

# CONNECTIONS

Program Policies

# LEARNING OBJECTIVES

- ▶ To learn Connections' Missions and Values
- ▶ To gain an understanding of what programs are offered by Connections
- ▶ To become informed of the Service Recipient Rights
- ▶ To become Person-Centered in your work
- ▶ To gain a general understanding of the Program Policies of Connections
- ▶ To understand the expectations of staff in regards to situations involving the program participants

# MISSIONS AND VALUES

## ▶ **Mission Statement**

- ▶ Connections actively supports people with disabilities in achieving personal satisfaction through advocacy and empowerment using a person-centered approach.

## ▶ **Values**

- ▶ We value:
  - ▶ Each person as an individual who deserves quality services.
  - ▶ Honesty, trust and respect in all that we do.
  - ▶ The opportunity to support those in need with compassion, understanding and sensitivity.
  - ▶ The team work necessary from all those involved in providing services of the highest quality.
  - ▶ The community we serve for the support and assistance necessary to serve with excellence.
  - ▶ Growth and Innovation in the services provided so that we can meet the changing needs of our community.

# PURPOSE OF THE PROGRAM POLICY

- ▶ The Program Policy is what governs our service delivery to the participants receiving services from Connections. The Program Policies are different from the Policy and Procedure Manual that you as the employee follow.
- ▶ All of the information throughout this training will be in relation to the participants served. For example, when the Grievance Policy is discussed, it will provide instruction as to how you, the DSP, can support a participant in filing a grievance. It is not the policy you would follow as an employee to file a grievance of your own.

# PROGRAMMING STRUCTURE

SEE POLICY MANUAL FOR MORE DETAILED DESCRIPTION OF PROGRAMS

## ▶ Adult/Child Foster Care Services

- ▶ Adult Foster Care Services are supported by a team of supervisors, who are directly responsible for the supervision of all direct support professionals. Those supervisors are supported by a program coordinator and our program coordinators report directly to our Director of Residential Services. The Director of Residential Services reports directly to the Executive Director.

## ▶ Semi-Independent Living Services

- ▶ SILS is supported a coordinator who directly supervises the direct support professionals. The coordinator reports directly to our Director of Residential Services. The Director of Residential Services reports directly to the Executive Director.

## ▶ ARMHS

- ▶ ARMHS' administrative duties are overseen by Connections' Executive Director. The Clinical Supervisor/MHP provides direct supervision to the Treatment Director. The MHP also provides clinical supervision to the MHRW. The Treatment Director provides operational supervision to the program and to the MHRW.

# SERVICE RECIPIENT RIGHTS

- ▶ Take part in planning and evaluating the services that will be provided to me.
- ▶ Have services and supports provided to me in way that respects me and considers my preferences, (including personal items in my bedroom).
- ▶ Refuse or stop services and be informed about what will happen if I refuse or stop services.
- ▶ Know, before I start to receive services from this program, if the program has the skills and ability to meet my need for services and supports.
- ▶ Know the conditions and terms governing the provision of services, including the program's admission criteria and policies and procedures related to temporary service suspension and service termination.
- ▶ Have the program help coordinate my care if I transfer to another provider to ensure continuity of care.
- ▶ Know what services this program provides and how much they cost, regardless of who will be paying for the services, and to be notified if those charges changes.
- ▶ Know, before I start to receive services, if the cost of my care will be paid for by insurance, government funding, or other sources, and be told of any charges I may have to pay.

# SERVICE RECIPIENT RIGHTS – CONT.

- ▶ To have staff that is trained and qualified to meet my needs and support.
- ▶ Have my personal, financial, service, health, and medical information kept private and be notified if these records have been shared.
- ▶ Have access to my records and recorded information that the program has about me as allowed by state and federal law, regulation, or rule
- ▶ Be free from abuse, neglect or financial exploitation by the program or its staff.
- ▶ Be free from staff trying to control my behavior by physically holding me or using a restraint to keep me from moving, giving me medication I don't want to take or that isn't prescribed for me, or putting me in time out, seclusion, restrictive intervention; except if and when manual restraint is needed in an emergency to protect me or others from physical harm.
- ▶ Receive services in a clean and safe location.
- ▶ Be treated with courtesy and respect, have access to and respectful treatment of my personal possessions at any time.
- ▶ Be allowed to reasonably follow my cultural and ethnic practices and religion.

