



Individual Handbook

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INDIVIDUAL HANDBOOK

Everyone participating in any I-REACH 2, Inc. program or service area receives a copy of the Individual Handbook, which contains information pertinent to the guidelines, policies, and procedures of the I-REACH 2, Inc. organization. Individuals are required to review the contents of the handbook, individually, with their guardian and a designated administrative member before signing off on the "Individual Handbook Information Acknowledgement Form." Our handbook contains information regarding the following topics:

- Eligibility and conditions for securing or maintaining placement in I-REACH 2, Inc. operated facilities and programs.
- Agency/Program Area/Environmental Orientation Guidelines and Sign-Off
- Responsibilities of our organization
- Responsibilities of the person served and/or their legal representatives
- Individual and Human Rights
- Various guidelines and mandatory regulations of our organization
- Non-discrimination practices
- Accessibility
- Conflict resolution procedures
- Grievance Procedures
- Standard health and safety requirements
- Specific program related policies, procedures, requirements and best practices for:
 - Adult Day, Community Integration
 - Employment
 - Residential, Respite, Supported Living, Companion, Personal Care
- Other transition, referral and information
- Alternative Resources/Options for services

INDIVIDUAL-CENTERED SERVICE PLANNING DESIGN AND DELIVERY

Once an individual or guardian has expressed an interest in applying to the I-REACH 2, Inc. program, they should notify their Case Manager for a follow up meeting. If the individual does not have a Case Manager or are a non-waiver individual, interest should be expressed to the Community Living & Employment Coordinator or the Executive Director. Plans to assist that person in transition to the program shall be:

- A completed application for service
- Preferred- A one day to three-day visit is scheduled and permitted before permanently selecting I-REACH 2, Inc. as a new provider of any services. Including over-night stays, if applicable.
- An on-site visit by the individual and/or guardian
- A signed release of information obtained and submitted to the agency the individual is transferring from, if applicable.
- Current Plan of Care and supporting documentation, Positive Behavior Support Plan (PBSP), etc.
- Most recent psychological evaluation
- Inventory for Client and Agency Planning (ICAP) and/or a Supports Intensity Scale Assessment (SIS)
- Six months of incident reports

A decision is made by the administrative team to accept the individual or encourage other service providers if I-REACH 2, Inc. is unable to best serve the individual's needs. Once the decision is made to accept the individual in need of services, the area coordinator, Executive Director or designee shall attend a team transition meeting organized by the Case Manager or if no Case Manager is available, we shall work directly with the guardian and other agencies to transition the individual. No individual can reside in or participate in an I-REACH 2, Inc. operated facility or program or be served unless the following information is received:

- Completed Administrative Guide
- Guardianship Papers (if applicable)
- Medication Consent Form

- Copy of Release Information, if applicable for other service providers, counselors, medical providers, employer, etc.
- Emergency Medical Release
- Medical Information/History/All medications taken by the individual during the I-REACH 2, Inc. hours of operation
- Program documentation
- Lease Agreement (if applicable)
- Income verification if an individual is receiving private pay services.

ENTRANCE/ELIGIBILITY CRITERIA

POLICY

I-REACH 2, Inc. believes that establishing specific entrance and eligibility for individuals to our various programs, via a team process, is essential. This criterion is perpetually evaluated to ensure that the criteria set forth is consistent with individual needs, choice and goals as well as our agency's overall mission, goals, objectives and ability to provide the highest level of quality care and service for individuals and their families.

Eligibility Criteria includes:

- At least 18 years of age when transitioning to an I-REACH 2, Inc. program from a school district or other program
- Have a documented and substantiated disability through our State Division of Developmental Disabilities or Department of Health Acquired Brain Injury Division
- Be receiving waiver services, Medicare or Medicaid services or be willing to secure other private resources for payment for services at I-REACH 2, Inc.
- I-REACH 2, Inc. does provide a limited number of private pay enrollment slots for individuals on the Medicaid Waiver Waiting list. The maximum number of slots allocated to private pay individuals will not exceed 4 participants across all program areas.
- Not need on-site skilled nursing services.
- Not be a danger to themselves or others.
- Not have physical, chemical, or mechanical restraints as part of the individual Plan of Care.
- Not have any convictions or pending convictions for crimes against a person. Other convictions will be evaluated on a case by case basis. Please see the criminal offender policy.
- A person should be able to benefit from I-REACH 2, Inc. service.

PROCEDURES

When considering I-REACH 2, Inc. as a service provider, these procedures for enrollment are as follows. Each individual/guardian **must complete or provide all required entrance/eligibility information** which includes:

- Application for service
- Release of information to obtain pertinent information from the current provider
- Income information to complete income verification if services include placement in our residential homes or for eligibility determination for private pay services.
- Current individual Plan of Care
- Six months of incident reports
- Inventory for Client and Agency Planning (ICAP) and/or a Supports Intensity Scale Assessment (SIS)
- Psychological Evaluation
- Guardianship Papers (if applicable)
- I-REACH 2, Inc. provides an "Administrative Guide" which is the required intake packet that includes all IMPORATANT information related to the care, safety, welfare, and overall improvement of the quality of life of the children and adults we serve. **(The individual, their legal representative and/or Case Manager MUST AGREE TO PROVIDE UPDATED RELEASES, ACKNOWLEDGEMENTS AND OTHER INFORMATION/CONCERNS AND INPUT, ANNUALLY AND/OR PERIODICALLY AS CIRCUMSTANCES, NEEDS, PREFERENCES CHANGE!)**
- Upon acceptance to the program, I-REACH 2, Inc. personnel will meet with the individual team, to include the individual's Case Manager, guardian, natural support staff or other agencies, to review the intake

information/individual Plan of Care, level of supervision and to determine level of risk and proper placement at I-REACH 2, Inc.

- A copy of the Individual Handbook shall be given to the individual/guardian for a complete read and sign-off to the program requirements, rules and standard operating procedures.

CRIMINAL OFFENDERS

I-REACH 2, Inc. may serve individuals who have been convicted of criminal offenses. I-REACH 2, Inc. maintains the right to deny services to anyone convicted of a crime and will consider individuals with pending criminal charges and convictions on an individual basis. All cases will be approved on an individual basis depending upon severity and type of offense and the organization's capacity to meet identified support needs. If you are a criminal offender and are in jail, on probation, or commit a crime, and I-REACH 2, Inc. is providing, or is considering accepting you for, services, we will work with applicable authorities regarding required legal stipulations. The relationship between I-REACH 2, Inc. and other agencies will follow your legal obligations and responsibilities determined by the legal oversight agency. I-REACH 2, Inc. personnel will share all required information related to your progress and adherence to legal requirements established by the appropriate criminal justice agency. Our goal is your success and all information will be maintained in the utmost confidence.

AGING INDIVIDUALS

I-REACH 2, Inc. recognizes the importance of continuing services to aging individuals in all program areas. Every attempt will be made to offer options and choices to create an individualized plan of care which may include receiving services in non-traditional ways, provided the service delivery meets Medicaid Home and Community Based waiver standards and Wyoming Behavioral Health rules. In the planning process, each person's supports will be based on their functional needs and personal preferences, not their chronological age. In addition, annual training will be provided to staff on ongoing aging issues. Outside senior referral sources, such as the Casper Senior Center and Wyoming Dementia Care will be consulted for additional training and education. I-REACH 2, INC. also offers dementia care training through an instructor certified by the Crisis Prevention and Intervention Institute.

INELIGIBILITY

After careful review of all I-REACH 2, Inc. program entrance criteria, individual participant needs, preferences, goals, health and safety information, the I-REACH 2, Inc. administrative team ultimately makes the final determination as to eligibility or INELIGIBILITY of an individual for any program service area.

When a person is found ineligible for the I-REACH 2, Inc. program, the individual, their case manager and guardian, where applicable, will be notified by the Community Living & Employment Coordinator and documented on the service inquiry log.

When an address is provided, a letter shall be sent containing the specific reasons for denial or ineligibility for services and included in this documentation will be suggestions or possible alternative services or resources that may be utilized by the individual. Additional resources, referrals and recommendation shall be considered and documented whenever I-REACH 2, Inc. cannot provide service to an individual.

