alcohol and illegal drugs on company time is not tolerated by Life's New Beginnings, Inc. Working under the influence of illegal drugs or alcohol is also not tolerated.

## Reporting and Record-Keeping

- Major Life Events  
Any major life event, such as monetary gain or loss or marriage, will be documented in case notes and verbally communicated to the program administrator and support coordination agency.
- Significant Events  
An Incident Form is used to report any major incidents, such as hospitalization, law violations, death, or abuse. Staff, immediately after dealing with the incident, will contact the program administrator, support coordination agency, and any other appropriate agencies/individuals. Subsequent to the verbal report, staff will complete the Significant Event Form which will be reviewed by that person's supervisor and a copy sent to the support coordination agency and the original kept in the client file.
- Reporting Abuse  
Neglect, abuse, and exploitation will not be tolerated by Life's New Beginnings. Any suspicion of neglect, abuse, or exploitation will be reported to the Program Administrator immediately and procedures will be followed for reporting abuse.
- Complaints, Conflicts, and Grievances  
Complaints, conflicts, and grievances should be resolved in a timely manner, noted in staff notes, and if not resolved, the Program Administrator should be notified immediately and procedures for resolving grievances will be followed.

## Policies

There are a variety of policies that you will be asked to sign and adhere to at the time you are hired as well as annually.

## Starting Work

When you are hired, you will be required to complete paperwork and training and you may be asked to attend meetings. Use the Employment Packet to ensure you are in compliance with all hiring requirements and are ready to begin work.

## Employee Training

Before you are hired and while you are working for Life's New Beginnings you must complete certain training. The Training Policy will provide guidance for training.

## Verbal Explanations

- Staff Responsibilities  
There are many general responsibilities for all staff, specific job-related responsibilities, as well as individual-specific responsibilities.

*General responsibilities* that are true for all staff include such things as:

- accurate ethical billing
- follow IP and SP
- attend meetings
- maintain documentation
- cooperate with other staff
- provide consistent, appropriate, individualized training

*Job-related responsibilities* include duties specific to a service, such as PCA, IHSS, SLC, Companion.

Each individual we work with is unique and has varying skills and abilities. *Individual-specific responsibilities* include areas that are specific to the individual, such as maneuvering a wheelchair, assisting with shaving, showering, or nail and denture care.

- Core Assurances  
The Core Assurances are part of a provider's management plan and provide the requirements for providing services to the developmentally disabled. Chapter 393, Florida Statutes requires that services ensure the well-being and improve the quality of individuals with developmental

disabilities.

- **Individual Choice and Rights**  
Individual choice and rights means that a developmentally disabled individual has the right to and can expect to have the same choices and rights that any person who does not have a developmental disability has. As a staff person you provide options, information, and assist with decision-making — options about a variety of choices available, information about the individual's rights, and skills for making decisions.
- **Abuse and Neglect Recognition and Reporting Procedures**  
As with any individual who does not have a developmental disability, persons with developmental disabilities have the right to expect kindness, a gentle approach, respect, and dignity. As a staff person, it is your responsibility to recognize abuse, neglect, and exploitation and if you suspect any of these or have knowledge of any of these, you must ensure the health and safety of the individual and then report your suspicion or knowledge immediately following specific guidelines.
- **Grievance Procedures**  
There are a variety of conflicts and disagreements that occur as part of daily living. As a staff person, your responsibility is to observe, recognize, assist with resolving issues, document, and report any disagreements or conflicts that may occur between one client and another client, a client and staff, a client and any one of his circle of support (natural and paid), a client and neighbors, etc. If a small problem can be resolved quickly, then assist with the resolution before the problem becomes big. If a small problem becomes big or starts out big, then your responsibility is to take steps to assist in the resolution of the problem by reporting the problem to the Program Administrator and then following the steps for grievance procedures.
- **Self-Assessment Procedures and Protocol**  
In providing person-centered services and supports, it is the responsibility of the provider and each staff person to continuously re-examine and review the supports and services provided and the way they are provided. It is also important to provide consistent, flexible, careful, cooperative, and thoughtful training. Ask for help, if necessary, for new or different training techniques, but stick to things that work. Be willing to change if something isn't working, but don't try things differently every day on a whim. Observe and talk to the client — find out what he can and cannot do, what he wants to do, where, when, and how he wants to do things. Make suggestions, not demands. Work *with* the client and other staff and the client's circle of support. Consider carefully what the skills are of the client, what he can and cannot do, and how you can best assist him in achieving as much independence as possible for his own personal needs and wants.