# SERVICE RECIPIENT RIGHTS - CONT

- ▶ Be free from prejudice and harassment regarding my race, gender, age, disability, spirituality, and sexual orientation.
- ▶ Be told about and to use the program's grievance policy and procedures, including knowing how to contact persons responsible for helping me to get my problems with the program fixed and how to file a social services appeal under the law.
- ▶ Know the names, addresses and phone numbers of people who can help me, including the ombudsman, and to be given information about how to file a complaint with these offices.
- ▶ Exercise my rights on my own or have a family member or another person help me exercise my rights, without retaliation from the program.
- ▶ Give or not give written informed consent to take part in any research or experimental treatment.
- ▶ Choose my own friends and spend time with them.
- ▶ Have personal privacy, including the right to use a lock on my bedroom door.
- ▶ Take part in activities that I choose.



# PERSON-CENTERED SERVICE PLANNING

- ▶ The license holder must provide services in response to the person's identified needs, interests, preferences, and desired outcomes as specified in the coordinated service and support plan and the coordinated service and support plan addendum, and in compliance with the requirements of this chapter. License holders providing intensive support services must also provide outcome-based services according to the requirements in section [245D.071](#).
- ▶ Services must be provided in a manner that supports the person's preferences, daily needs, and activities and accomplishment of the person's personal goals and service outcomes, consistent with the principles of:
  - ▶ person-centered service planning and delivery that:

# PERSON-CENTERED SERVICE PLANNING

- ▶ identifies and supports what is important to the person including preferences for when, how, and by whom direct support service is provided;
- ▶ uses that information to identify outcomes the person desires; and
- ▶ respects each person's history, dignity, and cultural background;
- ▶ self-determination that supports and provides:
  - ▶ opportunities for the development and exercise of functional and age-appropriate skills, decision making and choice, personal advocacy, and communication; and
  - ▶ the affirmation and protection of each person's civil and legal rights; and

# PERSON-CENTERED SERVICE PLANNING

- ▶ providing the most integrated setting and inclusive service delivery that supports, promotes, and allows:
- ▶ inclusion and participation in the person's community as desired by the person in a manner that enables the person to interact with nondisabled persons to the fullest extent possible and supports the person in developing and maintaining a role as a valued community member;
- ▶ opportunities for self-sufficiency as well as developing and maintaining social relationships and natural supports; and
- ▶ a balance between risk and opportunity, meaning the least restrictive supports or interventions necessary are provided in the most integrated settings in the most inclusive manner possible to support the person to engage in activities of the person's own choosing that may otherwise present a risk to the person's health, safety, or rights.

# SAFE AND HAZARD FREE ENVIRONMENT

- ▶ Connections is committed to maintaining a safe and hazard free environment by upholding the agency policy to:
  - ▶ Toxic and hazardous substances will be labeled, securely stored, and disposed of properly
  - ▶ Containers will be provided for sharps disposal
  - ▶ All dangerous items such as knives, scissors, razors, etc. will be safely stored when necessary

# LOCKED DOORS

- ▶ Doors are locked from the inside to protect the safety of a participant, and to prevent a participant from leaving **only when a risk is known**----not as a substitute for staff supervision or interactions with the person.

# ADMISSION CRITERIA

- ▶ Connections' policy is to promote continuity of care by ensuring that admission and service initiation is consistent with a person's service recipient rights under section [245D.04](#) and Connections' knowledge, skill, and ability to meet the service and support needs of persons served by this program.
- ▶ Before admitting a person to the program, the program must provide the following information to the person or the person's legal representative:
  - ▶ Identification of the criteria to be applied in determining whether the program can develop services to meet the needs specified in the person's coordinated service and support plan.
  - ▶ A copy of the fact sheet the program received from a law enforcement authority or corrections agent for a person who is a registered predatory offender currently being served by the program when the fact sheet includes a risk level classification for the offender.

# REFUSAL TO ADMIT A PERSON

- ▶ Refusal to admit a person to the program must be based on an evaluation of the person's assessed needs and the licensed provider's lack of capacity to meet the needs of the person.
- ▶ This licensed program must not refuse to admit a person based solely on:
  - ▶ the type of residential services the person is receiving
  - ▶ person's severity of disability;
  - ▶ orthopedic or neurological handicaps;
  - ▶ sight or hearing impairments;
  - ▶ lack of communication skills;
  - ▶ physical disabilities;
  - ▶ toilet habits;
  - ▶ behavioral disorders; or
  - ▶ past failure to make progress.
- ▶ Documentation of the basis of refusal must be provided to the person or the person's legal representative and case manager upon request.

# SERVICE SUSPENSION

- ▶ Connections may suspend persons receiving services for the following reasons:
  - ▶ The person's conduct poses an imminent risk of physical harm to self or others and either:
    - ▶ positive support strategies have been implemented to resolve the issues leading to the temporary service suspension but have not been effective and additional positive support strategies would not achieve and maintain safety; or
    - ▶ less restrictive measures would not resolve the issues leading to the suspension; OR
  - ▶ The person has emergent medical issues that exceed the license holder's ability to meet the person's needs; OR
  - ▶ The program has not been paid for services.
- ▶ “Suspension” means temporary discontinuation of service to a person, which includes temporary removal of the person from the service site.



