



LAKE SIDE
Respite

Lakeside Respite is a division of
 OPPORTUNITY
ENTERPRISES

2025

Lakeside Respite Supplemental Guide

To create inclusive and equitable opportunities for people of all abilities.

Personalized Contact Information

Respite Qualified Intellectual Disability Professional (QIDP): _____

Office Phone: _____ Extension: _____

E-mail Address: _____

Lakeside Respite

36 S. Fish Lake Street
Valparaiso, IN 46385

Lakeside Respite Direct Number: 219.548.0206

OE Phone Number: 219.464.9621

Fax Number: 219.464.9635

Website: oppent.org

Lakeside Respite Webpage: oppent.org/respite

Follow us on Social Media:



@oppent



@Opportunity Enterprises, Inc.



@OpportunityEnt



@OpportunityEnterprises

This is a Supplemental Guide to Opportunity Enterprises' Programs and Services Handbook.

TABLE OF CONTENTS

A Message from Suja Pati	3
1. Home and Community Based Services (HCBS)	4
2. Service Options	4
2.1 Respite Services (RSPO).....	4
2.2 Residential Habilitation and Support Services (RHS)	5
2.3 Participant Assistance and Care (PAC)	5
3. Admission Criteria.....	5
3.1 Limitations to Eligibility	6
4. Intake.....	6
5. Case Conference and Annual Case Review.....	7
6. Holidays.....	7
7. Scheduling, Tardy, Cancellations	7
7.1 Scheduling	7
7.2 Tardy/Late	8
7.3 Cancellations	8
8. Direct Support Professional Duties	8
9. Personal Property	9
10. Client Pick Up	9
11. Individual Rights.....	9
12. Standards of Conduct.....	10
13. Transportation	11
14. Safety.....	12
15. Community Outings	12
16. Staying Overnight at the Markiewicz Center	13
17. Environmental Assessment & Emergency Plan	13
18. Medical.....	13
18.1 Medical and Personal Hygiene Items.....	13
18.2 Medication Administration	13
18.3 High Risk Plans.....	15
18.4 Emergency Contacts.....	15
18.5 Illness and Medical Emergencies	15
19. Meals.....	16
20. Termination of Services	16
21. Glossary of Terms.....	16
Notes	18

A MESSAGE FROM SUJA PATI

Welcome to Lakeside Respite at Opportunity Enterprises! We are dedicated to providing families and caregivers with a safe, nurturing environment where individuals with disabilities can relax and engage in enriching activities tailored to their needs. Our respite services are designed to offer both participants and their families a supportive space that promotes personal growth and meaningful connections. At Lakeside, we focus on helping our clients meet their goals while ensuring they experience the joy and comfort of a well-rounded, community-centered program. We're excited to partner with you on this journey!

Suja Pati
Respite Services Director



1. HOME AND COMMUNITY BASED SERVICES (HCBS)

OE is a provider of Home and Community Based Services (HCBS). This means that we are committed to ensuring that individuals served have full access to community life and are supported in a way that encourages independence, choice and integration. OE recognizes that services should be tailored to meet each person's needs in order to increase levels of independence and foster self-growth. All services are based on a person-centered approach where each individual is encouraged to make choices and decisions for their life through informed decision-making opportunities. Individuals will not be managed as a group with overarching generalizations.

2. SERVICE OPTIONS

OE provides Respite Services (RSPO), Residential Habilitation and Support Services (RHS), and Participant Assistance and Care (PAC) through the Lakeside Respite division. RSPO, RHS, and PAC services are provided at the Opportunity Enterprises' Markiewicz Center located in Porter County. These services may be provided in an individual's home on a case-by-case basis. Services can be provided in any increment between four (4) hours and two (2) weeks as needed. Generally, all services are provided on a 1:1 ratio; however, there may be situations where Respite staff will share hours between individuals we serve, resulting in a 1:2 ratio or, in an emergency situation, a 1:3 ratio. When this occurs, the billable hours will be evenly split between the individuals.

