



OPPORTUNITY
ENTERPRISES

Respite Services

*Temporary Relief for Families and Caregivers
&
Residential Habilitation and Support Services*

Respite Services Home
&
In-Home RHS

Parent/ Caregiver Handbook

Welcome to
Opportunity Enterprises, Inc.
www.oppent.org

Name: _____

Address: _____

Agency Contact Information

Lakeside Opportunities
32 South Fish Lake Road
Valparaiso, IN 46385
and
OE
2801 Evans Ave.
Valparaiso, IN 46383

Main Number: (219)-464-9621 **Fax Number:** (219)-464-9635

Website: www.oppent.org

OE Agency Hours: Monday-Friday, 8 a.m. to 4:30 p.m.

OE is a smoke-free workplace

Emergency Phone Numbers

Emergency Calls Only: 911

Other Important Numbers:

Contact Information

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Fax #: (219)-464-9635 **ATTN:** Respite

QIDPs

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QIDP

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Facility

Respite Services Home

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Valparaiso, IN 46383

Phone (office): (219)-548-0206

Emergency Phone Numbers

Emergency On-call

Phone (cell): (219)-263-9527

(Emergencies only please)

Police, Sheriff, Fire, Ambulance, & Rescue

Phone: 911



OPPORTUNITY
ENTERPRISES

Vision:

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

Mission:

Embracing the value that inclusion brings to a community, OE will always be a benchmark for innovative services that empower people through a person-centered approach with an unwavering focus on quality.

Values:

- **Quality of Life** – We believe that all people deserve opportunities to establish priorities, make decisions, and achieve satisfaction in all areas of life.
- **Self-determination** - We encourage the individuals we serve to speak for themselves by actively listening and supporting desired outcomes.
- **Compassionate Care** - We provide support to staff and those we serve in all areas of life in order to equip them for success.
- **Personal Growth** - We accept people as they are and support and challenge each person to achieve their fullest growth and development.
- **Collaboration** – We seek out opportunities to build mutually-beneficial relationships and collaborate to achieve shared outcomes.
- **Servant Leadership** – We prioritize a culture of humility, trust, and empowerment to further relationships with all stakeholders.
- **Community** - We believe that a community’s success is measured by the opportunities made available to each of its citizens.
- **Innovation** - We pursue innovation and embrace change to define the future and discover whole new worlds of opportunity.
- **Stewardship** - We responsibly manage and grow the resources entrusted to us to ensure the sustainability of the work of the agency.
- **Employee Experience** - We strive to offer an unparalleled experience by providing the training and tools needed for staff to confidently serve in an environment that fosters relationship building and personal fulfillment.

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1. General Guidelines

Opportunity Enterprises provides Respite Services (RSPO), Residential Habilitation and Support Services (RHS), and Participant Assistance and Care (PAC) at their Respite Services Home in Porter County. All RSPO, RHS, and PAC services are provided out of Opportunity Enterprises Inc. Respite Services Home. These services may be provided in an individual's home on a case-by-case basis.

Definition of Respite Services (RSPO)

Definition: *Services provided to individuals unable to care for themselves that are provided on a short-term basis because of the absence or need for relief of those persons normally providing care.*

Respite Services provides temporary care for your loved one with a disability under the guidelines of Indiana State legislation.

This care is temporary services provided to an individual that would normally be provided 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 services
- h. Group services

Definition of Residential Habilitation and Support Services (RHS)

Definition: *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.*

This service assists individuals with disabilities in preparation for living independently.

These services include:

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

healthcare needs

Definition of Participant Assistance and Care (PAC)

Definition: *Services are provided to allow clients with intellectual/developmental disabilities to remain and live successfully in their own homes, function and participate in their communities, and avoid institutionalization. PAC services support and enable the client 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 client.*

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, assistance with correspondence and paying bills, escorting the client to community activities, and appointments
- c. Supervision and monitoring of the client, reinforcement of behavioral support, and adherence to risk plans
- d. Reinforcement of the principle of health and safety

Eligibility

Generally, if you are the primary caregiver for a disabled individual who lives in your home and has waiver funding, then you are likely to qualify for Opportunity Enterprises Inc. Respite Services. For individuals who do not have any type of waiver funding, private pay options are available.

