

7000 SERIES

SERVICE PLANNING

- 7050 Information and Referral
- 7100 General Program Information
- 7200 Adult Day Services
- 7300 In Home Services
- 7400 Ombudsman
- 7500 Afterschool
- 7550 Summer
- 7800 Early Intervention

POLICY:

It is the policy of Easterseals Central & Southeast Ohio, Inc. to provide information and referrals for community resources to consumers/personal representatives and their families and anyone from the general public who may request such assistance.

PROCEDURE:

1. All information and referral inquiries that come from the designated email address or social media will be handled by the Marketing and Development Department. They will be responsible for disseminating inquiries based on who is more qualified to respond.
2. All information and referral inquiries via phone will be transferred to the Program Manager unless the phone call is asking for a specific program or staff member.
3. The Community Outreach & Engagement Manager will then filter the remaining I/R requests and be responsible for responding accordingly.
4. The Marketing and Development Department will then be responsible for tracking Information and Referral numbers and turning them each month on the monthly Activity Report.

If an inquiry comes in about making an equipment donation, please follow the following process:

1. The individual needs to be transferred to the Community Outreach & Engagement Manager. From there they will:
 - a. Explain that Easterseals does not take equipment donations unless one of our programs can utilize the item.

- i. Program staff will have 3 days to respond if there is a need for the equipment item. They will need to respond to the Community Outreach & Engagement Manager.
- b. If there is a need, contact information will be forwarded to:
 - i. The Marketing and Development Department so they can process a thank you letter.
 - ii. The Manager and Coordinator for the program along with instructions on how to proceed. Staff will have three days to contact the individual and coordinate pick up or drop off.
- c. If we are unable to utilize the equipment, the individual will be contacted with other options for their donation, by the Marketing and Development Department.

Originated: 7/03

Reviewed: 7/04, 5/05, 2/06, 2/07, 2/08, 2/09, 1/10, 2/11, 2/12, 1/13, 1/14, 1/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 7/04, 2/06, 2/09, 2/11, 2/12, 1/14, 5/14, 1/15, 5/17, 6/20, 4/24

POLICY:

All Easterseals Central & Southeast Ohio programs will implement admission procedures that comply with established standards and do not discriminate based on race, color, religion, disability, age, national origin, relationship with a person from a protected class, or ability to pay (admission criteria for contract services are based on terms of the contract). See program descriptions for specific ages served.

Originated: 7/88

Reviewed: 11/89, 8/90, 2/93, 7/93, 10/94, 4/96, 9/96, 3/97, 8/2000, 5/03, 7/04, 5/05, 2/06, 2/07, 2/08, 2/09, 1/10, 2/11, 2/12, 1/13, 1/14, 1/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 11/89, 8/90, 2/93, 7/93, 10/94, 4/96, 9/96, 3/97, 5/03, 5/14, 1/15, 4/24

POLICY:

Easterseals Central & Southeast Ohio, Inc. has in place an intake process and procedures for all programs.

PROCEDURE:**ADULT DAY PROGRAMS ELIGIBILITY**

Consumers are referred to the Adult Day Services by the County Board of Developmental Disabilities (DD). Individuals requesting to attend the Adult Day Services must meet the following:

1. Be at least 16 years of age
2. Have a developmental disability as defined by the Ohio Revised Code #5126.01
3. Be non-vocational or partial non-vocational (they split their time between supported employment and non-vocational services)

ENROLLMENT GUIDELINES

1. A referral is received from Service and Support Administrator (SSA) of the County Board of DD. All other referrals will be directed to the Program Manager.
2. Upon determination of eligibility, the Community Services Manager or designee contacts the consumer/personal representative to arrange a visit to the program.

During the visit a tour is given, and program description provided. If an opening is available, the consumer/personal representative signs appropriate releases giving Easterseals permission to review information relevant to their care. If no openings are available at the time of the tour, the consumer may choose to be added to a waiting list for services.

3. If the consumer chooses to attend the program, the consumer or their personal representative contacts the County Board representative and a date is set for

service plan meeting. At the service plan meeting a beginning date and time is set.

4. Prior to initiation of services, the following information may be obtained as applicable, medical (within 6 months of enrollment), psychological, behavioral, therapeutic and any additional needs.
5. Prior to, or simultaneously with the start of services, the following releases need to be signed:
 - a. HIPAA
 - b. Permission to Participate
 - c. Emergency Medical Information/Authorization
 - d. Photograph
 - e. Other applicable releases
6. Each consumer or personal representative will receive a program handbook. This is reviewed with the consumer/personal representative and a check sheet completed.

The program handbook contains the following: a.

Mission/Vision/Values

- b. Program goal statement
 - c. Enrollment compliance
 - d. Communication
 - e. Clothing and personal items
 - f. Safety
 - g. Delegated Nursing, if applicable
 - h. Emergency Services
 - i. Communicable Illness/Infection Control
 - j. Ethics
 - k. Abuse
 - l. Behavior, if applicable
 - m. Easterseals does not assume responsibility for personal property whether by consumer, Easterseals staff, or any other party.
7. The program manager or designee reviews with the consumer/personal representative before enrollment and when changes occur the following operational policies:

- a. Eligibility Criteria
- b. Transportation
- c. Schedule of Operation
- d. Notification of Absence
- e. Return from Medical Leave
- f. Medication
- g. Consumer Funds
- h. Discharge

PROCEDURE – EARLY INTERVENTION

1. Admission into the program occurs by referral only from the Franklin County Board of Developmental Disabilities (FCBDD). The eligibility of each child for IDEA Part C services have been pre-determined by Ohio Early Intervention. A complete referral shall include an evaluation, intake packet and an Individual Family Service Plan (IFSP).
2. The Early Intervention (EI) Manager or Early Intervention Developmental Specialist (EIDS) contacts the family, offers a tour of the facility, and works with the family to complete all paperwork necessary for enrollment. Upon enrollment, parents receive a copy of the program's Parent Handbook that reviews all policies and procedures.
3. A start date is arranged in a timely manner with the child's family.

PROCEDURE – IN-HOME

1. The County Board of and Developmental Disabilities (CBDD) will determine consumer eligibility for in-home personal care services.
2. The Community Services Manager (CSM) will participate in a preliminary interview with the consumer and his/her personal representative. Interview questions will be completed at that time. Prior to accepting a new case, the CSM and the In-Home Coordinator will visit the individual's living environment.
3. Upon notification by the CBDD that Easterseals has been selected as the provider for the consumer, the In-Home Coordinator will request a copy of the

consumer's Individual Service Plan (ISP) from the CBDD and Easterseals in home service documentation forms are created.

4. The In-Home Coordinator will request an Individual Service Needs Assessment (ISNA) or 20/20 Form and Payment Authorization from the CBDD so that appropriate hours are staffed.
5. The In-Home Coordinator will meet with the consumer and his/her personal representative to complete the following intake activities:
 - a. Completion of a Client Profile, including medical history and necessary supports.
 - b. Completion of release forms including release of information to the CBDD, and other applicable agencies/funding streams, a photographic film release, an emergency medical release and permission to participate in the In-Home services program.
 - c. The client's Payment Authorization and personal staffing preferences will be assessed and recruiting efforts for direct care staff will commence.
 - d. In Home Service Coordinator's emergency and non-emergency phone numbers will be provided to the consumer and/or personal representative to facilitate communication.
 - e. A main file of In-Home Service guidelines, the consumer's ISP, consumer profile, and documentation forms will be distributed to the consumer/personal representative.

Originated: 7/92

Reviewed: 2/93, 7/93, 10/94, 4/96, 3/97, 3/98, 8/2000, 9/03, 8/04, 6/05, 3/06, 4/07, 3/08,

4/09, 5/10, 4/11, 2/12, 1/15, 7/17, 1/19, 6/20, 3/21, 4/24

Revised: 2/93, 7/93, 10/94, 4/96, 3/97, 3/98, 8/2000, 9/03, 8/04, 6/05, 3/10, 4/11, 2/12, 5/14, 1/15, 7/17, 1/19, 6/20, 4/24

POLICY:

Easterseals Central & Southeast Ohio, Inc. has in place procedures for service coordination/case management.

