



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, 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.

PRIVACY AND SECURITY

Revised 12/2016

POLICY

I-REACH 2, Inc. will ensure that each person receiving services has their own space, which is private, secure and safe; no individual will be asked to share a room. All persons receiving services and supports will be ensured their constitutional rights to privacy in so far as the facility structure and Plan of Care dictates.

PROCEDURE

1. All persons receiving service and supports will be ensured the right to receive and send mail. Individuals will be ensured the right to talk with friends and family without fear of being monitored, and to have their own key to their house and bedroom.
2. Appropriate staff will have access to the exterior door and bedroom keys but will always knock before entering. Individuals with specific key restrictions in their plan of care will follow an alternative process on a case by case basis.
3. All persons living or working in the house will knock and gain permission before entering another person’s room. *If a person’s health and safety are at risk, the legal concept of “implied consent” will be used to obtain access to the room.*
4. In the event that IR2 staff needs to make a room check, verbal permission will be asked and given by the people involved. If permission is not given a meeting will be held with the individual involved to problem-solve a solution to resolve the impasse. If permission is not given the guardian will be notified and IR2 will invoke the right of inspection contained in I-REACH 2, Inc.’s lease agreement.
5. Unless otherwise dictated through the participant’s Plan of Care for Health and Safety reasons, individuals shall not be monitored while dressing/undressing, showering, bathing, or toileting.
6. Individuals can request private space to meet with a visitor during day services.
7. Staff will always knock before entering a person’s home.

VISITORS/RELEASE OF INDIVIDUALS

Updated 12/2016

Visitors of residents are welcome at I-REACH 2, Inc. However, it is suggested visitation be pre-arranged with the Community Integration Coordinator or support staff. All visitors must sign-in and acknowledge the HIPPA statement. Your guardian has the right to be involved in decisions regarding visitors. Any rights restrictions and restoration plan regarding the right to receive visitors shall be outline in the Plan of Care.

- No information will be released pertaining to an individual without the consent of the individual's guardian and/or completed "Release of Information Form". (If applicable)

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.

OBTAINING INDIVIDUAL CHOICE

Updated 12/2016

I-REACH 2 Inc. will talk to all individuals and discuss their preferences in activities and any goals they have. These preferences will be shared with staff to help brainstorm potential community events and activities in which the individual may wish to participate. Staff will talk to individuals at least weekly about their schedules and integrate any feedback. All individuals will be encouraged to pursue their own interests and individualization will be clear through plans of care and weekly schedules. Individuals can choose to decline services without any negative consequences imposed by I-REACH 2 Inc.

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 have the opportunity to 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 have the opportunity to 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.

TRANSPORTATION POLICY

Updated 12/2016

I-REACH 2 Inc. will arrange transportation for individuals relating to all regularly provided services. For example, individuals receiving employment services through IR2 can set up transportation to and from the individuals job site. Individuals may request transportation into Casper, Evansville, Bar Nunn, and Mills by verbally communicating the main office staff 1 hour ahead of time. Individuals may request transportation from community events during evenings or weekend by verbally communicating with the main office staff and providing them with the destination and time frame at least 3 days ahead of time. No additional fees will be charged for transportation needs. If a transportation request cannot be met, the individual will be informed at least 24 hours in advance of the events so the they can arrange other transportation.

IR2 promotes the independence of the individuals we serve and encourages them to access public or private transportation to access services and community activities whenever possible. We have materials and information available regarding the Wyoming Independent Living Transportation Check program and subsidized CATC tickets and The Bus passes.

ALL DRIVERS AND INDIVIDUALS BEING TRANSPORTED IN I-REACH 2, Inc. VEHICLES OR EMPLOYEE VEHICLES USED FOR TRANSPORTATION MUST WEAR SEATBELTS ALWAYS. Wheelchairs shall be secured properly and per training procedures prior to moving any vehicle.