Opportunity Enterprises 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 (this is also required to be completed annually after admission)
- d. List of current medications
- e. List of current immunizations

Respite Services, PAC, and RHS services are generally provided at the Respite Services Home. There are a few 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**
- i. **Environmental/safety concerns prohibited by Indiana Code**

Intake

An intake meeting will be performed before services are provided to acquire detailed and pertinent information for the best care. Documentation and information required at intake are determined by your situation and your relationship with Opportunity Enterprises Inc. You can expect Respite Services 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 Respite Services Home or at another OE location, such as OE main, located at 2801 Evans Avenue in Valparaiso, IN, or Lakeside. Part of the intake process may take place in your home to assess and provide an opportunity for you to teach Respite staff your routines and methods for caring for your loved one. For security and training purposes, your loved one will need to be photographed at the time of intake. Any other documentation collected at intake will form a case file that will be securely stored at the Respite location. Two files are created from this information. One is for training staff and will be kept at the Respite Services Home to be made available to staff when they are providing services. The second file becomes part of OE's virtual electronic file network for the agency's use and state auditors.

If your loved one has never been away from home, is a young child, and/or typically does not do well while you are not around them, the Respite team, along with a Qualified Intellectual Disabilities Professional (QIDP), will request a "short stay visit". Short stay visits allow your loved one 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 the overnight stays with you and it will be determined at that time if your loved one is ready for longer stays. Once your loved one is familiar with the Respite house, it is asked that to keep the file active and current, you schedule services at least once a year for a minimum of 16 hours.

Information from the intake process may need to be periodically updated for record keeping and to comply with Indiana State legislation. Please refer to page 17 for additional information on confidentiality and access to these files.

Scheduling/Tardy/Cancellations

Scheduling- Respite will make every effort to accommodate your Respite Services, PAC, and RHS needs, however, there are times when operating at service capacity makes it difficult to accept additional individuals on a given day or time. In these circumstances, you will receive a phone call or e-mail from a support staff advising that accommodation for the service requested will not be possible. If your request is accepted, you will receive a text

message to the number you provide confirming your request. Respite asks that you please try to schedule services with as much advanced notice as possible (minimum of 3-4 weeks). When scheduling Respite Services, Opportunity Enterprises prioritizes special occasions. This includes, but is not limited to family weddings, vacations, health reasons, etc. If your request for services is due to a special occasion, please indicate that at the time of the request.

Opportunity Enterprises would like to provide Respite Services to each family member that requests it. However, due to circumstances such as staffing or room availability, it is not always possible to accommodate each request. It is highly recommended that requests be scheduled with as much advance notice as possible, with the scheduler taking into consideration the date that the request was made.

For families who have OE listed on the waiver budget but have not utilized services for more than a year, please give a 3 months advance notice for scheduling. This is to ensure that there is enough time to have a meeting to update and review all essential paperwork needed before the stay at the Respite Services Home.

Tardy/Late-Please contact the Respite Services Home or emergency on-call phone number (219)-263-9527) if you will be late bringing your loved one to their scheduled visit. If a phone call is not received from you, a courtesy call will be made after 5 minutes to ensure you are still planning to receive services. If the individual is not at the meeting location within the 30-minute window of the time scheduled, the shift will be canceled. Please note: If you are 15- 30 minutes late this does not extend the ending time of the shift scheduled; families will be expected to pick up at the time that was initially agreed upon.

Cancellations-When a cancellation occurs, it results in a missed opportunity for other individuals to utilize Respite Services. When a shift needs to be canceled, please contact the Respite Services Home and/or emergency on-call phone number. Provide, at minimum, a 4-hour notice for a cancellation. If cancellations are an ongoing issue, the QIDP will reach out to the families to assist in resolving the issue and may place the individual on probation. If after that time cancellations continue, services may be terminated.

Direct Support Professional Duties and Qualifications

Respite 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 80 hours of specialized hands-on training in caring for individuals with disabilities.

A Direct Support Professional will be the person who provides professional, direct assistance for your loved one's needs. The information gathered during the intake process will aid in guiding Respite DSPs on what types of care to provide and at what level of assistance.

If your loved one has short-term goals he or she is working on, Respite DSPs will provide support for your loved one to achieve those goals. DSPs will also be available for assisting

your loved one to participate in structured group activities, organized at the Respite Services Home or in the community.

Respite staff work as a team to provide services to your loved one. All staff are equally capable of working with your loved one. The goal is for two or three staff members to rotate working regularly with your loved one.

