



The Guild
FOR HUMAN SERVICES

Adult Residential Program Policies and Procedures

Revised June 2023

Individuals and/or representatives (family, representative payees, guardians, etc.) may also deposit money temporarily with the Residential Manager as long as the guidelines below are followed:

- Cash: Funds over \$250.00 in cash cannot be kept on site. An exception may be made by the Chief Program Officer in writing for special circumstances where a larger amount of money is needed. This additional money must be used within five days. At all other times, cash over \$250.00 must be deposited into an individual bank account for the individual and all interest earned shall be the property of the individual.
 - Checks & Money Orders: Checks and money orders may be kept on site in a locked safe for up to four weeks. The Residential Manager must contact the Associate Director for the cluster, Director of Adult Residential Services or Chief Program Officer and a plan must be created if checks or money orders need to be held for longer than four weeks.
 - Gift Cards & Gift Certificates: Gift cards and gift certificates may be held in the safe or the lockbox.
- A record shall be kept of all deposits and withdrawals from funds maintained by the residence on the Financial Transaction Form. The record should include the date, amount deposited (including change returned) or withdrawn.
- If money, checks, money orders, gift cards, or gift certificates are withdrawn from the account of an individual who is not able to hold or manage any of his/her money, the staff signing out the withdrawal will be responsible for recording the balance before and after the transaction and returning the receipts. Any change from the expenditure will be re-deposited back into the individual's account and so documented. All transactions will be initialed by the staff and individual (if capable).
- At no time should an individual's money be used for anything but their own spending and purchases.
- At no time should money be "borrowed" from an individual's account.
- Receipts will be obtained for all purchases for any amount in the residence. This includes purchases made via a gift card or gift certificate. This does not include money distributed to individuals for general/daily spending or if the individual signs the money out (if it is indicated in their Money Management Assessment that the individual can hold money).

- Monthly transaction and balance checks will be conducted by the Residential Manager with quarterly reviews completed by the Associate Director for the cluster.
- Upon request, the individual/legal guardian will receive an accounting of funds at any reasonable time and will be given a copy of the transaction sheet and receipts for all deposits and withdrawals.
- Individual funds will be kept in either a residential safe or lock box. Only the Residential Manager, Director of Adult Residential Services or the Adult Residential Services Associate Director for the cluster will have access to the safe. Residential staff may have access to the program lock box as needed to access money for daily activities. Funds will be transferred from the safe to the lock box for purchases and spending. The maximum amount of money that is allowed in the lock box for one individual is one week's worth of spending and additional money as needed for other purchases. Money over this amount will be deposited in the safe as soon as possible. If a shopping trip or other larger expense is planned, the money should be transferred from the safe no sooner than two days before. The remainder of the money is kept in the safe.
- The program ensures bankcards (ATM, debit, credit, etc.) are locked in the home's safe in the individual is unable to hold safely. The program will not hold checkbooks for individuals and will not ask for or write down passwords or "PINs" for individuals. Individuals will be encouraged to safeguard any cards they carry and reminded not to write their passwords on their cards.
- The program may hold bankbooks for individuals in the program safe as these require separate identification to use. Withdrawals may only be made by the individual in person.

Program Fees

Individuals are required to pay charges for care based on DDS regulations. The amount is dependent on their income (benefits and wages) and is determined by the Business Office consistent with DDS regulations. Per DDS regulations the individual or their representative payee must provide copies of the individual's benefits award letters to The Guild both at the time of admission and each and every time benefits changes. DDS mandates the Guild receive 75 percent of all benefits received by the individual each month. Charges for care fees are due by the fifth calendar day of each month. All individuals, representative payees, guardians and conservators will receive 30 days written notice prior to a care fee increase based on the most recent award letter. Failure to provide documentation of benefits and pay monthly charges

for care will result in reporting to Social Security with a request to investigate and change the representative payee.

Restitution

All incidents of loss or damage will be documented on an Incident Report. The Director of Adult Residential Services or Adult Residential Associate Director for the cluster will investigate the loss or damage to determine cause and determine appropriate action. The guardian or representative payee will be notified if applicable.

