

POLICY ON INPUT FROM PERSON'S SERVED

PURPOSE

To gather and use information from the people we provide services for and community agencies in order to ensure they have input in the delivery of services.

SCOPE

This policy applies to all people and stakeholders.

POLICY

Management and staff will obtain and utilize input from the people receiving services, their legal guardian and friends or family they want to include to ensure that the services provided are designed around the needs, expectations, and choices made by the people we support. Sufficient time will be given to all people for them to make informed decisions.

PROCEDURE

1. It is important to talk to the individuals receiving supports regarding the following areas:
 - a. The expected results of the services for the individuals.
 - b. How the design of the services meets their identified needs.
 - c. How the services will be delivered.
 - d. The expected duration of the services, if applicable.
 - e. Possible alternatives for services within the organization and in the community.
 - f. How results will be evaluated.
 - g. Future planning.
2. Management will ensure sufficient time to make decisions is given for people to make decisions regarding services.
3. Prior to the start of services and during the Service Information Packet people will receive information on the services available to them.
4. During the Person-Centered Planning Process people will receive information regarding the services available to them and authorized for them.
5. My Person-Centered Pre-Planning will be completed to find out the person's hopes, dreams and wishes for the future. Refer to the Person-Centered Planning policy for additional information.
6. People seeking support services will have the opportunity to meet potential roommates and all individuals involved will have input on the decision for roommate selection.
7. As part of the LADD Person Centered Pre-Planning housing and service options are discussed. If a person requests new housing or services at any time management will talk with the person, the legal guardian if applicable and the Supports Coordinator to discuss alternative housing options.
8. LADD monitors choice of service using documentation in the electronic health record (EHR), Resident Register with Documentation of Choice and Services Register. Choice of service is reviewed annually at the Person-Centered Pre-Planning and PCP/IPOS or anytime the person requests a change in services. The LADD Admission Policy guides the process in providing choice of roommates, staff and a general feel for the home.
9. The people we support, provide input on who will provide the services and supports.
10. The people plan activities/appointments using their personal planner and location calendar.
11. Monthly Family Staff Meetings are held seeking input from both persons served and employees.
12. Progress notes will reflect input from the people daily.
13. Monthly Progress Reports include input and satisfaction with services from the person
14. Bi Annually Quality Assurance Committee meeting are held in each region seeking input from persons served, legal guardians and staff.
15. A customer satisfaction survey will be completed at minimum annually and results compiled for distribution.
16. Quality of Life Surveys are completed by the person at minimum annually.
11. Management and staff will communicate with legal guardians, family and local community agencies based on their preferences/personal involvement.
12. Annual reports will be sent to stakeholders and posted on the LADD website.