

SERVICE DELIVERY POLICY

PURPOSE

To ensure that LADD's service delivery aligns with the organization's mission, vision, and values while delivering efficient, effective, and value-added services satisfying our customers and stakeholders. To provide support services that allow people to live in their own homes and communities. Quality Services improve individuals' experiences by ensuring they are integrated into their communities and have the same access to community resources as individuals without disabilities. Services help to protect individual rights, support the individual's independence in making life decisions, and give the opportunity for the person to pick and receive their services where and in the way they want them.

SCOPE

This policy applies to all services provided by LADD.

POLICY

It is the policy of LADD to provide Home and Community Based Services following the LADD Mission, Vision, and Values, the CMS Final Rule, as well as the regulatory requirements of the agencies with whom we contract. All services are provided in the local communities where the person lives and will support the person's independence, inclusion, and choice.

STANDARDS AND DEFINITIONS

Specialized Residential Setting - "Specialized" means a program of services or treatment provided in an adult foster care facility licensed under this act that is designed to meet the unique programmatic needs of the residents of that home as set forth in the assessment plan for each resident and for which the facility receives special compensation." (Adult Foster Care Facility Licensing Act 218 of 1979 as Amended, Section 400.707)

Private Residential Setting - A private residence in the community, which may also be referred to as Supported Independent Living, because people receive staffing support to guide, teach, and coach, and encourage the individual to achieve goals of independent living. These locations consist of people who live in a home in the community of their choosing, with non-relatives, and have a lease or legally enforceable agreement.

Non-Residential Settings (Individual CLS) - Any non-residential setting where individuals receive community-based services. This setting is integrated and supports full access to the community. The individual selects it from among setting options including non-disability specific settings. Ensures an individual's rights of privacy, dignity, and respect, and freedom from coercion and restraint

HCBS SURVEY DOMAINS

- Community Integration- LADD supports people to ensure they can fully participate in community life.
- Rights- LADD ensures all people are treated with dignity and respect.
- Privacy- LADD ensures all people who receive support services control when and with whom they want to share their personal space, conversations, and information.
- Choice and Control- LADD supports people and ensures they control their choices about where they receive their services, who provides their services, and how they want to spend their days, based on their own needs and preferences.
- Freedom of Access- LADD ensures individuals can access all areas of their home and community to the same extent as others without disabilities are able to.

Section 1: Community Integration of Services (Individual CLS)

- LADD has a Community Access Policy to ensure the people we support have the opportunity to be involved in their local community, including opportunities for growth and community integration. Rights are protected by ensuring all employees are trained on the rights of the Individuals we support. This information is included in our Employee Handbook and in the Policy on the Rights of the Individuals Receiving Support Services. LADD has a Natural and Community Supports policy. Support services are provided in the community rather than being brought to the setting. Any modifications to this must be documented in the Person-Centered Plan of service.
- We will provide opportunities for community involvement and support people in becoming contributing and valued citizens of their community.

Section 2: Individual Rights

- All Individuals will have either a Resident Care Agreement with the Summary of Rights or a lease agreement.
- As part of the LADD Person-Centered Pre-Planning process, 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.
- Complaint forms and the responsible persons list are part of the Service Information Pack and given to the person at the start of service. Complaint forms are available on the LADD website in the Corporate Compliance section. Complaint forms are available at all residential support locations. The LADD Compliance Officer video is available on the people supported website within the LADD website.
- To ensure service and support are provided in a private manner, all staff receive privacy and HIPAA training. LADD's Personal Care policy also directs staff that Personal Care must be provided in private. Employees are trained that if it is necessary to discuss personal issues, it will be done in a private area on a need-to-know basis. The LADD Employee Handbook Code of Conduct, which all employees have access to at the time of hire, and is available on the LADD Inc. website, reviews requirements for privacy in providing personal care.
- The Authorization for Entry form is completed with all people in a residential support setting, which authorizes each person's choice for keys and entry. To ensure health and safety, a designated person on duty must hold and be responsible for the safekeeping of the keys. A spare set of keys may be held for emergencies but must be locked away by management. A secure space for personal belongings is available for all residential and non-residential support services. All bedrooms have positive latching non-locking against egress doors, and if additional secure space is desired, it is worked out for the person in their home. LADD monitors the choice of service using the documentation in the electronic health record (EHR), Resident Register with Documentation of Choice and Services Register. The choice of service is reviewed annually during 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 a choice of roommates, staff, and a general feel for the home.
- Employee interviews are completed in residential and non-residential settings, and interview outcomes are recorded in the HIPAA Log. In some circumstances, interviews may be completed at alternative locations. People are able to give a preference regarding the staff on shift. Management reserves the right to transfer employees when deemed necessary, as printed under the Management Rights section of the Employee Handbook Code of Conduct. Mandatory Transfers will occur if a person receiving staffing supports does not want someone to work with them in their residential or non-residential service. Refer to the Recruiting Application and Hiring Policy.
- We require applicants to review prior to hire and then train all of our employees to follow our LADD values of P.E.O.P.L.E. Refer to the Employee Handbook/Code of Conduct for further information.
- All people have access to and control of their personal resources. LADD will ensure a cushion for emergent or unexpected needs in the locked medication cabinet. Staff will verify debit cards are available for activities, using the ongoing ledger.
- We will always strive to enhance the quality of life for all we serve.
- We will support people while achieving their goals
- We will encourage independence through informed choice.
- We will provide a positive environment of trust, consistency and open communication.
- We will work cooperatively as a team.
- We will promote positive, healthy relationships.
- We will provide culturally diverse services.