In general, individuals will be expected to make restitution for the loss or damages and will be presented with a bill of charges explaining the damage and cost to replace or repair. The bill will not exceed standard charges for the type of replacement or repair. The individual's ability to pay will also be taken under consideration. The individual will be notified of his/her right to contest the charges.

In the case of recurring incidents, the program will actively assist the individual with controlling the behavior.

At all times, individual rights and responsibilities are balanced with agency needs when considering restitution for loss or damage.

Transactions Between Individuals and Staff

No staff is permitted to borrow money from or lend money to any Guild resident. This restriction also extends to the sale or purchase of any and all goods and services between staff and individuals. Please refer to the Employee Handbook for more information.

POLICIES ON HEALTH & SAFETY

To ensure the health and safety of persons served, staff and visitors, all employees of The Guild for Human Services are required to follow written health and safety protocols and attend required training. Each residence has Emergency Information on site.

The Residential Manager, Adult Residential Services Associate Director and Director of Adult Residential Services are responsible for compliance with the health and safety program under the supervision of the Chief Program Officer.

Emergency Plans and Drills

Each residence has an Emergency Action Plan for individuals and staff to follow in case of fire or other emergency. The Emergency Action Plan includes:

- Procedures for evacuating individuals in case of emergency. This includes provision for transportation and immediate, temporary relocation when necessary.
- Procedures to follow in case of flood, natural disaster, power or heat failure, bomb threats or other workplace threats.
- Procedures to follow in case of medical emergency.
- Procedures to follow in case of clinical emergency.
- How to access on call personnel.
- Required notifications during and after emergencies.

All residences are required to conduct a drill of the emergency plan at least once per quarter. This needs to include at least one overnight drill per year and drills at differing times of day and days of the week.

Fire Hazards

Potential fire hazards such as lit candles and incense are not permitted. Additionally, alternatives that do not require a flame are permitted.

In accordance with DDS regulations, all outdoor grills are to be located away from the home. All gas grills cannot be located on wooden porches or on balconies and must be at least 10 feet from the home.

Food Storage and Meal Preparation

All residences operated by The Guild for Human Services will establish procedures to ensure that all foods are stored, prepared and served in a clean, nutritious and appetizing manner.

All individuals will be given opportunities to plan and prepare meals of their choosing and to increase their independence in menu planning and preparation. Individuals will also receive nutrition education individually and in groups as needed.

All individuals and staff will follow procedures to ensure that food is handled in a safe, sanitary manner and proper hygiene is used when handling food. These procedures include following sanitary defrosting procedures, handwashing prior to meal preparation, wearing gloves, throwing out any food that is contaminated and putting food away immediately after the meal.

Per the American Gastroenterological Association:

People with hepatitis A or E should not prepare or handle food to be eaten by others. Limitations on food handling are not necessary for people with hepatitis B or C. (Hepatitis B and C are spread blood to blood whereas A takes the oral/fecal route). People should not be preparing food with open cuts, scratches, rashes, etc. that are not covered correctly and safely (i.e. bandaged and gloved).

Illicit Drugs

The Guild for Human Services is committed to maintaining homes and a workplace that is free from drugs and alcohol and has an obligation to set a good example for those individuals who have experienced alcohol and substance abuse difficulties.

Per the federal Controlled Substances Act, the unlawful manufacture, distribution, dispensation, possession or use of controlled substances on agency property, including vehicles, is strictly prohibited. This prohibition includes marijuana, which is deemed as a Schedule 1 narcotic.

All incidents of the manufacture, distribution, dispensation, possession or use of controlled substances or alcohol will be dealt with on a case-by-case basis. Actions may include, but are not limited to confiscation, reporting to the police, treatment, education, and/or eviction.

Incident Reports

Incident Reports will be completed by program staff according to DDS HCSIS guidelines. Incident Reports will be reviewed every other month by the Adult Residential Services Leadership Team and quarterly by the Human Rights Committee. Employees are instructed to refer to the Incident Reporting Procedures for further information.

Exposure Control and Universal Precautions

It is the policy of The Guild for Human Services that no individual will be refused services solely on the grounds that they have an infectious, transmittable disease.

It is also policy to protect the confidentiality of individuals with infectious diseases, thus only persons with a need to know will be given information regarding any particular individual's diagnosis.