PROCEDURE – COMMUNITY SERVICES FOR DD

1. The Program Coordinator will oversee the coordination of each consumer's services. This may mean multiple staff providing input.
2. The duties of the Program Coordinator include, but are not limited to:
 - a. Collect information regarding the individual requesting services.
 - b. Screen potential candidates for employment.
 - c. Arrange home-based interviews with candidates and consumers.
 - d. Train or coordinate the training of selected candidates.
 - e. Respond to consumer concerns or inquiries in a timely manner.
 - f. Review Individual Service Plans, payment authorizations, and employee documentation.
 - g. Investigate incidents and major unusual incidents.
 - h. Track Incident Reports and Major Unusual Incident Reports per Ohio Department of Developmental Disabilities rules.
 - i. Communicate changes in services to employees and funding agencies when needed.

- j. Maintain contact with the consumer via phone, correspondence and home visits.
- k. Attend service planning meetings as scheduled.
- l. Assure services are not over or under-delivered.

The In-Home Coordinator will be available via cell phone to staff on a 24-hour basis for emergencies, call-offs, and to report incidents.

- 3. The service coordination/case management responsibilities are:
 - a. To ensure a plan of care is completed and specific to the consumer's needs.
 - b. To act as the contact person for referrals and/or information regarding the individual consumer.
 - c. To inform staff, when applicable, changes that have occurred with the consumer, including but not limited to, health and medication.
 - d. To inform delegating nurse of any changes in medication or health status of the consumer.
 - e. To coordinate, as needed, team conferences with Adult Day Services staff who provide services to the consumer.

Issues or concerns regarding the performance of an Easterseals Program Coordinator should be communicated to the Community Services Manager for the region.

Originated: 7/05

Reviewed: 7/05, 2/06, 2/07, 2/08, 3/09, 1/10, 2/11, 2/12, 1/13, 1/15, 7/17, 6/20, 3/21, 4/24

Revised: 1/10, 5/14, 1/15, 3/21, 4/24

POLICY:

It is the policy of Easterseals Central & Southeast Ohio to have a procedure for the development of an Individual Plan for all consumers receiving habilitation, rehabilitation, medical/nursing services or treatment. This plan will be based on assessment results, consumer's needs, and consumer/family goals and preferences.

PROCEDURE – COMMUNITY SERVICES FOR DD

1. The Individual Service Plan (ISP) is developed by the consumer/personal representative with their assigned county Service Support Administrator. Easterseals employees may be involved if the consumer/personal representative invites them to participate.
2. The Easterseals program's primary function is to provide the services outlined by the consumer and their Service Support Administrator in the ISP, not to develop the service. However, it is preferred that consumers invite Easterseals employees to ensure issues can be addressed to the consumer's satisfaction.
3. Some funding sources require Easterseals program staff to participate in the ISP or ELP meetings, and other funding sources are not required to use a structured team process.
4. Easterseals employees will renew the plan, and request addendums to the plan, as needed.

PROCEDURE - EARLY INTERVENTION

1. Prior to writing an Individual Family Service Plan (IFSP) every child will be evaluated by qualified Franklin County personnel according to Ohio Early Intervention guidelines to determine eligibility for Early Intervention services and to identify initial developmental needs.
2. An IFSP is developed for children birth to 36 months of age and their families by the Early Intervention service coordinator.

3. Upon entry into the Center-based program, each child will receive an informal developmental assessment within forty-five calendar days. The assessment will cover the following areas: cognition, social-emotional development, self-help communication, and fine and gross motor skills, and will be carried out by the child's EIDS and therapist.
4. The EI Manager will discuss the need for assessments for children who may be enrolled for a short time due to turning three. The timing of the TPC and evaluation will be considered in determining the need for an assessment. This will be decided on an individual basis.
5. A developmental assessment will take place for children who will not be tested by his/her school district.
6. Near the child's 30th month of age the transition process will be formally initiated by the Ohio Early Intervention service coordinator in collaboration with Easterseals Early Intervention staff. The Early Intervention staff and the Ohio Early Intervention service coordinator will work with the family in the transition process. The transition process is to be completed by the child's third birthday and follows Ohio Early Intervention policy and the Ohio Department of Education Operating Standards.
7. The Easterseals Early Intervention staff and therapists will provide input to Ohio Early Intervention for the purpose of updating the IFSP.

Originated: 9/05

Reviewed: 2/06, 2/07, 2/08, 3/09, 1/10, 2/11, 2/12, 1/13, 1/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 1/10, 5/14, 1/15, 5/17, 1/19, 4/24

POLICY:

Easterseals Central & Southeast Ohio, Inc. has in place procedures for appropriate documentation and filing in the consumer's file.

PROCEDURE – COMMUNITY SERVICES DD

1. When applicable, every consumer whose case is active will have the following documentation kept in their file:
 - a. Daily documentation on each outcome or support service to include level of assistance, duration, frequency, staff initials and any narrative to explain the outcomes.
 - b. Documentation to support, when applicable, contact with consumer/personal representative, physician, service coordination or any other person or agency.
 - c. Documentation to support delegated nursing, if applicable, to include nursing assessment, self-medication evaluation, and follow-up when applicable.
 - d. A copy of the Individual Plan current for the period of service.
 - e. Copies of any evaluation pertaining to the consumer's services, such as but not limited to, physical or occupational therapy, speech therapy, behavioral, and physicians' orders.
2. The Adult Inclusion Specialists or designee completes a monthly summary of outcomes and supports. This summary explains how to move a consumer forward or maintain the current step. Applicable based on county requirements.

PROCEDURE – EARLY INTERVENTION

1. Teachers will document progress of IFSP outcomes after the 45-day mark. Documentation will focus on progress of the outcomes in the classroom setting.
2. Therapists will have written objectives completed within forty-five calendar days of the student's start date. These will be filed in the student's education record and shared with the child's Ohio Early Intervention service coordinator and family.
3. Progress reports for each discipline will be completed based on the frequency established by each student's objectives and filed in the student's education record.
4. An attendance record will be kept for each student. The record will contain the student's name and birth date. The record will be submitted to the EI manager at the completion of each month.
5. The teacher's home visit schedule will be reported to the Early Intervention Manager and the EIS Documentation of a home visit is noted on the Activity Plan Form, or the Service Delivery Documentation Form.
6. The Documentation of Service Form shall be completed each time there is contact with the parent/personal representative and will be kept in the student's education record.
7. Early Intervention staff will comply with all licensing/certifying agencies.

Originated: 9/05

Reviewed: 2/06, 2/07, 2/08, 3/09, 1/10, 2/11, 2/12, 1/13, 1/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 2/07, 1/10, 5/14, 1/15, 5/17, 1/19, 4/24

POLICY:

Easterseals Central & Southeast Ohio, Inc. has procedures in place to safeguard consumer's funds, for which agency employees are responsible, from misappropriation.

PROCEDURE:

1. A cash account may be maintained for each individual as identified in ISP.
2. Consumers have the right to have spending money available to them for activities and outings during programming.
3. ISP must reflect how much money will be available to client during unsupervised time. Easterseals will not be responsible for funds the individual is able to carry independently.
4. Each consumer's Individual Service Plan will describe the level of support needed from Easterseals' employees in assisting a consumer to handle their finances.
5. Employees are prohibited from selling to, or buying items from individuals, loaning to or borrowing anything from individuals, accepting gifts, or misappropriating funds or personal property of individuals.
6. Supervisor will report any suspected or alleged misappropriation of funds to the County Board of DD via a Major Unusual Incident report.
7. Each employee who is requested or required to spend money on behalf of a consumer must obtain detailed receipts that include the items purchased and cost per item and will note the expenditure on the ledger. The detailed receipt along with any change should be returned to the locked drawer or box.
 - a. Easterseals will not be responsible for more than \$100 at any In Home site, and \$20 for ADP consumers at any given time.
 - b. All monies will be kept in a lock box in each home.
 - c. All transactions must be noted on the ledger.