Section 3: Individual Experience within Service Locations

- If a laundry room is available in the home/apartment, the people who live there will have full access and can enter and use the room and equipment as needed.
- No areas of the home or apartment are gated, locked, or made unavailable to the people who live there, unless otherwise specified within the PCP/IPOS. People with communication devices who want to have private conversations have private places in their homes to do so. Assistive Devices Authorization is used to identify any assistive devices the person may have and those for which staff need training to assist the person. Some individuals we support have chosen to use Assistive Devices for Medication Reviews, Psychological appointments, and Case management visits from the local community mental health agencies. LADD staff will support individuals in completing virtual appointments in a private setting at their homes. If the assistive device is not working, staff will notify the community mental health agency of the need to change the virtual appointment to an in-person appointment. Staff must document in the daily progress note the person's choice of having a virtual appointment.
- All homes/apartments are free from cameras, visual monitors, or audio monitors unless specified in the PCP/IPOS.

- All people have private areas to receive visitors and may choose to visit in common areas of their home at times they choose.
- All people are encouraged and supported to maintain personal schedules. Scheduling daily appointments and activities, utilizing transportation available. Community Access Policy for additional information.
- All residential settings have bedroom and bathroom doors that are lockable by the individual. All doors are lockable from the inside of the room and equipped with positive-latching, non-locking against-egress hardware. This means the door should open from the inside in a single motion, such as turning a knob or handle. If a setting has private bedrooms that include private bathrooms, only the main door to the bedroom/unit must be lockable.
- We will support the people we serve in their choice and approval of services through their Person-Centered Planning process.
- Medications will be provided in a manner that maintains safety, accountability, clinical appropriateness, and personal growth for the person supported.
- We will use the Culture of Gentleness in all that we do.

Section 4: Individual Experience within Residential Setting (Part B)

- LADD will assist in getting comfortable furniture and arranging sitting areas for all residential services. See Facility Opening Policy for information.
- Accessible transportation is available for individuals to make trips to the community, including public transportation and LADD service vehicles. Vehicle use is scheduled using personal calendars and is done between roommates and support staff per the Community Access Policy.

HCBS Standards Compliance Grid

Section and Standard	Supporting Documentation Location
Section 1: Community Integration of Residential Setting	
Individuals live and/or receive services and supports in a setting with a regular (more than once per week) opportunity for contact with people who are not receiving services.	Community Access Policy, Rights of the Individuals Receiving Support Services Policy
The residence allows friends and family to visit without rules for hours or times.	Natural and Community Supports, Roommate Agreements.
Support Services are provided in the community, or modifications are included in the PCP/IPOS/BTP.	Person Centered Planning Policy
Section 2: Individual Rights within Residential Setting	
Everyone will have a lease or residential care agreement for the residential setting.	Resident Care Agreement, Summary of Rights, Lease Agreement
The lease will explain how a discharge happens and what to do.	Resident Care Agreement, Summary of Rights, Lease Agreement
Individuals are provided with information on how to request new housing.	My Person-Centered Pre-Planning, Person Centered Planning Policy, Policy on Input of People Supported.
Information about filing a complaint is posted in a way that individuals can understand and use.	Video on Person Supported Site inside the LADD website, posted with all Recipient Rights postings, Service Information Pack includes complaint form and policy, all forms are available on the LADD website under the Corporate Compliance Tab.
Individuals will receive information regarding who to call to file an anonymous complaint.	Video on Person Supported Site inside the LADD website, posted with all Recipient Rights postings, Service Information Pack includes complaint form and policy, all forms are available on the LADD website under the Corporate Compliance Tab.
Policies in place require that the staff talk about individuals' personal issues in private only.	HIPAA Training, Privacy Training, Employee Handbook Code of Conduct section on privacy in providing personal care, Personal Care Policy.
Policies are in place to ensure individuals have access to their personal funds.	Personal Funds Policy