2.1 Respite Services (RSPO)

These are services provided to individuals unable to care for themselves and are provided on a short-term basis because of the absence or need for relief of those persons normally providing care. These services are temporary and provided to an individual that would normally be cared for by a parent or caregiver. These services include:

- a. Assistance with toileting and feeding;
- b. Assistance with daily living skills, including assistance with accessing the community and community activities;
- c. Assistance with grooming and personal hygiene;
- d. Meal preparation, serving, and cleanup;
- e. Administration of medications;
- f. Supervision;
- g. Individual, 1:1 services; and/or
- h. Group services, as requested.

2.2 Residential Habilitation and Support Services (RHS)

These are services that are designed to ensure the health, safety, and welfare of an individual and assist in the acquisition, improvement, and retention of skills necessary for the individual to live successfully in the individual's own home. These services assist individuals with disabilities in preparation for living independently. These services include:

- a. Direct supervision, monitoring, and training to implement Individualized Support Plan (ISP) outcomes;
- b. Assistance with personal care, meals, shopping, chores, leisure activities, and transportation; and
- c. Coordination and facilitation of medical and non-medical services to meet healthcare needs.

2.3 Participant Assistance and Care (PAC)

These services are provided to allow individuals to remain and live successfully in their own homes, function and participate in their communities, and avoid institutionalization. PAC services support and enable the individual to participate in activities such as daily living, self-care, and mobility with hands-on assistance, prompting, reminders, supervision, and monitoring to help ensure the health, safety, and welfare of the individual. These services include:

- a. Assistance with personal care, meals, shopping, errands, scheduling appointments, chores, and leisure activities (excluding the provision of transportation);
- b. Assistance with mobility (including, but not limited to, transfers, ambulation, use of assistive devices);
- c. Assistance with correspondence and paying bills;
- d. Escorting the individual to community activities and appointments;
- e. Supervision and monitoring of the individual, reinforcement of behavioral support, and adherence to risk plans; and
- f. Reinforcement of the principle of health and safety

3. ADMISSION CRITERIA

Generally, an individual who has waiver funding and lives at home with a caregiver would qualify for OE's Lakeside Respite services. For individuals who do not have any type of waiver funding, private pay options are available. OE requires medical documentation of ongoing or recent medical conditions and precautionary measures for:

- a. Communicable diseases
- b. Medical complications
- c. Current Tuberculosis (TB) test within the past three months (with ongoing annual screening)
- d. List of current medications and immunizations

3.1 Limitations to Eligibility

There are limitations to eligibility for services at this time, including but not limited to:

- a. Regular medications administered through injection, including IV;
- b. Feeding tubes through the nose, mouth, neck, or chest;
- c. Tracheotomy care;
- d. Ventilator;
- e. Sliding scale/Insulin dependent diabetic;
- f. Other situations requiring skilled nursing care;
- g. Strong/violent behaviors including danger to self or others;
- h. Sexual predatory behaviors; and
- i. Environmental/safety concerns prohibited by Indiana Code.

4. INTAKE

An intake meeting will be performed before services are provided to acquire detailed and pertinent information for the best care. An individual can expect Lakeside Respite to collect thorough information about the health, safety, daily living skills, recreation, and interests of the individual being served. The intake process will take place either at the Markiewicz Center or another OE location. Part of the intake process may take place in the individual's home in order to assess or provide an opportunity for the caregiver to teach Lakeside Respite staff about the routines and methods for caring for the individual.

For security and training purposes, a photograph of the individual will be taken at the time of intake. Any other documentation collected at intake will form a case file that will be securely stored at the Markiewicz Center. Two files are created from this information. One is utilized for training staff and will be kept at the Markiewicz Center to be made available to staff when they are providing services. The second file will become part of OE's electronic file network for the agency's use and state auditors.

If an individual has never been away from home, is a young child, and/or typically does not do well away from the caregiver, the Lakeside Respite team, along with a Qualified Intellectual Disability Professional (QIDP), will request a "short stay visit." Short stay visits allow an individual to adjust to their new setting, other individuals, and staff. The short stays may be a 2–4-hour shift, for a minimum of 3-5 visits. Once these have been completed, the QIDP will discuss overnight stays, and it will be determined at that time if the individual is ready for longer stays. Once an individual is familiar with the Markiewicz Center, OE asks that to keep the file active and current, services are scheduled at least once a year for a minimum of sixteen (16) hours. Information from the intake process will require annual updates for accurate recordkeeping purposes.