WAITING LIST

In the event enrollment at I-REACH 2, Inc. reaches 50 waiver individuals in all program areas and/or we are at our staffing capacity, a waiting list will be established for those seeking services. The waiting list will be created based on the date the services were requested by the team, need and availability based on the individual's service area request, and whether the individual has waiver funding. A list will be completed and kept by the Community Living & Employment Coordinator to be reviewed with the Executive Director quarterly or as needed.

Individuals with waiver funding will take precedent over non-waiver individuals. In the event, more than one waiver funded individual is on the waiting list we will consider an individual's level of supervision, service need, exploitation risk, and other extenuating factors. Individuals and their teams will be notified by phone and in writing when they have been removed from the waiting list and accepted by I-REACH 2, Inc. for services.

PARTICIPANT INFORMATION SUMMARY

POLICY

All pertinent individual historical, medical, psychological, therapeutic, demographic, religious, and supervision level information, as well as specific interests, assessments, and preference information is collected in the "Administrative Guide." This packet is used to gather a realistic snapshot of the types of individuals we serve, their needs preferences and demographics, to provide the highest quality of care and person-centered services possible.

TRANSITIONING FROM I-REACH 2, INC.

POLICY & PROCEDURE

Transferring from I-REACH 2, INC., Inc.: Individuals transferring **from** any I-REACH 2, Inc. service area to another agency or individual provider shall be provided with any/all information upon request with proper completed releases. This includes any information the individual/guardian chooses; employment history, medical information, copies of assessments, complete POC or IEP information, Inventory for Client and Agency Planning (ICAP) or Supports Intensity Scale Assessment (SIS), psychological evaluation, incident reports, etc. I-REACH 2, Inc. will participate in team meetings and individual staffing meetings when notified of such by the Case Manager to assist in any way possible in the transition process.

TRANSFER OF SERVICES

POLICY

Individual needs and supports change throughout and individual's lifetime. We encourage individuals and their teams to consider their current needs and to also address future needs.

PROCEDURE

Individual progress made on goals and objectives is reviewed by the individual and his/her team at 6-month and yearly intervals. At this time the individual and his/her team should discuss if the services the individual is receiving are fitting to the individual's needs and supports. In addition, if there are life altering events, changes in health and safety supports and/or other events which alter and individual's support level, requests for changes in service can be made outside of a team meeting.

In the event the individual and/or team would like to modify the type of services the individual is receiving, a request should be made to the Administrative Coordinator or the designated program coordinator. The Administrative Team will review the request and determine if the organization can provide the requested services. If I-REACH 2, Inc. is **unable** to provide the services, the individual, their case manager and guardian, where applicable, will be notified in writing within (7) working days of the written request to provide services. If I-REACH 2, Inc. can provide the services, a transition timeline will be established with the Individual and his/her team. The Administrative Coordinator, or designated program coordinator will assist in coordinating, documenting and facilitating transition plan schedules and activities with the individual and his/her team and specific managers and direct support staff.

TRANSFERS TO I-REACH 2, INC.

POLICY

Individuals and their guardians are encouraged to thoroughly explore and take advantage of facility tours and our "payment free" (1-2) day visits to be certain of their choice for service before the team convenes to begin any transition process. **(See Entrance and Eligibility Procedures)**

We encourage and promote a minimum of (24-48 hours) or more of total time for exposure, inclusion and acclimation for the individual to familiarize themselves with new schedules, surroundings, people and organizational structure. **(EXCLUDES SUBSTANTATED AND DOCUMENTED EMERGENCY HEALTH AND SAFETY TRANSFERS.)**

In the event an individual transfer from a non-waiver provider, additional support may be needed to assist the individual. The Administrative Team will evaluate each inquiry of service and propose a transition plan which considers the needs and supports of the individual.

PROCEDURE

The Administrative Coordinator or designated program coordinator assists in developing an individual plan, schedules and programs that address the individual's current identified needs, safety, preferences and training for direct care services.

TRAINING FOR TRANSITION OF INDIVIDUALS TO OTHER PROGRAMS

POLICY

I-REACH 2, Inc. cannot be responsible for *individual* direct care training to other agencies regarding an individual's personal, behavioral, medical or other special needs. **We cannot** send our staff to other agencies/individual providers during a transition period unless it is specifically requested and the cost for training is paid for by the receiving agency or individual. Prospective or designated providers of services are welcome to schedule and observe at our facilities with our Executive Director or designated program coordinator.

SERVICES AND STAFF SELECTION

POLICY

I-REACH 2, Inc. will ensure that each person receiving service and families are given information regarding:

- The array of services offered
- The qualifications of the individuals providing services
- The service capacity
- Any conflict of interest
- Approaches to risks versus choice
- Any other relevant information that is required

PROCEDURE

Persons and family receiving services are given information via brochures, Individual Handbook and website about the organization including but not limited to:

a. **THE ARRAY OF SERVICES PROVIDED**

The information will be outlined in the documentation of POC meetings, person receiving services handbook, "Participant and legally authorized representative verification" form along with provider list, documentation of formal and informal meetings, tours of supports and service locations.

b. **QUALIFICATIONS OF STAFF MEMBERS**

Our staff have been carefully interviewed and selected. They are chosen for employment based on their competence, work history and education. Most importantly, we seek individuals who commit themselves to pursuing the I-REACH 2, INC. Inc. mission, vision and values.

It is the policy of I-REACH 2, INC. Inc. to make every effort to employ and solicit employees who can meet eligibility requirements for employment by our organization. Furthermore, it is our intent to provide competitive wages and comprehensive training to individuals who meet hiring criteria.

A criminal background check is required for all staff. The background check includes a Central Registry check through the Department of Family Services, as well as a criminal background check conducted by the state through a fingerprint check.

Employee training includes:

- CPR/1st aid/AED training
- Crisis prevention intervention
- Medication monitoring training
- Effective teaching techniques
- Effective communication
- Employment training

- Protection and advocacy training
- Basic health and safety training
- Program/documentation/report writing
- Confidentiality
- Releases of information
- Dignity and respect
- Preventing and recognizing abuse
- Responding to injury
- HCBS Standards and person-centered planning
- An additional 24 hours of training is required per year for each employee

This will be demonstrated by:

- Documentation of interviews of persons seeking employment
- Receiving qualifications of support persons in introductory packet of I-REACH 2, Inc.
- Meeting documentation

c. SERVICE CAPACITY

I-REACH 2, Inc. service capacity is part of a dynamic structure. At no time, will I-REACH 2, Inc. provide services and support to individuals whose health and safety needs are beyond the capabilities of the I-REACH 2, Inc. organization or if the organization is unable to provide support that honor person centered choices and goals in keeping with that person's plan of care.

The I-REACH 2, Inc. group homes will have no more than four persons receiving support. Each person will have their own room and no more than two-three persons sharing a bathroom.

Homes, apartments and duplexes that are geared toward supported community living will up to one to three residents, depending on the individual choice whether to have roommates.

This standard will be demonstrated by:

- Documentation of service inquiries
- Brochure to be handed out to those seeking services and supports
- Documentation of other alternatives given if I-REACH 2, Inc. is unable to serve the individual

d. CONFLICT OF INTEREST

In the event I-REACH 2, Inc. hires a guardian, or an immediate family member of a person served, that person shall not be assigned to the program area where the individual receives services.

Support staff providing services through I-REACH 2, Inc. may not buy, sell trade or barter with any individual in any of I-REACH 2, Inc. programs.

e. APPROACHES TO RISK VERSUS CHOICE

I-REACH 2, Inc. utilizes information gathered via skills summaries, assessments, GER/Incident Reports and program data to evaluate the skills and abilities of persons receiving services. The team process identifies risks and determines individual choices as well as establishes instructional programs.

When the person receiving supports identifies a choice which the team feels may put him/her at a health and safety risk, a meeting will be held with the person involved to assist the person in coming up with strategies concerning his choice.

Things to consider are as follows:

- How risk can be minimized
- Discussion of risk and consequences

- How to add safeguards to the risk to ensure health, safety and success of the choice

These should be demonstrated by team meeting documentation.

I-REACH 2, Inc. will designate a person, chosen by the individual receiving services, to assist that person with coming to an informed choice through a process that may include but is not limited to:

- Providing the person exposure to, awareness of and interactions with educational opportunities and instructional programs as needed to see that the choice being made is done so with adequate knowledge. This will be demonstrated and verified by documentation of interactions by persons involved.