8. Consumer funds will be reconciled/audited at least monthly unless stated otherwise.
9. If more than Easterseals employees have access to personal funds Easterseals will not be responsible for missing funds.
10. Easterseals will not be responsible for funds left in the home during unsupervised time.
11. Irregularities noted in reconciliation of an account will be submitted on an incident report to supervisor. Depending on the nature of the irregularity and/or the presence of a trend or pattern a Major Unusual Incident may be reported to appropriate authorities.
12. Employees who provide direct service to an individual will not be permitted to be the payee for the consumer they serve directly.
13. In the event Easterseals assumes responsibility as payee for a consumer, the CEO or CFO will set up Checking and savings accounts. No employee may set up accounts or be principal account holder.
14. Easterseals will not establish a bank account for personal funds on behalf of the individual.
15. In the event Easterseals assumes responsibility as payee for a consumer, the InHome Coordinator, or designee will be responsible for budgeting and payment of bills for the consumer. The Receptionist (Shawnee) or designee will be responsible for reconciliation of consumer accounts and submitting a copy to the CEO.
16. In the event a consumer passes away, all property and monies will be given to personal representative, and each item documented and signed by employee and personal representative or held in security until their will and/or probate is concluded.
17. Easterseals is responsible for reimbursing lost funds if the loss of individual's funds results from: not following policy, not following ISP, or provider or employee of provider is subject of substantiated misappropriation and prevention plan requires provider to restore the funds.

Originated:

Reviewed: 1/92, 8/2000, 8/03, 7/04, 5/05, 2/06, 2/07, 2/08, 3/09, 1/10, 4/11, 2/12, 1/13, 1/15, 3/17, 5/17, 1/19, 6/20, 3/21, 4/22, 4/24

Revised: 8/03, 2/06, 5/14, 1/15, 3/17, 5/17, 4/22, 4/24

POLICY:

Easterseals Central & Southeast Ohio, Inc. has procedures in place regarding notification of consumer absence in Easterseals programs.

PROCEDURE – ADULT DAY SERVICES

1. If a consumer will be absent for any reason, the consumer/personal representative must call and notify the site as soon as possible if prior written notification has not been completed. An absence is considered unexcused when the consumer/personal representative fails to notify the program site of the consumers' absence.
2. If three consecutive unexcused absences occur, the program coordinator or designee may meet with consumer/personal representative and involve service and supports administrator (SSA) to discuss unexcused absences, any need for assistance they may have and potential suspension from programming.
3. If a consumer is suspended from programming two or more times for unexcused absences, they will be dropped from programming. They may be placed on the waiting list at the request of the consumer/personal representative.

PROCEDURE – EARLY INTERVENTION

1. Parent/guardian must notify the Early Intervention Developmental Specialist (EIS) or EI Manager when student will be absent.
2. After ten consecutive unexcused absences, or a pattern of chronic absences, the EI Manager will attempt to contact the family. If the attendance issue is not resolved, notification of discharge will be mailed to the child's family and the Ohio Early Intervention Service Coordinator. Families should notify Easterseals in advance of any extended absences due to medical or other reasons. Easterseals reserves the right to discharge a child if it is felt that an extended absence would be a detriment to the child or program.

PROCEDURE – IN HOME SERVICES

1. In the event that a consumer will not be available for services, the consumer/personal representative must notify Easterseals In-Home Services management.
2. In Home Coordinators must notify staff (and Service Support Administrators in certain counties) of the schedule change and reason for the change.
3. Easterseals In Home Service employees must notify management if they are unable to deliver service due to consumer not being home when scheduled for service.
4. Consumers/personal representatives will be informed that frequent changes in their schedule may result in frequent staff turnover in their home.
5. Consumers/personal representatives and Easterseals In-Home Service employee(s) must notify Easterseals In-Home Services management if the consumer requires inpatient admission to the hospital. All billable services must cease during the inpatient admission to the hospital and will resume upon release.

Originated: 7/05

Reviewed: 7/05, 2/06, 2/07, 2/08, 3/09, 1/10, 2/11, 2/12, 1/13, 1/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 1/10, 5/14, 1/15, 4/24

PROCEDURE – SCHOOL AGE PROGRAMS AND EARLY INTERVENTION

In accordance with ODJFS and ODE rule, Easterseals will have a childcare staff member with current valid training in the management of communicable disease observe each child daily upon arrival at the Center. A child with any of the following signs or symptoms of illness shall be immediately isolated and discharged to the parent/guardian or person designated by the parent/guardian.

1. Temperature of 100° Fahrenheit when in combination with any other signs or symptoms of illness.
2. Diarrhea (two or more abnormally loose stools within a 24-hour period).
3. Severe coughing, causing the child to become red or blue in the face or make a whooping sound.
4. Difficult or rapid breathing.
5. Yellowish skin or eyes.
6. Redness of the eye, obvious discharge, matted lashes, burning or itching.
7. Untreated infected skin patches, unusual spots or rashes.
8. Unusually dark urine and/or gray or white stool.
9. Stiff neck with elevated temperature.
10. Evidence of lice, scabies, or other parasitic infestations.
11. Sore throat or difficulty swallowing.
12. Vomiting more than one time when accompanied by any other signs or symptoms of illness.

ISOLATION PRECAUTIONS

A child isolated due to suspected communicable disease shall be:

1. Within sight and hearing of an adult at all times.
2. Cared for in another room or portion of a room away from other children.
3. Provided with a cot or crib to be made comfortable.

Parent/guardian shall be notified immediately and requested to remove the child from the program until no longer contagious.

CHILD'S MEDICAL STATEMENT

Easterseals in accordance with the ODJFS and ODE rule, will obtain a medical statement from each student with the following information:

1. The child's name, date of birth, and date of examination.
2. The signature, address and telephone number of the licensed physician or certified nurse practitioner that examined the child.
3. The child, according to age, has had the required immunizations by the Ohio Department of Health or a written request for exemption.
4. The child has been examined and may participate in group activities. For Early Intervention only - we must have authorization from the physician prior to the child receiving physical therapy services.

CARE OF CHILD WITH SPECIAL HEALTH CONDITIONS

Easterseals, in accordance with the ODJFS rule, will maintain records that identifies the child, the nature of the required special procedure, and the persons who will be attending the child and performing the special procedure.

MEDICAL AND DENTAL EMERGENCY PLAN

In accordance with ODJFS rule, Easterseals has a written medical and dental emergency plan, and it is posted in each classroom and in other locations used by children.

PROCEDURE – ADULT DAY PROGRAMS

In accordance with Ohio DD rule, Easterseals will have a staff member with current valid training in the management of communicable disease observe each consumer daily upon arrival at the Center. A consumer with any of the following signs or symptoms of illness shall be immediately isolated and discharged to the parent/guardian or person designated by the parent/guardian.

1. Temperature of 100° Fahrenheit when in combination with any other signs or symptoms of illness.
2. Diarrhea (two or more abnormally loose stools during service hours).
3. Severe coughing, causing the child to become red or blue in the face or make a whooping sound.
4. Difficult or rapid breathing.
5. Yellowish skin or eyes.
6. Redness of the eye, obvious discharge, matted lashes, burning or itching.
7. Untreated infected skin patches, unusual spots or rashes.
8. Unusually dark urine and/or gray or white stool.
9. Stiff neck with elevated temperature.
10. Evidence of lice, scabies, or other parasitic infestations.
11. Sore throat or difficulty swallowing.
12. Vomiting more than one time when accompanied by any other signs or symptoms of illness.

Originated: 10/13

Reviewed: 1/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 5/14, 1/15, 5/17, 4/24

POLICY:

To assure appropriate service delivery, Easterseals Central & Southeast Ohio, Inc. will require a prescription for services and an update of that prescription semi-annually and/or following significant illness, hospitalization or surgery.

PROCEDURE – ADULT DAY SERVICES

1. Prescriptions for services must be renewed a minimum of semi-annually and/or following any significant illness, hospitalization, surgery or as indicated by the physician. Prescriptions may be faxed by the physicians' office for any updates. Annual renewals are sent to the physician and may also be faxed back, but it is preferred to have the original mailed back.
2. When a consumer has been hospitalized for medical or surgical reasons, it is the responsibility of the consumer/personal representative to have the physician complete and sign releases/prescriptions (including contra-indications) in order for the consumer to return to programming.
3. If a consumer returns to programming without the required prescription or release they may be sent home until the prescription or release is obtained.

PROCEDURE – SCHOOL AGE PROGRAMS AND EARLY INTERVENTION

When a child has been hospitalized or has inpatient or outpatient surgery, it is the parent/guardian's responsibility to have the child's physician complete and sign a release to return to the program which states any restrictions on activities and specific duration of activities. This release must accompany the child when he/she returns to school.