Casebooks are kept for each individual in the program. The casebooks may be reviewed at any time by state authorities. In addition, the casebooks as well as the company business practices are audited by state authorities once a year. It is essential that as a staff person, you do the required paperwork, including service logs in an accurate and on time manner and submit them to the Program Administrator on time so that casebooks are kept up-to-date and accurate. Each quarter and just prior to the annual audit, supervisory staff reviews each casebook to ensure they are being kept in an orderly, complete, and accurate manner.

- **Development and implementation of the implementation plan**  
The Support Plan is an integral part of your work as a staff person. From the Support Plan, specific guidelines for implementing training to assist the individual in achieving his annual goals are written down in the Implementation Plan. It is essential, as a staff person, that you have a copy of the Implementation Plan and know how to use it. The Support Plan meeting, held once a year, is attended by the client, the client's support coordinator, and anyone else the client chooses to have attend the meeting. For the most part, all staff who provide supports to the individual will be invited to attend the Support Plan meeting, but if you are a Supported Living Coach for the client and you are not invited or are not aware when the meeting is coming up, you must find out why you weren't invited and why you didn't know about it. The tasks and skills you will work on with the client are presented at the Support Plan meeting. As a Supported Living Coach, you are responsible for specific paperwork both prior to the Support Plan meeting and subsequent to the meeting. If you aren't there or you aren't properly prepared, you will not be able to provide quality input for future training with the individual. Once the Support Plan is received from the individual's support coordinator, the Supported Living Coach must complete an Implementation Plan which is reviewed by the Program Administrator and then submitted to the support coordination agency for approval. All staff, the client, and the client's circle of support must have input into the Implementation Plan and once completed must have a copy. The Implementation Plan is your guideline for working with the individual for the year.

The Program Administrator will verbally explain these training topics when you are hired. You are responsible for ensuring that you have current certifications in CPR, AIDS/HIV/Infection Control, and Medication Administration. Employees may access the APD website or the Insytt website for training. The Training Policy specifies training you are required to have and the Program Administrator will let you know if there are other training areas that are required.

#### **Annual Training for All Staff**

Annual in-service training for all staff is based on the requirements specified in the Service Specific Job Descriptions, including both formal and informal training.

- Formal training includes supplementary classes or sessions, readings, etc., such as background information, new training techniques, Back-to-Basics classes, CPR, etc
- Informal training includes on-the-job skill training including going over documentation, Support Plan outcomes, specific characteristics and behaviors of the client and specific techniques for successfully working with and training the client on goals

#### **Individual-Specific Training**

Staff are encouraged to take classes that may assist in working with specific clients, such as seizure information, behavior management, nutrition, etc.

#### **SLC Training**

- 18 hours of pre-service training, including job-specific skills and documentation, generally provided by APD and other sources
- 8 hours of field-related training each year

#### **Training Documentation — Employee Files**

Life's New Beginnings maintains written documentation of training in each employee's personnel file, signed and dated by the employee or training staff, which indicates participation in all required pre-service and in-service training as specified in the Service Specific Attachments. Written documentation includes certificates or a Training Log containing the staff name, date of hire, topics/activities covered, length of time spent on

topic/activity, dates and times of training, and signature.

Use the Employment Packet to ensure you have completed all of the required training.

### **Person-specific Training**

Life's New Beginnings encourages staff participation in training required to successfully serve each individual. This will include formal and informal training, such as discussions on client-specific behavior management, seizure recognition, in-house workbooks, etc.

The Support Plan and the Implementation Plan for each individual describe the client's unique characteristics, behavior management techniques, methods that have proven effective and ineffective, daily routines, likes and dislikes, etc. and assists staff in working with the client.

