

ROBIN HOOD ASSOCIATION

2017-2018 ADULT SERVICES HANDBOOK



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GENERAL INFORMATION

Welcome!

Welcome to the Robin Hood Association, Adult Services. Adult Services provides a variety of residential and day program services operated in Sherwood Park and Fort Saskatchewan.

Mission Statement

The Robin Hood Association is committed to excellence in assisting individuals with disabilities to achieve their personal best and experience a quality lifestyle.

Vision Statement

Individuals served by the Robin Hood Association will have the opportunity to experience a satisfying and fulfilling lifestyle based on personal choice, dignity and respect.

Guiding Principles

We foster co-operation, collaboration, teamwork and shared resources in order to:

- enable individuals to grow and develop through education, training and experience in a caring environment
- enable individuals to experience variety and fulfillment by promoting and respecting responsible personal choice
- enable individuals to be involved in the community to the fullest extent possible
- provide opportunities for individuals to meet others and form healthy relationships.
- protect and respect the rights and dignity of individuals.

Individuals and Families/Guardians have the right to:

- participate in or make decisions about things that matter to them
- expect responsibility and accountability from the Association
- be treated fairly and appeal decisions that affect them
- participate in the development of a personal service plan
- information on a regular basis
- contribute to the Strategic Planning Process and the Policies and Procedures of the Robin Hood Association

Individuals also have the right to:

- personal safety and protection from harm
- have personal choice respected
- be assisted in making wishes known through a personal advocate
- have a guardian and trustee
- equal protection and due process
- services in the least restrictive environment
- freedom from unnecessary use of medication
- be treated with dignity and respect
- personal and private space
- Privacy and protection of confidential information

- Support to build healthy relationships

Staff members and volunteers have the right to:

- Information, education and training
- have access to personal records or files
- confidentiality
- privacy
- personal safety and protection from harm
- participate in decisions about things that matter to them
- expect responsibility and accountability from the Association
- be treated fairly and have the right to appeal.
- fair compensation
- expect responsibility and accountability from the Association
- be treated with dignity and respect
- clear outline of job expectations
- regular performance reviews

History

The Robin Hood Association is a non-profit society that provides services to people with disabilities. The organization was formed in 1963 under the guidance of Col. E.W. Cormack and Dr. Barbara Cormack. The first project undertaken by the Association was the development of the Robin Hood School which was originally located in a house in Sherwood Park. A school was constructed in 1968. An adult vocational program began in 1974. The Robin Hood Association also opened its first community-based group home that year.

The Association currently has four major facilities and approximately 50 residences. The Robin Hood Learning Centre, located at 141 Broadway Boulevard, was completed in December 1997. In 2009, major renovations to the original school located at 3 Spruce Avenue were completed. This facility is now the Children and Youth Community Center. In 2010, Aspen Village located at 922 Bison Way, was opened. This apartment style facility accommodates 36 individuals. A Learning Centre was opened in Fort Saskatchewan in March, 2012.

The range of services and the size of the organization have continued to expand. The Association began with a group of 12 students. Today the Robin Hood Association provides services to approximately 650 children and adults. This expansion has been motivated by a strong desire to respond to needs in our community by providing high quality and innovative services for people with disabilities.

The Organization

The Robin Hood Association is made up of families and friends of people with disabilities. An elected Board is ultimately responsible for the Association's policies and planning.

The services provided by the Robin Hood Association are administered and delivered by a wide range of full- and part-time staff. Volunteers also play an important role in all aspects of the organization including participation on the Board and committees as well as direct involvement in service delivery.

The Robin Hood Association is supported by many individuals, businesses and service groups in the community. Strong support also comes from various municipal, provincial and federal government departments. It is this support that has allowed the Robin Hood Association to be effective in serving the needs of people with disabilities.

Family/Guardian Involvement

1. The Robin Hood Association promotes family/guardian involvement in planning, implementing, and evaluating service quality. The appropriate Director or designate will promote and ensure a team approach to service delivery.

This is accomplished through:

family/guardian involvement in Service Planning and Risk assessment monitoring of service delivery through on-site visits, formal and informal opportunities to evaluate service quality, satisfaction reviews annual service agreements, and adherence to the Family / Guardian Code of Conduct Quality Assurance services; as required.

2. The Robin Hood Association may organize and/or facilitate workshops or information sessions to provide support and training to the families/guardian(s) of all Individuals served by the Association.
3. Robin Hood Children & Youth Services organizes parent support groups as needed. The meetings are open to any family(s)/guardian(s)/staff.
4. Robin Hood fosters an environment that encourages families/guardians to bring up issues and concerns without fear of reprisal or loss of quality service to the Individual.
5. Robin Hood promotes and encourages the continued development of relationships between family members/guardians and Individuals served by our programs.
6. Robin Hood provides and promotes regular family/guardian access to Individual's programs within reason and based on individual support program plans.

Service Criteria for Adult Services

The following conditions must be met in order for an application for services to be considered:

- a. Individuals must be determined eligible and receive funding from Disability Services (DS), Human Services Edmonton Region.
- b. The individual must be formally assessed as having a developmental disability as a primary diagnosis. People with multiple disabilities (i.e. mental illness, physical and/or sensory disabilities) will also be considered. Relevant assessments must be supplied by the applicant upon request.
- c. The individual must be at least 18 years of age. Preference for serving children is through the Robin Hood Association Children & Youth Services and occasional respite Residential care.

- d. The individual cannot exhibit behaviour which is physically harmful to himself or others such that the behaviour cannot be handled safely within Robin Hood's available resources.
- e. The individual's behaviours, self-help and/or physical care/treatment required must be manageable within the resources available in Robin Hood.
- f. The individual should have the consent from family(s)/guardians to attend the program.
- g. Priority for admission will be given to residents of the County of Strathcona and the City of Fort Saskatchewan.
- h. Individuals served in a Robin Hood residence require a Day Program placement, job or volunteer placement. Special circumstance where this does not apply, requires written consent of a program Director and the individual's family/guardian.
- i. Service capacity and resources must be available within the Robin Hood Association.
- j. Individual will only be considered in service upon completion of the Robin Hood application/intake process and for Robin Hood to obtain full disclosure about individual requesting services.
- k. The Robin Hood Association reserves the right to deny request for services if there is a history with applicants that have publicly displayed discontentment, have unresolved concerns and/or outstanding financial accounts with the Robin Hood Association.

Application and Admission Process (Adult Services)

Requests for service should be directed to the Director. Applications will be accepted for individuals who meet the Service Criteria and agency has the capacity to serve. Request for service can be made from the individual who has a developmental disability, family(s)/guardians, social workers, advocates, PDD and other service providers. The Quality Assurance Coordinator and/or Director will meet with the applicant and will provide further information and a tour of the program.

Applications for admission will be considered by each program Director in consultation with appropriate Leadership Team members. If applicable, a budget proposal will be compiled and submitted to the appropriate funding source.

The applicants will be provided with a comprehensive application package to be completed prior to any services starting, information including a medical/dental form, family health history form, a completed risk assessment, and mandatory Pre-Authorized Debit Agreement, a "Who's Responsible" checklist and Individual/Family Code of Conduct. The guidelines on sexuality must also be read and the sign sheet returned. Also, employment and/or school records, and psychological/social summaries may be requested. The completed application package and photocopies of all legal documents must be provided before the start of service.