No staff may be excused from providing care to any individual with an infectious disease. Refusal can be grounds for immediate dismissal.

All staff are required to follow the Exposure Control Plan and identified infection control procedures including the use of universal precautions shall be implemented in all programs. Individuals and staff will receive training on infection control, universal precautions and infectious diseases

Medical and Dental Care

Staff at each residence operated by The Guild for Human Services assist individuals, when necessary, in arranging for and obtaining:

- Routine and preventive medical and dental care from licensed practitioners, including standard medical examinations, clinical tests, standard immunizations and treatment for minor illness and injuries.
- Intermittent or short-term professional consultation and/or specialized health services, as needed and in accordance with their individual service plan.
- Any other care, treatment or other professional services for which the individual may be eligible and which are consistent with their needs and desires, in accordance with the individual service plan.

Staff, with oversight from the residence's nurse case manager, will monitor the use of services to ensure that individuals see a doctor at least yearly for a routine physical exam and a dentist for a yearly dental exam. Each individual or guardian has the right to control the provision of routine or preventive medical and dental care by an annually renewed written authorization (informed consent).

In all emergency situations, medical care will be provided immediately. Staff will follow the emergency plan set up at the residence. Emergency care will be provided 24 hours a day, 7 days a week. Transportation will be provided as necessary by staff or ambulance.

Medical Treatment Refusal

Individuals who are competent have the right to refuse treatment and at times, may refuse to go to medical appointments, take medication or otherwise refuse health care. If this occurs, staff will follow these steps:

- 1) Try to identify and deal with any reasons that prevent the individual from accepting medical care.
- 2) Notify nursing on call and problem solve the situation.
- 3) Ensure that the individual understands the medical concerns and the reason treatment is advisable.
- 4) Talk with other members of the team (e.g. clinical manager, nurse case manager, doctor or psychiatrist) to determine appropriate action.
- 5) If the individual still refuses to seek medical care, s/he is asked to sign a Refusal of Treatment form. On a regular basis, the individual will be encouraged to obtain treatment and will be offered assistance as needed to obtain treatment. Efforts to this extent will be documented in the Progress Notes.
- 6) When an individual has a guardian and declines treatment, the guardian will be immediately notified and consulted as to what actions the guardian would like to take.
- 7) At this point, the individual's team needs to determine whether it is reasonable or necessary to force medical treatment. This will involve obtaining a court order and involuntarily transporting the individual to the appointment by ambulance.

During all steps of this process, the individual will be kept informed of the action being taken and encouraged to voluntarily attend the medical appointment. A record will be kept of all actions taken to assist the individual with receiving medical care. Medical and or psychiatric providers will be notified of all refusals of treatment, including medical appointments, testing, procedures and medications.

Medication

All medications will be prescribed by licensed practitioners and administered in accordance with the practitioner's written orders. Medications will only be administered by staff members who are certified under the Medication Administration Program.

Medication shall not be used as a punishment, in quantities that interfere with the individual's programming and quality of life, for staff convenience or as a substitute for programming.

The use of medications to control or modify behavior is prohibited except under the following conditions:

- 1) In accordance with the DDS and Department of Public Health (DPH) Regulations.
- 2) In accordance with the recommendations of the individual support plan containing at least the following information: description of the behavior, data concerning the target behavior prior to the intervention, information regarding risks and side effects along with procedures to minimize risks, and a description of clinical indications that might require suspension or termination of the medication.

All program staff will follow the DPH Medication Administration Program (MAP) Policies and The Guild for Human Services Medication Policies all medication management and administration.

Pets

All requests to have pets at residences will be approved by the Chief Program Officer in consultation with the Director of Adult Residential Services and the adult program leadership team ensuring the health and safety of the pet and the residents of the home.

There must be unanimous agreement by all residents to obtain a pet. Once a pet is obtained, residents cannot then change their minds.

If an individual moves to the residence and is allergic to the pet or a resident is found to be allergic or develops an allergy, the pet must be rehomed.

A plan describing financial and care responsibility must be written and approved by the Chief Program Officer prior to obtaining the pet.

If the residence is unable to properly care for the pet, or the pet is at risk of harm, the pet will be given away.