For Early Intervention, a note may be required for any absence due to illness.

Originated: 7/05

Reviewed: 7/05, 2/06, 2/07, 2/08, 3/09, 1/10, 2/11, 2/12, 1/13, 1/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 5/14, 1/15, 5/17, 1/19, 4/24

POLICY:

Easterseals Central & Southeast Ohio, Inc. has policies in place when medications are to be administered during program hours.

PROCEDURE – CONSUMER SERVICES DD

For individuals with DD as their funding source:

1. A physician prescription is necessary before administering prescribed or over the counter (OTC) medications. These prescriptions will be kept in the consumer's chart.
2. All medications will be kept in a locked cabinet and will be labeled to indicate owner, name of drug, required dosage and schedule. Medications will be administered by staff trained and participating in delegated nursing.
3. A written request will be signed by the consumer or personal representative indicating that the medication may be administered through nursing delegation. The consumer or personal representative is responsible for the following:
 - a. Communicating any changes in medication dosage or scheduling.
 - b. Any special instructions for administering medications.
4. Each individual receiving medication during program hours will have a medication record that specifies the medication, dosage, route, date and time of administration. The record will be initialed by staff administering in the appropriate box after the medication has been administered.
5. Self-administration of medication will be permitted and encouraged, as determined by the self- medication administration assessment and complying with the rules of self-medication administration. Ohio Revised Code 5123:2-6-03...

PROCEDURE – EARLY INTERVENTION

If a student requires medication administration during class time, and a parent/personal representative is not available to administer, then the Early Intervention Manager will employ the ODE rules and regulations. Emergency medications are the only medications EI staff are permitted to administer and will be administered as needed by staff who have been properly trained according to ODE guidelines. Medications must be current and properly labeled. Current physician's orders must be provided by the parent/guardian. Completed medication administration form must be submitted with any medication.

PROCEDURE – SCHOOL AGE PROGRAMS

The center will administer medications to a child only after the parent completes a Request for Medication form. All proper sections must be completed, and the medication handed to the teacher each day. Medications will be stored in a designated area inaccessible to children. Medications may NOT be stored in a child's cubby or book bag. The only exception to this requirement is for school age children that require the immediate use of an inhaler for a medical condition. School agers will only be permitted to maintain control of their inhalers. Parents must sign a release form stating that they are permitting their child to have access at all times to the inhaler. The child must keep the inhaler on his person at all times, it may not be stored in a cubby or book bag.

Prescription medications must be in their original container and administered in accordance with instructions on the label. Over the counter medications must also be administered in accordance with label instructions. If parents request different dosages or uses, a physician must provide written instructions on the Request for Medication form. Over the counter medications will not be administered for more than 3 days without instructions from a physician.

Food supplements or modified diets: if a child requires a food supplement or modified diet, you must secure written information from your physician regarding instructions. Please speak with the administrator for more details.

PROCEDURE – ALL OTHER PROGRAMS AND INDIVIDUALS

Individual must be able to self-medicate.

Originated: 7/05

Reviewed: 7/05, 3/07, 2/08, 3/09, 1/10, 2/11, 2/12, 1/13, 1/15, 5/17, 1/19, 6/20, 3/21,
4/24

Revised: 3/07, 1/10, 5/14, 1/15, 5/17, 4/24

POLICY:

Easterseals Central & Southeast Ohio, Inc. has procedures in place for the planned and unplanned discharge of consumers in its programs.

PROCEDURE – ADULT DAY SERVICES

1. A consumer may be discharged for the following reasons including but not limited to:
 - a. Status of treatment and condition of consumer is such that the Individual Plan (IP) team has determined, with physician input where necessary, that treatment is no longer necessary or appropriate.
 - b. Referral is made to another agency for more appropriate placement.
 - c. Consumer/personal representative terminates services on their own.
 - d. Excessive Absence
2. The IP Team is responsible for coordinating the consumer's Discharge Report. Each Discharge Report must include:
 - a. Reason for admission.
 - b. A summary of services provided, and the results obtained.
 - c. Reason(s) for discharge.
 - d. Additional services recommended.
 - e. Any referral action taken.
 - f. Consumer/family input

3. Any suspension from our program would be made as a team decision with Service and Support Administrator (SSA) involvement. An emergency suspension of 2-3 days can be made at the site/program manager's discretion due to inability to safely serve a consumer because of changes in consumer's condition. The County Board Superintendent or designee and SSA or the PAA or designee will review all suspensions within 3 working days.

PROCEDURE – EARLY INTERVENTION

1. A student may be discharged for the following reasons including but not limited to:
 - a. Parent/guardian terminates
 - b. Parent/guardian does not follow attendance policy
 - c. Individual Family Service Plan (IFSP) is not current
 - d. Student no longer qualifies for service based on age
 - e. Student no longer eligible for services for other reasons
2. Early Intervention Manager contacts the Ohio Early Intervention Service Coordinator and Franklin County Board of Developmental Disabilities (DD) to discuss reason for recommending the discharge.
3. Student's Early Intervention Developmental Specialist (EIDS) and therapist will write a discharge summary. The summary must include:
 - a. Diagnosis
 - b. Date last attended
 - c. Reason for discharge
 - d. Number of objectives and improvements

4. A copy of the discharge summary and a copy of the records transfer will be sent to parent/personal representative, and to the Ohio Early Intervention Service Coordinator if the child is discharged prior to their third birthday.
5. The child's Easterseals file is copied and returned to the Franklin County Board of DD with all other county files. Easterseals keeps originals of all Easterseals generated documents. Child files are kept in house until the child's ninth birthday, at which time the files may be shredded.

PROCEDURE – IN-HOME

1. A consumer may be discharged for the following reasons including but not limited to:
 - a. The consumer/personal representative may choose to discontinue Easterseals In-Home Services.
 - b. The consumer's condition may have changed to the extent that the Easterseals In-Home Services program is no longer able to meet the consumer's needs.
 - c. Reimbursement rates from authorizing agencies and/or consumer/personal representative cannot meet expenses incurred in providing the service to the consumer.
 - d. Authorizing agencies opt to terminate contract(s) with Easterseals and/or Easterseals opts to terminate services with the authorizing agency(s).
 - e. The consumer/personal representative repeatedly exceeds the allocations agreed upon by them and their Service Support Administrator(s), thereby causing Easterseals to be unable to obtain reimbursement for the services rendered.
 - f. Non-payment of services delivered.

2. Thirty days prior to discharge, a discharge summary is completed by the InHome Coordinator. A discharge summary includes:
 - a. reason for discharge
 - b. referrals made
 - c. recommendations
 - d. discharge copy should go to social services for follow up

Originated: 9/05

Reviewed: 2/06, 2/07, 2/08, 3/09, 1/10, 2/11, 2/12, 1/13, 1/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 2/12, 1/13, 5/14, 1/15, 5/17, 4/24

POLICY:

Easterseals Central & Southeast Ohio, Inc. has in place procedures that promote the growth, development and independence of individuals. Procedures will also promote individual choice in daily decision-making, emphasizing self-management and individual responsibility for their behavior. Intervention strategies will focus on learning new and appropriate behaviors while reducing inappropriate adaptive behaviors.

PROCEDURE:**TRAINING**

1. Easterseals direct service staff will receive training on behavior support methods on an annual basis. Training shall include, but not be limited to, the reviewing of various types of general interventions, identifying aversive interventions and prohibited actions, the importance of environmental and individual health factors, and ways to encourage and support the participation of the individual consumer in the planning process. When applicable to specific programs and services, staff will receive annual training on physical crisis intervention strategies.

MANAGEMENT AND GUIDANCE

In accordance with ODJFS rule 5101: 2-12-22, a childcare staff member assigned to supervise a child or group of children shall be responsible for their guidance and management.

Managing behavior: When a child's behavior is unacceptable, the childcare staff member shall:

- Use developmentally appropriate techniques suitable to the child's age and circumstances, e.g., redirection
- Use developmentally appropriate separation from the situation only as necessary.

- Communicate and consult with the parent/guardian in implementing any specific behavior support plan. This plan must be consistent with the requirements of this rule.