All orientation forms (applicable) for adults must be completed within the first week of service. Included is a requirement for a deposit to cover one month's expenses for Adult Services individuals as well as agreement to EFT payments.

The Program Coordinator (or designate) will provide the orientation. All individuals admitted to Adult Services are in a qualifying period for three months.

Individuals denied admission will be informed in writing by the appropriate Director and made aware of the appeal procedure. The Director will provide information on alternative services which are available.

Adult Services Agreement

A Service Agreement for adults outlining agreed upon service quantity and the responsibilities of the family/guardian and the agency is completed upon admission and annually thereafter, for individuals who utilize part time services such as respite, SIL and Employment placement only.

Release of Information

Independent individuals and/or legal guardians will be asked to sign Consent for Release of Information form during the admission process. A written consent would also be required in the event Robin Hood would need to release information regarding the individual to another agency, to publish audio-visual materials, to do research, and to use restrictive procedures. Individual's rights are important and all staff members sign an Oath of Confidentiality and Code of Ethics. In the event of a police inquiry, only the Chief Executive Officer or designate may release general personal information required to identify an individuals without the individuals and/or legal guardians consent. Detailed information can only be released with signed consent from the Independent Individual or legal guardian(s).

Attitude

Attitude is very important to success. Individuals are expected to be willing to make choices, treat others with respect and participate to the best of their abilities.

Peer Matching Process

The Robin Hood Association believes that shared services and support contribute to service quality and the efficient use of resources. This service model requires that appropriate and compatible peer matches be identified. This is primarily an issue in shared residential services but also applies to vacation groups and program groupings. To help ensure successful peer matches the following process will be used.

- Program Coordinators are responsible for developing appropriate and compatible peer matches. Consideration must be given to potential for abuse (as defined in the PDD Abuse Protocol) and the personal wishes of peers and guardians. Peers and guardians will be advised of the names of people in the group and may be given a general description of the characteristics of the peers in the group.
- In roommate matching situations peers, parents and guardians will be given opportunities to meet and get acquainted. Full disclosure of information is required.
- If parents'/guardians' desire for information regarding peer matches is not satisfied at this stage of the process, a meeting between the involved families and at least two Robin Hood Association senior staff (Program Coordinators, Directors or CEO) will be held to determine an appropriate course of action. If determined as necessary, legal advice will be sought.

- In some cases, the Association may need to respond to crisis situations. Staff will be expected to take all reasonable precautions to ensure the safety and well-being of all individuals. Information about the emergency matches will be shared with parents/guardians in a timely manner.
- Personal or confidential information as defined by the (FOIP) Freedom of Information and Protection of Privacy Act (the Act) will not be shared without appropriate consent as defined by the Act.
- Written consent for the disclosure of information will be obtained from the individual and/or their guardian as defined by the Act. Robin Hood must inform individuals and/or guardians what information will be shared and for what purpose.

Identifying the Individual's Legal Status

The Association recognizes the legal precedence that every person over the age of 18 is an independent adult regardless of their competence, with the exception of an adult who is subject to a guardianship order issued by the courts.

The Association will respect the decisions made by family/guardians for or with dependent individuals represented adults.

In the event of an ongoing dispute between the wishes of a family and the individual, the family may be advised to seek legal counsel regarding the current guardianship laws. Should staff be concerned that a family/guardian may have made decisions contrary to the best interest of the individual or if an individual is at risk or in need of assistance, a Director and/or the Chief Executive Officer must be informed.

Individual Financial Affairs

The Association administers advance floats for staff to purchase goods and services for or with individuals. These individual (allowance) floats are audited on a yearly basis. This affords protection for the staff, individual, trustee and the Association and is therefore the preferred route to administer each individual's disposable income. Robin Hood requires Electronic Funds Transfer (EFT) to be set up prior to services being delivered. Adult Services requires a financial deposit in advance of services being delivered, financial amount will be based on the individuals estimated monthly service fees. If services change the deposit amount may be adjusted to cover increased service fees. Children's Services will utilize EFT for payment for services provided.

In the event that staff are assisting in the use of chequing or savings accounts with an individual the following safeguards apply:

1. The individual's trustee, not the Association or its staff, is responsible for all funds.
2. The individual's trustee monitors the bank accounts monthly.
3. All bank records are mailed to the trustee by the banking institution.

Robin Hood employees and volunteers who are not legal Guardian/Trustees cannot be involved in decision making related to; Power of Attorney, Wills and Estate Planning and related financial matters.

Personal Directives

This Act outlines the responsibilities of the various parties involved in the care and treatment of an individual whose health status has deteriorated over time and for whom there has been a personal directive document created. This document is developed by the individual and/or family/guardian and their medical professionals.

An employee of the Robin Hood Association who are not the legal guardian cannot be involved in the development of the individual's personal directive.

Copies of Personal Directives documents will be filed in the individual's Master and Program files. Program Directors will ensure that staff in the individual's programs are aware of and follow the directive.

Funding Resources

An individual may receive personal dollars through Assured Income for the Severely Handicapped (AISH) to cover costs for personal expenses. Personal expenses may include; transportation fees, community access activities and expenses, program fees, Room and Board or respite fees. Fees charged by the Robin Hood Association are outlined in the annual Adult Services Fee Schedule. Robin Hood Association will automatically withdraw the invoiced amount owing each month. Upon intake individuals will complete the pre-authorized debit form with the maximum allowable withdrawal. A first month deposit cheque will be required at the start of services to cover the first month expenses. Personal expenses/billing thereafter will automatically withdraw monthly for mutually agreed upon services.

Staffing dollars are provided by Person with Developmental Disabilities (PDD). An individual applying for Robin Hood Adult Services must have funding approved by PDD prior to services being delivered. PDD funding is administered directly to the Robin Hood Association for services delivered. PDD funding supports are for staffing, indirect services and administration. Funding amounts are reviewed annually. Service options are limited to what funding has been approved by PDD.

Individual User Fees

The Robin Hood Association establishes and reviews user fees on a yearly basis. User fees are outlined in the Adult Service Fee Schedule and approved by the Robin Hood Board of Directors. The fees include but are not limited to transportation services, relief services, room and board fees; individual program floats to access community activities and services. Individuals accessing community activities and services are responsible to pay for their costs (e.g. lunch out, swimming, bowling, admissions, etc.).

Permanent regular services provided to an individual will be charged a flat monthly fee, specifically Robin Hood Association transportation, program fees and room and board costs. Individuals taking leave from services for extended periods of time will not have fees adjusted. Flat fees are intended to cover operations of the service over an entire year, helping to manage resources when services are higher and lower throughout the year. Discontinuing service fees may risk the service being available upon returning from a leave.