It should also be noted there are certain things that a DSP should **never** be requested to do. For example:

- a. **Leave your loved one unattended**
- b. **Work for cash**
- c. **Engage in an activity that is unsafe or illegal**
- d. **Violate a policy or procedure of Opportunity Enterprises Inc. or Respite**

When working in an individual's home, a DSP should **not** be:

- a. **Housekeeping/Chores (other than dishes generated from meal preparation, or specific ISP goals)**
- b. **Caring for other siblings or family members**
- c. **Caring for pets**

Holidays/Availability

Holidays are a special time to share with family. At this time, Respite Services does not provide services on:

- a. **New Year's Eve (closes at 6 PM)**
- b. **New Year's Day**
- c. **Easter**
- d. **Memorial Day**
- e. **Independence Day**
- f. **Labor Day**
- g. **Thanksgiving Day**
- h. **Friday following Thanksgiving Day**
- i. **Christmas Eve**
- j. **Christmas Day**

*** Respite Services closes the day before each holiday at 6 PM.***

Personal Property

Respite is not responsible for the loss, theft, or destruction of your loved one's personal property. Please make every effort to ensure that the items your loved one takes with them outside the home are labeled, easily organized, and stored. If your loved one's personal property is affected while under the care of Respite, there will be an investigation to

determine who the responsible party might be. **Please note:** when damage to items of staff, persons served, or property of Opportunity Enterprises Inc. occurs, Opportunity Enterprises Inc. will bill the responsible party for the cost of that item/property.

When staying at the Respite Services Home, the parent/caregiver and staff must create a log of all personal property an individual brings with them for their stay. Small valuables can be stored in a locked cabinet during their stay upon request by the individual. In the instance that your loved one wants to carry money or other valuable items on them, then staff will not be held responsible for any money lost. Weapons or items that could endanger the safety of staff or other guests are prohibited.

Visitors/Departure

For safety reasons, Respite will not allow anyone outside of an Opportunity Enterprises representative to visit or depart with your loved one unless they have been properly identified by Respite staff and have your permission to do so. This includes casual visitors to your home and anyone else that does not have your verbal or written permission. This policy may not apply in medical and other emergencies.

When picking up or dropping off your loved one at the Respite Facility, please use the driveway and park as needed for accessing the ramps.

2. Activities

PCISP Outcomes

When your loved one has identified goals through their Person-Centered Individualized Support Plan (PCISP) or other methods that can be accomplished through Respite OE Services, staff will then assist them in working towards those goals. Outcomes and progress of these goals will be documented in case files and will be summarized monthly/quarterly.

There may be informal goals that you or your loved one may wish to accomplish while using Respite Services. OE will equally assist and support your loved one in achieving those goals (as long as they coincide with the mission and purpose of Respite Services).

Transportation

According to the State of Indiana's service definitions, Respite, PAC, and RHS providers are not required to provide transportation for individuals, they are only required to inform individuals of public transportation options.

Parents/caregivers are responsible for providing transportation to and from the Respite Services Home, OE main (2801 Evans Avenue, Valparaiso, IN), and Lakeside (32 S Fish Lake Road, Valparaiso, IN) locations. If an individual is going to Respite from school or a

Day Program, Opportunity Enterprises' Inc. staff will provide transportation from the program and school. Families will be expected to provide transportation back home at the end of the shift. Once individuals are in OE's care, OE will provide transportation, within reason, for PAC/RHS/Respite Services in Porter County. If the desired community outing is over 40 miles round trip, prior approval must be obtained by the Respite Services Director. For scheduled group activities on the events calendar, please take note if they will be leaving from OE or the Respite Services Home.

Community Outings/Vacations

Group activities are typically announced in the Respite events calendar and parents schedule the date and time for their loved one to attend chosen event. Parents are responsible for transporting their loved one to and from the Respite Services Home (or other predetermined location). If there are ticket, admission, or food costs associated with that event, the individual is responsible for paying their costs.

Respite will make use of available community events and activities that are free or relatively inexpensive. Plans and ideas for outings into the community are encouraged and Respite will try to accommodate you and your loved one's goals and wishes. Respite reserves the right to refuse activities that may compromise the health and safety of your loved one, other consumers, or staff.

