

PARENT HANDBOOK

FOR

HOPE ENTERPRISES, INC.

RESIDENTIAL SERVICES

5/27/2008

Hope Enterprises, Inc.

HOPE ENTERPRISES, INC.

RESIDENTIAL SERVICES

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WELCOME TO HOPE ENTERPRISES, INC. RESIDENTIAL SERVICES!

We are pleased to welcome your family member and yourself to the Agency's family of dedicated staff. It is our mission to provide you and your family member with the supports needed to live an Everyday Life. Our mission statement clearly indicates our commitment to that goal; ***TO ENHANCE THE LIVES OF PEOPLE WITH DEVELOPMENTAL DISABILITIES BY PROVIDING THEM WITH RESPONSIVE SERVICES AND SUPPORTS.***

This handbook is designed to provide you with information on select policies and procedures that could directly affect your interactions with our support staff and also to answer some questions that may often go unasked.

Should you have any questions about any aspect of the content of the policies and procedures included in your handbook, please feel free to ask anyone on your list of contacts for the group home.

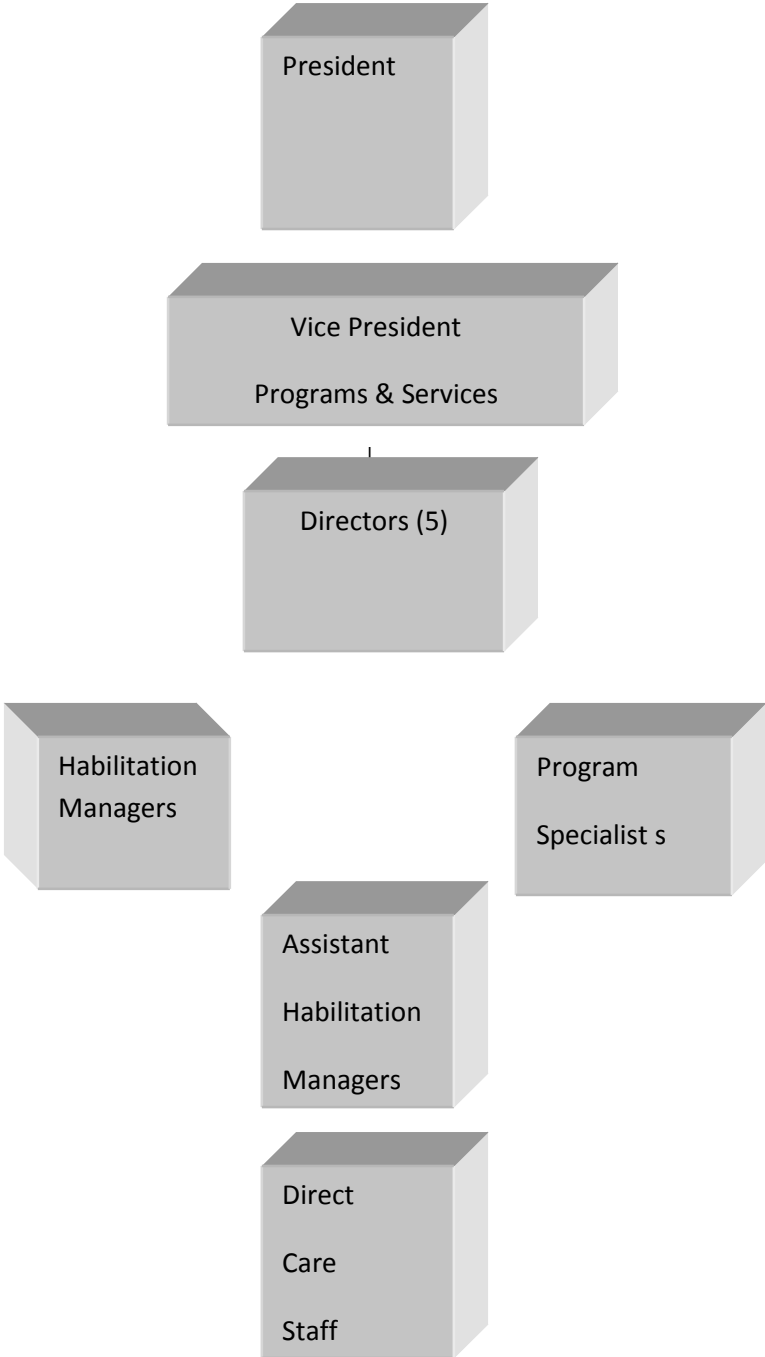
It is our sincere hope that you and your family member receiving supports in the Hope Enterprises' system are satisfied with those supports and that you feel welcome to visit and share your insight into your loved one's life and needs.

