



# Individualized Services and Supports: Community Living Services

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## **LIFE SKILLS AND PERSONAL AND SOCIAL TRAINING:**

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

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

## **INDIVIDUAL INTEGRATION/MAINTENANCE**

### **POLICY:**

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

### **PROCEDURE:**

- I-REACH 2, Inc. will abide by all zoning laws applicable to Individual Residential sites.
- I-REACH 2, Inc. will attempt to locate residences 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 Community Housing Coordinator, Community Employment/Living Coordinator and Health and Safety Coordinator to see that individuals and staff maintain the interior and exterior of the building in accordance to taste, preference and lease agreements of any building contracted by I-REACH 2, Inc.
- Staff is encouraged to find ways to actively involve residents in all maintenance and upkeep activities according to the Individual’s physical ability, mobility, and capacity to learn or assist in the process.
- Outside lawn upkeep, watering, mowing, weeding, snow shoveling etc. shall be the responsibility of residents whenever possible, with some assistance from staff and shall be included in any chore lists that are developed for the home.

## **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 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 that includes intensive

effective communication training and Crisis Prevention Intervention training (CPI), 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 and effective teaching techniques will be used to assist persons receiving supports to understand their individual level of supervision as far as possible.

## **DRESS/PERSONAL POSSESSIONS**

Expensive personal possessions should not be worn or kept in unlocked areas in the home. Items not checked in or placed in a locked area cannot be the responsibility of I-REACH 2, Inc. The labeling of personal clothing individuals is encouraged.

## **POLICY REGARDING SMOKING**

**POLICY:** Smoking inside any I-REACH 2, Inc. owned, or leased facility or vehicle is prohibited due to health and safety priorities for our individuals.

Smoking outside any I-REACH 2, Inc. home is discouraged however, designated outdoor smoking areas are outside of the backdoor of the Curtis Street homes. It shall be the responsibility of the individuals who utilize the designated smoking area to keep it free of debris and to ensure that cigarettes and matches are properly extinguished in a specific, hazard-reduced receptacle before leaving the designated area.

If the designated smoking area becomes unsightly or creates an eyesore or potential health hazard to others, the Executive Director can ban smoking from outside the Curtis Street homes.

## **PETS IN INDIVIDUAL OR GROUP HOMES**

I-REACH 2, Inc. discourages pets in group home settings because we acknowledge the potential barrier for finding qualified staff for individual residences in which pets are present. This is due to individual allergies or reluctance to maintain responsibility for animals that are not in their care (24) hours a day.

Exceptions to this policy can be made upon written request by a participant or his/her guardian or Case Manager and in the event the pet requested is solely the responsibility of the individual and that individual has displayed a level of personal responsibility that indicates they would carry out all feeding, cleaning and monitoring responsibilities on their own and that the pet would be maintained in the individual's room. Examples of individual pets: fish, birds, hamsters, guinea pigs, small lizards, chameleons, turtles, etc.

- **There must not be a health and safety risk to others in the home for pets to be considered or allowed.**
- **No individual shall be allowed to have an individual pet which cannot or should not be maintained within their own personal living space, i.e. a dog or cat.**
- In some situations where ALL members of a household are in consensus and where I-REACH 2, Inc. is the owner of the house or property, approval for a house dog or cat can be requested by the house manager, via a request that includes the signatures of individuals and prior investigation which includes ensuring there are no known allergies to any individual and that each person's guardian has been contacted in advance and gives their approval for a joint "house pet" if an individual is not his/her own guardian.

## **INDIVIDUAL MEETINGS/INPUT**

Regular monthly house meetings are held between individuals, employees and managers to discuss concerns, share information and obtain input on individual choices, preferences and overall house operations. These monthly house meetings are also utilized to encourage residents to learn problem solving and communication skills and to allow for each person to express their ideas and thoughts.

Additional house meetings can be held at the request of a resident or the Community Housing Coordinator when situations or circumstances arise that may require further discussion, deliberation or decision making that affects every resident in the home, (i.e. special requests by individuals for a pet, repeated instances of disturbing other individuals' privacy, conflict resolution if more than two people are involved in the conflict, decisions about unanticipated changes in scheduled activities or other situations).

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.

A guardian or case manager may feel free to come and observe a regular house meeting; however, house meetings are not a place in which individual guardian or case manager concerns or grievances are generally expressed.

## **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 Housing Coordinator or the Community Employment/Living Coordinator. If the Community Housing Coordinator or Community Employment/Living Coordinator are 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**

The residential program operates (24) hours a day, 7 Days a week. If an individual needs to be picked up by a guardian or other provider prior to 4:00 p.m. M-F it is suggested that the guardian notify the house or the front desk to alert the individual's day-time provider of the change.

Supported Living and Respite service schedules shall be developed through the team meeting process prior to service delivery. Modifications to the schedule shall be arranged with the Community Living & Employment Coordinator or with individual's direct staff. Ideally, vacation days spent outside the IR2 residence should have been discussed in the individual's Plan of Care meeting to make necessary staff adjustments in advance.

Arrangements for respite should be made at least 14 days in advance whenever possible.

## **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 and group homes may also be advised to "NO TRAVEL."

Staff at participant residences will be notified by the On-Call Administrator or their manager of the "No Travel" Advisory and IR2 Office personnel will field calls regarding the weather. If necessary, a recorded message will be available for notification.