



Individualized Services and Supports: Day and Community Integration Services

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DAY AND COMMUNITY INTEGRATION SERVICE TRAINING

For those individuals meeting I-REACH 2, Inc. general admissions criteria, we offer services to those persons in need of day-time, limited or intensive behavioral intervention, who have personal care needs, or require personal, social and community adjustment skill training or direct supervision by qualified personnel.

Training topics may include, but are not limited to, the following: personal hygiene, grooming, household maintenance, mealtime skills, stress management, communication, social skills, and interpersonal relationship skills, use of community resources, inclusion training, safety skills and behavioral management. Informal and formal training is performed in small groups and individually, both in IR2 facilities and in the community.

INDIVIDUAL INTEGRATION/MAINTENANCE

POLICY

When a facility is provided by I-REACH 2, Inc. it will be similar in physical appearance to other businesses in the neighborhood or area in which it is located. Individuals and their staff are expected to be “good neighbors” and to take responsibility for the overall appearance and maintenance of any IR2 operated facility.

PROCEDURE

- I-REACH 2, Inc. will abide by all zoning laws applicable to Individual habilitation sites.
- I-REACH 2, Inc. will attempt to locate in areas that appear to be in “low crime” areas of the City of Casper or in other communities as I-REACH 2, Inc. grows.
- It will be the responsibility of the person receiving services and all support personnel, including the Health and Safety Coordinator to see that Individuals and staff maintain the interior and exterior of the building according to taste, preference and lease agreements of any building contracted by I-REACH 2, Inc.

PARTICIPATION IN SELECTION OF STAFF

POLICY

The individuals and or families receiving services may participate in the selection of their direct support staff whenever possible and appropriate.

PROCEDURE

- Individuals may also suggest other individuals they may want as support staff and I-REACH 2, Inc. will work with those persons to see if they meet qualifications and requirements for employment and hiring.
- This will be verified by interview documentation.
- Final selection, hire or retention of staff will be the discretion of I-REACH 2, Inc. management.

SUPERVISION/STAFF

POLICY

I-REACH 2, Inc. is committed to ensuring the health and safety of the individuals we serve by recognizing and honoring that person’s level of support, as indicated by the individual’s Plan of Care.

PROCEDURE

- Supervision levels depend on the need of the individual and their current level of supervision required in their plan of care. Staff is trained and signs off on, the individual’s plan of care, prior to working alone with the individual.
- All staff complete new employee orientation, which covers a variety of topics to assist them in the performance of their duties. In addition, supplemental staff training is offered on an ongoing basis. All staff has received Crisis Prevention Intervention training, CPR and First Aid certification and Medication Monitoring training.
- Failure of support staff to follow the level of supervision outlined in the plan of care can result in disciplinary action.

- Medical and dietary restrictions must be formally recommended and documented by a physician and should be followed if it is a part of the individual's Plan of Care.
- Natural consequences, positive guidance and effective teaching techniques will be used to assist persons receiving supports to understand their individual level of supervision.

COMMUNITY INTEGRATION POLICY

Updated 10/2016

POLICY

I-REACH 2 Inc. will ensure that persons-served drive all choices about community events and activities. If an individual wants to attend an event, staff will assist in checking on whether the participant has sufficient funds (if applicable) and arranging transportation. (For details on transportation options please see the Individual Handbook and related services sections of the IR2 Policy and Procedure manual) IR2 staff will research local events, interest groups, and other activities and provide options for individuals to choose between Staff will help participants who struggle with interacting with community members.