If services are funded by a waiver, when scheduling vacations or extended trips please speak with your designated QIDP for prior approval.

Special Events and Camp Activities

When there is enough interest, special events such as dances, holiday parties, field trips, and other activities, will be facilitated by Respite for your loved one. Special events with other programs within Opportunity Enterprises Inc. may be coordinated to offer more variety to individuals and offset expenses. Information and dates for these events will be communicated through a monthly Respite events calendar and email notices.

Your loved one may also take advantage of Opportunity Enterprises' Camp Lakeside, Northwest Indiana's only camp designed for kids of all abilities and ages located at Lake Eliza (32 S Fish Lake Road, Valparaiso, IN). Camp Lakeside offers year-round programs and summer day camp, all of which are filled with various activities for your child to choose from.

Year-round programs include:

- a. **Club Lakeside (3rd Fridays) for ages 12-21**
- b. **Weekend Explorers (2nd weekend of the month) for ages 5-21**
- c. **Weekend Discoveries (4th weekend of the month) for ages 18 and up**
- d. **Lakeside Archery (2nd & 4th Tuesday, 3rd Saturday) for all ages.**

Prices for year-round programs are as follows:

- a. \$25 for Friday night per person
- b. \$100 for Weekend Explorers and Weekend Discoveries
- c. \$25 for the first Lakeside Archery session and \$10 for each additional session.

Summer Day Camp includes 8 weekly themes such as:

- a. The Great Outdoors (June 5th- June 9th)
- b. Future Scientist (June 12th- June 16th)
- c. Get Sticky With Us (June 19th- June 23rd)
- d. Out of this World (June 26th- June 30th)
- e. Coding Camp (July 3rd- July 7th)
- f. Superhero's Unite (July 10th- July 14th)
- g. Splash On (July 17th- July 21st)
- h. Celebrate Magic (July 24th- July 28th)

Weekly tuitions for Summer Day Camp are as follows:

- a. \$250 for weekly tuition
- b. \$200 for July 4th (short week) week tuition

Weekly Early Bird/Night Owl hours and prices for Summer Day Camp:

- a. Early Bird Partial (8 am - 9 am)
 - i. Cost: \$14
- b. Early Bird Full (7 am - 9 am)
 - i. Cost: \$28
- c. Night Owl Partial (3 pm – 5 pm)
 - i. Cost: \$28
- d. Night Owl Full (3 pm – 6 pm)
 - i. Cost: \$42

Staying at the Respite Facility

The Respite Services Home is intended to be a relaxing and safe place for your loved one to enjoy, offering large common spaces, comfortable bedrooms, internet access, a 46" television, puzzles, games, crafts, a swimming pool, campfires, nature hikes, and lots more. There are plenty of opportunities to socialize and there are several places that offer privacy. Staffing is at a 1:1 ratio or 1:2 ratio (under certain staffing situations), and in some emergencies, 1:3 will be billed accordingly. You can be assured there is constant supervision and individual attention for your loved one. To make it an enjoyable experience for everyone, it is typically quiet hours after 10 pm.

3. Medical and Emergency

Environmental Assessment/Emergency Plan

If Respite will be providing care in your home, it may be necessary that an environmental assessment of your home be conducted to ensure that services can be provided under Indiana State legislation. The environmental assessment establishes that there are certain safety features in place to ensure the safety of your loved one and staff. Examples include a working smoke alarm, CO₂ detector, fire extinguisher, escape routes, working utilities, etc.

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

Safety drills (tornado, fire, gas leak, and intruder) are conducted within the Respite Services Home on a bi-monthly basis.

Meals

Guests at the Respite Services Home are provided with meals for the duration of their stay. However, if your loved one requires special dietary foods/items, parents/caregivers will need to provide enough of these items for the duration of the individual's stay. Snacks or food purchased while out in the community will be at the individual's expense.

Respite is happy to assist your loved one in the preparation, serving, and cleanup of meals. Many of the individuals that Respite cares for have special diets and specific instructions related to dining. Respite DSPs are specially trained on levels of choking risk, GERD, and dysphagia. The information collected at intake will be used when preparing meals and serving meals to your loved one.