Individual Monthly Program Float Guidelines and Expenses

The following is an outline of the procedures and guidelines for individual floats and expenses in the Robin Hood Association. The purpose of these guidelines is to protect individuals and staff as well as respect the independence of the individuals:

1. Monthly float amounts are approved by the individual and/or their trustee or AISH Administrator. Staff must manage the individual expenses within the approved monthly amount. If expenses exceed the approved budget amount the responsible staff must contact the individual and/or their trustee or AISH Administrator for approval.
2. Individuals must participate and be engaged in the experience of buying what they want to purchase with their float money. Example: individual is taken shopping with staff to buy a birthday gift for a friend; individual participates in the transaction when purchasing their order for a drink at a café.
3. Staff who support individuals with their floats are not to be purchasing items with these float monies for the benefit of staff. Example: buying gifts for staff.
4. Individuals having access and ownership of their bank accounts should be capable of banking procedures without assistance from staff. The accounts should only be in the name of the individual and trustee or AISH Administrator. Individuals should not have any bank account containing the names of staff, nor should staff have access to individual accounts.
5. It is recognized that staff may be required to assist with deposits and purchases. If this is the case, staff will have trustee or AISH Administrators and/or Robin Hood Association Accounting Department review monthly bank statements. Staff should never assist individuals to withdraw cash from the bank accounts. Bank cards should be used for deposits and direct purchases.
6. Staff are not to accept cash from family members/trustee or AISH Administrators. These transactions are easily administered from the Robin Hood Association Accounting Department. An expense claim can be filled out and a float cheque will be issued.
7. Staff requiring larger floats for clothing, furniture, shopping, etc. need to have **prior** approval from the trustee and department Coordinator.
8. All receipts will be collected and filed. Trustee or AISH Administrator may request from Accounting Department individual receipts be included in the invoice if they wish to see them.
9. Staff requiring a float to support individual expenses will obtain this float from the Accounting Department for the specific program area and not from the individual's other program staff.

10. Staff expenses that are incurred while taking or supporting individuals on outings will normally be charged back to the individual, such as dinner out at a served restaurant, community entrance fees, parking fees. When staff have the choice to purchase expenses, such as snacks/coffee, lunch at a food court while on community outings, it will be at the staff cost not charged to individuals.
11. Individuals that reside in a Robin Hood Residence and pay room and board fees may purchase a lunch card in advance in order to receive 50% off of cafeteria purchases. 50% of lunch card purchased will be invoiced to the individual and 50% will be covered by their Residences Food and Household float.
12. Room and Board fees include general food/groceries and household expenses. These fees **do not** include the following:
 - Individual/group meals/dinner out or ordered into the house. These expenses will be invoiced to the individual and must be pre-approved by the individual and their trustee.
 - Staff meal will **only** be covered and invoiced to the individual to a maximum of \$20 (including tax and tip). Example, if 4 individuals and 1 staff go out for dinner the maximum of \$20 for staff meal will be shared and billed to the 4 individuals.
 - Staff are responsible to pay their cost over and above the \$20 maximum. Individuals will be charged for meals out and the staff portion of meal if a staff person is required to be supporting individual(s) in a served restaurant.
 - Coffee will only be covered for coffee pots and used by individuals and staff in the home. Individuals who choose to use coffee pods for Keurig, Nespresso or Tassimo Machines will be charged for coffee pods.
 - Individuals who choose to purchase disposable individual water bottles or use water jugs will not be covered by Food and Household expenses. Individuals and staff are encouraged to use recyclable water bottles and tap water.
 - Individuals will be invoiced for personal care expenses i.e. specialty skin or hair care products, razors, makeup, curling irons, hair spray, female hygiene products, incontinence products, etc. Laundry facilities outside of the home that charge per load, will be cost shared evenly between the individual and food and household.
 - Transportation/mileage expenses outside of Sherwood Park, Fort Saskatchewan, Strathcona County regions will be an additional expense invoiced to individual(s). This must be preapproved by individual/trustee or AISH Administrator prior to trip occurring.
 - Monthly public transportation bus passes are an individual's expense.
 - Parking fees will be charged back to the individual for staff that must attend or support individuals to appointments; including staff scheduled to support individuals in care if in hospital/medical appointments, special events.

Moving Expenses

Individual/Trustee are expected to arrange and pay for moving costs for personal and furniture items brought into group living situations.

When the same person re-locates while being served in a RHA operated residential home the Association will be responsible to coordinate moving and expenses, families may be asked to assist with moving. When an Individual leaves residential services with the Association, the final move out arrangements and expenses will be the responsibility of the family/guardian and/or the Individual's trustee.

Facility Charges

Furnishing Bedrooms

Residents are expected to provide and maintain their own bedroom furniture and bedding. Program coordinators may recommend upgrades to bedroom furniture and bedding in order to meet accommodation standards.

Furnishing Common Areas

Residents are encouraged to make a financial donation for common area furniture. Common area furniture that is individually owned can be relocated if the resident moves.

Repainting Bedrooms

Bedrooms may be repainted by residents or their families but a Program Coordinator may request the bedroom be repainted to its original color in the event the resident moves. The Robin Hood Association reserves the right to have the room repainted to its original color at the Individual's expense if the Individual moves out.

Window Coverings

The Robin Hood Association will provide window coverings for common areas. Bedroom window coverings will be negotiated with residents and their families.

Specialized Equipment

Residents are responsible for the costs of installing or relocating overhead tracking. Other specialty equipment, i.e., hospital beds or bathtub lifts, will be negotiated with residents and their families.

Facility Upgrades

Residents or families that pay for or contribute to facility improvements will not be reimbursed if the resident relocates, i.e., carpet, air conditioner.

Property Damage

Residents who cause damage to other residents' property or to property owned by the Robin Hood Association will be responsible to pay for the repairs or replacement. This will include

damage identified when residents relocate. The Robin Hood Association will arrange for repairs or replacement and charge the costs back to the resident. Labor charges will be included.

Personal Care Products

Residents will be responsible for providing personal care items like shampoo, toothpaste, skin care products, wash cloths and personal use towels. These items may be supplied by the resident or paid for if purchased by staff. If hygiene products like shampoo and soap are shared, they will be paid for through the Food and Household budget.

Staff Expenses for Individual Activities

Staff expenses that are incurred while taking individuals on outings will normally be covered by the Robin Hood Association and charged back to the individual. As part of the intake package, Adult Services individuals are required to have a deposit on file to cover one month's worth of expenses so that the Association is not out of pocket for individual expenses.

Individual Bank Accounts

The Association administers advance floats for staff to purchase goods and services for or with Individuals. These Individual (allowance) floats are audited on a yearly basis. This affords protection for the staff, Individual, trustee and the Association and is therefore the preferred route to administer each Individual's disposable income.

In the event that staff are assisting in the use of chequing or savings accounts with an Individual the following safeguards are recommended:

1. The Individual's trustee, not the Association or its staff, is responsible for all funds.
2. The Individual's trustee monitors the bank accounts monthly.
3. All bank records are mailed to the trustee by the banking institution.

Overdue Accounts Receivable

Overdue accounts are defined as invoices for which payments have not been received within 30 days of date on invoice. The following policy will be followed on overdue accounts.

- a. After 90 days of non-payment on any adult individual account, the Assured Income for the Severely Handicapped or Individualized Funding departments will be notified.
- b. All accounts outstanding after 90 days will have services canceled until account is brought up-to-date.
- c. After 90 days of non-payment, collection of overdue accounts may be referred for legal action.
- d. Only the CEO has the authority to write off overdue accounts or adjust fee schedules.