The Program Administrator will go over an individual's Support Plan and Implementation Plan for each individual assigned to assist support staff in working with an individual and to provide guidance on areas to work on with the client. You will also meet with the individual to get to know him and to set up mutually agreeable places and times for working together. The Client-Specific Training Checklist is for your use to ensure you are in compliance with all the knowledge you need to begin working with clients.

### **Service Specific Standards**

Service-specific job descriptions describe the services Life's New Beginnings provides in accordance with the needs of the individuals served to facilitate the outcomes supporting the services on the Support Plan. These descriptions provide a description of the service, when and where the service is provided, limitations, and other requirements.

### **Supported Living Coaching (SLC)**

Help the individual learn to budget money, cook healthy meals, maintain a clean home, use public transportation, and become part of the community. The SLC supervises other support staff so that there is continuity and consistency in supports. The SLC completes accurate, timely paperwork, including service logs with summaries, specific information for each individual, including financial profiles, functional community assessments, quarterly documents, annual documents, and other specified documents, as required.

Where: in the individual's home or in the community

When: at a time mutually agreed to by the individual and the staff

For example, the SLC may assist the individual with writing checks, budgeting and saving, maintaining his home, find and participate in community and home activities, maintaining and creating new personal relationships, safety issues, medical and dental appointments, and personal growth issues.

### **Personal Care Assistance (PCA)**

Assist with in home personal care, hygiene, household maintenance, meal preparation, personal growth helps the individual in the home in the areas of personal hygiene and household maintenance. The PCA completes accurate, timely paperwork, including service logs with summaries, and other specified documents, as required.

Where: in the individual's home or in the community

When: must be medically necessary at a time mutually agreed to by the individual and the staff; limited to 4 hours per day, or up to 6 hours per day if care is uniquely complex

For example, the PCA works closely to assist the individual with the same areas the SLC works on with the individual, with the exception of financial matters. The PCA is used when care is medically necessary.

### **Companion**

Assist in planning and arranging activities and accessing community resources; accompany on activities participates in the community with the individual. Although this is technically not a training position, Life's New Beginnings uses companion services to help the person become more able to use community resources independently. Companion services are not merely diversional (just for fun) in nature but are related to the goal of the individual. The Companion completes accurate, timely paperwork, including biweekly service logs with summaries, and other specified documents, as required.

Where: in the individual's home or in the community

When: typically in a 2-4 hour block of time, once or twice a week at a time mutually agreed to by the individual and staff

For example, a Companion may accompany an individual to do volunteerwork in the community, or to use the post office or library. A companion may assist the individual with learning to read through a newspaper or to use a vending machine.

### **In Home Support Staff (IHSS)**

Provide in-home assistance with areas such as companionship, personal care assistance, and other activities necessary to maintain an individual in his/her own home. The IHSS staff completes accurate, timely paperwork, including service logs with summaries, and other specified documents, as required.

Where: in the individual's home or in the community

When: 8-24 hours

For example, IHSS staff typically live in with an individual who for a variety of reasons is unable to live alone or remain alone for long periods of time.

### **Staff Responsibilities**

#### **All Staff Responsibilities**

In general, it is each staff person's responsibility to:

- Follow the Support Plan and Implementation Plan
- Participate in meetings

- Keep up with training requirements and attend or complete training as required
- Keep track of your required training and keep the Program Administrator advised
- Cooperate and work closely with other staff to ensure there are consistencies in your efforts, no redundancies, and to note and assist with progress made by the individual
- Learn, know, and use training techniques
- Get to know the individual
- Ask questions, ask for help when needed, know who to complain to
- Know other support staff
- Be a role-model and good example
- Maintain a schedule
  - of mutually agreeable times and places
  - to provide consistency for the client
  - to avoid conflicts with other staff, client activities/appointments, family and friends
- Ensure the health, safety, and well-being of the individual  
Anytime there are issues of health, safety, and well-being, *all staff* have the responsibility to assist the individual with these areas, no matter how small or large the issue may seem. You provide the individual with information about choices and alternatives and the consequences of each. You assist the individual with taking action to fix the situation, document what you have done, and if necessary, contact the Program Administrator to inform her of the situation or to get more assistance.
- Provide skill training, when required, to the individual
  - Follow the Implementation Plan
  - Work with other staff
  - Reinforce positive behavior
- Provide consistent, appropriate, individualized training
  - Find out what the individual can do and have him show you
  - Start with small, simple steps
  - Observe, assist, remind, cue, prompt, show, explain, provide examples, question
- Keep other staff apprised of client progress
- Complete documentation on time
  - Maintain case notes and logs with end of month summaries
  - Legible, accurate, detailed notes with contact times
  - No whiteouts, no scratch outs — a single line through the error and your initials only
  - Client name, staff name, service provided, date (mm/dd/yy) on every page
  - Write concise, clear monthly progress summaries
  - Never demeaning, flippant, or sarcastic
  - Indicate what the client did and how staff assisted the individual in accomplishing a goal
  - Time is indicated in quarter hours (15 minutes=.25, 30 minutes=.5, 45 minutes=.75, 1 hour=1.0)
- Maintain receipts and expense logs, as required
- Ensure you bill for services provided in an accurate, ethical manner  
It is important for all staff to remember that any service provided and billed for **must** be indicated on the individual's *Support Plan and the Implementation Plan*. Each of these documents provides guidelines for working with an individual. The *Support Plan* outlines the goals for the individual in a general way. The *Implementation Plan* is a working document that further describes the specific services (who, what, how, where, when, etc) to be provided to the individual. If you provide services to an individual, you **MUST** have one of these documents to work from. Ask the Program Administrator for these guidelines for working with the individual. If you perform a service for an individual and it is not on one of these documents, then you can perform the service, and you **MUST** document it, but you **CANNOT** bill for it (you cannot include it as hours on your service log).
- Punctuality, Consistency, Cooperation, Individuality, Creativity
 

Punctuality	ensure that you set a mutually agreed on schedule with the client and then stick to it; being late, canceling, and not showing up are not good examples to set for the client
Consistency	ensure training holds to a high standard of principles and practice; provide training that works, but be flexible to change if it does not work; establish a routine of going over and over the same thing in the same way
Cooperation	work with other staff and supervisors, family, and circle of support
Individuality	provide training that is personalized and individual to each unique client; provide opportunities for success and when there is success, provide positive reinforcement
Creativity	create training materials, such as chore charts, pictographs, calendar of events and activities, wish lists, house guidelines, star programs, etc.; think outside the boundaries for ways to assist the individual in accomplishing his goals

For example, a goal on an individual's Support Plan states that the individual "wants to learn to fill in my own checks". You know from talking to other staff (*cooperation*) that currently, the individual only signs his name on the checks and staff fill out the rest. You also know that he has difficulty forming numbers and writes very large.

When doing training on this area, you might:

- find out what the individual can do (*individualized*)
- set the check in front of the individual and have him fill it in the best he can
- have the individual copy information for the check onto the check
- make copies of a check and have the individual practice filling it in before he actually tries filling in the whole real check
- show the individual through examples
- have the individual practice forming numbers and writing smaller
- practice skills *consistently*

Of course, you would follow the Implementation Plan in providing training in this area. The Implementation Plan should provide you with methods and steps for assisting the individual with this goal in a consistent and individualized way. It should tell you where to do the training (at home, for example), when to do it (twice a week, every week), what to do (learn to fill in the check), and how to do it (a method unique to the individual).

In NO case, would you:

- practice today and then wait a month or two before trying again
- try one way one day and another way the next time just because you are bored
- expect successful results immediately or in a week or so
- use a method that works with everyone else if it doesn't work with this individual
- continue a method if the individual fails every time

Providing consistent training means that you practice, practice, practice. You set up a schedule for a specific activity and you stick to it. You find a method and you stick to it. You give it a chance. You might try a method that works with everyone else, but you must also remain flexible enough to recognize that if a method does not work with a specific individual after a reasonable time, you try something else. You give the individual every opportunity to succeed. You may expect results over a long time; you may see huge leaps or few or no results at all. You may watch the individual fail, but you also set up more opportunities for the individual to succeed. When training task-related skill activities and expecting performance on the task, it is essential to provide successful training opportunities so that the individual learns and does not become frustrated, lost, confused, and disinterested.

### Specific Responsibilities

In addition to the general responsibilities for all staff, staff have other specific duties as well.