Staff who have allergies or other problems with pets chosen by home's residents will have to determine for themselves whether they can continue working at the residence or whether they will have to end their employment.

Potentially Dangerous Substances and Items

All Guild residential programs will store substances that are potentially dangerous (such as bleach, cleaners, disinfectants, etc.) separately from food and will ensure that containers are accurately labeled with ingredients, warnings, special precautions and action to be taken in case of accidental exposure.

Property Inspections

Property inspections are completed in residences a minimum of quarterly by the Director of Adult Residential Services, the Adult Residential Services Associate Director for the cluster, the Director of Quality Assurance, members of the Quality Assurance department, the Chief Program Officer or the Director of Facilities. Work orders from these inspections are submitted through the on-line maintenance system to the Maintenance Department as needed.

Searches of The Person, Room or Belongings

Except in an emergency, individuals are to be informed of a search prior to the search and be provided with the opportunity to be present during the search.

The On-Call administrator must be contacted prior to any Emergency Searches. Emergency Searches are generally conducted by two staff members and approved in advance by a Human Rights Coordinator and Chief Program Officer or Chief Office On Call so long as time and safety allow for such preauthorization.

Routine room inspections (such as for unsafe smoking or cleanliness) are not considered searches and will be documented in the ISP or Behavior Support Plan as

necessary.

Searches may only be conducted for cause:

- Concern for health, safety or welfare of individual
- Suspicion of contraband
- Suspicion of illegal activity
- Suspicion of violation of program rules

Search may be conducted:

- Within a bedroom
- Within personal belongings stored on the premises (including the bedroom)
- Within clothing that is being worn (such as pockets, linings, etc.)
- Within bags, knapsacks, purses or other items carried into the program

Searches may not be conducted:

- Of the individual's body

If items such as drugs, weapons or other contraband are found, they will be confiscated and the administrator on-call will be immediately contacted. The administrator on-, in collaboration with the Chief Program Office or Chief On Call will make a determination regarding further action that may include calling the police, disposing of the items, or bringing guns to the police.

The search will be documented in the Shift Log and Individual's Progress Note.

After a search is conducted, the support team will review the individual's status and plan and modify as needed to include a search protocol for the future.

The Human Rights Committee will be notified of emergency searches at the next meeting.

Issues may be addressed in individual support plans that differ from this policy.

Searches by Law Enforcement

The Guild will comply with legal authorities upon the presentation of subpoena, court order, and/or search warrant. The Guild shall release records and information when so required by law and will cooperate with lawful searches, but will protect confidential information, such as client information and other legally privileged information, to the extent authorized by law. The Guild's staff members and volunteers shall not attempt to obstruct an investigation or destroy, alter or conceal documents or other evidence found in an investigation.

Any subpoena or search warrant presented to a Guild property must be provided to The Guild's Chief Executive Officer or their designee per The Guild's "Response to

Subpoenas, Search Warrants, and Other Legal Actions" Procedure.

Search Plans

Any individual with a history of leaving the residence without notification will have a Search Plan that contains the procedure to follow when an individual is unaccounted for after informal attempts to locate him/her are made and whose current capabilities are such as to create an unreasonable risk of harm when not under supervision.

When any individual is found to be missing at the residence, residential staff will take two (2) minutes to conduct a quick search of the residence and the yard. If after two minutes the individual has not been located or immediately if in the community, staff will call 911 and give a description of the individual to include: height, weight, eye color and hair color of student (refer to individual's Emergency Contact Sheet in their record book), a description of what the individual is wearing, and information about the individual's ability to demonstrate safety skills. The site's staff will then notify the Residential Manager who will notify the on-call administrator who will then notify the Chief Program Officer during business hours and after hours the Chief On Call . The Chief Program Officer or Chief On Call will notify the Chief Executive Officer.

If the individual is not located within 15 minutes, DDS emergency on-call will be notified. If law enforcement is contacted, an Incident Report must be completed that day and DDS must be notified immediately. If law enforcement is not contacted, an Incident Report must be completed on the next business days.