The Residential Staff

HOPE'S MISSION STATEMENT:

TO ENHANCE THE LIVES OF PEOPLE WITH
DEVELOPMENTAL DISABILITIES BY PROVIDING
THEM WITH RESPONSIVE SERVICES AND
SUPPORTS

RESIDENTIAL SERVICES ORGANIZATIONAL CHART



GROUP HOME CONTACTS

GROUP HOME ADDRESS: _____

PHONE NUMBER: _____

HABILITATION MANAGER: _____

ASSISTANT HABILITATION
MANAGER: _____

PROGRAM SPECIALIST:

PROGRAM SPECIALIST PHONE NUMBER:

GROUP HOME DIRECTOR:

DIRECTOR PHONE NUMBER:

Any questions you may have should be directed to group home staff. If the direct care staff cannot answer your questions, and please keep in mind that there is almost always a newly hired staff in the home, contact the Manager or Assistant Manager. If you have concerns, please use this same contact information. Should your concerns go unresolved after working with the managers of the home, contact the group home Director. Your concerns should be resolved at this level however, if you feel they are not adequately addressed you can contact the Vice President of Programs and Services, Frank Forsha, at 326-3745, extension 1230.

For further information on grievances, refer to the Rights, Responsibilities and Problem Solving Procedure in your handbook.

EXPECTATIONS OF FAMILY INVOLVEMENT

You are an important part of your son's/daughter's life and we will rely on you to help us get to know him/her and to help us meet his/her needs.

Individual Support Plan

Each year the staff will have formal meetings to discuss your son's/daughter's progress and on-going needs. You will be invited to these meetings by the county Supports Coordinator or group home Program Specialist. The document in which we record important information about your son/daughter is called an Individual Support Plan, more frequently referred to as the ISP.

We are required to review progress quarterly; one of these four meetings will be the ISP Development Meeting and one will be the Annual Review of the ISP. Your notification for these meetings will come from the Supports Coordinator. The other two meetings are referred to as quarterly meetings. The quarterly meeting is a review of your son's/daughter's progress on outcomes over the most recent three month period. Staff will also review any medical or behavioral up-dates during the review period. You will be invited to these meetings if you wish; please let the Program Specialist know if you would like to be notified of these meetings as he/she will schedule them.

Your attendance at these meetings is not mandatory but we would like your involvement especially if your son's/daughter's disability is severe enough to prevent their active participation. The meetings are typically held at your son's/daughter's home during the day. Your son/daughter can choose whether he/she wants to attend the meetings.

At the ISP Development Meeting, your son's/daughter's team will discuss sections of the ISP concerning "Like and Admire", "Know and Do", "Desired Activities", "Important to the Individual", and "What Makes Sense". From ideas and

information gathered in these areas, the individual and team will develop outcomes and action plans for your son/daughter to work on during the next year.

The Annual Review is the formalization of the outcomes and action plans that were developed at the ISP Development Meeting. It is also a time to change outcomes if the team feels this is needed.

You will receive a copy of the ISP developed for your son/daughter yearly from the Supports Coordinator.

Medical Appointments

The Agency is required by state regulation to arrange for certain annual health evaluations for your son/daughter. Each person has an annual physical and every other year tuberculosis screening. We will also arrange for at least annual dental examinations; as needed or annual vision examinations and audiological evaluations. If your son's/daughter's physician feels it is in his/her best interest or if his/her team feels he/she could benefit from a physical or occupational therapy evaluation staff will arrange for this. People who have a seizure disorder are usually evaluated by a neurologist on a schedule decided upon by the neurologist.

If you would like to be included in medical appointments you should let the group home Manager know and he/she will keep you informed of appointment times. Also, if you prefer, staff can up-date you following your son's/daughter's medical appointments. Again, let the group home Manager know if you would like to be contacted following an appointment.

Should you choose to attend appointments, please keep in mind that staff have certain responsibilities to fulfill when your son/daughter goes to an appointment. Staff will remain with your son/daughter throughout the appointment; schedule any follow up appointments; ensure our required documentation is completed; support your son/daughter in the manner that allows him/her to have as pleasant and productive an appointment as possible.

Medication Administration on Home Visits

When you have your son/daughter out of the group home for a home visit or outing, you will be given medications that are scheduled to be given during those hours your son/daughter is with you. Medications are a very important part of safeguarding your son's/daughter's health and in helping them live with some of their medical or mental health conditions. You are expected to administer the medications as prescribed by the physician(s). Staff will provide you with the medications and will ask you to sign a form for "Release of Medication Responsibility from the Facility". This helps us track the medication inventory. If for any reason your son/daughter does not receive his/her medications when out of the group home with you, please inform staff upon his/her return to the group home.