5. CASE CONFERENCE AND ANNUAL CASE REVIEW

The purpose of a Case Conference is to discuss the evaluation or progress information available, to develop or revise an individual plan for training and/or to ensure appropriate placement. OE uses Person-Centered Planning for all meetings. This means that the meeting is about the individual's needs and wants. Participation in programming and activities should be based on individual choice. The individual plan is to be reviewed at least once a year at a conference including appropriate agency personnel, the individual served and anyone else the individual chooses. Both the individual and the agency have the right to request a conference or status review meeting any time it seems necessary.

There must be an initial Case Conference conducted before services begin. This conference is to be conducted for new enrollments within thirty (30) calendar days of the date of intake. The meeting is to be held at a time, date, and location agreeable to all team members. Each team member will receive advance notice of the meeting including the exact time, date, location, the persons who will be in attendance, and a list of the information to be discussed. OE ensures that the provision of specific services are the least restrictive option and as close as possible to the placement/services provided to others of comparable age and functioning level while, at the same time, meeting individual needs.

6. HOLIDAYS

Holidays are a special time to share with family. Lakeside Respite services close the day before each holiday at 6 PM. Services are not provided on:

1. New Year's Eve (closes at 6 PM)
2. New Year's Day
3. Easter
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. Friday following Thanksgiving Day
9. Christmas Eve
10. Christmas Day

7. SCHEDULING, TARDY, CANCELLATIONS

7.1 Scheduling

Respite Services will make every effort to accommodate each individual's respite, PAC and RHS needs. Respite Services asks that caregivers please try to schedule services with as much advance notice as possible (minimum of 3-4 weeks). When scheduling Respite Services, OE prioritizes special occasions. This includes, but is not limited to, family weddings, vacations, health reasons,

etc. If a request for respite is due to a special occasion, please indicate that at the time of the request.

If a service request is accepted, the caregiver will receive an email message confirming the request. However, there are times when OE operates at service capacity and is unable to accept additional individuals on a given day or time. In these circumstances, the caregiver will receive a phone call or e-mail from a Respite support staff advising that we will not be able to accommodate the service requested.

For caregivers who have OE listed on the waiver budget but have not utilized services for more than a year, we request 3-months advanced notice for scheduling. This is to ensure enough time to have a meeting to review and update all essential paperwork prior to the stay.

7.2 Tardy/Late

Please contact the Respite Facility phone or emergency on-call phone (219)263-9527 for tardy arrivals to Respite. If OE does not receive a phone call, we will make a courtesy call five (5) minutes after the scheduled arrival time to ensure the caregiver is still planning to receive services. If the individual is not at the Respite meeting location within a 30-minute window of the time scheduled, OE will cancel the shift.

Please note: Individuals who are late for the start of services do NOT have an extended ending time of the scheduled shift. Caregivers will be expected to pick up the individual at the time that was initially agreed upon. Habitually late pick-ups will be handled on a case-by-case basis but, if not corrected, may result in the termination of services.

7.3 Cancellations

When a cancellation occurs, it results in a loss of revenue and, most importantly, a missed opportunity for other individuals to utilize Respite services. When a shift needs to be cancelled, please contact the Respite Facility and/or emergency on-call phone. We ask for, at minimum, a 4-hour notice for a cancellation. If cancellations are an ongoing issue, the QIDP will reach out to the caregiver to assist in resolving the issue and may place the individual's services on probation. If, after that time, cancellations continue, Respite may terminate services.

8. DIRECT SUPPORT PROFESSIONAL DUTIES

Respite Services Direct Support Professionals (DSPs), at a minimum, have passed background checks, are CPR and First Aid certified, are authorized to pass medications by the State of Indiana, and have completed over eighty (80) hours of specialized hands-on training in caring for individuals with disabilities.

If an individual has short-term goals they are working on, DSPs will provide support to help them achieve those goals. DSPs will also be available for assisting individuals to participate in structured group activities organized at the Markiewicz Center or in the community.

Respite Services staff work as a team to provide services to all enrolled individuals. All staff are equally capable of working with each individual and our goal is for two or three DSPs to rotate working regularly with them.