GENERAL INTERVENTIONS

1. General intervention strategies are practices which set the climate for positive behavior and are generally viewed as instructional methods, preventive strategies and positive interventions to replace inappropriate behavior.
2. General intervention strategies can be implemented without a formal behavior support plan, or may be a written systematic behavior support plan, which has received the consent of the individual and the approval of his/her Individual Plan (IP) team.
3. The participation of the individual and his/her network of support shall be an integral part of determining the most appropriate and effective behavior support strategies.
4. Formal behavior support plans require that informed consent be obtained from the consumer or personal representative. Informed consent means a full disclosure of the facts necessary to make a decision. Easterseals adheres to the guidelines for informed consent as established by the county boards of DD.
5. All applicable local, state and federal standards will be observed as they relate to the provision of behavior support.

AVERSIVE INTERVENTIONS

1. Aversive interventions may be used only after documenting that attempts with positive general interventions have been ineffective. These procedures are considered intrusive and potentially dangerous to the consumer. They require a behavior assessment, a written behavior support plan, prior consent of the individual or personal representative, review by the county board's Adaptive Behavior Support Committee, and if applicable, the county's Human Rights Committee. In addition, staff must be trained on how to implement the plan, and routine monitoring must occur. Each county board of DD has written policies and procedures that must be consulted while developing a behavior support plan. (Interventions that are considered aversive are detailed in FCB/DD Behavior Support Procedures Manual, February 2002, rev 4/11.)

REPORTABLE ACTIONS

The following actions are considered potentially damaging to the consumer's health and safety, mental and emotional well-being, and/or personal dignity. If a reportable action is suspected or observed, it must be reported as a Major Unusual Incident in accordance with rule 5123:2-17-02 of the Ohio Department of DD Administrative code.

Prohibited actions include the following:

Category A

1. Accidental or suspicious death. "Accidental or suspicious death" means the death of an individual resulting from an accident or suspicious circumstances.
2. Exploitation. "Exploitation" means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.
3. Failure to report. "Failure to report" means that a person, who is required to report pursuant to section 5123.61 of the Revised Code, has reason to believe that an individual has suffered or faces a substantial risk of suffering any wound, injury, disability, or condition of such a nature as to reasonably indicate abuse, misappropriation, or exploitation that results in a risk to health and welfare or neglect of that individual, and such person does not immediately report such information to a law enforcement agency, a county board, or, in the case of an individual living in a developmental center, either to law enforcement or the department. Pursuant to division (C) (1) of section 5123.61 of the Revised Code, such report shall be made to the department and the county board when the incident involves an act or omission of an employee of a county board.
4. Misappropriation. "Misappropriation" means depriving, defrauding, or otherwise obtaining the real or personal property of an individual by any means prohibited by the Revised Code, including Chapters 2911. and 2913. of the Revised Code.
5. Neglect. "Neglect" means when there is a duty to do so, failing to provide an individual with medical care, personal care, or other support that consequently results in serious injury or places an individual or other person at risk of serious injury. Serious injury means an injury that results in treatment by a physician, physician assistant, or nurse practitioner.

6. Physical abuse. "Physical abuse" means the use of physical force that can reasonably be expected to result in physical harm or serious physical harm as those terms are defined in section 2901.01 of the Revised Code. Such force may include, but is not limited to, hitting, slapping, pushing, or throwing objects at an individual.
7. Prohibited sexual relations. "Prohibited sexual relations" means a developmental disabilities employee engaging in consensual sexual conduct or having consensual sexual contact with an individual who is not the employee's spouse, and for whom the developmental disabilities employee was employed or under contract to provide care or supervise the provision of care at the time of the incident.
8. Rights code violation. "Rights code violation" means any violation of the rights enumerated in section 5123.62 of the Revised Code that creates a likely risk of harm to the health or welfare of an individual.
9. Sexual abuse. "Sexual abuse" means unlawful sexual conduct or sexual contact as those terms are defined in section 2907.01 of the Revised Code and the commission of any act prohibited by Chapter 2907. of the Revised Code (e.g., public indecency, importuning, and voyeurism).
10. Verbal abuse. "Verbal abuse" means the use of words, gestures, or other communicative means to purposefully threaten, coerce, intimidate, harass, or humiliate an individual.

Category B

1. Attempted suicide. "Attempted suicide" means a physical attempt by an individual that results in emergency room treatment, in-patient observation, or hospital admission.
2. Death other than accidental or suspicious death. "Death other than accidental or suspicious death" means the death of an individual by natural cause without suspicious circumstances.
3. Medical emergency. "Medical emergency" means an incident where emergency medical intervention is required to save an individual's life (e.g., choking relief

techniques such as back blows or cardiopulmonary resuscitation, epinephrine auto injector usage, or intravenous for dehydration).

4. Missing individual. "Missing individual" means an incident that is not considered neglect and an individual's whereabouts, after immediate measures taken, are unknown and the individual is believed to be at or pose an imminent risk of harm to self or others. An incident when an individual's whereabouts are unknown for longer than the period of time specified in the individual service plan that does not result in imminent risk of harm to self or others shall be investigated as an unusual incident.
5. Significant injury. "Significant injury" means an injury of known or unknown cause that is not considered abuse or neglect and that results in concussion, broken bone, dislocation, second or third degree burns or that requires immobilization, casting, or five or more sutures. Significant injuries shall be designated in the incident tracking system as either known or unknown cause.
6. Peer-to-peer act. "Peer-to-peer act" means one of the following incidents involving two individuals served:
 - i Exploitation, which means the unlawful or improper act of using an individual or an individual's resources for monetary or personal benefit, profit, or gain.
 - ii Theft, which means intentionally depriving another individual of real or personal property valued at twenty dollars or more or property of significant personal value to the individual.
 - iii Physical act which means a physical altercation that:
 - 1 Results in examination or treatment by a physician, physician assistant, or nurse practitioner; or
 - 2 Involves strangulation, a bloody nose, a bloody lip, a black eye, a concussion, or biting which causes breaking of the skin; or
 - 3 Results in an individual being arrested, incarcerated, or the subject of criminal charges.
 - iv Sexual act, which means sexual conduct and/or contact for the purposes of sexual gratification without the consent of the other individual.

- v Verbal act which means the use of words, gestures, or other communicative means to purposefully threaten, coerce, or intimidate the other individual when there is the opportunity and ability to carry out the threat.

Category C

1. Law enforcement. "Law enforcement" means any incident that results in the individual served being tased, arrested, charged, or incarcerated.
2. Unapproved behavior support. "Unapproved behavior support" means the use of an aversive strategy or intervention prohibited by paragraph (J) of rule 5123:2-102 of the Administrative Code or an aversive strategy implemented without approval by the human rights committee or behavior support committee or without informed consent, that results in a likely risk to the individual's health and welfare. An aversive strategy or intervention prohibited by paragraph (J) of rule 5123:2-1-02 of the Administrative Code that does not pose a likely risk to health and welfare shall be investigated as an unusual incident.
3. Unanticipated hospitalization. "Unscheduled hospitalization" means any hospital admission or hospital stay over twenty-four hours that is not prescheduled or planned unless the hospital admission is due to a preexisting condition that is specified in the individual service plan indicating the specific symptoms and criteria that require hospitalization

CRISIS INTERVENTION:

1. Crisis intervention is used on an occasional emergency basis to deal with infrequent, unexpected, acute and dangerous behavior. In the event an individual exhibits behavior that may cause serious injury to themselves, others or property, staff will implement crisis intervention strategies to protect the individual and others. Strategies may include altering the environment (by removing persons and objects from the area), redirecting or escorting to another activity or place, distracting the individual by creating a disturbance or reminding them of a pleasant memory, or as a last resort manual restraint. Any use of manual restraint requires prior training by any staff implementing it. The exception is picking up and holding a small child in a comforting manner.

2. Once the individual has calmed and the situation is under control, appropriate supervisors and personal representatives must be contacted immediately. An incident report will be written. The individual and/or personal representative must review the report and sign it within 24 hours. A MUI report will be submitted to the proper authorities when necessary.
3. See Crisis Intervention Strategies from the County Boards of DD Behavior Support Policy Manual.

If an individual displays aggressive behavior and methods are not successful and the individual continues to escalate or attempts to escape staff are to contact the front desk for assistance which may include other trained staff being called for assistance or law enforcement being called to intervene.