Individual Files

Individuals have two types of files containing personal information: a Master file and a Program file (both files are kept on a computer network system/efile and hard copy files). Program files are accessible in the Day and Residential Programs. These files are accessible to the individual and guardian(s) upon request. All files are confidential and have limited staff access. Files are closed when an individual leaves the Association and must be returned to PDD for storage.

All files are stored and retained in compliance with the Freedom of Information and Protection of Privacy Act.

Incident Reports/Medication Incidents

Family/Guardians are to be advised of any incidents that directly affect the individual in service. Normally it will be the responsibility of supervisory staff to communicate this information, but in serious situations this information must be communicated by the appropriate member of the Leadership Team, immediately following the incident.

An incident is any unplanned, undesirable event that resulted in, or could have resulted in, harm to people, damage to equipment or property.

A summary of all incident reports involving individuals will be compiled and included in the annual ISP Report package. The original will be kept in the Master file.

Individual Service Planning

General Service Plan (GSP) Adult Services

The Robin Hood Association has defined a policy that provides for long-term and annual service planning for individuals. Planning is the most important aspect of service delivery to persons with disabilities. A good plan that is carefully implemented and continually monitored will result in high quality service to individuals.

A General Service Plan is developed during the process of intake. During the first year of service the document is reviewed and revised. Each year thereafter the plan is reviewed annually. A Risk Assessment is completed at the time of application and reviewed upon admission. Initial goals are developed upon admission when completing the Individual Service Request (ISR), and reviewed at the three-month ISP meeting.

The GSP can be defined as an indication of the services that an individual will require to function to their fullest potential. The GSP includes, but is not limited to:

- a corresponding list of skills and supports,
- a complete medical and psychological history,
- a history of previous program enrollment,
- assessments,
- future long term goals,
- a personal profile/history,
- employment history
- Quality of Life domains – per Outcome Plan

The GSP is to be reviewed every year or as needed. A Coordinator will be assigned at the time of admission and they or their designate will complete the individual orientation form. The GSP will be placed in the individual's Master file.

Individual Support Plan (ISP) Adult Services

The Robin Hood Association is committed to developing an Individual Support Plan (ISP) for each person receiving services. The ISP defines the support systems necessary for the individual to enjoy a life that offers personal choice, employment opportunities, friendship, positive relationships, community involvement, social justice, physical wellbeing, personal growth, dignity, and respect. The mandate of the service planning team is to work with the individual to develop goals that:

- ensure the development of a service plan encompassing all environments,
- ensure the total needs of the individual are considered, and
- result in collaboration and teamwork.

An Individual Service Plan with appropriate signatures will include:

- ISP goals, recommendations/areas of concern will be identified and a plan of action developed.
- The General Service Plan will be reviewed and revised, if required, every year
- A Progress Report on the GSP goals
- A Summary outlining the individual's general progress to date
- Medical Summary
- Incident Report Summary
- Risk Assessment to be reviewed/revised as necessary
- A written summary on the status of positive or restrictive procedures that have been developed in response to situations or behaviours of concern – PRN Protocol
- Assistive Technology and Environmental Intervention information
- Medical and Dental consents
- Audio-visual consent
- Medication administration consent
- Employment evaluation summary
- Individual Profile
- Program Fees
- Resource Team assessment and treatment plan
- High Risk Assessment

ISP Progress Reports are due on the individuals' birth month. The twelve-month report will include goals for the upcoming year in both Day Program and Residential Services.

Planning participants are identified, contacted, and provided with a copy of the prepared materials. Individuals are afforded the opportunity to prepare for their progress reports through discussion with support persons. Individuals have an opportunity to meet with a member of the Quality Assurance Team to review annual progress. Family/guardians will

participate in goal planning with the individual and appropriate support persons prior to completion of the 12-month progress report.

Once the annual goals have been determined, the individual and family/guardian document their authorization for implementation. A quality of life teaching plan (QLTP) and/or activity plan is designed for each goal area. These plans are observable, measurable, and include the criteria for achievement. Monitoring and evaluation is an ongoing component of the QLTP. In addition to ongoing performance monitoring, a 12-month evaluation of the goals progress will be reviewed with the individual and forwarded to the family/guardian. Any member of the planning team may initiate an interim meeting to discuss issues of concern at any time.

Personal Care

Staff will assist with personal hygiene, feeding, and dressing for individuals who require this level of support. Individuals will be encouraged to be as independent in their personal care requirements as they can be. Practicum students and volunteers are not to provide any intimate personal care.

Robin Hood Association staff must provide proof of Criminal Record Check and Vulnerable Sector Clearance prior to employment and every three years ongoing. Staff must review and sign Employee Code of Ethics/Confidentiality annually and are provided education in understanding Abuse Prevention and Reporting and Ethics of Touch to reduce the risk of any harm to an individual in care.

Health and Safety

The Robin Hood Association ensures that its' premises and equipment conform to all applicable health, safety, building and fire codes, Accommodation Standards, by-laws, regulations and legislation.

There is no smoking in any Robin Hood facilities including all residences, day programs, Aspen Village and vehicles.

In the event of an injury accident, trained staff will provide preliminary first aid care. Arrangements for additional medical care will be made if necessary.

Individuals directly supported and monitored by Robin Hood staff must have annual medical and dental examinations completed. Individuals supported directly by family members, or manage their own health care will be strongly encouraged to have annual medical and dental examination completed.

The Robin Hood Association monitors and ensures the health and well-being of all individuals. This is achieved through the following.

- a. Daily communication books between day programs and residential or home settings where applicable, will communicate necessary information regarding incident reports, seizure activity, medication changes, nutrition, weight loss/gain, allergies, etc.
- b. Incident reports which record any unusual episodes in which an individual is involved.

- c. Seizure record forms. Information is exchanged between day programs and residential and/or home settings.
- d. Bus monitors for individual supervision to and from the day program where necessary.
- e. Staff trained in first aid, medication administration, lifting and transferring, and universal precautions.
- f. Code of Ethics which requires staff to monitor and report any mistreatment or neglect of individuals.
- g. Comprehensive personal and health related information contained in individual files.
- h. Disaster and evacuation plans are in place to respond to emergencies.
- i. Compliance with the Abuse Prevention and Response Protocol (Adults) or the Child Welfare Act (children) and the Protection for Persons In Care Act.
- j. Compliance with CET/Accreditation Standards, Alberta Health Accommodation Standards, Occupational Health and Safety Standards and PDD Safety Requirements.
- k. Individuals are supported to access the therapy/counseling that they require and /or request.
- l. Individuals directly supported and monitored by Robin Hood staff must have annual medical and dental examinations completed. Individuals supported directly by family members, or manage their own health care will be strongly encouraged to have annual medical and dental examinations completed.

Communicable Diseases

The Robin Hood Association is committed to the humane, responsible, and compassionate treatment of infected individuals and to promoting educational programs for communicable disease prevention.

In most instances, individuals with communicable diseases shall be managed in accordance with the Public Health Act. In the case of Acquired Immune Deficiency Syndrome (AIDS), individuals shall be allowed to attend Robin Hood Association programs in an unrestricted setting unless, in the opinion of the Alberta Health Services Authority Medical Officer of Health, there are special circumstances which necessitate restriction.

Decisions regarding the type of care and day/residential setting for individuals infected with a communicable disease shall be based on the behaviour and medical condition of the individual.