If working in an individual's home, a DSP should never be expected to:

- a. Perform housekeeping or chores (other than dishes generated from meal preparation, or specific, individualized ISP goals)
- b. Care for other siblings or family members
- c. Care for family pets

9. PERSONAL PROPERTY

Respite Services is not responsible for the loss, theft, or destruction of an individual's personal property. Please make every effort to ensure that the items an individual takes with them outside of the home are labeled and easily organized and stored. If an individual's personal property is affected while under the care of Respite Services, there will be an investigation to determine who the responsible party might be. Please note that when damage to items or property belonging to staff, other individuals served, or OE occurs, OE will bill the responsible party for the cost of that item or property.

When staying at the Respite Facility, it is necessary for the primary caregiver and staff to create a log of all personal property an individual brings with them for their stay. Small valuables can be stored in a locked cabinet at the Respite Facility upon request by the individual. In the instance that an individual wants to carry money or other valuable items on them, staff will not be held responsible for any money lost. Weapons or items that could endanger the safety of staff or other individuals are prohibited.

10. CLIENT PICK UP

For safety reasons, Respite Services will not allow anyone outside of OE's representative to depart with an individual unless they have been positively identified by Respite Services staff and have the caregiver's permission to do so. This includes casual visitors to the home and anyone else that does not have the caregiver's verbal or written permission. This policy may not apply in medical and other emergencies.

11. INDIVIDUAL RIGHTS

OE will encourage all individuals to represent their own rights and interests without interference, discrimination, retaliation, restraint or coercion.

- All Individuals have a right to be treated fairly and to be protected from harm.
- All individuals have a right to meaningful and appropriate services.
- All individuals have the right to receive services in a safe, secure, and supportive environment.
- All individuals have the right for information to be confidential.

- All individuals have the right to complain about treatment or care and to have that complaint answered in a timely manner.
- All individuals have the right to be informed of their rights at least annually and in a manner which is easily understood.
- All individuals have the right to be free from physical punishment and painful treatment.
- All individuals have the right to be free from abuse, neglect, exploitation or mistreatment.
- All individuals have the right to be free from placement in a room or other area from which exit is prevented.
- All individuals have the right to be treated with dignity and respect.
- All individuals have the right to be free from restrictions involving sleep, shelter, food, drink, medical care, use of bathroom facilities, or prolonged restriction of movement, unless a doctor's order is being followed, or the team has agreed that the restriction is necessary to protect the individual's health and safety.
- All individuals have the right to be free from work without payment, except for volunteer work that an individual has chosen to perform.
- All individuals have the right to regularly see their doctor, at their own expense.
- All individuals have the right to regular developmental and behavioral assessments.
- All individuals have the right to refuse treatment and medications.
- All individuals have the right to be informed of all risks of treatment.
- All individuals have the right to be free from unnecessary physical or chemical (medication induced) restraints.
- All individuals have the right to personal privacy.
- All individuals have the right to meet privately and communicate with persons of their own choosing.
- All individuals have the right to send and receive unopened mail.
- All individuals have the right to make and receive telephone calls privately, at their own expense.
- All individuals have the right to participate in social, religious and community activities of their choice.
- All individuals have the right to have and use appropriate personal possessions and clothing.
- All individuals have the right to have personal funds and property protected from misuse or misappropriation.
- All individuals have the right to have alleged violations of their rights reported and investigated.

12. STANDARDS OF CONDUCT

To ensure that all OE Program environments are respectful, safe, and supportive, these standards of conduct are to be followed at all times.