QUALIFICATIONS FOR DEVELOPING BEHAVIOR SUPPORT PLANS

Staff involved in behavior support plans shall be identified and properly trained for the level appropriate for their designated position. The superintendent or designee shall insure that all staff members are properly designated and appropriately trained. There are three levels of qualification.

LEVEL 1: Direct service staff who have received training specific to the individual consumer and the recommended support procedure. Duties include collecting data and participating in the development and implementation of the plan. May not supervise behavior support programs.

LEVEL 2: Certified or licensed staff that has both experience and broad based training (minimum bachelor's level) specific to persons with mental retardation/developmental disabilities and behavior support theory and methodology. Duties include: Collecting data, behavior assessment, training staff, writing, implementing and supervising the implementation of behavior programs.

LEVEL 3: Supervisory, administrative or professional certified/licensed staff who meet at least 3 of the following criteria, one of which must be in the educational area, and one in the experience area.

- Master's degree in special education, psychology, school psychology or related field that includes one course in behavior theory/management.
- Minimum of five graduate courses in psychology, education, or a related field of which one course is in behavior management and one in the psychology of learning.
- Has taught behavior support at the graduate level as a primary instructor.
- Two years' experience as a licensed/certified staff working with persons who have developmental disabilities.
- Two years in a supervisory or direct care role with experience in behavior support procedures.

Duties include monitoring aversive programs for appropriateness and theoretical soundness and ensuring that programs meet review requirements.

SOURCES:

Ohio Department of Disabilities Administrative Code: 5123:2-17-02 MUI/UI, Ohio Administrative Code: 5123:2-1-02, Behavior Support Policies and Procedures, Franklin County Board of DD Behavior Supports Procedure Manual.

Originated: 11/94

Reviewed: 11/94, 4/96, 8/2000, 3/03, 8/04, 5/05, 2/06, 2/07, 11/07, 3/08, 2/09, 1/10, 2/11, 2/12, 1/13, 1/14, 1/15, 5/17, 6/20, 3/21, 4/24

Revised: 11/94, 4/96, 3/03, 8/04, 5/05, 11/07, 3/08, 2/09, 1/10, 2/11, 1/14, 1/15, 4/24

7200

ADULT DAY SERVICES

7205 Program Philosophy

7210 Program Description

7215 Hours of Operation

7220 Non-Medical Transportations

7250 Visitors

These center-based programs provide therapeutic programming, life skills training and the support necessary to remain actively engaged in one's community. Whether through birth conditions, accidents or chronic illness, many adults and their families benefit from Easterseals Adult Day Services.

Originated: 5/14

Reviewed: 4/15, 5/17, 6/20, 3/21, 4/24

Revised:

PROGRAM DESCRIPTION

7210

Our program offers a comprehensive array of health and social services delivered through an individualized plan of care in order to meet the specific needs of those enrolled and their families.

Originated: 5/14

Reviewed: 4/15, 5/17, 6/20, 3/21, 4/24

Revised:

POLICY:

Easterseals Central & Southeast Ohio, Inc. has in place policies and procedures for the operation of Adult Day Services.

SCHEDULE OF OPERATION

The Adult Day Program hours are 8 am to 4 pm. Consumer hours are 8:30 am to 3:00pm Monday through Friday, except where indicated (holidays and other closings). Consumer schedules vary depending on hours or days requested to attend. A calendar of openings and closings shall be distributed to each consumer/personal representative enrolled, County Boards of DD, and any other agency or home that the consumer may attend or reside. Easterseals Central & Southeast Ohio, Inc. operates on a fiscal year September 1 through August 31. Staff working in the Adult Day Program or Respite shall comply with any personnel policies set forth by Easterseals Central & Southeast Ohio, Inc.

PAYROLL/FRINGE BENEFIT PROCEDURES

Easterseals is not a sheltered workshop therefore payroll procedures and fringe benefits are not applicable. Consumers enrolled in the Adult Day Program are non-vocational.

PROGRAM BREAKS

In accordance with ISP rules 5123:2-1-06 (h) (g) this policy serves to identify that each consumer may have a 30-minute lunch break and may have leisure time in accordance with the Individual Service Plan.

Originated: 7/05

Reviewed: 2/06, 2/07, 2/08, 3/09, 1/10, 2/11, 2/12, 1/13, 5/14, 4/15, 5/17, 6/20, 3/21, 4/24

Revised: 2/06, 2/07, 1/10, 5/14, 4/15, 6/20, 4/24

Easterseals Central & Southeast Ohio, Inc. has in place procedures for the safe transport of consumers and transporting responsibilities while driving Easterseals owned vehicles.

PROCEDURE:

1. No non-consumers or family members of consumers will be transported by Easterseals staff, regardless of the vehicle being driven for consumer transport.
2. Easterseals owned vehicle procedures:
 - a. Any vehicle owned by Easterseals is to be used for Easterseals business only. No Easterseals vehicle is permitted to be used for personal reasons or to run personal errands.
 - b. No one under 21 years of age is permitted to drive Easterseals owned vehicles.
3. Routine vehicle maintenance is conducted as directed by vehicle make, model and year specifications but no less than semiannually on all Easterseals owned vehicles and must be documented. Preventative maintenance shall include, but is not limited to regular oil changes, lubrication, tire pressure and replacement, brake and rotor replacement and fluid checks. All buses will go through annual inspections through the State Highway Patrol in May of each year.
4. Pre-trip inspections should be conducted and documented each time a vehicle is used for consumer transportation. Any concerns should be reported to the designated supervisor.
5. A driver's abstract from the Bureau of Motor Vehicles will be obtained for all employees who operate a vehicle owned by Easterseals at the time of hire and every year thereafter and kept in the personnel file. In the event, an employee has 6 points or more on their driver's abstract they are ineligible to operate company owned vehicles.
6. Any citation, license suspension, or license cancellation received by an employee must be reported to the supervisor by the close of the next business day. Failure to do so may result in disciplinary action up to and including termination.
7. Employees who operate a motor vehicle are required to have a valid state issued motor vehicle operator's license, which is appropriate, for the vehicle he/she drives. Employees

who are required to transport consumers may not have six (6) points or more on their driving record. In the event an employee who provides direct services to individuals served has 6 or more points their employment may be terminated.

8. Easterseals staff, when transporting consumers, will comply with the following:
 - a. Observe all speed limits, traffic laws, and traffic signs.
 - b. Secure all consumers and passengers (staff) in a seat belt or use appropriate safety straps to secure wheelchairs. All safety devices must be worn at all times. All unoccupied wheelchairs must be secured anytime they are being carried.
9. Observe the organization's "Drug and Alcohol Workplace Policy." If taking prescription medication that might impair driving ability, obtain from the prescribing physician a written statement indicating whether they can operate a motor vehicle safely. The supervisor or designee must be informed when this occurs.
10. Cell phones and personal electronic devices may not be used while operating a vehicle. If radio is played, it should be at a volume that allows the driver to hear all passengers.
11. In the event of an accident, employees will ensure the immediate health and safety of persons served, contact appropriate emergency response personnel and law enforcement. The employee's supervisor must also be contacted. Employees will ensure that a police report is obtained, and an Incident Report is filed with their supervisor.
12. In the event of a roadside emergency the employee should contact their supervisor for instructions.
13. In the event of a medical emergency the employee should safely pull off the road, call 911 and begin First Aid/CPR procedures.
14. Complete appropriate information required on the transportation log for each transport.
15. No smoking or tobacco is permitted in any Easterseals vehicles.
16. No eating or drinking in vehicles while transporting consumers.

POLICY:

Easterseals Central & Southeast Ohio, Inc. is committed to ensuring the health and safety of its employees, clients and visitors.

PRODEDURE:

1. All visitors must sign in at the front desk.
2. All visitors will be greeted by the assigned employee.
3. Visitors are limited to County Boards, Guardians, Therapist, and DODD staff. All other visitors must be approved by management.
4. Visitors must be escorted by Easterseals staff while in the Adult Day Program.
5. Visitors may be required to provide ID.

Created: 4/21

Reviewed: 4/24

Revised: 4/24

7300

EASTERSEALS IN HOME SERVICES

7355 Program Philosophy

7360 Program Description

7365 Internal Monitoring Procedures

7370 On Call System

7375 Multiple Provider Service Coordination

Easterseals In-home Services enables children and adults with disabilities, or other special needs, to live in their homes and communities in a less restrictive environment that emphasizes personal choice.