# SERVICE TERMINATION

- ▶ Connections may terminate persons receiving services for the following reasons:
  - ▶ The termination is necessary for the person's welfare and the person's needs cannot be met in the facility;
  - ▶ The safety of the person or others in the program is endangered and positive support strategies were attempted and have not achieved and effectively maintained safety for the person or others;
  - ▶ The health of the person or others in the program would otherwise be endangered;
  - ▶ The program has not been paid for services;
  - ▶ The program ceases to operate; or
  - ▶ The person has been terminated by the lead agency from waiver eligibility.
- ▶ “Termination” means discharge from the program.

# GRIEVANCE PROCEDURE

## HOW TO ASSIST A PARTICIPANT IN FILING A GRIEVANCE

- ▶ *A grievance is a complaint that can be made about something one does not like about where one works or lives. It may have something to do with the rules or the people that one works or lives with.*
- ▶ *If a person wants to file a grievance, it can be done without being afraid of being criticized or threatened by staff.*
- ▶ If a participant has a problem or complaint the participant should follow these steps:
- ▶ **Step 1:** Talk to a staff person who you feel comfortable with about your complaint or problem. That person will help you to write down your complaint. That person will help you tell the supervisor about your complaint.
- ▶ **Step 2:** If the staff person and the supervisor were not able to help you solve your complaint or problem, you can talk your Program Coordinator or Program Director. They will help you within two days to solve your complaint.

# GRIEVANCE PROCEDURE

- ▶ **Step 3:** If the Program Coordinator or Program Director were unable to solve your complaint, you can talk to Connections Executive Director, Sheila Sartwell (701) 532-1145 ext. 14. She will talk to you within 2-5 days, and provide a written response to your complaint within 2 weeks explaining how your complaint will be solved.
- ▶ **Step 4:** If your complaint is still not solved in a way that you like or agree with, then you or your legal representative can send your complaint to the person with the highest level of authority within the program (e.g., Administrator, CEO, or Board of Directors) for a final review. A written response explaining how your complaint will be solved will be provided within 2 weeks.

# WHERE TO GET HELP WHEN YOU MAKE A COMPLAINT

THESE ARE RESOURCES YOU OR SOMEONE YOU AUTHORIZE CAN CALL FOR HELP TO FILE A COMPLAINT.

## Clay County Social Services

715 11<sup>th</sup> St. N. Moorhead, MN 56560

Child Protection: (218)299-5200

Adult Protection: (218)299-5200

[social.services@co.clay.mn.us](mailto:social.services@co.clay.mn.us)

## Department of Human Services (DHS)

PO Box 64976

St. Paul, MN 55614

651-431-2000

[dhs.info@state.mn.us](mailto:dhs.info@state.mn.us)

## Office of Ombudsman for Managed Health Care Programs

PO Box 64249

St. Paul, MN 55164

651-296-3848

## Disability Law Center (Legal Advocacy)

430 1<sup>st</sup> Ave N Ste 300

Minneapolis, MN 55401

612-332-1441

[www.mndlc.org](http://www.mndlc.org)

# DATA PRIVACY

- ▶ 1. Staff persons **DO NOT AUTOMATICALLY HAVE ACCESS** to private data about the persons served by this program or about other staff or agency personnel.
  - ▶ *Staff persons must have a specific work function need for the information.*
  - ▶ *If you don't need the information in order to do your job, you do not have access to it and if you do have access, you should not browse through it.*
- ▶ 2. Any written or verbal exchanges about a person's private information by staff with other staff or any other persons will be done in such a way as to **PRESERVE CONFIDENTIALITY** and **RESPECT THE DIGNITY** of the person whose private data is being shared.

# HEALTH SERVICES COORDINATION

- ▶ When discovered, the program will promptly notify the person's legal representative, if any, and the case manager of changes in a person's physical and mental health needs affecting health service needs assigned to the program in the person's CSSP or CSSP addendum.
- ▶ If the program has reason to know that the change has already been reported, it is not necessary to report.
- ▶ The program must document all health changes, including when the notification of the health changes was given to the legal representative and case manager.
- ▶ When assigned the responsibility for meeting the person's health service needs in the person's CSSP or the CSSP addendum, the program will maintain documentation on how the person's health needs will be met, including a description of the procedures to follow in order to:
  - ▶ 1. Provide medication assistance or medication administration according to the safe medication assistance and administration policy;
  - ▶ 2. Monitor health conditions according to written instructions from a licensed health professional;
  - ▶ 3. Assist with or coordinate medical, dental and other health service appointments; or
  - ▶ 4. Use medical equipment, devices or adaptive aides or technology safely and correctly according to written instructions from a licensed health professional.