Persons involved in the care and training of communicable disease-infected individuals must preserve the individual's right to privacy, including the maintenance of confidential records.

Program and confidentiality decisions for individuals infected with a communicable disease shall be made using a team approach which may include the individual's physician, public health personnel, the individual's parent or guardian, and personnel immediately associated with the proposed care in day and/or residential settings.

- In each case, the risks and benefits to both the infected individual and to others in the day/residential setting shall be considered.
- The number of people who are aware of the individual's condition shall be kept at the minimum needed to assure proper care of the individual and to detect situations where the potential for transmission may occur (e.g. bleeding injury). The Medical Officer of

Health can assist in determining who needs to know what. Confidentiality of information is required by the Public Health Act.

Illegal or Illicit Drugs and/or Alcohol

Illegal or illicit drugs and/or alcohol use during schedule program times and work will not be tolerated and may result in suspension from the program.

Smoking

The following restrictions on smoking apply to staff, parents / guardians, individuals, guests, and groups using Robin Hood facilities:

- a. All Robin Hood Facilities and vehicles are smoke free.
- b. While on community outings smoking by staff and/or volunteers when accompanying individuals will not be permitted, except during designated breaks in designated areas. Individuals must be adequately supervised at all times and must not be taken into designated smoking areas unless the individual is also smoking by their own choice.
- c. The use of tobacco products will comply with all provincial and municipal laws, bylaws, and regulations.

Individual Abuse - Protection for Persons In Care Act

The Robin Hood Association will comply with the requirements of the Protection for Persons In Care Act (PPCA) and Abuse Protocol (PDD), in investigating concerns of abuse or neglect of an adult individual.

Abuse is defined as physical, sexual, emotional, exploitation/financial, inappropriate use of restrictive procedures, by neglect or by misuse of medication.

Any person who witnesses abuse is required to report this to the management of the Association and/or the Protection of Person's In Care Act phone line at 1-888-357-9339. Failure to report abuse will result in a fine and/or incarceration.

Any staff member having reasonable and probable grounds to believe that an adult in service has been subjected to abuse or neglect, or who is concerned about abuse or neglect of an individual is required by law to report the situation. This is to be done for adults by reporting the situation to their supervisor and calling the Protection for Persons in Care Act phone number, 1-888-357-9339.

All cases of reported abuse concerning adults will be investigated in accordance with The Persons with Developmental Disabilities, Abuse Prevention and Response Protocol.

Staff should refer to the information contained in a document titled Abuse Prevention and Response Protocol. A copy of this document is posted in all residential homes and at the Learning Centre and found in Host and Support Home locations.

The guardian/family is notified of any abuse allegation as soon as possible by a member of the Leadership Team or designate.

Robin Hood Association has a responsibility to ensure the safety of an individual and implement immediate actions as determined in consult with the individual, guardian/parent and Robin Hood staff. Robin Hood will facilitate physical, emotional and/or medical support following

exposure to an abusive situation.

Medication - Safety & Administration (Adult Services)

All medications must be prescribed by a medical doctor. Written consent from a medical doctor is required for all over the counter medications including; herbal, supplements and natural products used for treatment purposes. Prescriptions should be reviewed annually. The annual review includes Long Term, Short Term, herbal and homeopathic remedies and over the counter medications as needed (PRN) medications. The Individual Medication Profile must be authorized by the Physician.

The Robin Hood Association will take appropriate precautions to ensure the safe storage and administration of medications.

All employees responsible for the administration of medications are provided with medication administration training.

The Robin Hood Association uses a preferred pharmaceutical vendor in order to protect our staff and individuals, and to minimize medication administration errors and safety risks. The Robin Hood Association will not permit staff to administer medication that is not packaged a pharmacy.

The Robin Hood Association will obtain guidance from the Associations primary pharmaceutical vendor on the content for Medication Administration Training. In concert with RHA's Medication Administration Course Instructors, they will ensure a comprehensive training course is delivered to all staff of the Robin Hood Association who work with individuals.

Medication Course Instructors may be a staff member of the Robin Hood Association that meets a minimum of three of the following criteria:

- possess a completed post-secondary education in a related field to Community Disability Services
- be a supervisory staff member in a department administering medications
- have a medically related background with medication administration responsibilities
- have progressively worked with the Robin Hood Association for at least 5 years

Medication Course Instructor may be contracted to teach Medication Administration Training if they are a qualified medical professional, example: registered Pharmacist.

Procedure:

1. An annual consent for the administration of medications is obtained through the ISP signature from the independent individual and/or their parent/guardian (adults only). Upon admission, the independent adult and/or parent/guardian will give consent for medication administration for the upcoming year and sign the appropriate form.
2. All medication must be stored in a secure location, based on the needs of the individual grouping.
3. The individuals medical doctor(s), can make changes to the person's medication. Licensed prescribers in Alberta may prescribe medication in accordance with their professional license and mandate. All medication must be reviewed minimum yearly by the

individual's physician. All relevant medication documentation should be updated at this time. All medication changes are forwarded to preferred pharmacy vendor.

4. Properly labeled medication, in reasonable quantities, will be accepted if delivered by:
 - preferred pharmacy vendor
 - a family member/guardian,
 - a Residential Team Leader or designate
 - a Robin Hood Association transportation system driver
 - an individual who is deemed capable of transporting medication based on their Individual Service Plan and risk assessment.
5. All Medication changes must be supplied to a Pharmacist or the Robin Hood Quality Assurance Department using the Medication Change Form.
6. In reference to the individuals Individual Profile form, please note that all drugs must have a pharmacy label or in the case of over the counter medications, the label from the product manufacturer must be included. It is strongly recommended that individuals use one exclusive pharmacy and that parents/care givers disclose all medications given. Robin Hood employees can only administer medications properly labeled and/or on the individual's profile.
7. Each Robin Hood Association program will use medication record forms to monitor the staff administration of individual medication. In the case of PRN, it is recorded on the back of the medication administration record (MAR). It is recommended that a note be written in the individual's communication book in red ink, or a phone call made to inform the other program of that day's administration. Preferred pharmacy is responsible for updating and distributing medication to all departments. If a PRN is administered in accordance to a restrictive procedure, the dose must be documented on the PRN medication sheet, with PRN Protocol.
8. If an error is made when administering medication, the Medication Incident Form will be completed and steps followed by person who is completing the form. Pharmacy must be notified immediately for directions/recommendations for the care of the individual involved. Robin Hood Association staff members need to follow the directions/recommendations of the pharmacy. Corrective action may include retraining or disciplinary action.
9. Dead drugs should be disposed of through a pharmacy. Lances, syringes and other sharp objects must be placed in a sealed puncture proof container and disposed of in the garbage. Minimally – annually, all medications should be checked for their expiry date, return to the pharmacy to be discarded.
10. When administering drugs and the individual refuses:
 - The individual's Team Leader should be notified.
 - A consultation with pharmacist
 - The family(s)/guardian(s) should be notified.
 - Physician must be notified if refusal continues, after consultation and recommendations.
 - Medication incident report must be completed.