PROMOTING CHOICE AND ADVOCACY

POLICY

I-REACH 2, Inc. will promote choice and advocate for the rights of individuals receiving services in all program areas.

PROCEDURE

1. Persons receiving services are given information regarding services provided, qualifications and certification status of the organization from the provider list as maintained by Behavioral Health Division.
2. Persons receiving services make choices regarding selection of service providers from the list of certified providers.
3. Persons receiving services, team members and Case Manager's may obtain additional information regarding qualified availability and other information about the organization upon request.
4. The organization will divulge information regarding conflict of interest to the person served immediately upon learning of any potential conflict.
5. Persons receiving services are active participants in the program planning process including choices regarding service delivery, design and evaluation.
6. The organization will participate in the program planning process and will follow the plan of care as written.
7. Due to health and safety of persons receiving services, the organization will honor level of supervision, medical restrictions and rights restrictions as noted in the plan of care and work to restore rights.

EMPLOYMENT

Any individual who wants a job can start by talking with the I-REACH 2, Inc. Community Living & Employment Coordinator. We will help individuals look for available jobs that interest them. I-REACH 2, INC. staff will help coordinator transportation to a Vocational Rehabilitation Center for employment assistance. Individuals who have secured employment will be offered either supported employment or supported employment follow along services to assist in maintaining their job.

PARTICIPATION IN DECISION MAKING

POLICY

The persons and families receiving services participate in making decisions about their services. I-REACH 2, Inc. is based on the principle that the individuals and their families are to be valued and to be empowered to take the leadership role in his or her life.

PROCEDURE

- The people who are seeking services and their guardians/families will have their rights and responsibilities reviewed. The individual's role and responsibility will be clarified to increase understanding of each team member's responsibility in the establishment and success of the individual plan of care.
- Expected results will be identified on the individual's plan of care, in meeting notes and through observation.
- The design of the services and how the services will be delivered will have a direct correlation to the choice made by the person receiving services, based on his/her needs and desires.
- This will be verified through the subsequent plan of care meeting notes.
- The utilization of services will be identified in meeting note and in the Plan of Care.

- I-REACH 2, Inc. is committed to using natural supports and will make every effort to utilize community supports to enhance the lives of all individuals.
- This will be verified through the Plan of Care, meeting notes and T-LOGS.
- Choices will also be given within the waiver system. Informed choice is essential to persons receiving services to plan what is best for them.
- Demonstration and verification of this will be through the Plan of Care, “and case contact notes as well as Case Manager modifications to the Plan of Care.
- Results are evaluated through subsequent plan of care meetings, monthly program review of POCs, observations notes, and satisfaction surveys with person receiving services and their families and documentation input from persons providing services.

INDIVIDUAL RIGHTS & RESPONSIBILITIES

At I-REACH 2, Inc. we protect and promote the rights of persons served. All persons possess inalienable rights under the Constitution of the United States of America. The Constitution of the State of Wyoming reads, “In their inherent right to life, liberty and the pursuit of happiness all members of the human race are equal.”

Stated more simply, the disabled population has the same civil and human rights as others do. This was reaffirmed by the Centers for Medicaid 2014 Final Rule that emphasizes greater inclusion, less restrictions and person-centered planning. At I-REACH 2, Inc. we recognize those rights and respect them in every effort to improve the lifestyle and independence of the individuals we serve. In addition, these rights are reviewed annually with the individual and/or their guardian. If there is a need for modification of any right via a team consensus, the staff at I-REACH 2, Inc. will make every effort to restore that right through training and education. **Employees of the I-REACH 2, INC. are expected to know, promote and facilitate actively the above-recognized rights of every individual.**

EVERYONE HAS THE FOLLOWING RIGHTS (however, rights may be limited by the interdisciplinary team with a plan to re-institute the right as soon as possible, if possible):

Rights to Services and Supports

- Be treated with dignity and respect
- Be free of coercion and restraint
- Be free of retaliation
- Be free of financial or other exploitation
- Be free of humiliation
- Be free of intimidation
- Be free of abuse and neglect
- Have individually tailored services which reflect your needs and desires
- Accept or refuse services and/or decline to participate in research
- Expect that guidelines and ethics will be followed when persons served are involved in research
- To services which help you make choices to achieve your maximum independence
- To have fun and make choices about your leisure activities
- To social interaction
- Access your records
- Access to pertinent information in a enough time to facilitate your own decision making
- Be informed of or can refuse releases of information
- Be informed of or can refuse concurrent services
- Be informed of or can refuse addition/elimination of composition of the service delivery team
- Choice of providers
- Be free from restraint (chemical or physical), seclusion, or being held against your will unless it is necessary to keep you or other people physically safe
- Receive results of exams, evaluations and treatment
- Receive services in the least restrictive environment
- Learn about and apply for benefits which you are eligible

Right to Education

- Participate in your own Individual Care Plan
- Training as necessary to further Individual interests
- Education no matter what your disability
- Have the risks and consequences of accepting or refusing a treatment explained to you
- Be educated about information that can help you make informed decisions about medical treatments that you may or may not want

Right to Be Free from Discrimination

- Due to race, age, national origin, sex, religion or disability
- Full access to public buildings and places

Right to Own Property

- Choose and wear your own clothing
- Keep and use your own things
- Keep your things in a private place that you can get into when you want
- Manage your own money and buy or lease property
- Keep at least some of your money and spend it as you want
- Be free of financial exploitation

Right to Privacy

- Be alone if you choose
- To privacy during communications
- Send and receive personal mail
- Make and receive personal phone calls
- Associate with people you choose to associate with
- Confidentiality of your records
- Be free of unnecessary drugs
- Emergency medical care as soon as you need
- Refuse medication and other unwanted treatments
- Choose your own health care provider
- Choose with whom and where to live and have freedom to move outside your residence
- Live as independently as possible
- Live in a safe environment and to say "NO" to things that will put you in danger
- Right to privacy in your sleeping or living quarters
- Right to refuse photographs

Rights to Due Process:

- Practice your own religion
- Vote
- Offer complaints or suggestions and receive appropriate responses without restraint, interference, coercion, discrimination or reprisal
- Access legal organizations for appropriate representation
- Access self-help supports
- Access advocacy support services
- Access to the results of an investigation and the resolution where there is an alleged infringement of rights
- Make choices and have them respected
- Investigation and resolution of alleged infringement of rights.
- Be informed of other legal rights.

Other

- Choice in roommates
- Freedom to access food at anytime
- Lock doors, locked doors and have keys
- Freedom to furnish/decorate sleeping and/or living units per lease or other agreement
- Access the community
- Freedom and support to control schedule and activities

RESPONSIBILITIES

Everyone that chooses to participate in I-REACH 2, Inc. services agrees to the following guidelines to keep themselves and others safe and secure.

- Respecting the rights of others
- Respecting others privacy and belongings
- Refraining from fighting or other offensive behavior
- Participating in activities and programming goals
- Refrain from interfering in other individual's programming plans
- Abiding by all local, state and federal laws
- To pay for services you are responsible for
- To ask questions about your responsibilities if you don't understand

FREEDOM FROM ABUSE, NEGLECT, ABANDONMENT, SEXUAL EXPLOITATION/ASSAULT AND INTIMIDATION

POLICY

I-REACH 2, Inc. will do everything possible to help protect all individuals from abuse, neglect, abandonment, sexual assault, exploitation and intimidation from any party.

- **Physical abuse** is defined as the willful infliction of physical pain or injury, which is evidenced by bruising, cuts or other observable evidence.
- **Sexual abuse** refers to the definition of sexual assault found in Wyoming Statutes 6-2-301.
- **Abuse/Neglect** Any intentional act which seriously threatens the health or welfare of an individual shall be considered abuse; and the lack of provisions of adequate food, clothing, shelter or supervision that a prudent person should provide by the Individual's parent-guardian or service provider may be considered neglect.
- **Abandonment** is defined as leaving a vulnerable adult without financial support or the means or ability to obtain food, clothing, shelter or health care.
- **Exploitation** The misuse or use of the color of authority to encourage, sway or mislead an individual we serve into any type of situation in which they may be at risk. (This includes purchasing items from clients, selling items to clients, encouraging inappropriate sexual or physical behaviors, asking participants to loan money, etc.)
- **Intimidation** is defined as the communication by word or act to a vulnerable adult that he, his family, friends or pets will be deprived of food, shelter, clothing, supervision, prescribed medication, physical or mental health care and other medical care necessary to maintain a vulnerable adult's health, financial support or imply that they will suffer physical violence.