Behavior Support and Restrictive Procedures

As part of supporting your son/daughter, staff will make every effort to deal with any behavioral issues using Positive Approaches and the least restrictive intervention. There may be times when a person has extreme difficulty managing their behaviors. Our commitment is to work with your son/daughter to help them overcome challenges to their abilities to respond appropriately to different situations. The process followed by the agency staff is to have direct care staff communicate issues with the individual's Program Specialist. The Program Specialist will work with staff to examine problematic situations and look for natural supports to help him/her to cope with the situation. If that is not effective, the Program Specialist can ask for a consultation with the agency's psychological consultant, staff training specialist and/or chairman of the Behavior Support Committee. Even at this point, we will be looking for positive solutions to the challenge of supporting your son/daughter through trying behavior issues and can develop a support plan that is not restrictive. Should all of our attempts at positive interventions not work to support your son/daughter, we can develop a plan using a restrictive procedure. Restrictive procedures can take different forms such as a reinforce plan or a restraint, however, all are designed to be therapeutic and are

never used as punishment for a behavior challenge. Another resource outside the agency is the Positive Practices Resource Team. If agency staff are truly at a loss as to how to support your son/daughter, we can ask that the Supports Coordinator refer him/her to this team for assistance. We want to stress that using a restrictive procedure is the last resort when all other efforts have been unsuccessful in supporting your son/daughter.

Human Rights Committee

In conjunction with the Behavior Support Committee which reviews and approves all restrictive behavior programs, the Human Rights Committee also reviews these programs. The Human Rights Committee is comprised of Agency representatives as well experienced professionals from the community. Their focus is to ensure the rights of the individuals served by Hope Enterprises are safeguarded through oversight of the agency's professional policies, practices, and procedures as they relate to behavioral interventions.

Release of Information

The agency is prohibited from releasing information concerning your son/daughter without written consent. This includes information to you or other family members or friends. Information pertaining to Release of Information is included in the Policy and Procedures on Confidentiality. The Release of Information Authorization is reviewed annually as part of the ISP Review. Unless your son/daughter is declared legally incompetent he/she has the right to restrict the release of information even to you, the parents. If you are the legal guardian you will be requested to sign the releases that give us permission to speak to outside agencies or other service providers such as physicians. If your son/daughter has not been declared legally incompetent but his/her physician has determined that he/she cannot make an informed medical decision, you will be requested to sign the releases.

Case Record Access and Denial Procedure for Individuals Served

Your son/daughter or his/her guardian has the right to review the case record. All requests must be submitted in writing to include the date of the request, specific section of the record desired to be inspected, and the signature of the individual or guardian making the request. The house Manager will make arrangements for a mutually convenient time for the review and will be present during the review. No documents are to be removed, added, or otherwise altered in any way during the inspection. Staff will provide any interpretation or other pertinent information to help understand the materials. Although certain restrictions do apply, every effort will be made to accommodate reasonable requests.

Home and Community Services Information System (HCSIS)/Incident Management

HCSIS is a web based reporting tool established by the state of Pennsylvania as a means to store and retrieve data in order to improve the lives of individuals receiving supports in the state. Staff are required to report even if the incident happens when away from the group home and under your supervision and care. Please keep in mind that if an incident that falls into any of these reportable categories occurs when your son/daughter is with you to notify staff upon your son's/daughter's return to the group home.

Some staff are identified as Point People who are responsible to file incident reports within the HCSIS system. Other staff, typically administrative staff, are assigned as Certified Investigators to conduct investigations into certain types of reports. Although every effort is made to ensure the highest quality in services and supports is provided, there may be times when an incident report is filed and an investigation may take place. Due to personnel laws and agency policies, information will not be made available to you. Rest assured however that appropriate action will be taken to ensure your son's/daughter's safety. All staff are mandated reporters for incidents they observe. The agency must report, through HCSIS, the following incidents:

Abuse (sexual, physical, psychological, verbal, and unauthorized use of restraints); deaths; certain diseases; emergency closure; emergency room visit; fire; hospitalization; individual-to-individual abuse; injury requiring treatment beyond first aid; law enforcement activity; missing person; misuse of funds; neglect; psychiatric hospitalization; rights violation; suicide attempt; medication error; and restraint. Should a report be filed about your son/daughter, you may be notified of the report. Not all reports require that you be notified so you will need to communicate to staff those that you wish to be notified of. We typically do not notify families of medication errors, restraints, or law enforcement activity that involves staff.