There is no smoking or eating allowed in I-REACH 2, Inc. vehicles. Only water in spill proof sealed containers is allowed. Exceptions to the food policy may be made in advance in the event of special trips. You may be asked to find alternative transportation if you cannot abide by the rules, or your behavior endangers others.

RESTRICTION POLICY

Updated 12/2016

No individuals will have their rights restricted except in an emergency or if detailed in their plans or care and approved by the team. If an individual may harm themselves or others, emergency services will be called immediately by a staff member.

If an individual has a rights restriction indicated in their plan of care, the 8 points to restrict a right will be included. IR2 will collaborate with the case manager and other providers to collect data, attempt alternative strategies, and work towards reinstating the restriction over time.

USE OF NONVIOLENT PHYSICAL CRISIS INTERVENTION

Updated 10/2016

POLICY

Most crisis situations can be avoided if identification of precipitating factors and early use of CPI, non-physical, de-escalation techniques can be utilized. Any potential crisis situation should be reported immediately to the direct supervisor, or on-call personnel who will notify the Executive Director of the problem.

Any explosive or violent behavior shall be treated as an emergency situation and the response is the same for any serious injury, accident or other crisis.

I-REACH 2, Inc. employees are trained and certified in Crisis Non-Violent Intervention techniques and shall use ALL non-physical means of intervention. It is not the current I-REACH 2, Inc. policy to accept participants into service requiring of any type. In cases where non-physical intervention is not de-escalating a situation, law enforcement will be summoned to assist.

Most crisis situations can be avoided if warning signs are noticed and prevention techniques are used to resolve many potential situations. The procedure describing the process that I-REACH 2, Inc. employees use can be located in the Health and Safety Section of the Policy and Procedures Manual.

USE OF RESTRAINTS AND SECLUSION

Updated 10/2016

I-REACH 2, Inc. believes that participants have the right to be free of all forms of seclusion, physical and chemical restraint. Based on this we do not accept persons into our services who have physical and chemical restraints in their Individualized Plan of Care. Nor do we authorize the use of seclusion.

In the event of an Emergency Restraint (a restraint used to only to protect the safety of the participant such as holding from running into traffic) I-REACH 2, Inc. will track the usage of all restraints at all times. Immediately after a restraint is used an incident report will be filled out by the staff involved in the restraint and forwarded to the Health and Safety Coordinator. The Health & Safety Coordinator will then notify the participants' team as soon as the participant's health and safety is ensured. In addition, a Critical Incident Report will be filed as an EMERGENCY RESTRAINT with the Division within 24 hours of the incident.

MONEY

I-REACH 2 Inc. does not offer representative payee service. We will work with individuals who have representative payees and those who manage their own money. Individuals may request to have the Wyoming Guardianship Corporation be their representative payee and help manage funds. If Wyoming Guardianship Corporation agrees to be the representative payee, we will help pay your bills, make deposits, budget for more expensive item, and talk through how to manage money well.

FOOD

Updated 12/2016

POLICY

Individuals must prepare or assist in the selection and preparation of all meals. Staff will work with residents to plan weekly menus and shopping lists. Residents are encouraged to give input on the types of meals they prefer. If a meal is prepared that a resident does not wish to eat, alternative food choices will be made available. Staff will encourage meals that include foods from essential food groups and portion control.

Staff, in all program areas, shall encourage all individuals to consider healthy choices and in cases where formal restrictions exist, shall ensure that residents abide by those restrictions with minimal infringement on choices, and have ample alternative types of food available. Dietary restrictions identified by a physician will be included in the Plan of Care.

Individuals have the right to choose what time they eat and with whom they like to eat with. Individuals also have access to food at any time they would like. IR2 has microwaves and refrigeration available; however, we encourage participants to transport their lunches in thermal types of boxes, bags or containers to preserve the freshness and ensure food temperature safety. Individuals are also encouraged to share mealtimes with individuals of their choosing, including invitations to family and friends. They can also choose where to eat in their homes including but not limited to: at the dining table, outside on the picnic table, or in the living room with a tray. Individuals can make arrangements to eat at a restaurant (if they have the financial means to do so).