Originated: 5/14

Reviewed: 4/15, 5/17, 6/20, 3/21, 4/24 Revised:

Easterseals In Home services are provided by personal care assistants to support the needs of children and adults who wish to live in the home and community of their choice.

Easterseals staff attempt to understand and meet consumer's needs and preferences. The In-Home Services program uses a consumer-friendly matching process in which the individual is encouraged to interview pre-screened agency candidates and choose those employees who can best meet their needs and fit comfortably into their lifestyle. The prescreening process allows both the consumer and the candidate to interview only those persons who best fit their needs and preferences. Consumers have the option of terminating services with the employee or the agency at their discretion.

Services offered include the following:

1. Home visits by Easterseals staff to learn about consumer's needs and preferences.
2. Potential employees undergo thorough background checks, reference checks, and interviews with program coordinators.
3. Prescreened candidates meet the individual at their home and at the time of their choosing.
4. The In-Home Coordinator will be available via pager/on-call phone to staff on a 24hour basis for emergencies, call-offs, and to report incidents.
5. In Home Services staff provides support ranging from a few hours a day to 24 hours a day.
6. Back-up staff is available.
7. Employee-owned vehicles for transporting consumers to appointments, grocery shopping, and social and recreational activities.
8. Employees trained in the individual's service plan, crisis interventions, healthcare needs of the individual, CPR, First-aid, medical treatments, behavioral support methods, as well as many other topics.
9. Support for personal hygiene, grooming, meal preparation, mobility, and other needs as identified by the consumer.

10. A personal In-Home Coordinator who knows the consumer, their needs and preferences, and whom the consumer can contact issues of concern.
11. Registered Nurse to oversee health issues supported by Easterseals staff.
12. When needed and approved, the ability to offer a seamless service where staff support consumers either at home and school, or in the community.

Individuals eligible for In Home Services program include individuals of any age who have a funding source to pay for the services provided. Funding sources currently include the Individual Options Waiver, Level I Waiver, Supported Living, Children's Services agencies, school systems, county collaborative, and private pay. Other sources of funding can be considered depending on the certification requirements of the funding agency.

Originated: 11/03

Reviewed: 11/04, 6/05, 3/06, 3/07, 3/08, 05/09, 3/10, 4/11, 5/14, 4/15, 5/17, 2/19, 6/20, 3/21, 4/24

Revised: 11/04, 6/05, 3/06, 3/07, 3/08, 4/15, 2/19, 4/24

POLICY:

Easterseals In Home Services will conduct reviews of employees, services provided, and consumer satisfaction.

PROCEDURES:

1. Human Resources Personnel, or designee will review all Easterseals In-Home Services employee records to assure they remain current with training and review in the following areas:

ODDD Abuser Registry	Upon hire, Yearly
Ohio Nurse Aide Registry.	Upon hire, Yearly
Office of the Inspector General	Upon hire, Yearly
Sex Offender and Child-victim Offender database	Upon hire, Yearly
United States GSA system for award database	Upon hire, Yearly
Incarcerated and supervised offenders' database	Upon hire, Yearly
Behavior Support Methods	Upon hire, Yearly
CPR/FA	Upon hire, every 2 years
Confidentiality	Upon hire, Yearly
Consumer Rights	Upon hire, Yearly
Crisis Intervention	Upon hire, Yearly
Delegated Nursing/Medication Administration	Where needed, Yearly
Driver's License	Upon hire and as it expires
Driver's Abstracts	Upon hire (official), Yearly (unofficial) years if not enrolled in Rapback

HIPAA	Upon hire, Yearly
MUI and Incident Reporting	Upon hire, Yearly
Proof of Vehicle Insurance	Upon hire and as it expires
References	Upon hire
Universal Precautions/OSHA	Upon hire, Yearly
Work Eligibility	Upon hire
Vehicle Safety Checklist	Yearly or change of car
Applicant Authorization Form	With application

2. In Home Coordinator, or their designee, will be responsible for reviewing all documentation of services provided by Easterseals In-Home Services employees prior to billing for such services.

Areas of review will include the following every two weeks as documentation is submitted:

- a. Services are provided as outlined in the Individual's Service Plan (ISP) and in accordance with the Payment Authorization for Services (PAS).
 - b. Services provided and documented per the consumer's ISP.
 - c. The consumer or personal representative has signed the employee's timesheet and reviewed documentation prior to processing billing.
 - d. All services required by the ISP have been provided and/or an explanation of services not provided has been noted.
 - e. Progress notes are reviewed to determine if any concerns have arisen that require additional attention.
3. Home visits are conducted annually and as needed. During the course of a home-visit a Client Contact Checklist is completed.
 4. The Easterseals Community Services Manager or designee will review a minimum sample of 10% of the case records of consumers served each fiscal year.

5. Easterseals In Home Services will conduct an annual satisfaction survey of consumers receiving Easterseals In Home services.
6. Employee compliance policies are addressed in the Personnel section of the Operations Manual.

Originated: 3/02

Reviewed: 11/03, 11/04, 6/05, 3/06, 3/07, 3/08, 05/09, 3/10, 4/11, 5/14, 4/15, 5/17, 1/19, 6/20, 3/21, 4/24

Revised: 11/03, 11/04, 6/05, 3/07, 3/08, 05/09, 3/10, 4/15, 1/19, 4/24

POLICY:

Easterseals In Home Services On-Call system provides after hour's access to the coordinator for reporting emergency situations and call-offs that occur outside of typical business hours. The On-Call system is to be used Monday – Friday after 5:00 p.m. and weekends and holidays.

PROCEDURE:

1. The On-Call service is not intended to compensate for or to replace the usual management arrangements of the residential homes or to deal with day-to-day issues which are known, predicted or which should have been provided for during the typical working day.
2. During typical business hours the coordinator should make arrangements to ensure their homes are appropriately staffed and resourced.
3. If it is known or suspected that an issue may arise outside typical business hours, appropriate contingency plans should be set in place to deal with the issue.
4. The role of the On-call coordinator is to provide afterhours supervisory service which is responsive to unexpected or unpredictable emergency issues that may arise. Covering call offs (that are reported after business hours), receiving information regarding Incident Reports and providing advice and guidance regarding health and safety issues.
5. Reporting to supervisor any staffing disciplinary matters, injury to staff, the use of any emergency services and all MUI's should be reported to the county board, guardian and your supervisor.
6. The On-Call coordinator should respond to all calls immediately. Record details of all calls received during their time on call. In the event of any significant issues arising during an On-Call duty the community services manager should be notified.

Created: 09/18

Reviewed: 6/20, 3/21, 4/24

Revised: 4/24

POLICY:

Easterseals Central and Southeast Ohio, Inc has procedures in place to maintain the health and safety of people receiving supports from multiple waiver providers.

PROCEDURE:

Easterseals Central Southeast Ohio will maintain a set schedule when sharing waiver services with other agency providers or Independent providers.

1. All providers will maintain a set schedule.
2. If a provider needs to adjust scheduled hours for the clients chosen activity or client appointments, the provider will notify all parties 2 weeks prior to the change of the schedule.
3. Easterseals will not be back up for another agency or Independent Provider.
4. Easterseals will only provide services on holidays if it falls on typical scheduled day and time.

Created: 04/21

Reviewed: 4/24

Revised: 4/24

7400 OMBUDSMAN

7405 Program Philosophy

7410 Program Description

7415 Hours of Operation

Easterseals of Central & Southeast Ohio supports “The Office of the State Long Term Care Ombudsman Program, which advocates for excellence in long-term services and supports wherever consumers live.” This program is mandated by the Federal Older Americans Act and Ohio Law and Easterseals serves as the Sponsoring Agency.

The Ombudsman Program advocates for people receiving long-term care services and supports by:

- Working to resolve complaints about services
- Helping individuals select a provider
- Providing information about benefits and consumer rights
- Establishing a regular presence with Long Term Care facilities
- Developing effective Resident and Family Councils
- Educating Service Providers and the Community
- Helping Service Providers make choices that adhere to consumer rights
- Systems Advocacy to improve the quality of life of consumers
- Working with Regulatory Agencies responsible for service providers

The Long-term Care Ombudsman intake line is answered during regular business hours (9am-5pm). Consumers will receive a call back by the end of the next business day if they do not get through on the initial attempt. Consumers may also reach the Ombudsman Program via email which is also checked daily. The Long-term Care Ombudsman Program conducts complaint-handling tasks in both the Community and Facilities at times pertinent to the complaint.