Medical Supplies and Personal Hygiene Items

It is your responsibility as a parent/caregiver to provide your loved one with all medical supplies, personal hygiene items, special dietary needs, and clothing they will need during their stay with Respite. Basic supplies for universal precautions (gloves, first aid supplies, etc.) will be provided, additional items will not. Please ensure enough supplies are available for your loved one's entire duration of the stay at the Respite Services Home. If Respite has not been provided with enough personal care items and they must be purchased during their stay, it is requested that this be reimbursed by the family. Receipts as proof of purchase will be provided.

Medication

State of Indiana legislation and Opportunity Enterprises Inc. policies instruct how Respite passes medication to your loved one. It is necessary for any prescription medications that your loved one needs during their stay to be in the original containers from the pharmacy with their labels legible and intact. If a label is damaged or illegible, OE policy prohibits Respite from distributing that medication to an individual. For the security of all individuals staying at the Respite Services Home, all medications will be secured in a locked medication box/cart and available to individuals per the pharmacy label instructions. If a prescription has changed before your loved one's last stay, Respite will need a copy of the updated script or physician order from the doctor. Staff, by law, cannot pass a different amount that is verbally communicated to them by family. A correct script and label need to match the script. To avoid medication errors and to prepare the Medication Administration Record before the shift and the stay, Respite asks that you please send a picture of the current medication bottle. The picture should list the name of the medication, the dosage, and the directions. Please give all medication immediately to staff upon your arrival. It will be requested when bringing your loved one to their scheduled visit, to review **ALL** medications with a staff/supervisor to ensure all medications are properly labeled and dosages are correct according to the scripts on file.

Each medication bottle must have the following:

- a. **Individual's name**
- b. **Name of the medication**
- c. **Correct dosage, (how much is to be given, i.e. one tablet, two tablets, etc.)**
- d. **Correct route (by mouth, ear drops, eye drops, etc.)**
- e. **Time frame for the medications to be given**

All the above information must be on the label. If it is a temporary medication, please bring a copy of the script or physician's order when you arrive and inform the staff of the reason for the medication. If a script is not immediately available, Respite 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 your loved one is required to take medications in a food substance or crushed, a physician's order to accommodate this request is required.

For Respite to administer Pro re nata (PRN) (given as needed) over-the-counter medications, the policy requires there be a written physician's approval on file. At intake, you will receive a form to list all PRN medications that you allow your loved one to receive while under Respite care. Your loved one's physician must then approve, modify, and sign that form. The Respite PRN policy is intended to relieve symptoms that develop during an individual's stay. PRN medications for behavioral reasons will not be dispensed even if ordered by a physician.

Emergency Contacts

In the event of an emergency, the accurate contact information of whom you wish to be notified of the situation must be provided. Upon intake, you will be asked to provide the information necessary for Respite to contact you during an emergency. It is expected that the provided emergency contacts be able to help with any situation that may arise during your loved ones' stay, including being able to pick up or meet at the hospital in the event of emergency medical care. Under more severe circumstances, there are some situations where the Bureau of Developmental Disabilities Services and your case manager must be notified as well. Please notify Respite immediately of any changes in information concerning your emergency contacts.

Illness and Medical Emergencies

If your loved one is ill or exhibiting symptoms of illness (fever, chills, vomiting, or diarrhea), services will not be provided until he or she is symptom-free for at least 24 hours. Please contact Respite to cancel scheduled requests until your loved one is well again.

If your loved one begins to develop symptoms of illness during their stay with Respite, you will be notified of the situation. Staff will also reach out to the agency nurse and will follow their instructions during a given event. If the illness progresses (temperature 100°+, vomiting, diarrhea, or any infection that is deemed contagious) a responsible party will be called to provide immediate pickup of the individual. Individuals are not to be transported by agency vehicles when ill, responsible parties must be prepared for possible emergencies. If your loved one has been sent home from a Day Service due to illness, they cannot attend Respite Services until symptom-free for 24 hours or until cleared by a doctor.

Depending on the severity of the illness or situation such as serious injuries, seizures where no history exists, severe allergic reactions, or severe medication side effects, etc., Respite will respond by first contacting 911. Respite may then proceed with CPR or First Aid as needed. They will then escort the individual to the nearest Emergency Room. Respite will attempt to contact you or the listed Emergency Contacts at the first available opportunity. In this situation, a family member or another authorized person must plan to meet the staff at the hospital.