1. Appropriate physical contact between individuals will be maintained at all times. Inappropriate behavior for the respite setting may include excessive hugging, kissing, fondling, etc. Appropriate behavior encouraged would include a high-five or a handshake.
2. Physically aggressive behavior against others is unacceptable and will not be tolerated. Each aggressive behavior will be dealt with appropriately, depending on the incident. The severity or consistency of the incident will determine the action taken and may include suspension or termination of services. Depending on the nature of an individual's maladaptive behavior, a caregiver or emergency contact may be called to provide immediate pickup of the individual.
3. Appropriate language is expected at all times. Swearing, teasing, name-calling, etc., is not acceptable. Being mean to others is not tolerated.
4. The property of others will be respected. Theft, vandalism or destruction of property will not be tolerated. Individuals will be charged to replace/repair items if damage occurs.
5. All individuals are expected to come to Respite Services with appropriate hygiene/dress. Clean body, hair, teeth and clothing are expected at all times.
6. All individuals are expected to keep the bedroom neat and tidy on overnights at the Markiewicz Center. Staff will assist as needed/requested.
7. All personal items must be labeled. Individuals are encouraged not to bring any item of value to OE. Personal items are not the responsibility of OE.
8. Items that can be used as weapons (knives, guns, bats, etc.) are not allowed on any OE property. Threatening others with a weapon may result in immediate termination of services.
9. OE is a smoke-free building. If an individual desires to smoke while at Respite, arrangements will be made through the QIDP for the appropriate and allowable spot.
10. No prescription medications are allowed on OE property without a doctor's prescription.
11. No alcohol or illegal drugs are allowed in the Markiewicz Center. Illegal drugs are never allowed in the presence of OE staff while services are being provided. We may require a drug test if we suspect an individual is under the influence of an illegal drug. Upon team approval, alcohol may be purchased and consumed by an individual receiving services while on a community outing.
12. Individuals will be encouraged to engage in daily activities to the best of their ability. Not doing so may cause disruptions to peers or create an unsafe environment, putting the individual or others at risk.

13. TRANSPORTATION

Parents/caregivers are responsible for providing transportation to and from the Markiewicz Center. If an individual is going to Respite from school or a Day Program, OE staff may be able to provide transportation from the program. Once individuals are in our care, we will provide transportation, within reason, within Lake and Porter Counties. If the desired community outing is over 40 miles round trip, prior approval must be obtained by the Respite Director. If outings are not approved, arrangements may be made for staff to take the individual at the individual's

expense. For scheduled group activities from the events calendar, please take note if they take place at (or depart from) OE or in the community.

As staff may be responsible for driving individuals into the community for outings, OE has taken steps to ensure this is done with the utmost safety in mind. All staff must show proof of current and valid driver's license and vehicle insurance coverage prior to employment and regularly thereafter.

All staff, upon hire and annually thereafter, receive Safe Driving Practices instruction during their OSHA training. Additionally, newly hired Direct Support Professionals are trained by their specific department on van use and wheelchair tie downs during completion of their on-the-job training. All OE vehicles receive regularly scheduled maintenance to ensure the ongoing safety of the vehicle.

14. SAFETY

In Respite, OE is committed to providing a safe, supportive and respectful environment that promotes dignity, independence and quality of life, recognizing the importance of these values especially when in the community. All staff have been trained to follow specific safety policies and procedures including medication management, emergency preparedness and the prevention of abuse and neglect.

Agency and department safety policies and procedures are reviewed regularly. Should families or clients have any concerns, please notify a supervisor within the department or a member of the Executive Team.

15. COMMUNITY OUTINGS

Typically, group activities are announced on our events calendar and caregivers schedule the date and time for their loved one to attend an event. If there are ticket, admission, or food costs associated with that event, the individual is responsible for their own costs.

Respite Services will make use of available community events and activities that are free or relatively inexpensive to the public. Plans and ideas for outings into the community are encouraged by Respite Services and we will try to accommodate each individual's goals and wishes. Respite Services reserves the right to refuse activities that may compromise the health and safety of an individual, other individuals, or Respite Services staff.

When there is enough interest, special events such as dances, holiday parties, field trips, and other activities will be facilitated by Respite Services. Respite Services may coordinate special events with other programs within OE in order to offer more variety to individuals and offset expenses. Information and dates for these events will be communicated through Respite Services events calendars and email notices.

16. STAYING OVERNIGHT AT THE MARKIEWICZ CENTER

The Respite Facility is intended to be a relaxing and safe place for individuals to enjoy. The Respite Facility offers large common spaces, comfortable bedrooms, internet access, multiple televisions, theater room, sensory room, recreation room, accessible treehouse, outdoor patio, nature hikes, puzzles, games, crafts and more. There are plenty of opportunities to socialize and there are several places that offer privacy. Caregivers can be confident that there is appropriate supervision and individual attention for their loved one. To make it an enjoyable experience for everyone, there are typically quiet hours after 10:00 pm and some parts of the house may be inaccessible to those over eighteen when minors are staying with us.