11. Written medication information e.g., medication sheets, medication change notifications, and annual individual profile sheets shall be purged according to guidelines set out in Section 2.9 - Master Files.
12. The use of narcotic/controlled/targeted medications requires special attention. The following guidelines are to be used:
 - All narcotic/controlled/targeted medications, including regular doses and PRN, must be appropriately labeled. Where possible they should be in strip packaging.
 - All narcotic/controlled/targeted medications must be in a secure and locked cabinet.
 - The date and number of doses received must be recorded in the staff communication book.
 - Each dose must be recorded on the medication administration record.
 - Unused prescribed, narcotic/controlled/targeted medications must be returned to the pharmacy.

For Individuals Who Assist in their Own Medications Delivery

1. In the process of developing an Individual Service Plan (ISP), an individual may be identified as being able to learn to administer his/her medication via a "Risk Assessment" process. The resulting Individual Service Plan (ISP) to teach the skill of administering medication, will also address the level of monitoring needed on a long-term basis. For most self-administering individuals the review process could be quarterly, bi-annually or annually, when prescriptions are reviewed by their Doctor.
2. Staff will monitor individuals in the event they require assistance in accurately administering their own medication. Staff will provide any needed assistance to ensure individuals maintain, an adequate supply of their own medications.

For Individuals who are solely responsible for their own medication delivery

An individual can be identified to be solely responsible for their own medication. This may be determined in consultation with the physician, legal guardian, the family, and /or through the completion of a risk assessment.

- a. The individual who is solely responsible will maintain the responsibility of ordering, maintaining an adequate supply, recording, and administering all regular, short term, PRN and over the counter medications. The individual who assumes this responsibility will inform members of their support network where medication information is stored and listed in the event it has to be accessed in an emergency situation.
- b. Individuals who assume responsibility for their own medication delivery will review the Individual Profile (as part of the Individual Support Plan) and sign the completed annual report indicates acceptance of this responsibility. If the individual is a represented adult, the legal guardian of the individual is also required to follow this process.

Situations or Behaviours of Concern

Individuals may sometimes act in ways which place themselves or others at risk. Categories of risk may include, but not be limited to physical, social, emotional, financial or legal risk.

Situations of concern occur when an individual:

- places themselves or others at risk of immediate physical harm;
- engages in significantly inappropriate, socially unacceptable, illegal or socially risky behaviours that may limit their ability to safely participate in the community;
- engages in actions that may cause significant property damage

Behaviours of concern are behaviours of such intensity, frequency or duration that:

- the physical safety of the individual or others is likely to be placed in jeopardy, and/or;
- Consequences of the behaviour are likely to seriously impact activities of daily living and/or quality of life.

The Use of Positive Procedures in Response to Situations or Behaviours of Concern

Unanticipated Situations or Behaviours of Concern

Situations or behaviours of concern may occur without warning, and therefore be unanticipated. Positive approaches are the preferred means of addressing situations or behaviours of concern where feasible. Such approaches may include but not be limited to the use of redirection, negotiation, simple one-time changes to the environment, role modeling or other informal practices that promote positive interactions. Examples of situations that may warrant such interventions include but are not limited to unwillingness to participate in normal routines or chores, follow doctor recommendations, or treat others with respect. In response to unanticipated situations or behaviours of concern where positive approaches are employed documentation is not required.

Planned Positive Procedures (Adult Services)

A basic behavioural premise, or philosophy, is that individuals have a reason for their behaviour and no one exhibits behaviour without a good reason. Once this reason is understood, and the individual has additional tools to meet their needs, the behaviour of concern will be reduced over time. Positive procedures are intended for circumstances where day-to-day supports are not effective in meeting the needs expressed by an individual's behaviour of concern. The Robin Hood Association is committed to the use of positive procedures that seek to understand the reasons behind situations and/or behaviours of concern and that respect the rights and dignity of the individual. Such procedures may consist of simple changes to the environment, or more structured, and planned interventions for interacting, teaching or making ongoing environmental adaptations in certain situations.

When situations and/or behaviours of concern become predictable, and employees can recognize that the behaviour of concern is likely to recur, a Planned Positive Procedure is required.

A planned positive procedure is a written document that includes:

- A description of the situation or behaviour of concern

- A basic functional assessment identifies factors that predict and maintain the behaviour for the most recent instances of the undesirable behaviour. This may include but not be limited to; an operational definition of the undesirable behaviour, prediction of the times and situations when the undesirable behaviour will and will not occur (an identification of factors that predict and maintain behaviours of concern), a description of the functions that the undesirable behaviour produces for the individual
- Positive procedures to support behaviour change.
- Informed consent obtained prior to the implementation of any planned positive procedure that is being used in response to situations or behaviours of concern.

Consultation with a qualified person is required when developing positive procedures. A qualified person may be a psychologist with relevant training and experience in behavioural management, or an individual with at least two years of relevant training and a minimum of three years of practical experience in behaviour management strategies, including positive procedures and restrictive procedures.

Staff training must take place to ensure that positive procedures are implemented, data is collected and the procedure is reviewed correctly and consistently.

All medical avenues/explanations should be explored prior to any positive or restrictive procedure being implemented.

Positive procedures need to be developed and their use documented, prior to considering the use of a more restrictive procedure.

Religion

The Robin Hood Association does not have any specific religious affiliations. Individuals are encouraged to discuss with their Residential Team Leader/CDP attending a place of worship if they desire.

Sexuality

The Robin Hood Association supports the belief that persons with disabilities are sexual beings and have sexual rights and responsibilities. Persons with disabilities should be entitled to exercise these rights and responsibilities in accordance with contemporary social norms and values. Resources for education and counseling can be made available or facilitated by Robin Hood staff. Any external resources i.e. specialized counseling, will be the responsibility of the individual/trustee to pay these service fees. A detailed set of guidelines regarding sexuality is provided in the Intake Package.

Vacations

Adult individuals are entitled to three weeks of vacation each year. Special requests for more holidays are welcomed for review on an individual basis. Individuals and families need to plan for and inform residential and day program staff of vacation plans at least two weeks in advance. This is particularly important if the individual has a work placement in the community, in which case holidays must be negotiated with the respective employer.

Holiday Program for Individuals

The Robin Hood Association may facilitate opportunities for individuals who have limited access to vacation options. A history of individual vacations has been developed and will be kept up to date.

The following general information will be useful:

- Team Leaders may help to facilitate vacations for the individuals they are responsible for via the Residential and Outreach programs. Assistance may be available for the Team Leaders regarding planning, selecting locations, and budgeting and matching individual groupings.
- All trips utilizing Robin Hood Association resources including staff time to plan or support the individual's vacation will require written approval by the Director of Adult Services and Chief Executive Officer.
- Consent will be required from the family, guardian, and trustee for all dependent adults participating prior to the trip.
- Individuals supported by the Public Trustee must comply with the Office of the Public Trustee Policy on the Recreational Travel by Individuals prior to finalizing vacation plans.
- The individual group contributions towards the expenses incurred for a vacation should be adequate to pay the expenses of both the individuals and the staff accompanying them.
- The Association, through a request to the Foundation, may provide assistance for travel under special circumstances. Requests for assistance will be considered in situations where:
 - i. The individual has had few opportunities for vacations in the last five-year period.
 - ii. The individual does not have the financial means to pay all of the trip expenses, and their personal circumstances are such that their financial situation is not likely to improve.
 - iii. The individual does not have a source of assistance (family) that can reasonably be expected to pay all or some part of the expenses.
 - iv. The individual has been reasonably prudent with their resources
- The individual may be offered a grant to assist with their vacation costs, depending on their circumstances.
- The Association will maintain a Vacation Planning Handbook outlining the planning, implementation, and accounting procedures for individual vacations.