Behaviors

If your loved one has known maladaptive behaviors or a behavior support plan, it is important to share this information at Intake to assist Respite in better serving your loved one. Sometimes being with someone new or in a new environment can lead an individual to exhibit maladaptive behaviors. Unless there is an approved Behavior Support Plan in place, staff will follow Opportunity Enterprises Inc., Respite policies, and procedures for responding to behaviors. Depending on the nature of the behavior, a responsible party or alternate may be called to provide immediate pickup of the individual. Respite has the right

to suspend services if an individual is demeaning and/ or showing maladaptive behaviors towards staff or other individuals that are attending the program. **Please refer to policy # 6432 on page 20.**

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

It should also be noted that when damage to items belonging to staff, persons served, or property of Opportunity Enterprises Inc. occurs, Opportunity Enterprises Inc. will bill the responsible party for the cost to replace the item/property.

4. Legal Information

Individual Rights

- a. **You have a right to be treated humanely and to be protected from harm**
- b. **You have a right to meaningful and appropriate services**
- c. **You have the right to live and receive services in a safe, secure, and supportive environment**
- d. **You have the right for information to be confidential**
- e. **You have the right to complain about treatment or care and to have that complaint answered promptly**
- f. **You have the right to be informed of your rights at least annually and in a manner that you can understand**
- g. **You have the right to be free from physical punishment and painful treatment**
- h. **You have the right to be free from abuse, neglect, exploitation, or mistreatment**
- i. **You have the right to not be placed in a room or other area from which exit is prevented**
- j. **You have the right to be treated with dignity and respect**
- k. **You 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**
- l. **You have the right to not work or perform chores without payment, except for normal chores in your home or for volunteer work that you have chosen**
- m. **You have the right to regularly see your doctor, at your own expense**
- n. **You have the right to regular developmental and behavioral assessments**
- o. **You have the right to refuse treatment**
- p. **You have the right to be informed of all risks of treatment**
- q. **You have the right to be free from unnecessary physical or chemical (medication-induced) restraints**

- r. You have the right to personal privacy
- s. You have the right to meet privately with and communicate with persons of your choosing
- t. You have the right to send and receive unopened mail
- u. You have the right to make and receive telephone calls privately, at your own expense
- v. You have the right to participate in social, religious, and community activities of your choice
- w. You have the right to have and use appropriate personal possessions and clothing
- x. You have the right to have personal funds and property protected from misuse or misappropriation
- y. You have the right to have all alleged violations of your rights reported and investigated

Abuse, Neglect, and Exploitation

Abuse is defined by the following:

- a. Intentional or willful infliction of physical injury
- b. Unnecessary physical or chemical restraints or isolation
- c. Punishment with resulting physical harm or pain
- d. Sexual molestation, rape, sexual misconduct, sexual coercion, and sexual exploitation
- e. Verbal or demonstrative harm caused by oral or written language, or gestures with disparaging or derogatory implications
- f. Psychological, mental or emotional harm caused by unreasonable confinement, intimidation, humiliation, harassment, threats of punishment, or deprivation

Neglect is defined by the following:

- a. Failure to provide supervision, training, appropriate care, food, medical care, or medical supervision to an individual

Exploitation is defined as the following:

- a. Unauthorized use of the personal services, property, or identity of an individual
- b. Any other type of criminal exploitation

Respite staff is prohibited by law to abuse, neglect, or exploit an individual receiving Respite Services. Staff are also mandated reporters for the State of Indiana and are required to report even a suspicion of abuse, neglect, or exploitation toward an individual from anyone, including other individuals serviced, staff, parents, and caregivers.

Confidentiality and Case File Accessibility

The information collected by Respite during intake and the information documented subsequently help compose your loved one's case file. These case files and the information

contained in them are the sole property of Opportunity Enterprises Inc. and will be kept on file for seven (7) years, as required by law. The information collected in these case files is protected by a strict confidentiality policy that does not allow the release of information outside of the agency without prior written or verbal consent. Certain information (Protected Health Information) may be further protected under HIPAA legislation.

There are situations where information may be released without consent such as:

- a. Reporting abuse, neglect, and exploitation to government authorities**
- b. Compliance with law enforcement agencies**
- c. Subpoenas**
- d. Public health concerns**
- e. Statistics for the Department of Human Services**
- f. National Security**

If an individual/guardian wishes to view any part of the individual's case file, a written request must be submitted to the Respite Services Director, Senior Director of Respite Operations, or Designee. The case file viewing will be arranged during business hours within ten (10) working days of the written request. A staff member will be present to help interpret any information contained in the case file. Copies of documents may be obtained for a fee of no more than the cost of copying.