Policies are in place to ensure individuals have control over their personal funds.	Personal Funds Policy
Individuals have a place to store and secure their belongings away from others.	Service Delivery Policy
Do individuals pick the agency that provides their residential services and supports?	HIPAA Log, Resident Register with documentation of choice of services, Services Register with choice of services documentation, Policy on Input of Persons Supported.
Do individuals pick the employees who provide their services and support?	HIPAA Log, Service Delivery Policy, Recruiting Application and Hiring Policy, Employee Handbook, Code of Conduct, Mandatory Transfer form, Policy on Input of Persons Supported.
Individuals can change their services and support as they wish	Annually, with the PCP/IPOS process, anytime the person requests, LADD My Person-Centered Pre-Planning, Person-Centered Planning Policy.
Individuals are allowed to participate in legal activities, i.e., voting, etc.	Community Access Policy, Rights of the Individuals Receiving Support Services Policy
Section 3: Individual Experience within Residential Setting (Part A)	
Individuals have the option of having their own bedroom if it is consistent with their resources	Resident Care Agreement, Summary of Rights, Lease Agreement, Budget and fiduciary authorization.
Individuals can furnish and decorate their bedrooms however they choose. If shared bedroom, furnishings and décor are a collaborative effort.	LADD My Person-Centered Pre-Planning
Individuals can pick their roommate(s)	Policy on Input of Persons Supported
Individuals can close and lock their bedroom door	Service Delivery Policy, Authorization for Entry
Individuals can close and lock their bathroom door	Service Delivery Policy
Policies are in place to ensure staff ask before entering individuals' living areas (bedroom, bathroom)	Service Delivery Policy,
Policies are in place to ensure individuals choose what they eat	Meal Planning and Food Purchasing Policy
Policies are in place to ensure individuals choose to eat alone or with others	Meal Planning and Food Purchasing Policy
Policies are in place to ensure individuals have access to food at any time	Meal Planning and Food Purchasing Policy
Policies are in place to ensure individuals can choose what clothes to wear	Personal Care Policy
Policies are in place to ensure individuals have access to a communication device	Service Delivery Policy
Policies are in place to ensure individuals use the communication device in a private place	Service Delivery Policy
The inside of the residence is free from cameras, visual monitors, or audio monitors	Service Delivery Policy
Policies ensure if an individual needs help with personal care, the individual receives this support in privacy	Policy on Personal Care
Policies ensure individuals (with or without support) arrange and control their personal schedule of daily appointments and activities (e.g. personal care, events, etc.)	Service Delivery Policy, Community Access Policy
Section 4: Individual Experience within Residential Setting (Part B)	
Policies are in place to ensure individuals have full access to the Kitchen.	Meal Planning and Food Purchasing Policy
Policies are in place to ensure individuals have access to the kitchen at any time	Meal Planning and Food Purchasing Policy
Policies are in place to ensure individuals have full access to the dining area	Meal Planning and Food Purchasing Policy
Policies are in place to ensure individuals have access to the dining area at any time	Meal Planning and Food Purchasing Policy
Policies are in place to ensure individuals have full access to the laundry area	Service Delivery Policy
Policies are in place to ensure individuals have full access to the comfortable seating area	Service Delivery Policy
Policies are in place to ensure individuals have access to the comfortable seating area at any time	Service Delivery Policy, Facility Opening Policy
Policies are in place to ensure individuals have full access to the bathroom	Service Delivery Policy
Individuals can access the bathroom at any time	Service Delivery Policy

Policies are in place ensure there is space within the home for individuals to meet with visitors and have private conversations.	Service Delivery Policy, Natural and Community Supports Policy
Policies are in place to ensure individuals choose to come and go from the home when they want.	Community Access Policy.
Policies are in place ensure individuals move inside and outside the home when they want.	Community Access Policy.
The home is physically accessible to all individuals	Accessibility Policy, Accessibility Checklist
Policies are in place ensure individuals can reach and use the home's appliances as they need.	Accessibility Policy, Accessibility Checklist
Policies are in place to ensure the home is free of gates, locked doors, or other ways to block individuals from entering or exiting certain areas of their home.	Service Delivery Policy
Accessible transportation is available for individuals to make trips to the community.	Community Access Policy
Individuals have a way to access the community where public transit is limited or unavailable.	Community Access Policy