17. ENVIRONMENTAL ASSESSMENT & EMERGENCY PLAN

Safety drills for emergency situations (including tornado, fire, utility failure and intruder) are conducted within the Respite Facility twice per year.

If Respite Services is providing care in a caregiver's home, it may be necessary that we conduct an environmental assessment of the home to ensure that we can safely provide services under Indiana State guidelines. The environmental assessment establishes that there are certain features in place to ensure the safety of the individual and Respite Services staff such as a working smoke alarm, CO2 detector, fire extinguisher, escape routes, working utilities, etc.

Respite Services will also need to establish an emergency plan in the event of a fire, tornado, or other emergency in the home. If a workable emergency plan cannot be established, Respite Services may be unable to provide services in the home.

18. MEDICAL

18.1 Medical and Personal Hygiene Items

It is the responsibility of the caregiver to provide their loved one with all medical supplies, durable medical equipment, personal hygiene items, special dietary needs, and clothing they will need during their stay with Respite Services. Respite Services will have basic supplies for universal precautions (gloves, first aid supplies, etc.) but is not responsible for supplying additional items. Please ensure enough supplies are available for the entire duration of the stay at the Respite Facility. If we have not been provided enough personal care items and need to purchase these items during their stay, we request that this be reimbursed by the family. We will provide receipts as proof of purchase.

18.2 Medication Administration

To ensure safety during medication administration, all of our DSPs are trained in the State-endorsed Med Core A and Med Core B curriculum. These courses are taught to our staff by Registered Nurses initially upon hire and annually thereafter. The foundational tenants of appropriate and effective medication passing rely on the 6 Rights of Medication Administration:

- RIGHT Individual
- RIGHT Medication
- RIGHT Dose
- RIGHT Route
- RIGHT Time
- RIGHT Documentation after med pass completed

State of Indiana regulations and OE policies guide how Respite Services staff pass medication to individuals served. It is required for any prescription medications that an individual needs during their stay with Respite Services to be provided in the original containers from the pharmacy with their labels clearly legible and intact. If a label is damaged or illegible, OE policy prohibits us from distributing that medication to an individual. For the security of all individuals staying at the Respite Facility, all medications will be secured in a locking medication cart and available to individuals per the pharmacy label instructions. If a prescription has changed prior to an individual's last stay, we will need a copy of the updated prescription or physician order from the doctor. Respite staff, by law, cannot comply with a verbal request from a caregiver to pass a different amount of medication from the prescription. We must have a current prescription, and the label needs to match.

Please immediately give all medication to staff upon arrival at the Respite Facility. When bringing an individual to the Respite Facility, a review of ALL medications with a staff/supervisor will be required to ensure all medications are properly labeled and dosages are correct according to the prescription we have on file. Each medication bottle must have the following:

- a. the individual's name,
- b. the name of the medication,
- c. the correct dosage, (how much is to be given, i.e. one tablet, two tablets, etc.),
- d. the right route (by mouth, ear drops, eye drops, etc.),
- e. the time frame the medications are to be given.

If it is a temporary medication, please bring a copy of the prescription or physician's order and inform the staff of the reason for the medication. If a written prescription is not immediately available, we will permit the passing of medications as long as there is a valid medication label from the pharmacy. The medication label must be legible and not tampered with in any way. If an individual is required to take medications in a food substance or crushed, we must have a physician's order to accommodate this request.

For Respite Services to administer PRN (given as needed) over-the-counter medications, policy requires Respite Services to have a written physician's approval on file. At intake, the caregiver will receive a form to list all PRN medication that an individual may need to receive while in our care. The individual's physician must then approve, modify, and sign. Respite Services PRN policy is intended to relieve symptoms that develop during an individual's stay with us. Respite staff will not dispense PRN medications to modify mood or behaviors, even if ordered by a physician.

18.3 High Risk Plans

In order to ensure our staff are familiar with an individual's diagnoses and how to best support them should they experience any side effects from these diagnoses, high risk plans (HRP) are created by the individual's nurse as outlined in their Person-Centered Individualized Support Plan (PCISP) or as requested by the team. These plans provide background information on the diagnosis, signs and symptoms to look for, and step-by-step instructions for staff on how to best support them. Some examples of HRPs would include a seizure plan, fall plan, constipation plan, and dining plan.