PROCEDURE

1. Individuals in our day services can engage in individualized interest area classes and activities daily. All individuals in service prepare a daily schedule by choosing from a variety of community-based activities and interest classes that enhance skills relative to community life or of interest to the individual. Our day services programs are staffed with a "float" staff who is available to facilitate unscheduled activities. In addition to interest area classes and community based activities, Individuals are offered a variety of volunteer work activities. These activities are designed to provide individuals with support in interacting with members of the community, integrate the individuals with non-disabled individuals who are not paid staff and explore interest areas for potential competitive employment.
2. Individuals in our residential services can access the community when they so choose to. IR2 group homes are staffed with a "float" staff position during peak hours who has the availability to facilitate unscheduled activities. In addition, each residential home creates a monthly activity calendar that is developed between staff and persons-served. These activities are designed to provide individuals with support in interacting with members of the community, integrate the individuals with non-disabled individuals who are not paid staff.
3. All community outings are documented on an Individual's waiver service schedule and Outing tracker in Therap.
4. Staff training on this policy will occur at new hire orientation and annually in November.
5. Participant training on this policy will occur at intake and annually as part of the annual plan of care review.

DRESS/PERSONAL POSSESSIONS

Dress is casual but needs to be appropriate to the weather since individuals may be leaving the facility on community inclusion activities during the day. Dress should be appropriate for the community when individuals are engaged in outside activities or employment scenarios. Expensive personal possessions should not be worn or brought to the IR2 facility. Items not checked in or placed in a locked area cannot be the responsibility of I-REACH 2, Inc. The labeling of personal items is encouraged.

Individuals who may arrive at I-REACH 2, Inc. day program dressed inappropriately may be asked to change their attire or may not be allowed to work in areas in which the attire may present health or safety issues.

- **Repeated violations of this policy can result in written notification to an individual, his or her guardian and case manager and a conference to address the problem will be scheduled.**

INDIVIDUAL MEETINGS/INPUT

Regular monthly meetings are held between staff and Individuals to discuss concerns, share information and obtain input on individual choices. Ongoing opportunities to receive training in special topic areas are offered on a continual basis to assist individuals in better educating themselves in such areas as conflict management, abuse and

neglect, rights and responsibilities and relationships. (See forms and other policies related to gathering consumer input index.)

GUARDIAN INPUT

Input from Guardians or Case Managers is always appreciated. We provide several options for communications such as email, Therap, phone annual surveys and on-site suggestion boxes. Emergency reports or calls after 4:00 p.m. M-F or 24 hours a day on Saturday and Sunday should be made to the IR2 On Call Administrator at 258-5959.

If the individual does not feel that the concern or issue has been appropriately addressed or feel that they need additional support in resolving a problem associated with their person or with individual staff members or managers, they should contact the Community Employment & Living Coordinator. If the Community Employment/Living Coordinator is unable to assist in resolving the problem the guardian or case manager should be referred to the IR2 Executive Director to schedule a meeting to address the issues in person.

HOURS OF OPERATION/SCHEDULE/ABSENCES

I-REACH 2, Inc.'s main business hours are from 8:00 a.m. until 4:00 p.m. Monday-Friday. Day services and community integration services are scheduled to best meet the needs of the person served. If an individual needs to be absent or picked up later than scheduled prior notice and arrangements should be made with the I-REACH 2, Inc. Day Service Manager and/or the On Call Administrator. If prior arrangements are not able to be made, the individual or designee are required to call the office the morning of the absence or as soon as possible and leave a message or ask for the I-REACH 2, Inc. Day Service Manager and/or On Call Administrator to notify them of potential scheduling problems.

- **The main office is closed on July 4th, Thanksgiving, Christmas Day, and other days as scheduled and approved by the Board of Directors.**
- **Ideally, vacation days should have been discussed in the individual's plan of care meeting to make necessary staff adjustments in advance.**

INCLEMENT WEATHER EXCEPTIONS

In the interest of personal safety, if either the local school district or Casper Area Transportation Coalition (CATC) is closed due to inclement weather, I-REACH 2, Inc. office will also be closed. Office personnel will make calls to confirm closure or non-closure and notify individual guardians as quickly as possible. Coverage for Individual IR2 homes will be made through the On-Call Administrator.