PROCEDURE

I-REACH 2, INC. personnel will be well trained and monitored on their adherence to the policy and procedure to ensure freedom from abuse, neglect, abandonment, exploitation, intimidation and sexual assault. Any employee or member of management who is found to have unintentionally or intentionally exploited an individual, or willfully neglects to report any of the above incidences to their immediate supervisor and the I-REACH 2, Inc. Executive Director can be found in violation of this policy and could receive disciplinary action, including termination.

REPORTS OF ABUSE, NEGLECT, ABANDONMENT, EXPLOITATION, OR INTIMIDATION

- Incidences of possible abuse, neglect, exploitation, abandonment, intimidation or sexual assault or other sentinel events shall be reported immediately to the Executive Director at I-REACH 2, Inc. per the procedures outlined in this manual for the reporting of sentinel events and DDD NOTIFICATION OF INCIDENT REPORT.

- I-REACH 2, Inc. will ensure that all individual or employee reports concerning violations of these policies and procedures are held in confidentiality and that timely response shall ensue.
- I-REACH 2, Inc. management and staff will cooperate with all internal and external fact-finding investigations and resources

I-REACH 2, INC. POLICY ON CONFIDENTIALITY

I-REACH 2, Inc. will provide all necessary safeguards to ensure Individual confidentiality, per HIPPA regulations.

These safeguards include the following:

- Individual files shall be kept in a locked cabinet that is protected by a fire suppression system.
- Plans of Care and other supporting documentation are attached to the Individual Data Form in Therap. Any court system or its legal representative may be required to submit a subpoena to claim access to file information.
- Everyone has freedom of access to his or her main file information except:
- Medical or psychological reports, which are subject to interpretation and have potential to cause harm to the Individual.
- Information being sent to Federal, State or City agencies for statistical purposes must be redacted to prevent Individual identification.
- Posting of individual names with the I-REACH 2, Inc. facility shall be by first name and first initial of last name ONLY.
- Individual needs, assessments, evaluations are to be discussed only in private areas and major problems shall be discussed by requesting a Team Meeting of the individual's Interdisciplinary Team members and the individual.
- A "RELEASE OF INFORMATION" form will be obtained for any document requested by outside sources.
- Communication about an individual will be routed through Therap using an S-COMM or a T-LOG. Email is a discouraged method of communication unless the sender can guarantee the email is encrypted. When using the fax machine always WAIT FOR CONFIRMATION that the fax has been transmitted and attach to the copied information before filing.

RELEASE OF INFORMATION

POLICY

I-REACH 2, Inc. complies with HIPPA rules and regulations regarding the release of information concerning the individuals we serve. It is our policy to make every effort to ensure that no information is released without the express approval of the Individual or his/her guardian and that when information has been approved for release that it is done in the most confidential manner possible.

PROCEDURE

Before any actual services are delivered to an individual, a release of information form must be completed and signed by:

- The individual
- The individual's guardian (when not own)
- An agency representative
- Any school, business or other agency that we are being required to get or give information from or to.

This release allows I-REACH 2, Inc. to receive specific and pertinent information as well as share information with other team members or specific agencies. The release is good for up to one year or specific time-frame and must be renewed or re-signed for valid use. The same level of confidentiality should also be observed about verbal information, photos and videos.

SIGNED CONSENT

I-REACH 2, Inc. requires a signed consent for the following:

- Provision of services
- Transportation

- Medication monitoring
- Release of information
- Changes in ISP/Program

These forms are available at I-REACH 2, Inc. and are contained in the Individual Handbook and intake packet.

ADMINISTRATIVE MAIN FILES

Prior to the planning and delivery of service, I-REACH 2, Inc. will provide all individuals with information regarding their rights and responsibilities regarding service. In return, individuals and their representatives seeking services must provide our agency with the following items included in the individual's main file and Therap when applicable. Those items are the following items regarding service:

- COMPLETE POC/Personal Information/Photo—Therap/Main File
- Complete POC Medication Information and/or updates- Therap
- Historical Information regarding past direct services, supports-POC, when available
- Specific Program Information/Documentation-Therap
- Signed informed consent for services/orientation/rules and guidelines-Main File
- Signed medical release, medication monitoring release-Therap/Main File
- Signed release for transportation/community inclusion/photos, etc.-Therap/Main File
- Guardianship Papers (if applicable)-Main File
- Inventory for Client and Agency Planning (ICAP) and/or Supports Intensity Scale Assessment (SIS) -Main File
- Psychological Evaluation-Main File

Information contained in the main file/Therap is reviewed and updated annually or as often as necessary to implement and update changes in the individual's personal information, services provided, and changes in the individual's growth within the program. Updates are channeled through the Administrative Specialist who is responsible for ensuring that important information is updated and distributed to coordinators and employees.

INDIVIDUAL SERVICE PLANS

I-REACH 2, Inc. shall assist any case manager in coordinating individual I-REACH 2, INC. service plans to include information based on the individuals STRENGTHS, NEEDS, ABILITIES, PREFERENCES, DESIRED OUTCOMES and OTHER CONCERNS OR NEEDS AS IDENTIFIED BY THE INDIVIDUAL. This is done through team meetings, Incident Reports/GER's, program documentation and use of the Administrative Guide, which includes information and assessments pertinent to the individual's need for placement at I-REACH 2, Inc. Plans are developed based on the unique qualities, skill level and talent of the individual.

INDIVIDUAL ORIENTATION

Upon entering the I-REACH 2, Inc. program the individual is given an "Individual Handbook" which outlines most of the requirements, policies and procedures regarding participation in any area at the I-REACH 2, Inc. program. A copy of individual rights and the policy regarding confidentiality are included in their entry packet.

In addition, the individual is introduced to the facility including:

- Fire escape routes, fire extinguisher locations
- Location of bathrooms, bedroom, kitchen, telephones
- Posted safety notices/restricted areas
- Introduction to primary staff and direct supervisor. (Given self-advocacy information verbally and in writing regarding with whom to talk should they have a problem at the I-REACH 2, Inc. facility or in another area in which they live or work).
- A copy of P&A (Protection and Advocacy) Handbook for the Individual Assistance Program (when available).
- Individuals or guardians when appropriate are asked to read the Individual Handbook thoroughly and then sign the Individual orientation form as acknowledgement of receiving the information. (See the following page for a copy of this form.)
- Copies of each program area's guidelines or rules.

- Loss of Benefit Information for individuals who seek or are currently employed

REQUIRED PERMISSIONS/RELEASES

POLICY

I-REACH 2, INC. participants and residents may require medical attention or the monitoring of medications while they are in our direct care. They also are very active in our community; therefore, the following permissions are requested. If an individual or his/her guardian does not desire to give the following permissions it also must be noted, and reasons why should be noted related to permissions not granted for transportation, photographs, media interventions or event promotions, etc.

OUTSIDE RESOURCES AND REFERRALS

A list of transportation options, recreational opportunities and outside area resources for individual use is in the employment center at the I-REACH 2, INC. main facility and on our web site, www.ireach2.com.

Any individual may access the referral directory that is available in the conference room or consult with employees or a supervisor regarding the referral information.

Some of the agencies or entities available to support our Individuals' efforts to fully integrate into the community are: The Division of Vocational Rehabilitation, the local library, Casper College, Protection and Advocacy, Tate Museum, the YMCA, various disability awareness groups, state and national parks, Fort Casper, Downtown Movie Palaces, the U.S. Small Business Administration, Business Information Center and the Chamber of Commerce. These are just a few of many community resources available to I-REACH 2, Inc. Individuals.

LEASE AGREEMENT

If you live in an I-REACH 2, Inc. owned site, you will be charged a fixed amount to pay for cost of meals, cable TV, phone services, utilities, insurance, etc. You will be responsible for all long distance calls you make. A lease agreement will be provided prior to moving into any I-REACH 2, Inc. owned site. You will be asked to sign the lease agreement. You may have to pay a one-time damage deposit. Your deposit may be refunded after you move out, if no damage is evident. If appliances, furniture, or areas of your home break or get damaged by accident, you should notify an I-REACH 2, Inc. staff member immediately. You will not be charged for reasonable wear. If you break something on purpose or by misusing it, you may be required to pay for it.