PROCEDURE

Staff will assist participants to a savings plan if they request.

Staff will assist individuals with transportation if they request.

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.**

IDENTIFYING HEALTHCARE NEEDS

POLICY

I-REACH 2, Inc. will identify healthcare needs of the persons receiving services and will follow the procedures outlined below to assist in providing immediate and quality responses to those needs.

PROCEDURE

- I-REACH 2, Inc. staff and/or management will document any health issues that may arise or be brought to their attention via Therap.
- I-REACH 2, Inc. staff will notify the case manager and/or guardian of any serious concerns immediately.
- I-REACH 2, Inc. will assist persons receiving services to medical appointments as indicated by that person and/or guardian.
- I-REACH 2, Inc. will abide by what is written in the individual's Plan of Care in regard to diet, medication and physical restrictions or limitations.
- I-REACH 2, Inc. will have protocols in place to address seizure, injury and medication issues.

- Verification will include plan of care documentation, specific programs that may identify areas of health and safety the person is receiving training in, medication monitoring sheets, seizure and injury reports, meeting notes, skilled nursing, physicians and therapists notes, observation and progress notes, case contact and meeting notes.

MEDICATIONS

The staff at I-REACH 2, Inc. are trained to monitor medication. If medication administration or extensive health care monitoring is needed, on-site skilled nursing services are not available at I-REACH 2, Inc. Unless otherwise dictated through the plan of care, or the Individual and his or her guardian, the Individual is responsible for consuming his or her own medications. Please see the full procedure in the Individual Handbook and Health & Safety Section of the Policy & Procedure Manual.

PROCEDURE

Medication not administered by nursing staff or a guardian needs to be brought into the I-REACH 2, Inc. facility in bottles, bubble packs or med planners with the correct prescription label and checked in using a Medication Transfer Sheet, with I-REACH 2 Inc. Area Manager or Employee.

1. Medication content, count and labeling is to be verified by the receiving party before the delivering party leaves the area. Discrepancies should be noted or reported immediately and documented on the Medication Transfer Sheet to ensure proper handling and confirmation of medications being transferred.
2. If IR2 is expected to monitor medication being taken by an Individual, it must be kept locked up at all times except when being taken and monitored.
3. The act of medication monitoring is documented accordingly.
4. In some cases, med planners will be picked up and delivered by the Individual Manager or designee to the individual's home upon request.
5. Each Individual is responsible for the purchase and provision of his/her own physician approved over the counter medications.
6. Medication times can sometimes conflict with out of the facility activities or work related endeavors and may not be given at the exact time dictated; HOWEVER, there is only a (1) hour window of opportunity on either side of the actual time prescribed to make the dose available for the Individual to take the medication .
Example: If an Individual's medication is supposed to be taken at 2:00 p.m. daily, it can in be administered anytime between 1:00-2:00 p.m. or between 2:00-3:00 p.m.
7. Missed Medications in which the window of opportunity has passed SHALL NOT BE GIVEN TO A PARTICIPANT unless consent has been given by the guardian.
8. ANY MISSED MEDICATION SHALL BE DOCUMENTED ON AN INCIDENT REPORT AND REPORTED TO THE AREA MANAGER OR ON-CALL ADMINISTRATOR. THE ON-CALL ADMINISTRATOR SHALL NOTIFY THE INDIVIDUAL'S GUARDIAN, CASE MANAGER AND OTHER PROVIDER (IF APPLICABLE) A CRITICAL INCIDENT REPORT WILL ALSO NEED TO BE FILED WITH THE BEHAVIORAL HEALTH DIVISION.

Emissary Pharmacy

All residential participants are requested to use Emissary Pharmacy & Healthcare Service for all medication distribution if possible.

All prescription maybe phoned or faxed in by the prescriber directly to Emissary. Emissary's telephone number is 307-472-0597 or fax number 307-237-7731. Emissary regular business hours are Monday through Friday 8AM to 6 PM. Emissary is available on Saturday and Sunday 8 AM to 4 PM for new orders or emergencies only.