#### In Home Support Staff Responsibilities

- Assist with skill training
- Ensure client is clean, safe, and healthy
- Maintain safe, clean, healthy household
- Maintain client Medication Administration Record (MAR)
- Maintain client home book
  - Client Information Sheet Form
  - Disaster Preparedness Form
  - Support Plan
  - Implementation Plan
  - Service Log and Notes
  - Medical Forms
    - Medication Log
    - Medical Treatment Log
    - Medical Exam Form
    - Seizure Report, as needed
    - Other, as required
  - Authorizations
    - Medical Release for Treatment Form
    - Emergency Medical/Dental Care Form
    - Transportation Form
  - Miscellaneous Documents
    - Specific to client
    - Requested by SLC
- Maintain posted information
  - Calendar with activities and appointments
  - Menu
  - Schedules
- Ensure safety
  - Smoke alarm
  - First Aid kit
  - Fire extinguisher

#### PCA Responsibilities

- Provide skill training
- Assist with household maintenance
- Assist with personal care
- Assist with community integration

- Ensure health and safety

### Companion Responsibilities

- Plan and arrange client-centered activities that are in the Implementation Plan and are the client's choice
- Accompany client on meaningful activities
- Assist client in learning about community resources

### Supported Living Coach (SLC) Responsibilities

Some of the training and assistance activities of the supported living coach include:

- household maintenance and management
- safety and emergency procedures
- on-call 24 per day emergency assistance
- meal planning and preparation
- shopping
- civic responsibilities
- money management
- and self-care

In addition to these services, the SLC oversees the individual's household and ensures the health, safety, and well-being of the individual.

For example, the SLC arrives at a designated time in the late afternoon to accompany the individual on a two-hour community outing which is stated in the Support Plan. The toilet is full to the brim and running constantly. Although fixing the toilet is not on the Support Plan, it is the SLC's responsibility to ensure in an active manner that it is taken care of. In this situation, a brief discussion with the individual and a quick call to the landlord and/or a plunger and cleaning materials may be all that is required to fix the situation. You document the situation in this case, but contacting the Program Administrator is unnecessary.

### Skill Training— Assistance, Monitoring, Assessment

Assistance — provide consistent assistance to the client in the areas noted in the SP and IP. Assistance includes: minimal to complete physical help, cues, prompts, reminders, demonstration, walking through a procedure (or set of steps), questioning, etc.

Example: I assisted Peter Pan in making instant rice in the microwave *by asking* him to tell me how many cups of rice and water were required and how long to put the rice in the microwave. We talked about measuring cups when he was unsure which measuring cup to use and pulled out the ½ cup. I demonstrated that two ½ cups make a full cup and he decided to use the 1 cup for his rice and water. He mixed the ingredients, added butter, and cooked the rice. While he was waiting for the rice to cook, I *reminded* Peter to set the table and get drinks. I *demonstrated* to him how to hold the glasses so that his fingers do not go inside while he is carrying them. He checked his menu to see which vegetable to have, got the can of peas and we both struggled with the can opener until he decided to use the manual opener.

Monitoring — At least once a week to once a month, depending on the skill, the SLC should monitor the client(s) skills in the areas identified on the SP and IP. In some cases the SLC or Program Administrator may be tasked with monitoring the skills the client typically does with the IHSS, PCA, and Companion.

Assessment — At least once a month, the SLC should assess the client's progress on skill areas identified in the SP and IP. Recommendations and suggestions for strategies and techniques can be made to other staff based on this assessment and will also assist the SLC in writing the monthly progress summary.

Example: The client is learning to slice vegetables with the assistance of the SLC as stated in the IP. The SLC should *assist* the client in cutting vegetables once a week. SLC *goes over* the steps with the client and assists the client in cutting vegetables once every week. The IHSS *assists* the client in cutting vegetables three times per week. The IHSS also *assists* the client in making stirfry twice a month. The SLC *monitors* the client's progress in making stirfry once a month. The SLC *assesses* the client's progress in cutting vegetables and making stirfry once a month.

### Quality Time

Use your SLC time wisely when working with a client. Work with clients individually. If you happen to have more than one client with you at a time, you work with one at a time.