Smoking and Smoking Violations

No Smoking

Due to federal and state regulations, all Guild properties are SMOKE FREE facilities. Smoking is not allowed in any Guild facility or at any time in the presence of the individuals we support. This policy includes all Guild residences and 521 Virginia Rd, Concord. A designated area where smoking is permitted on the grounds of each location is listed below. **Smoking is prohibited in any Guild vehicle.**

Please refer to the Employee Handbook for policies related to staff smoking while on duty.

Treadmill Safety

All staff and individuals should be trained in the safe use and operation of any treadmill they will be using. The training should include:

- Where the emergency stop switch (red button) is located on the machine
- How to attach the safety cord/operating key device to the individual using the treadmill
 - This device is designed to completely stop all moving parts of the treadmill if the person falls or steps away
 - When the key becomes disconnected from the machine it automatically cuts off all power to the machine, thus preventing or minimizing injury
 - **This device is essential and must be used every time someone uses the treadmill**
- How the individual will get on and off the machine
- Pace of belt for the individual and length of time they are to use it
- How to check all safety features before each use
- How to maintain the machine in good working order
- How to unplug the machine when not in use (may also be necessary to remove the key)

At least one staff person should be nearby while the treadmill is in use. This does not mean that a staff person needs to be standing beside the treadmill while it is in use, especially in the case of an individual who can use it independently. But rather, based on the identified needs of the individual, provide an appropriate level of support. For example, if someone is fully independent on the treadmill, ask the individual to inform staff when they will be using it so that the staff can be assured the safety cord is attached and in working order, keep other individuals out of the area who may be at risk of injury, and remain in an area of the house where they could hear if there was a problem and react quickly.

When an individual is using a treadmill at a community location, such as the YMCA and staff accompanies them to the location (this does not apply to individuals who are able to travel to and use the facility independently) staff must remain in the area where the treadmill is located regardless of the individual's independence on the particular device.

Vehicle Safety

Residential vehicles are for program use only and are not to be used for personal reasons. Please refer to the Employee Handbook for staff responsibilities or vehicle safety.

- Seat belts **must** be worn by all individuals and staff in the vehicle.
- Cellular phones must not be used by the driver while driving.
- Only The Guild for Human Services staff may drive Guild vehicles.
- Staff are responsible for parking/garaging the vehicles. Any fees and/or fines incurred are the responsibility of the driver.
- Any accidents, vandalism and damage must be reported immediately to the Residential Manager or on-call administrator and the following procedure followed:
 - Obtain all relevant information from the other party involved.
 - Notify the Residential Manager or on-call administrator immediately who will notify the Director of Facilities and Chief Program Officer
 - Fill out a Guild accident report form and return it to the Residential Manager
 - File a police report within 24 hours of the incident.
- Complete and accurate logbooks must be maintained in each of the vehicles. All trips must be logged.
- No decals, bumper stickers or other such materials shall be affixed to Guild vehicles unless required by The Guild's Maintenance Department.
- Absolutely no smoking at any time in the vehicle.
- No eating or drinking in any vehicle by staff or individuals supported by the Guild.
- Safety equipment and the logbook must be kept in the vehicles at all times.
- The gas card should only be in a staff person's possession when it is needed to obtain gas. At any other time, it should remain at the residence in the lockbox.
- Vehicles must be secured (windows closed, doors locked) each time the vehicle is parked.
- Vehicle must be kept free of trash and litter.

Water Safety

- Only those facilities (beaches, lakes, pools, etc.) which have prior approval may be used.
- A certified lifeguard must be on duty, or the individuals DO NOT go in the water.
- Individuals with an active seizure disorder or other medical conditions as determined by Director of Health Services in consultation with their primary physician must wear life jackets or a flotation device and be closely monitored by staff in the water with them.
- Individuals requiring one – to – one (1:1) staffing due to mobility or other medical needs must only go in the water when a staff member (who swims) is in the water specifically with them.
- Any boats utilized for recreational purposes must comply with any required federal, state or local registration, and meet safety standards.
- All individuals and staff engaged in boating activities shall wear personal flotation devices and must be accompanied by staff. It is important to make sure the label on the floatation device is Coast Guard Approved.
- Before embarking on any boating activities, staff must obtain authorization from the Chief Program Officer or designee. Information will be provided regarding the location of the boating trip, which individuals and students will be attending, and the duration of the trip. The trip cannot take place unless authorization has been obtained.