These plans are updated on an annual basis or more often as health changes occur. Typically, these plans will be updated at the individual's annual meeting with input from the team.

18.4 Emergency Contacts

In the event of an emergency, it is imperative that Respite Services have accurate contact information of who should be notified of the situation. Upon intake, the caregiver will be asked to provide the information necessary for Respite Services to contact them during an emergency. It is expected that the emergency contacts be able to help with any situation that may arise during an individual's stay, including being able to pick up the individual or meet at the hospital in the event of a need for emergency medical care. It is the caregiver's responsibility to notify Respite Services immediately of any changes of information concerning appropriate emergency contacts.

In the event an emergency contact is not available or cannot be reached, staff will follow the direction of the agency nurse for treatment.

18.5 Illness and Medical Emergencies

If an individual is ill or exhibiting symptoms of illness (fever, chills, vomiting, diarrhea), Respite will not provide services until he or she is symptom free for at least 24 hours without the aid of medications. Please contact Respite Services to cancel scheduled requests until they are well again.

If an individual begins to develop symptoms of illness during their stay with Respite Services, the caregiver will be notified of the situation. Staff will also reach out to the agency nurse and will follow their instructions at this time. If the illness progresses (temperature 100°+, vomiting, diarrhea, or any infection that is deemed contagious), the caregiver will be called to provide immediate pickup of the individual. Individuals are not to be transported by agency vehicles when ill, so caregivers need to be prepared for possible emergencies. If an individual has been sent home from a Day Service due to illness, then they cannot attend Respite Services until they have been symptom free for 24 hours or until cleared by a doctor.

Depending on the severity of the illness or in situations such as serious injury, seizure where no history exists, severe allergic reaction, severe medication side effect, etc., Respite Services will respond by first contacting 911 and may proceed with CPR or First Aid as needed and escort the individual to the nearest Emergency Room. Respite Services will attempt to contact the caregiver

or the listed Emergency Contacts at the first available opportunity. In such a situation, the caregiver or another authorized person must plan to meet the staff at the hospital.

19. MEALS

Individuals at the Respite Facility are provided with meals for the duration of their stay. However, if anyone requires special dietary foods/items, caregivers will need to provide enough of these items for the duration of the individual's stay. Many of the individuals Respite Services care for have special diets and specific instructions related to dining. Respite Services DSPs are specially trained on levels of choking risk, GERD, and dysphagia. The information collected at intake will be used when preparing and serving meals to each individual. Our staff are happy to assist individuals in the preparation, serving, and cleanup of meals. Snacks or food purchased while out in the community will be at the individual's expense.

20. TERMINATION OF SERVICES

An individual is free to terminate their relationship with Respite Services at any time. Respite Services requests a 15-day notice when possible to adjust staff schedules and accommodate for the changes.

If an individual exhibits aggressive behavior to themselves or others and currently is not under the care of a behaviorist, Respite Services will be unable to provide services to that individual. Because of the communal nature of the Respite Facility environment, Respite Services reserves the right to suspend or terminate services to an individual with aggressive or socially inappropriate behaviors.

If for any reason Respite Services decides to terminate services to an individual, Respite Services will provide a 60-day written notice to the caregiver of the individual served.

21. GLOSSARY OF TERMS

1. *Adherence* – to stick to
2. *Case conference* – meeting
3. *Communicable* – contagious
4. *Comparable* – like
5. *Consistency* – how often a situation occurs
6. *Deemed* – thought
7. *Determined* – decided
8. *Excessive* – too much
9. *Foundational tenants* – core beliefs
10. *Habilitation* – to help prepare for or teach
11. *Imperative* – required
12. *Inappropriate* – not right
13. *Initially* – at the beginning

14. *Maladaptive* – not fitting with others
15. *Overarching* – broad
16. *Pertinent* – important
17. *Prolonged* – long-term
18. *Provision* – giving services
19. *Ratio* – the number of staff members available for the number of clients' present
20. *Restrictive* – limiting
21. *Severity* – how bad a situation is
22. *Suspension* – short time away from services
23. *Tardy* – late
24. *Terminate* - end
25. *Vandalism* – hurting other peoples' property

[illegible]