For example, if you do grocery shopping with two clients at the same time and the shopping takes 1.5 hours, *you cannot bill for 1.5 hours with each client (this is called double billing and is not tolerated)*. You may split the time between the two clients or concentrate on skill training for one of the clients for the entire time.

### Schedule

Maintain a schedule where you write in the client's name and the times you see them each day and the service (home, financial, health, self care, community integration) you usually provide at that time. Staff should have set times and services each week where they work with the client. Emergencies, appointments (counseling, medical, foodstamp, etc), and other non-routine events should be considered and modifications can be made to the schedule as necessary, but this is typically only once or twice a month, not every week. Do not cancel unless there is a *true* emergency. Seeing clients is not a whim. Clients should feel comfortable and secure that you will see them when you say you will and provide the services you are supposed to provide in accordance with the IP.

### Client Notebook

To assist you in organizing your time, maintain one notebook with:

- Your schedule
- Contact numbers
- Dividers for each client you work with the following for each client

- Client information
- Blank quarterly forms to use when needed
- Implementation Plan/Support Plan

### **Communication/Sign-In Log**

Maintaining a Communication/Sign-In Log at each client's home is a good idea. Sign in and out and indicate the skill area on which you worked with the client. This helps in ensuring that tasks do not get delayed, postponed, or forgotten and also provides communication between staff and consistency in services provided to the client.

### **Meetings**

Staff should try to meet once per month with other support staff for a brief update on the clients you share. This will assist in training strategies, monthly summaries, and brainstorming.

### **Implementation Plan**

The IP is critical to staff work with a client. It is based on the Support Plan and contains a plan of action for assisting a client in achieving goals. It is essential that the SLC complete all pre-Support Plan paperwork and attend the Support Plan meeting in order to contribute constructive input. It is also essential that the SLC get information from the individual and his circle of support (natural and paid) in order to provide accurate information for the pre-Support Plan paperwork as well as when writing the Implementation Plan,

### **Foodstamps**

Many clients are eligible for foodstamps. There is a lot of paperwork and preparation involved in applying for foodstamps: TPQY from social security, paystubs and bank statements for the past three months, power, utility, and phone bills, signatures, etc. Clients are usually re-certified each year, so watch for appointment date letters and get the necessary information gathered in plenty of time.

### **Financial, Receipts, and Expense Log**

Any money you handle for a client must be kept track of with receipts and noted on an expense log. It is a good idea for only one SLC to handle a client's financial needs (banking, checkbook, bills, groceries). Please keep checkbooks balanced.

### **Quarterly Forms**

The SLC is responsible for ensuring that quarterly documents are completed based on the client's Support Plan effective date. A checklist is used for all Quarterly Reviews to ensure all documentation is completed.

### **Support Plan and Implementation Documentation**

The SLC is also responsible for ensuring that required documents are completed in preparation for and following the Support Plan. This includes:

Preparation for the Support Plan meeting with the client and circle of supports

Participating in Support Plan Meeting, Support Plan

After the Support Plan is received, preparing the Implementation Plan

### **In Home Support Staff and SLC Working Together**

#### **Schedule**

An IHSS often has a demanding job, especially if the client(s) requires full care, cannot be left alone, or has behavior issues. Maintain a schedule with the IHSS and be there to work with the client(s) when you are expected. *Although SLCs are not relief persons*, if you and the IHSS are not working on specific skills with the client together, the IHSS can often use the time you are with the client for personal needs. If you cannot be there due to an emergency or appointment conflict, try to call at least a day in advance. It is a good idea to reconfirm (with a phonecall) your schedule with the client and IHSS at the beginning of each week.

#### **At Home Client Book for IHSS**

The IHSS is responsible for maintaining the at home book in an organized manner once the SLC has set it up with relevant forms and information. The SLC should update the at home book periodically (new SP, IP, etc).

#### **Paperwork (service logs)**

The IHSS is responsible for maintaining accurate, current logs and notes on a daily basis.

#### **Calendar**

The IHSS and client should keep a yearly calendar posted with important dates, events, meetings, and activities noted. The SLC should check the calendar to note their own activities with the client and to ensure there are no conflicts.

I have read and fully understand the Rules & Regulations Policy and agree to follow its dictates.

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date