Grievance Procedure

Opportunity Enterprises Inc. believes that all individuals receiving services have the right to administrative review of any action against them. Individuals served also have the right to administrative review of any situation felt to be unfair or indicative of unsatisfactory delivery of services. Individuals have the right to secure support services at any time.

Individuals served or advocates are encouraged to discuss complaints or concerns with the Respite Services Director and work toward a satisfactory resolution before submitting a written grievance.

Within two (2) working days of any event or occurrence giving rise to a grievance, an individual or advocate must meet with the Respite Services Director to submit the written grievance.

The Respite Services Director will then have two (2) working days to submit the written grievance to all supervisors in his/her line of authority, including the Senior Director of Social Services.

The Senior Director of Social Services, or designee as appointed by the CEO, shall thereupon have five (5) working days to investigate and render a written decision in the mode of communication of the individual making the grievance and/or being accused.

If an individual served files a grievance, it will not result in retaliation or barriers to service.

Termination of Services

An individual is free to terminate their relationship with Respite Services at any time. Respite will need to conduct a meeting with the Inter Disciplinary Team to discuss the reason for terminating services and requests a 15-day written notice when possible to adjust staff schedules and accommodate for the changes.

If for any reason Respite decides to terminate services to an individual, a 60-day written notice to the responsible parent/caregiver of the individual served will be provided.

5. Supplemental

Other OE Services

Opportunity Enterprises Inc. provides many additional services that you or your loved one may find enriching for your lives.

Please see the Opportunity Enterprises Inc. information provided during intake or visit OE online at: www.oppent.org.

Alcohol While At Respite

Consumption of alcohol while at the Respite Services Home is prohibited for the health and safety of all clients. Upon team approval, alcohol may be purchased and consumed by an individual receiving services while on a community outing.

Extended Stays

In certain situations, extended stays will require approval from the Senior Director of Respite Operations. Please consult your QIDP when scheduling such stays.

Opportunity Enterprises, Inc.
UNIVERSAL POLICIES AND PROCEDURES
ADULT SERVICES
POLICY#: 6432-EMERGENCY BEHAVIORAL SUPPORT
POLICY

Policy

Opportunity Enterprises, Inc. (OE) is committed to ensuring the safety of our clients during Behavioral Emergencies and to taking appropriate follow-up once a Behavioral Emergency has occurred. A Behavioral Emergency is defined as an occurrence of an unanticipated, challenging/dangerous behavior, severe aggression, or violence exhibited by a client that has not occurred before, or that has occurred no more than one time during six months. A Behavioral Emergency may also include suicide, suicide ideation, or attempted suicide. In cases of imminent danger, a restrictive intervention may be used without being planned if there is not an approved behavior support plan, an approved plan is ineffective, or a more restrictive intervention than the plan approves is indicated based on the behavioral emergency.

Procedure

1. To aid in the prevention of behavioral emergencies, employees are trained on client-specific behavior plans which include proactive and reactive strategies.
2. If a client exhibits a Behavioral Emergency, employees who have been fully trained in Crisis Prevention Intervention and the Hierarchy of Interventions will assist. Under the direction of the Program Specialist/Qualified Intellectual Disabilities Professional (QIDP), Department Director, or designee, an employee will implement the least restrictive intervention in an attempt to de-escalate the situation.
3. As indicated, any applicable safety actions will be initiated.
4. In the event of attempted suicide, the employee will call 911, transport the client to the emergency room, or local mental health facility.
5. Once the incident is over and the safety of the client is secured, the employee leading the intervention will begin documentation.
 - a. An electronic General Event Report will be completed and routed to the Program Specialist/QIDP. The department director will also review and sign off on the report. Any other employees involved in the incident may also complete a report or give input to the main creator of the report. This report will include a full description of the incident, the intervention(s)

utilized, the antecedent leading to the incident, the duration of the incident, and the client's response to the intervention(s).