Rent, damage deposits and other charges for housing that is not owned by I-REACH 2, Inc. are decided by the owner of the building and are your responsibility.

PRIVACY AND SECURITY

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 I-REACH 2, INC. 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 I-REACH 2, INC. 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.

CUSTOMIZATION OF LIVING SPACE

Individuals can customize their bedrooms in the following ways: swap furniture, paint walls, hang pictures with nails or tape, replace curtains or blinds. Individuals must ask for permission before making more extensive changes. Individuals are encouraged to work with their housemates to customize shared living spaces. Staff can assist with hanging decorations or moving furniture.

CHOICE OF HOUSEMATES/CHANGES IN LIVING ARRANGEMENTS

POLICY

I-REACH 2, Inc. recognizes that participants have options to make changes in their living arrangements. Upon request by the person served or his/her guardian, I-REACH 2, INC. will assist the individual in making desired changes within or outside of our organization.

PROCEDURE

1. **When notified of specific reasons for changes in living arrangements, I-REACH 2, Inc. will acknowledge and try to the best of its ability to provide other alternatives. This will be verified through meeting notes and interviews of persons involved as well as satisfaction surveys.**
2. I-REACH 2, Inc. will give participants a chance to address current individual situations approximately every six months in accordance with update and annual review meetings to see if any changes are wanted or indicated in keeping with that person's needs and goals. Verification documentation will consist of that person's Plan of Care and meeting notes. Personal interviews and satisfaction surveys can also verify this.
3. Individuals will have access to informed choice by being given a waiver provider list at least once yearly by the Case Manager and more often if asked for or needed. Case management, with assistance from the team-meeting format, may assist persons receiving services in making informed choices. Case management can also refer to or assist person to other providers and or funding sources such as Long-Term Health Care Waiver, Housing Authority, other waivers, providers, etc. This will be verified through meeting, progress and case contact notes, observation and personal interviews.
4. Individuals are encouraged to express their desires for service delivery and if they change their minds there will be no agency repercussions. This will be by signature on the plan of care, signatures on rights and responsibility page, meeting notes, satisfaction surveys and interviews with person involved.
5. Individuals living in an I-REACH 2, Inc. owned home will be provided with the opportunity to meet any potential new roommates through a series of home visits, shared meals, and if possible overnight stays prior to the potential roommate's acceptance into service. Individuals are encouraged to give their feedback on potential roommates and express any concerns they may have with the potential roommate. **In the event a current resident does not wish to room with a touring resident or current resident, I-REACH 2, Inc. will meet with the resident to brainstorm solutions. If the resident wishes to change housemate, I-REACH 2, Inc. will assist in making alternative arrangements.**

VISITORS/RELEASE OF INDIVIDUALS

Visitors of residents are welcome at I-REACH 2, Inc. supported residences. However, it is suggested visitation be pre-arranged with the Community Housing 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)
- At shared living sites residents must be sensitive to the other individuals who reside in the home. Visitors are welcome in the common areas of the home and your bedroom. To respect the privacy of others, visitors are not able to go into the bedrooms of others without permission.
- Visiting times should be conducted through regular hours and not late nights or early mornings. Typical visitor hours would be from 4pm-9pm Monday-Friday and not before 9am or after 10pm on weekends. Overnight visits can be made when necessary to accommodate visitors and preferences by letting your staff know.

INDIVIDUAL GRIEVANCE

POLICY:

I-REACH 2, Inc. ensures an individual's rights and involvement in their training and services through a formal Grievance Procedure. We encourage individuals and families to contact the Executive Director as a final resolution if they feel that a concern or complaint about services being provided has not been addressed sufficiently by our employees, or area coordinators.

Prior to contacting the Executive Director, we encourage all individuals to use one of the many systems we have in place to assist you in resolving your concerns. I-REACH 2, INC. Inc. will assist the individual or guardian in resolving discord by facilitating any one of these options or through other suggested means. These methods include, but are not limited to:

- House and day-service meetings with individuals and staff. House meetings are listed on the monthly calendar and day-service meetings are conducted monthly.
- Discussion with your Case Manager, designated program coordinator, or other organizational leadership.
- Requesting a meeting to discuss your concerns with your team.
- Accessing community options such as counseling.

I-REACH 2, INC. Inc. will assist the individual to advocate for him/herself and we will educate the individual and their team, so they may make informed choices on behalf of themselves. We will assist with making phone calls to guardians and case managers if needed. If their discord is not met with satisfaction, then more formal procedures can be taken which is referred to as the formal Grievance Procedure.

All individuals/guardians have the right to use the formal Grievance Procedure whenever dissatisfaction with any service cannot be informally resolved.

PROCEDURE:

If an individual/guardian fails to find remedy within the normal verbal reporting and informal conflict mediation/resolution system at I-REACH 2, Inc., or the attempt to resolve the conflict does not result in productive outcome for the individual, the person or their guardian may choose to follow the formal written grievance procedure. We encourage all grievances to be filed within fourteen days after an incident occurs. The following would be considered for initiation of the grievance procedure:

- Programming decisions including reduction, suspension termination or denial of services.
- Disagreement in employee/employer relations or voluntary termination.
- Anything that is believed to adversely affect the health, safety, or well-being of an individual.

If an individual is unable to represent themselves in the grievance process, they may select an advocate (staff, non-staff, outside individual) to assist them with their grievance.

This procedure is as follows:

- Submit in writing or complete an individual grievance form (**FORMS INDEX**), either individually, through guardian or other advocate, the nature of the grievance and the desired outcome.
- The Executive Director shall review this formal grievance carefully and every attempt to resolve the dispute within a reasonable period, not to exceed 5 working days, shall be made. A written report will be provided to the individual within 14 days outlining the findings of the grievance.
- If the individual/guardian is still not satisfied with the outcome or decision made by the Executive Director, he/she can request to address the I-REACH 2, Inc. Board of Directors at their next scheduled meeting. A written report will be provided to the individual within 14 days of the board meeting outlining the findings of the grievance.
- Or the individual can contact Protection and Advocacy, or the Wyoming Behavioral Health Division, Developmental Disabilities Division, Office of Equal Employment, Department of Labor, Department of Family Services, or the court system/private counsel for intervention or consultation to the problem.
- I-REACH 2, INC. Policy prohibits the taking of a retaliatory action for reporting or inquiring about alleged improper or wrongful activity.
- A GER will completed on the grievance and the GER will be forwarded to the case manager and legal representative, if applicable.

PROCEDURE FOR ANNUAL GRIEVANCE REVIEW

An annual review of grievances shall be conducted by the Administration Team to determine if there are trends or areas in need of improvement. If the Administration Team decides that a trend exists or there is an area in need of improvement, the Administration Team will produce a "Plan of Action" report detailing the trend or improvement area and the specific action needed to make the appropriate changes.

In addition to the review of annual grievances a complaint log will also be kept by the Administrative Team. All stakeholders will have an opportunity to make a complaint via the telephone, in person or in a meeting. The complaints will be logged and reviewed quarterly by the Administrative Team.

ETHICAL CODE OF CONDUCT

It is the policy of I-REACH 2, Inc. that its employees and board members uphold the highest standards of ethical, professional behavior. To that end, these employees and board members shall dedicate themselves to carrying out the mission of this organization and shall:

1. Hold paramount the safety, health, welfare, dignity and respect of the program participants in the performance of professional duties.
2. Act in such a manner as to uphold and enhance personal and professional honor, integrity and the dignity of the profession.
3. Treat with respect and consideration all persons, regardless of race, religion, gender, sexual orientation, maternity, marital or family status, disability, age or national origin.
4. Engage in carrying out I-REACH 2, Inc.'s mission in a professional manner.
5. Collaborate with and support other professionals in carrying out I-REACH 2, Inc.'s mission.
6. Build professional reputations on the merit of services and refrain from competing unfairly with others.
7. Recognize that the chief function of I-REACH 2, Inc. at all times is to serve the best interests of its constituency.
8. Accept as a personal duty the responsibility to keep up to date on emerging issues and to conduct themselves with professional competence, fairness, impartiality, efficiency, and effectiveness.
9. Respect the structure and responsibilities of the board of directors, provide them with facts and advice as a basis for their making policy decisions, and uphold and implement policies adopted by the board of directors.
10. Keep the community informed about issues affecting it.
11. Conduct organizational and operational duties with positive leadership exemplified by open communication, creativity, dedication, and compassion.
12. Exercise whatever discretionary authority they have under the law to carry out the mission of the organization.