Originated: 09/14

Reviewed: 1/19, 6/20, 3/21, 4/24

Revised: 04/18

7500

AFTERSCHOOL

7505 Program Philosophy

7510 Program Description

7515 Hours of Operation

School Age programs are designed to meet the needs of children with all levels of abilities. The program focuses on academics, physical fitness, nutrition, play, and structured activities to promote a well-rounded student. The after-school staff uses a variety of techniques and activities to help each child explore his/her own world.

Originated: 10/13

Reviewed: 5/14, 4/15, 3/16, 1/19, 6/20, 3/21, 4/24

Revised: 5/14, 3/16, 4/24

PROGRAM DESCRIPTION

7510

Easterseals Central & Southeast Ohio (ESCSO) will provide afterschool programs at two schools in the Southwestern City School District of Franklin County. This afterschool program focuses on improving educational and academic achievement, promoting interpersonal development and health and wellness.

Originated: 5/14

Reviewed: 4/15, 3/16, 1/19, 6/20, 3/21, 4/24

Revised: 3/16, 4/24

HOURS OF OPERATION

7515

The class cycle will run from September – May. The program will not change sites during the school year but will follow the district schedule and shut down when the school system shuts down for those times.

The program schedule recognizes the need for students to transition between the structured school day to the less-structured afterschool program. Students will be given time to socialize or have quiet time, participate in structured physical activity, have a snack and do homework during the first half hour of the program day. The next hour will be focused on having a broad range of learning activities that are sequential, active, (Features of High-Quality Extended Learning Opportunities, National Governor's Association, 2009) with emphasis on math, literacy, and life skill. The last hour of the program day will focus on recreation and socialization, group and individual work on projects, structured physical or life skills activities and outdoor time, if weather permits.

Originated: 5/14

Reviewed: 4/15, 3/16, 1/19, 6/20, 3/21, 4/24

Revised: 4/15, 3/16, 4/24

7550
SUMMER CAMP

7555 Program Description

7560 Program Philosophy

7565 Licensing and Hours of Operation

Easterseals' Summer Day Camp focuses on providing a safe and caring environment throughout the summer for kids with and without special needs.

We strive to help prevent the “summer slump,” where kids may find themselves forgetting the school routine. We structure the day to be similar to a school schedule but in smaller time increments, and fill it with fun and exciting arts, activities, games, and play time. This way, a child does not lose the progress they made in school the previous year! In addition to circle, art, gross motor, fine motor, play, story, and music times (just to name a few), teachers work on achieving several goals from each camper’s IEP.

Our camp incorporates a weekly theme that gives campers the chance to learn about the world around them through creative play and exploration!

Community visitors come to camp at various times throughout the summer and bring with them a whole new world for our campers to explore.

Originated: 5/14

Reviewed: 4/15, 3/16, 1/19, 6/20, 3/21, 4/24

Revised: 3/16, 4/24

Our summer programming is designed to meet the needs of children with all levels of abilities. The program focuses on a combination of play and structured activities to promote functional independence and encourage learning. Play and social interactions are natural processes by which all children develop and learn about their environment. The classroom staff uses a variety of techniques and activities to help each child to explore his/her own world. Our staff recognizes the importance of balanced activities to provide opportunities for mental, emotional, and physical growth.

Originated: 10/13

Reviewed: 5/14, 4/15, 3/16, 1/19, 6/20, 3/21, 4/24

Revised: 5/14, 3/16

POLICY:**LICENSING**

Easterseals Summer Day Camp is licensed by the Ohio Department of Job and Family Services. The license, inspection, complaint investigation reports, along with the evaluations for the building and fire department for the current licensing period are posted in the Family Resource Room off of our lobby on the bulletin board. All licensing records including inspections and complaints can also be reviewed from ODJFS and can be accessed through the Bureau of Child Care and Development's website at: <http://jfs.ohio.gov/cdc/childcare.stm>. The toll-free number to report suspected violation of the licensing law or administrative rules is 1-866-635-3748 or locally 614-466-7765.

As per ODJFS, rosters of parents' names and phone numbers are available upon request.

HOURS OF OPERATION

7565

Camp Dates: Runs for 8 weeks between the months of June and August. Monday - Friday, 9 a.m. - 3 p.m.

Originated: 10/13

Reviewed: 5/14, 4/15, 3/16, 1/19, 6/20, 3/21, 4/24

Revised: 5/14, 4/15, 3/16

7800

EARLY INTERVENTION

7805 Program Philosophy

7810 Program Description

7815 Hours of Operation

Easterseals Early Intervention Program respects the unique strengths and characteristics of each child and their family. The intent of the program is to provide support to families and children so they can maximize their learning potential. Early intervention and education for children, beginning at birth, is a key component for the developmental foundation of relationships, exploring and learning, communication, playing, and moving.

Originated: 7/82

Reviewed: 7/88, 2/93, 7/93, 10/94, 4/96, 3/98, 8/2000, 9/03, 8/04, 6/05, 3/06, 4/07, 3/08, 4/09, 5/10, 4/11, 2/12, 5/14, 4/15, 3/16, 5/17, 1/19, 9/19, 6/20, 3/21, 4/24

Revised: 7/88, 2/93, 7/93, 10/94, 4/96, 3/98, 8/2000, 9/03, 8/04, 6/05, 4/07, 3/08, 4/09, 5/10, 4/11, 5/14, 4/15, 3/16

PROGRAM DESCRIPTION

7810

Easterseals Early Intervention Program is designed to provide a comprehensive child development program for children ages 12 – 36 months of age who have been identified with a developmental delay or disability. The program ensures quality, individualized educational and therapy services as necessary.

The program provides Early Intervention services for qualifying families based on the model set by the Franklin County Board of Development Disabilities. That model includes home visiting services that focus on the outcomes of the IFSP. These home visits are interactive and use the coaching method.

Families that choose Easterseals Early Intervention Program will also have access to the center-based program where staff will provide developmentally appropriate curriculum, experiences and activities, as well as therapeutic intervention for children in need of such services.

The program staffing will consist of four full-time certified Early Intervention Developmental Specialists (EIDS), four full-time, and one part-time Early Intervention Assistants (EIA), three part-time therapists (Occupational Therapist, Physical Therapist, and Speech Language Pathologist), and the Early Intervention Manager.

The Early Intervention Program Year will run from August through July. The center-based component will run from August through May. During the school year, families will receive home visits following the frequency indicated on the IFSP. During the months of June and July, age eligible children and their families will receive one to two home visits.

Easterseals Early Intervention Program is licensed through the Ohio Department of Education and will comply with all Preschool Program Licensing Rules listed in Ohio Revised Code 3301-37. The program is certified through the Franklin County Board of Developmental Disabilities and follows all rules in Ohio Revised Code 5123:10-1- for Early Intervention and 5123:10-05 for certification of our employees.

Originated: 7/82

Reviewed: 7/88, 2/93, 7/93, 10/94, 4/96, 3/98, 8/2000, 9/03, 8/04, 6/05, 3/06, 4/07, 3/08, 4/09, 5/10, 4/11, 2/12, 5/14, 4/15, 3/16, 5/17, 9/19, 6/20, 3/21, 4/24

Revised: 7/88, 2/93, 7/93, 10/94, 4/96, 3/98, 8/2000, 9/03, 8/04, 6/05, 4/07, 3/08, 4/09, 5/10, 4/11, 5/14, 4/15, 3/16, 9/19, 4/24

HOURS OF OPERATION

7815

Easterseals Early Intervention Program offers both an a.m. and p.m. class. The morning class begins at 8:30 a.m. and dismisses at 11:00 a.m.; the afternoon class begins at 1:00 p.m. and dismisses at 3:30 p.m. Classes are held on Tuesday, Wednesday, and Thursday.

Easterseals CSE operating hours are 8:30 a.m. to 5:00 p.m. Email and voicemail systems are in operation at all times. Families are encouraged to check with their child's teacher for specific meeting times.

Originated: 5/14

Reviewed: 4/15, 5/17, 9/19, 6/20, 3/21, 4/24

Revised: 4/15, 9/19, 4/24