- b. All data will also be tracked in an electronic record-keeping system under existing Target Behavior or New Behavior sections.
6. Following a Behavioral Emergency, the Program Specialist/QIDP will contact the client's Case Manager, as applicable, and Inter-Disciplinary Team (IDT) members to request a team meeting. The team meeting is to be held no more than three (3) business days following the incident to discuss the Behavioral Emergency, the interventions utilized, and the supports required to minimize future behavioral emergencies. If the behavioral emergency includes a restraint that is not part of an approved Behavior Support Plan or done when the client's behavior poses an imminent threat of harm to self or others, the IDT will convene as soon as possible, but no later than two (2) business days from the restrictive intervention. A Bureau of Developmental Disabilities Services (BDDS) report will also be completed by the Program Specialist/QIDP.
7. All supports agreed upon by the IDT will be documented by the Program Specialist/QIDP (Form 707) and will be implemented as soon as possible, but no later than 30 days from the date of the meeting. This may include but is not limited to, making environmental adjustments or adding behavior support services.

Respite Medication Requirement Reference Sheet

- All medications need to be in a pharmacy bottle with the correct label.
- It will be requested to provide pictures of the individual's medication containers.
- The label must have the **name of the person, name of the medication, the correct dose, how to give the medication (given by mouth, crushed, eye drops, ear drops, etc.), and time (AM & PM or twice daily is acceptable; it does NOT need to state a specific time).**
- Any time a medication changes or a new medication is prescribed, a script of a physician's order is required. You can fax, e-mail, or scan these to your designated QIDP. You may also bring a copy of the script when you drop off your loved one. Give the script directly to the staff and this will be placed in their file.
- If you have a PRN (as-needed medication) that is prescribed by the physician, Respite will need a copy of the current script or a physician's order that lists all the medications. You may bring a copy of the script with you and give it directly to the staff or you may fax, e-mail, or scan these to your designated QIDP. Please note, Respite Services does **NOT** dispense PRN.
- Medications shall be reviewed with the staff before you drop your loved one off. This helps with communication and ensuring your loved one is receiving all correct medications.
- If an individual is taking vitamins/herbals or this is recommended by a physician, Respite will need a copy of the script or have it listed on a physician's order if you would like Respite to dispense these. If you prefer Respite not to dispense the vitamin(s) while they are at Respite, an order will **NOT** be needed.

FREQUENTLY ASKED QUESTIONS:

Q: Can our physician fax you scripts, physician orders, and new orders?

A: YES. You can fax any of these documents to the fax number: (219)-464-9635
ATTN: “Respite.”

Q: My loved one attends Opportunity Enterprises during the day and I give all updated scripts to their program specialist, do I need to give Respite a copy also?

A: Typically, no, Respite can obtain this copy of the script from the Program Specialist. However, if the script was changed and the Program Specialist was not given a copy and they are coming to their scheduled visit then yes, a copy will be needed. The QIDPs will then scan a copy for the Opportunity Enterprises Program Specialist.

Q: What does QIDP stand for and who is my QIDP?

A: QIDP stands for “Qualified Intellectual Disability Professional.” A list of QIDP names are listed on page 19.

Q: Can I place medications in a Ziploc baggie?

A: No, Respite will need all medications to be in their prescribed medication bottles with the proper label.

Q: What if they just went to the physician today and medication changes occurred and I did not have time to go to the pharmacy?

A: You can bring in the script or physician order when you bring your loved one to their scheduled visit. Review the proper changes with the staff. The script or physician order will need to have the updated changes. Respite **CANNOT** make changes with a verbal order from a parent. By state guidelines, a correct script or physician order matching the medication bottle is needed. The current script or physician order can override the medication label on the bottle. At the next scheduled visit, this will be required to be updated correctly.

Q: What is a physician order form?

A: This is a form that you can request from your physician and is a listing of all the individuals’ current medications, including vitamins and PRNs. It also includes the dosage, how many times a day they receive the medications, etc. This is as acceptable as a script.

Q: If I am unsure of what to do, whom do I contact?

A: Please contact the emergency on-call number or your designated QIDP. They can assist you with any concerns and help you with any questions you may have.

Respite Services Parent/Caregiver Handbook Receipt

This receipt acknowledges that I, _____, have received and read a copy of Opportunity Enterprises Inc. Respite Services Parent/Caregiver Handbook. A Respite Services staff member has talked me through the Parent/Caregiver Handbook and has adequately answered my questions.

Signature of Acknowledgement:

Signature of Parent/Guardian

Date

Printed Name

Title

Printed Name of the Individual Served