13. Serve with respect, concern, courtesy, and responsiveness in carrying out the organization's mission.
14. Demonstrate the highest standards of personal integrity, truthfulness, honesty, and fortitude in all activities in order to inspire confidence and trust in such activities.
15. Avoid any interest or activity that is in conflict with the conduct of their official duties and has the potential to interrupt service delivery.
16. Staff, Management, or the I-REACH 2, Inc. Board of Directors shall not engage in the exchange of money, gifts, or gratuities from any person served, guardian, case manager that may promote an environment of favoritism. Employees should not accept a gift if they would be uncomfortable discussing it with their manager, coworkers, or a newspaper reporter.
17. Refrain from Personal Fund Raising; this includes selling items to persons served or to staff during normally scheduled work hours, for a personal profit or to benefit a personal cause I-REACH 2, Inc. will also refrain from asking persons served to solicit funds on behalf of the organization.
18. Respect and protect the personal property of the persons served and the property of the organization.
19. Maintain professional relationship boundaries between staff and persons served as well as management and staff.
20. Refrain from the witnessing of documents for persons served such as power of attorney, guardianship papers, or advanced directives.
21. Respect and protect privileged information to which they have access in the course of their official duties. Strive for personal and professional excellence and encourage the professional development of others.

WHISTLEBLOWER PROTECTION POLICY

I-REACH 2, Inc. (I-REACH 2, INC.) requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the I-REACH 2, INC., we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistleblower Policy is intended to **encourage and enable employees and others** to raise serious concerns internally so that I-REACH 2, Inc. can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of I-REACH 2, Inc. code of ethics or suspected violations of law or regulations that govern I-REACH 2, Inc. operations.

No Retaliation

It is contrary to the values of I-REACH 2, Inc. for anyone to retaliate against any board member, officer, and employee or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of I-REACH 2, INC.. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Retaliation occurs when an employer punishes or takes an adverse employment action against an employee in response to the employee engaging in a protected activity.

Retaliation can include any adverse employment action taken against an employee who complains of discrimination, harassment or a violation of workplace law.

Retaliation also includes an employer taking adverse action against an employee who participates in an investigation of a problem in the workplace.

- **Protected Activity**— this includes employee actions that are protected from employer retaliation, such as opposing a company policy/practice because the employee believes the policy/practice to be unlawful. Harassment and discrimination would be examples of unlawful policies/practices.
- **Adverse Action**— this is an action that is negative against an employee by an employer. Examples of adverse actions employers may try to take include: a negative change in the employee's condition of employment, such

as being fired or demoted. It could also include reducing the employee's pay, giving the employee a negative performance evaluation, changing the employee's work schedule or shift, taking away job responsibilities, etc.

Reporting Procedure

I-REACH 2, Inc. has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with their supervisor. If you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with the Executive Director. If you are still not satisfied with the response of the Executive Director you are encouraged to speak to the Board of Directors.

Supervisors and managers are required to report complaints or concerns about suspected ethical and legal violations in writing to the I-REACH 2, Inc. Executive Director, who has the responsibility to investigate all reported complaints. Employees with concerns or complaints may also submit their concerns in writing directly to their supervisor or the Executive Director or the organization's Board of Directors.

Compliance Officer/Executive Director

The I-REACH 2, Inc. Executive Director is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Executive Director will advise the Board of Directors of all complaints and their resolution and will report at least annually to the on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

The I-REACH 2, Inc. Executive Director shall immediately notify the Board of Directors of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the Board until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

I-REACH 2, Inc. Executive Director will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Compliance Officer:

Tina Conley
Executive Director
tina@ireach2.com
307-265-8086
Policy approved by the Board of Directors on {02/09/2012}.

OBTAINING INDIVIDUAL CHOICE

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

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 I-REACH 2, INC. Policy and Procedure manual) I-REACH 2, INC. 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.

Procedures:

1. Individuals in our day services could 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 an employee to accommodate 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. I-REACH 2, INC. group homes are staffed with an employee during peak hours who has the availability to accommodate 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.

I-REACH 2, Inc. makes every effort to provide daily community integration opportunities for the individuals we serve. In addition, we try to ensure the opportunities we provide are provided at no cost or at minimal cost to the Individual. In the event the activity requires a fee for the staff accompanying the Individual, I-REACH 2, INC. will pay for the employee. All reimbursed activities will be approved ahead are subject to approval by the Executive Director.

TRANSPORTATION POLICY

I-REACH 2, Inc. will arrange transportation for individuals relating to all regularly provided services. For example, individuals receiving employment services through I-REACH 2, INC. can set up transportation to and from the individual's 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 event, so they can arrange other transportation.

I-REACH 2, INC. 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.

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.

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. I-REACH 2, INC. 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 RESTRAINTS AND SECLUSION

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.

POLICY ON INVASIVE TREATMENT AND TRAINING

I-REACH 2, Inc.'s services include personal care assistance for typical and appropriate hygiene. I-REACH 2, Inc. ensures that employees receive thorough training to assist participants with various hygiene tasks as necessary to

everyone. Typical and appropriate hygiene tasks include bathing or showering, hair washing, tooth brushing, flossing their teeth, shaving, and toileting. If individuals require direct assistance to complete such tasks as, fingernail and toenail trimming, and cleaning the outer ear with an approved device, staff must receive individual-specific training that is approved by the Team and outlined in the individual Plan of Care.

It is I-REACH 2, Inc. policy that employees ***shall not*** perform invasive treatment and/or training in any of the following examples of such treatment/training:

- Cleaning the inner ear with a Q-tip or other device
- Physically assisting with insertion of feminine hygiene products,
- Physically assisting with the insertion of suppositories, or any other product into anybody orifice, opening or oral cavity.
- Physically assisting with feeding tubes, stoma cleansing, connection or disconnections.
- Trimming fingernails, or toenails.

Only qualified persons with a specific degree or certification which directly provides credentials associated with the specific invasive task that is to be taught or performed can execute the above without specific non-liability releases and conditions. Examples of qualified persons are: (1) doctors, (2) nurses (3) other state certified professionals.

EXCEPTION: The above tasks may be done by designated professionals, Direct Support Professionals trained by the individual's medical staff, or the individual may be approved for hand over hand training, facilitation and monitoring in the above specific areas, at the documented request and release of liability by the individual and/or his or her legal guardian/parent.

PROCEDURE

- While some skills can be verbally reviewed with an individual who is competent to learn or eventually perform the above tasks independently, (i.e. cleaning the **outside** of their own ears, , taking their own medications, inserting suppositories, tampons, etc.), these training procedures require pre-verification, documentation, team consensus and documented, signed plan of care from the individual/his or her guardian and the team before they can be facilitated by hand over hand training and monitored by I-REACH 2, Inc. employees.
- An individual who already possesses the ability to, clean their own ears, insert objects into various cavities, assist in cleaning or maintaining the operation of their own feeding tubes, still **MUST** be monitored while performing these tasks at the level of supervision required by their individual plans of care.
- *If direct care staff are in question as to whether the treatment/training they are about to perform is classified and approved any of the above categories, they should: **(1)** immediately **STOP** moving forward with the treatment/training, **(2)** consult the individual's releases and acknowledgements in the person's main/working file. If there is not a current release to perform the above hand over hand training services, immediately contact the designated program coordinator or On Call Administrator for confirmation or denial of the treatment/training before moving forward.

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.

CARE OF INDIVIDUAL MONEY AND CASH HANDLING

POLICY

CASH HANDLING POLICY

It is the policy of I-REACH 2, Inc. that there will no more than \$50.00 each kept on site for any participant residing in our GROUP HOMES. If at any time, any participant has an amount over the \$50.00, that money will be documented and taken to First Interstate Bank of Casper and placed in the safety deposit box rented by I-REACH 2, Inc.