I-Reach 2, Inc.'s cut off time for delivery of requested medication Monday through Friday is 11 AM for a delivery between noon and 1 PM. Prescriptions requested after the cut off time will be available for pick up at the Emissary main office located at 2646 E 2nd St Ste. 100.

Any Scheduled medications the patient takes will be delivered in TCGRX multi-dose bubble packaging every 14 days. All medication received by the Emissary courier will be reviewed by the Administrative Participant Support Specialist, Participant Health Support Specialist and/or designee prior to monitoring by a medication assistant. Emissary will be notified of any discrepancies with 48 hours of receipt of cycle.

Each 14-day cycle of medication packets will be disbursed to I-Reach 2, Inc. facilities bi weekly. Each individual package may contain 3 individual medications. (I.E. if there are 9 different Medications in the am there will be 3 packets.) Packets are divided by time. Each packet will have the participants name, name of the medications inside the packet, time the medications is to be given, dose of medication, and date for disbursement.

Certain medications are not cycled. These medications are disbursed monthly in blister packs and not bi-weekly bubble packaging. These medications include but are not limited to:

- a. All medications which are required by law to stay in unit of use packaging
- b. Non-Routine orders like antibiotics
- c. Liquids, injectable and inhalers
- d. Controlled substances
- e. PRN medications
- f. Coumadin
- g. Fosamax, Actonel
- h. Narcotics
- i. Odd time medications (once a month, once every 4 days, etc.)

New orders and any non-cycled medication

- a. Emissary staff will manage all prior authorizations. The facility and doctor's office will be notified in the event of a prior authorization, and the staff given the option of delivering 5 days of medication paid out of pocket until the authorization is approved. New orders will come in blister pack in a quantity sufficient to reach the next cycle start date for bubble packs.
- b. Any non-cycled medication will come packaged in blister packs and not bubble packs.

Arrangements for payment of medications will be set up with the Emissary pharmacy by the individual, guardian, or pay prior to requesting the cycle of medications.

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.

ON CALL POLICY AND PROCEDURE

Revised December 4, 2016

POLICY

I-REACH 2, Inc. will have on-call personnel on duty 24 hours a day. That person will carry the IR2 on-call phone and a computer/technology with access to Therap. This person is to be available to assist staff when they need information or assistance. This service is also available to guardians, case managers and individuals.

On-call numbers will be posted by the telephones in all I-REACH 2, Inc. facilities and in vehicles utilized by I-REACH 2, Inc.

THE I-REACH2 Inc. ON CALL NUMBER IS 307-258-5959.

On-Call is to be utilized for the following reasons:

- Immediately after 911 emergency call is made and CHECK/CALL/CARE procedure has been carried out.
- Individual needs non-emergency medical assistance.
- When an individual is absent without knowledge of support staff or possible elopement has occurred.
- When a guardian or other authorized person has a serious medical condition or there has been a death in the family.
- When staff need backup if a behavioral incident is happening.
- When staff needs to be relieved due to illness or family emergency.
- Whenever there is a utility failure or an adverse condition that needs immediate attention.
- When there is a traffic accident in which a person(s) receiving, services are involved.
- Whenever there is a suspicion of abuse or neglect.
- When staff have not reported for their assigned shift.
- When staff are calling in for an assigned shift. (Refer to PTO/Leave policy)
- When there are discrepancies in participant funds, petty cash, or grocery money.
- When a medication error has occurred
- When any other reportable critical incident has occurred (refer to Critical Incident Reporting policy).
- If a staff person is exhibiting behavior that may indicate the use of drugs/alcohol. (See Drug and Alcohol Workplace Free Policy)
- Any other situation that support staff feels needs immediate attention.

Coverage and in some cases transportation or over-time approval for employees assigned to IR2 homes will be made through the On-Call Administrator.