Concern Resolution and Appeal Process

Every effort will be made to resolve concerns identified by an individual/parent/guardian in a mutually acceptable manner.

The following concern resolution process will be used:

- The individual/parent/guardian will contact the program team leader, or program Coordinator (as appropriate) to discuss specific problems, or concerns.

- If, after discussion with the staff supervisor (team leader or program Coordinator), the matter remains unresolved, the individual/parent/guardian may contact the program coordinator and/or the program director in writing to request further discussion.
- The program coordinator and/or program director will endeavour to resolve the concern in consultation with the relevant staff and the individual/parent/guardian within 14 days. Written documentation of the meeting(s) and action plan will be provided to the individual/parent/guardian.
- If the concern remains unresolved after these steps have been taken the concern may be referred in writing to the Chief Executive Officer, whose decision will be final.

All individuals and their families/guardians have the right to appeal the decisions made by the Chief Executive Officer, including denial of admission or withdrawal of services. Appeals are conducted in the following manner:

- A notice of appeal must be submitted to the Chief Executive Officer in writing within 30 days of the receipt of the decision being appealed.
The written notice of appeal must specifically describe the following:
 - the decision being appealed
 - the steps taken to date to attempt to resolve the issue or issues that led to the appeal
 - the desired resolution of the issue
- The Chief Executive Officer will, within 14 days, convene a meeting of the appellants, the director of the service, and/or respective supervisor to attempt to resolve the issue or issues that have resulted in the appeal.
- A record of the appeal and the discussions conducted at this meeting will be placed in the individual's master file.
- If the meeting convened by the Chief Executive Officer fails to resolve the issue or issues that have resulted in the appeal, the Chief Executive Officer, or the individual/parent/guardian may, within 14 days, appeal to a Review Committee composed of the president of the Robin Hood Association and two other members of the board.
- The review committee will review the appeal and relevant program and meeting records in consultation with the individual/parent/guardian, relevant Robin Hood Association staff, and any other professional personnel deemed appropriate by the Review Committee.
- The scope of the deliberations of the review committee will be confined to a review of adherence to the policies and procedures outlined in Sections 2 and 4 of the current edition of the Robin Hood Association Policy and Procedures Manual. Specifically, adherence to the adult services agreement, the family/guardian code of conduct, the services and admission criteria, and their related processes will be considered in reaching a decision.
- The Review Committee will render its decision, in writing, within 30 days. The decision of the Review Committee is final.

Withdrawal of Service

Services provided by the Robin Hood Association may be withdrawn if the following circumstances exist:

- challenging behaviors which cannot be served with available resources,
- Individual needs which exceed available resources,
- a degree of disability (physical, health/mental health concerns) which cannot be met within available resources. This may lead to situations where:
 - the Individual no longer meets service criteria
 - the service provider is unable to establish effective partnership relations with parent/Individual/guardian in order to meet the needs of the Individual

Adult programs require 90 days' written notice of intent to withdraw. If the withdrawal of services is initiated by the Robin Hood Association 90 days' written notice of intent to withdraw will be provided to the Individual/parent/guardian. Alternate terms may be mutually negotiated and documented.

Service Completion/ Individuals No Longer Meet Criteria

Individuals who achieve their personal goals and objectives around independent living, individuals unwilling to engage in service, or individuals and/or family/guardians who negatively promote the Association, its employees and/or officers will be invited to withdraw from the program.

Procedure:

- Program Director will contact individual/guardian.
- A decision to end services will be made by the Leadership Team.
- RHA will provide 90 days of notice to individuals / families for withdrawal of service, unless the 3 month qualifying period is not completed.
- The program Director may work with individual, family(s)/guardian(s) to access alternative services.
- The program Director may request an exit interview.

Voluntary Withdrawal

Individuals and/or family(s)/guardian(s) may voluntarily withdraw from service provided by the Robin Hood Association at any time.

Procedure:

- Robin Hood Association requires in writing 90 days' notice of intent to withdraw from services.
- The program Director may request an exit interview before service completion and will supply referrals to alternative services if requested by individual, family(s)/guardian(s).

Follow-Up

If the individual has moved to another agency, the Director will send appropriate information from the Master File as requested. Consent for release of information must be given by the

individual/family/guardian for this to occur. Alberta Hospital reports, Glenrose Hospital reports, and all others of this stature must not be sent. If the information has been requested, the Director will refer the new agency to the hospital or organization directly.

An individual's file will be forwarded to PDD upon termination of services.

Re-Application

An individual who wishes to re-enter a Robin Hood Association program must re-apply following all the admission and intake processes.

Personal Property/Belongings

Individuals and their family/guardians are encouraged to keep a record of individual's personal items.

The Robin Hood Association is not responsible for lost or damaged items.

It is expected that individuals causing damage as a result of their behaviour, or taking others personal belongings will be held responsible for the cost of repairs or replacement.

Individuals are responsible for deciding if they wish to privately purchase "content insurance" for their personal property. This is not included in program or room and board fees.

Gifts

Individuals may freely choose whether or not they wish to purchase gifts for peers, staff and/or family members. It is not an expectation that gifts are provided to staff members for holidays and/or celebrations.

ADULT SERVICES

Day Services

The Day Services operates Monday to Friday from 8:00am to 3:00pm. The programs are based in the Robin Hood Learning Centre in Sherwood Park; Fort Saskatchewan Day Program; Aspen Village and/or adaptive day services within residential homes and the community. The programs reflect the desire to facilitate greater independence and awareness of the world through the development of personal skills. Day Services are closed on statutory holidays. A list of statutory holidays will be provided annually. Lunch and coffee break times are scheduled.

All individuals have an assigned Community Disability Practitioner to assist them. Individual schedules are developed with the individuals/families twice a year, with their key worker (CDP/Team Leader). Individual's goals are used to develop a timetable for the individual. At times there may be some conflict in the individual's schedule, due to work or other scheduled commitments, therefore it may not be possible to accommodate every choice, as a result alternative options will need to be considered.

There are four program areas: Aspen Village; Sherwood Park Centre for Learning (including Employment Services); Fort Saskatchewan Day Program (including Employment Services) and Adaptive Day Programs (located through various residential homes).

Employment Services (PDD codes 2010/2020)

Employment Services is a program that provides employment preparation training. The goal of this program is to provide each individual with employment goals with the opportunity to learn how to work productively and effectively and to work in real and satisfying jobs. Using the Supported Employment Model, this program helps the employee and the employer create a successful employment relationship.

Employment Services operates Adapted Employment; individuals can participate in a work training environment to develop basic employment skills.

Employment Services is offered in all Day Services programs. Support and training is provided in education and workshops for personal development, i.e. communication, anger management, job readiness, safety in the workshop, getting along with others, resume preparation, work ethics, WHMIS, first aid, and lifting and transferring.