The Executive Director and Community Living & Employment Coordinator are currently the authorized users of the safety deposit box. A transaction sheet documenting the amount the participant has in the safety deposit box will be maintained in the Business Office and will show when funds are routed to the safety deposit box and/or routed home. The amounts will be verified by 2 staff before taking the money to the safety deposit box.

To continue to provide access to community-integrated activities that cost money the following options are made available for individuals in our day programs.

OPTION 1:

Program guardians/payees will provide the money necessary for their individual to attend the outings noted on the activity calendar and I-REACH 2, Inc. will not handle these funds whatsoever. We will assist the individual in obtaining a receipt and reminding them to take the receipt to their guardian/payee.

OPTION 2:

Program guardians/payees who are not comfortable with sending money with their Individual will sign a preapproval form that will allow their individual to attend activities not to exceed \$35.00 month. At the end of the month the Business Manager, will invoice program guardians for that month's activity fees and guardians /payees will be responsible to pay this bill within 15 days or their individual will not be able to participate in outings that cost money.

- Individuals in the residential or other program settings are responsible for their own money unless otherwise specified by the guardian or Case Manager and as well as documented in their POC.
- In the event the individual receiving Residential Services cannot manage his/her own money, I-REACH 2, Inc. will utilize a cash bag (kept in a locked or secure location always) with a cash transaction sheet to account for expenditures and staff will be responsible for collecting and providing receipts. I-REACH 2, Inc. does not allow individuals to keep more than \$50 in cash in the locked box. If at any time an individual has more than \$50 in the locked box, the money will be documented and taken to First Interstate Bank safety deposit box.
- The assigned employee is responsible for completing accounting on each of the individual cash transaction sheets for which I-REACH 2, Inc. is responsible, when the employee arrives on shift. Any shortages or receipts unaccounted for shall be the responsibility of I-REACH 2, Inc. assigned staff, including in the event of theft from any individual money bag.
- I-REACH 2, Inc. shall be responsible for investigating and reporting any theft over \$50 to authorities and other applicable agencies. Amounts under \$50 will be investigated internally.
- In the event the individual receiving Adult Day Service or Community Integration Service cannot manage his/her own money, I-REACH 2, Inc. will charge the company activity card for the individual's purchases. Receipts will be provided for the individual's purchases along with an invoice for the total amount due at the end of each month to the payee. In the event a balance has not been paid for two months or more, the individual's access to the activity card will be denied.
- Cash transaction sheets will be collected at the end of the month and submitted to a member of the Administrative Team for review. Once the review has been completed the receipts or copies of the receipts (payee preference) and the cash transaction sheet will be forwarded to the payee as part of month end paperwork which is due by the 10th day of the month.
- Individuals and legally authorized representatives may also request the cash transaction records from the front desk or review with staff at their request.

FOOD **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. I-REACH 2, Inc. 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 individuals with transportation to purchase outside food if they request.

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 therapist's notes, observation and progress notes, case contact and meeting notes.

MEDICATIONS

The staff at I-REACH 2, Inc. are trained to monitor medication administration. 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.

PROCEDURE

1. Medication not administered by nursing staff or a guardian needs to be brought into the I-REACH 2, INC. facility in bottles, blister packs or med planners with the correct prescription label and checked in using a Medication Transfer Sheet, with I-REACH 2, Inc. Individual Area Coordinator, Manager or Employee.
2. 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.
3. If I-REACH 2, INC. is expected to monitor medication being taken by an individual, it must always be kept locked up except when being taken and monitored.
4. The act of medication monitoring is documented accordingly.
5. In some cases, med planners will be picked up and delivered by the Individual Coordinator or Designee to the individual's home upon request.
6. Everyone is responsible for the purchase and provision of their own physician approved, over the counter medication.
7. 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.
8. Missed Medications in which the window of opportunity has passed SHALL NOT BE GIVEN TO A RESIDENT unless consent has been given by the guardian.
9. 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 BE FILED WITH THE BEHAVIORAL HEALTH DIVISION.

Geneva Woods Pharmacy:

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

All prescription maybe phoned or faxed in by the prescriber directly to Geneva Woods. Geneva Woods's telephone number is 307-472-0597 or fax number 307-237-7731. Geneva Woods regular business hours are Monday through Friday 8AM to 6 PM. Geneva Woods 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 Geneva Woods 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 Geneva Woods courier will be reviewed by the Administrative Participant Support Specialist, Participant Health Support Specialist and/or designee prior to monitoring by a medication assistant. Geneva Woods 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. Geneva Woods 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 Geneva Woods pharmacy by the individual, guardian, or pay prior to requesting the cycle of medications.

POLICY ON PETS (GENERAL)

I-REACH 2, Inc. discourages pets in day services or residential settings because we acknowledge the potential barrier for other individuals and qualified staff in settings in which pets are present. This is due to individual allergies, health or safety conditions or reluctance to assume responsibility for animals that are not under their immediate control.

Exceptions to this policy can be made upon written request by an individual or his/her guardian or Case Manager or determination by the Executive Director. Some examples of non-threatening individual pets: fish, small birds, hamsters, guinea pigs, small lizards, chameleons, turtles, etc.

- There must not be a health and safety risk to others for pets to be considered or allowed in the Day or Residential Setting.
- No individual shall be allowed to bring an Individual pet into an I-REACH 2, INC. facility or home without the express advance permission of a member of the Administrative Team.
- Ultimately in the residential setting the permanent addition to a home, which is shared by other individuals, of any pet other than those listed above, must be carefully reviewed, considered and approved by all members of a household and their guardians.

THEFT OR DAMAGE TO PROPERTY

POLICY

I-REACH 2, Inc. is not responsible for any money or items “not checked in” with the individual’s assigned staff, manager or coordinator and cannot be responsible for lost or damaged items that the individual takes out into the community which are not required for day-time or outside activity purposes, (i.e. i-Pods, i-Pads, headphones, purses, cell phones etc.)

Employees shall take reasonable care to assist individuals in caring for their personal possessions, such as assistive devices, glasses, hats, gloves, etc. and shall encourage individuals or residents to store their property properly.

**PROCEDURE
For Money**

- Money should be checked in or given directly to the front desk or Business Manager. A receipt will be provided to the individual checking in the money.
- Money is tracked with receipts and is kept by I-REACH 2, Inc. under lock and key at the residential sites.
- The individual staff on duty is responsible for verifying money when coming on shift, leaving their shift and for documenting any adjustments during their shift.
- Staff will be held accountable for money that is not accounted for during their shift.
- Cash transaction sheets are turned in on the last day of each month and a new sheet is filled out for the coming month.
- The Administrative Team review all cash transaction sheets monthly before copies are made and distributed to the Individual's guardian, payee.

DAMAGE TO PERSONAL PROPERTY

POLICY

I-REACH 2, Inc. discourages engaging in behavior or activities in which potential damage to property can occur. However, to demonstrate our belief in personal accountability we shall make every effort to ensure that any accidental or intentional damage caused to property is remedied by the individual or individuals causing the damage.

PROCEDURE

If an individual should accidentally or intentionally break his/her own glasses or someone else's personal property, the individual is responsible for replacement of the item.

Should a staff member break, damage or misuse any item belonging to an individual, the staff member shall be required to replace the item immediately.

Individuals and employees who intentionally or through misconduct break or damage property belonging to I-REACH 2, Inc. shall be billed for repairs or replacement of items.

All incidents involving damage to property shall be reported on an Incident Report/GER and that report shall be forwarded to the individual's guardian and Case Manager for review and follow-up.

INFECTIOUS DISEASE POLICY

Approved by I-REACH 2, INC. Board of Directors 8/20/13

Policy

I-REACH 2, Inc. is committed to providing an environment free of health hazards and to protecting its stakeholders from contagious disease spread in I-REACH 2, Inc. sponsored sites.

Examples of "contagious disease" as defined and covered by this policy include, but are not limited to:

- Chickenpox
- Measles
- Mumps
- Tuberculosis
- Meningitis
- Whooping Cough
- SARS
- Avian or similar type of influenza (but not the common seasonal flu)
- Resistant strains of Strep or Staph
- MRSA
- C-Diff (clostridium-difficile)

This policy is not intended to cover common illnesses such as colds and viruses, sore throats, and upper respiratory infections.