Those incident reports that require that the agency conduct an investigation are: an accidental injury that requires the person to be hospitalized; an unexplained injury that requires treatment beyond the level of first aid; staff causing injury to an individual; injury resulting from restraint if it requires treatment beyond first aid; abuse; rights violation; misuse of individual's money; death; or any reportable incident in which the CEO or member of the Board of Directors is the target. The investigator assigned to the investigation is, as much as possible, an impartial person. The investigative process is designed to examine a situation to look at how and why it happened and to look for solutions so it does not happen again. During investigations it is typical that staff be separated from the individual which may involve a temporary reassignment or leave. Once the investigation is completed, you will be notified of the outcome although at no time will you be told which staff is involved. If the allegation is unfounded there are certain options the administration may choose to take with staff. If the allegation is founded, appropriate disciplinary actions will occur. During any investigation, all staff at the group home are informed that the situation is confidential and they will not discuss the circumstances with others. If you have specific questions about an incident, please contact the program Director.

Health Care Quality Unit (HCQU)

Each region within the state of Pennsylvania is assigned a registered nurse who works for a Health Care Quality Unit. One of the nurse's assignments is to complete a Health Risk Profile for individuals who are randomly selected by the state. The HCQU nurse gathers information from the individual's record and speaks with staff when completing the health risk profile. From information gathered, including medical history and family medical history, the nurse then makes recommendations for care and treatment. The nurse may also provide training to staff on diseases or disorders the individual lives with. This process is designed to help identify risk factors and begin to receive treatment to minimize the impact the condition may have on the individual's health and life. You may be asked for information about your son's/daughter's family medical history or his/her medical history during this process.

Financial

You may be designated as your son's/daughter's representative payee for Social Security or other financial benefits. If so, you will receive an invoice for Room and Board charges on a monthly basis. You will also have any bills, for your son/daughter that may be sent to the group home, forwarded to you.

If you prefer, you may have Hope Enterprises, Inc. designated as his/her representative payee. If so, the agency will establish a bank account in which his/her benefits will be deposited. Then, the agency will accept responsibility for paying bills, making personal purchases, and deduct the room and board. An accounting of these funds can be requested and will be discussed with you at any time. However, you will not be provided with routine/periodic up-dates. If your son/daughter must file an income tax return, apply for food stamps or other such things the agency will assist him/her to do so. You can discuss this with the Intake Caseworker, Program Specialist, or group home Director.

Guardianship

If your son/daughter is over 18 years old, he/she is considered an adult and as such you are not his/her legal guardian. More and more, medical professionals are less willing to accept a parent's authorization for treatment in place of having a legal guardian. If your son/daughter is not capable of making an informed medical decision about his/her health care, it is in his/her best interest to have a legal guardian. A legal guardian can be named for health care decisions and/or financial decisions. The legal guardian would be consulted and asked to approve medical procedures that fall outside the realm of routine medical care. Examples of this could be the need for general anesthesia for dental care, surgery, and non-emergency life sustaining treatment. Agency staff are not able to give consent for medical treatment for your son/daughter. If you do not have guardianship of your son/daughter the agency encourages you to explore becoming his/her legal guardian. If you are uncertain of the process you can talk to the Program Specialist or the group home Director.

Holidays/Vacation/Visits

We encourage you to be involved in your son's/daughter's life. You are welcome to visit your son/daughter in his/her home whenever you wish. We do suggest that you call to be sure he/she doesn't have other plans at the time. Your son/daughter will probably want to go to your home to visit and possibly spend the night. If so, please make arrangements with the group home Manager. Holidays are a special family time and some individuals go to be with family while others stay at the group home. If your son/daughter will stay at the group home for a holiday, rest assured that the staff will celebrate the holiday in the group home. If your son/daughter celebrates non-traditional holidays please inform the manager so we can follow his/her traditions.

The group home may go on vacation as a family does. If your son/daughter wants to go on a vacation without housemates, he/she will be responsible to pay for his/her hotel room and food as well as any personal shopping. If all the individuals go on vacation as a group, the hotel room and meals will be paid for by the agency and

he/she will have to pay only for personal shopping. Anytime your son/daughter is out of the group home for 72 or more consecutive hours, his/her room and board charges will be adjusted to reflect a reduction in charges.

Communication

We will do our best to meet not only the needs of your son/daughter but also your wishes. Please recognize that your son/daughter is one of several people living in the home. As with most families, there may be some minor problems that we will need to work through. One way to do that is to maintain open communication with the staff as they are expected to do with you. We will rely on you to tell us what is important to your son's/daughter's care as we get to know him/her.

In Closing

We have attempted to give you some basic information to help all of us to support your cherished family member as we meet the mission of the Agency:

To Enhance the Lives of People with Disabilities by Providing Them with Responsive Services and Supports

If you have suggestions for other information you feel we should share with families we would appreciate knowing what those topics are. You can let your son's/daughter's Program Specialist know and we will consider your suggestions. By working together as a team we will fulfill our mission and ensure that your cherished family member leads an ***Everyday Life***.