Individuals and their guardians, who know they have a contagious disease (as defined by this policy), have an obligation to notify a member of the I-REACH 2, Inc. Administrative Team. Documentation outlining the diagnosis,

treatment and preventative care is required from the diagnosing physician. Managers and employees must report known contagious disease (as defined by this policy) in the workplace to their immediate supervisor.

Any individual who has a contagious disease (as defined by this policy) that could be spread through normal living or work contact is not permitted access I-REACH 2, Inc. facilities until he or she no longer has the contagious disease, or the disease is no longer transmissible through normal contact as determined by his or her medical provider.

Individuals who know they have a contagious disease (as defined by this policy) have an obligation to notify a member of the Administrative Team minimize physical contact with other employees, and therefore must not come to the workplace. If an employee believes he or she may have contracted a contagious disease, he or she should contact his or her medical provider for evaluation before returning to the workplace.

If management believes an Individual is exhibiting symptoms of a contagious disease while in an I-REACH 2, Inc. sponsored site, management, following a consultation with the Executive Director, reserves the right to send the Individual for medical evaluation immediately.

Prior to returning to I-REACH 2, Inc. sponsored sites following a contagious disease, an employee must provide the Executive Director with a release to return to work from a medical provider that indicates the Individual no longer poses a threat to others. The Executive Director will provide clearance for the employee to return to work, and inform the Individual and Administrative Team. In the event an individual is returning to an I-REACH sponsored site following a contagious disease where travel outside of the United States took place, the medical release provided should be from a US-licensed health care provider. Discrimination or harassment of Individuals having or regarded as having a contagious disease is prohibited.

Eligibility/Scope

This policy applies to all Individuals participating in I-REACH 2, Inc. services at I-REACH 2, Inc. sponsored sites.

- In the event of a pandemic or other wide-spread health risk, managers and employees will be given directives regarding appropriate actions for the handling of contagious disease that may differ from the requirements of this policy. In this event, coordinators and employees are required to follow current directives the Executive Director.
- If an Individual feels he or she has been directly exposed to a contagious disease (as defined by this policy) in an I-REACH 2, Inc. sponsored site, the Individual should contact the Executive Director for determination of appropriate actions.
- Any individual who has a contagious disease must undergo an assessment by his or her personal healthcare provider to determine exposure risk. While the medical assessment and subsequent review by the Executive Director is pending, the Individual must remain out of any I-REACH 2, Inc. sponsored sites. Failure to comply with this requirement may result in termination of services. It is the individual and their guardian's responsibility to ensure his or her medical provider faxes the results of the medical assessment to Executive Director at (307) 472-5588. Based on the results of the medical assessment, the Executive Director will make the determination as to whether the Individual may return to the I-REACH 2, Inc. sponsored site and when. The Executive Director will communicate the clearance to return to the I-REACH 2, Inc. sponsored sites to the individual and his/her team.

While I-REACH 2, Inc. maintains the confidentiality of personal health information, non-personal information relating to contagious disease in the workplace may be disclosed to others when the information is necessary to protect the health of others.

Computer Use Policy and User Agreement for Individuals

Approved by I-REACH 2, INC. Board of Directors 8/20/13

I-REACH 2, Inc. encourages individuals to learn to use its computer and technology resources, including the Internet, in a creative and productive way. Unless documented in an individual's Plan of Care, Individuals will not be restricted from computer and technology resources or the Internet. Staff will provide supervision as needed when Individuals are accessing the Internet.

I-REACH 2, Inc. wishes to make that all users understand the following:

1. Non-privacy of communication, messages and files: Users should have no expectation of privacy of their communications, messages and files made transmitted, received, or stored on or through I-REACH 2, Inc. provided computer resources. Even when computer resources may be password-protected, there is no special confidentiality on communications, messages or files. The user's signature on this User Agreement indicates the user's agreement to this provision and the following understandings.
2. Staff may impose restrictions to ensure fairness to all users. These restrictions may include but are not limited to time restrictions and content access.
3. Users are responsible for understanding security guidelines and maintain the security of the systems they are using. Therefore, users may not download games, documents, etc. without staff approval.
4. I-REACH 2, Inc. will filter content, which it feels is inappropriate. The network administrator will monitor all aspects of the system and review user activity as needed.
5. Pornographic, violent, and racist web sites are prohibited.
6. Chat lines are prohibited.
7. Individuals may not load software, programs, applications, etc. without administrator approval.
8. Users of I-REACH 2, Inc. systems must not be false, unlawful, offensive, or disruptive.
9. No user shall make rude or hostile reference to race, age, gender, sexual orientation, religious, or political beliefs, national origin, health, or disability.
10. I-REACH 2, Inc. will review alleged violations of this agreement on a case by case basis. Violations of the agreement will result in restricted or loss of access to technology.

ON CALL POLICY AND PROCEDURE

Updated December 4, 2016

POLICY

I-REACH 2, Inc. will have on-call personnel on duty 24 hours a day. That person will carry the I-REACH 2, INC. 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 I-REACH 2, INC. homes will be made through the On-Call Administrator.

EXIT CRITERIA

Should an individual not be appropriate for placement in any I-REACH 2, Inc. program, a letter to the individual, his/her guardian, and to the Case Manager where applicable, from the Administrative Team, shall outline the specific reasons for denial of service, provided an address has been left with the contact information.

When I-REACH 2, Inc. feels it is no longer providing the type of service the individual needs, or in the event I-REACH 2, Inc. is no longer the most beneficial placement for an individual, a letter and report containing specific information regarding the reasons for resignation from the plan shall be forwarded to the individual, guardian and case manager for review. Some reasons for resignation from a plan may include:

- Inability to effectively supervise due to severe behavioral issues or extreme medical risk
- Risk of health or safety of other individuals
- Risk of health or safety of the individual
- The Individual is unable or unwilling to participate in the I-REACH 2, Inc. program
- Individual becomes able to live on his/her own and has gone past the level of supported Individual housing services
- Repeated serious violations of the rules of conduct for individuals

Once an individual has been notified of the resignation from the Plan of Care I-REACH 2, Inc. shall allow 30 working days for the Individual/guardian to locate other resources. Where applicable, I-REACH 2, Inc. will attempt to provide the individual with alternative resources for placement.

If the threat to self or others is severe, I-REACH 2, Inc. reserves the right to refuse service or suspend services immediately until a team meeting can be held. The right to suspend service is based on the safety and well-being of all program individuals and staff of I-REACH 2, Inc.

- I-REACH 2, Inc. REQUESTS THAT GUARDIANS/ISC'S OR INDIVIDUALS NOTIFY I-REACH 2, Inc. AT LEAST (30) DAYS IN ADVANCE OF ANY WITHDRAWAL FROM OUR PROGRAM.

VIOLATION OF I-REACH 2, Inc. REQUIREMENTS

Violation of any of the rules/requirements outlined in the Individual Handbook regarding the use of weapons, non-prescribed medications or drugs, aggressive, destructive or continued disruptive behavior can be considered grounds for dismissal from the program. A review of the circumstances will be conducted by the Administration, the individual, his/her guardian and their case manager to determine the suitability of continued placement in the I-REACH 2, Inc. program.

EXIT INTERVIEW REQUIRED

Whenever possible, I-REACH 2, Inc. shall participate fully in the transition of individuals to other programs or to other geographical locations.

- **Prior to exiting the I-REACH 2, Inc. program the Administration or an assigned Team Leader shall conduct an exit interview with the individual and guardian. (If it cannot be arranged in person, a phone interview or mailed an interview is acceptable).**

The information collected in the exit interview will be used to assess the effectiveness and efficiency of the services provided by I-REACH 2, Inc. It will also pinpoint any areas where support may have been lacking during the

individual's transition or re-location to another program or area. Exit interviews will be filed in the I-REACH 2, Inc. Main Business book.

I-REACH 2, Inc. SERVICES INDIVIDUAL UNDERSTANDING OF ORIENTATION

I, _____, have been thoroughly familiarized with the I-REACH 2, Inc. Individual Handbook. I will make every effort to comply with the information set forth in the handbook and will keep a copy of the guide on hand so that I can refer to it at any time.

Signatures:

Individual/Guardian

Date

Individual/Guardian

Date