Aspen Village, Learning Centre, Fort Saskatchewan and Adaptive Day Options (PDD code 3000)

These services provide a variety of education, leisure, fitness and social activities within the Robin Hood Learning Centre; Fort Saskatchewan Learning Centre, Aspen Village and/or within individual residential homes. This process is intended to facilitate learning of independent living skills, enhance personal development, inhibit social isolation, and improve overall wellbeing.

The programs are based in the Robin Hood Learning Centre in Sherwood Park, Fort Saskatchewan Learning Centre, Aspen Village and individual's residential home.

The programs reflect the desire to facilitate greater independence and awareness of the world through the development of personal skills. This is achieved through activities in the areas of life skills training recreational/leisure, health and wellness, sensory and fine arts.

These programs offer courses in personal development (communication, fine arts, basic cooking, fitness, health and wellness, sensory stimulation, continued learning and computer training).

Staff Support for Day Services

Robin Hood Association operates programs with the philosophy of shared staffing supports. Families that wish to have specialized 1:1 staffing support to facilitate community access will not be provided services and should investigate other Service Providers or consider Family Managed Plans with PDD. 1:1 staffing supports will only be facilitated for individuals who have negotiated services with Robin Hood and PDD due to the individual having complex behavioral support and/or medical needs.

Staffing supports are determined on an individual basis. The Day Services provides facility-based programs to meet the needs of individuals requiring a high level of support in the areas of

personal care, behavior management and/or health and safety. The individual to staff ratio in a facility based program may vary from 1 staff for 1 to 4 individual(s).

Individuals who are able to function more independently in the Learning Centre may be involved in employment options, community access, educational courses as well as recreation/leisure opportunities. The individual to staff ratio vary from 1 staff for 4 to 6 individuals.

The Supported Employment program provides individuals with a greater focus on employment outcomes. Individuals in this program have options to participate in class options but at least 50% of their program consists of employment in the community and/or onsite. The individual to staff ratio varies from 1 staff for 6 - 10 individuals for programs operated in the Learning Centre, and 1:1 for individual work placements that require training and monitoring from an Employment Specialist. 1:1 support is minimal and limited to short term training to set up a new job, and ongoing occasional support to successfully maintain the individual in their community work placement.

Absenteeism from Day Services

Attendance/participation (Nominal Roles) is taken daily in all PDD funded services. If an individual must be absent from programs, due to illness their Community Disability Practitioner (CDP) needs to be informed by 8:00 in the morning. In the case of a medical appointment it is requested that the CDP be informed at least the day before. Individuals in work enclaves, training placements or competitive employment should inform their Employment Specialist/employer of absenteeism.

Attendance in the Day Services must be consistent based on the hours approved in the PDD contract to maintain funding.

Absences in excess of east 25% or more of their approved services must be explained and reported to the funder PDD. Services not utilized at the funding level approved throughout a fiscal year, may result in changes/reductions to services in a new fiscal year. Fiscal years run April 1 – March 31.

Benefits

Training Allowance

All revenue from Day Program work training programs such as: production, enclaves, and work training individual community placements less direct operational expenses will be paid to the individuals. Payment will be based on participation. Training allowance pay stubs will be issued by the Robin Hood Association directly to individuals on a biweekly schedule. All cheques will be direct deposit. Work training individual community training placements may pay less than minimum wage.

Competitive Employment

Individuals in competitive community work placements will receive remuneration not less than minimum wage, and are an employee with that business. Individuals will have regular deductions and will be paid directly by the employer on the employers pay schedule.

Robin Hood Employment Specialists will work with community employers to ensure fair market value for services rendered in accordance with Labor Standards, and will provide ongoing support to the individual as required.

Specialized Services

The Robin Hood Association coordinates transportation for access to daytime activities and/or work placements in the community. A transportation flat rate charge applies to all individuals in Day Program services. Fees cover one full year of service and are paid monthly over 12 months. Fees include transportation costs such as direct individual transportation; insurance; staff mileage to support programs such as shopping for program supplies and/or visit individuals at work sites, etc.

Transportation to and from the Day Program may be provided by request and within service capacity (within Sherwood Park or Fort Saskatchewan limits only) and a flat rate charged. Priority for Robin Hood Association transportation services will be for individuals living within a Robin Hood Association Residence who require specialized transportation due to mobility challenges and/or behavior management support. Services will only be provided as resources are available. Other generic transportation services may need to be arranged and be the responsibility of the family/individual, if Robin Hood Association resources are unable to provide.

Consultative Speech Therapy, Occupational Therapy, Physical therapy, Behavioral Planning support are available through the Robin Hood Association Resource Team by formal request and as resources are available.

Residential Services

Residential Services encompasses a broad range of services including 53 residential group living homes, 36 persons in Assisted Living Apartments at Aspen Village; Supported Independent Living; Support Homes, Host Families for in-home respite care. All community living environments described above help nurture/foster independent living skills with each setting chosen specifically to the functioning abilities of each individual. Residential services are located in Sherwood Park and the City of Fort Saskatchewan.

Placement of an individual in a group living situation supported by the Robin Hood Association requires consent of all the individuals, family/guardians, approved by PDD and the Robin Hood Association. Every effort will be made to match individuals based on compatibility, facility space and staffing resources available. It is not always possible to meet the requests or needs of everyone involved in a residential move or placement.

A placement may not be a final guaranteed arrangement, if challenges occur over time with roommate(s), compatibility, lack of resources, changes in a person's support needs and/or physical space, may result in residential services changing, i.e. need to find alternative living arrangement, new roommates, etc.

Aspen Village (PDD code 1010 and 1030)

Assisted Living (1010) provides 24-hour services to individuals whose health and/or age necessitates increased support for medical, social and activity-based activities. This service is primarily provided at Aspen Village. Aspen Village has four one bedroom apartments for Supported Independent Living (1030).

Independent Living Options (PDD code 1010)

Independent Living Options offers a varied level of supports for individuals in a co-operative housing community within Sherwood Park. Individuals may have one or more roommates and are active in work, social and leisure pursuits. Individuals should have the ability to be left alone unsupervised in their own homes for at least 1 hour. Homes are located in Brittany Lane and Davidson Creek Cooperative Housing and Silver Birch Court.

Supported Independent Living (PDD code 1030)

Flexible supports are provided to an individual who lives in his/her own home with no overnight staff support. Emphasis is on developing and maintaining daily living skills, on an as-needed basis. Individual is responsible for securing accommodations, these homes are not operated or maintained by the Robin Hood Association.

Community Homes/Overnight Staffed Residence (PDD code 1010)

Community Homes offer individuals a supportive environment in which to enjoy community life and increase personal and independent living skills, generally individuals live with 3-6 roommates. Supports are required at all times to ensure health and safety of the individuals living in the home. Residents living in a home must be involved in day time programs and/or employment, unless an Adaptive Day Program has been established for the individual in their home.

Support Homes (PDD code 1020)

Support Homes provides a permanent home environment for individuals whose needs are best met in an individualized setting with a supportive family or individual living in the community. Support Home Providers are contracted to provide individual the support they require within the Support Home Providers own home.

Daily Host Family Respite Support (PDD code 1050D)

Out-of-home respite supports are provided through a Host Family. Host Families are matched with individuals. They provide temporary short-term placement for individuals. Respite days are determined for the individual by PDD approval.

Community Connections/Hourly Out of Home Respite (PDD code 1050H)

Community Connections provides social and life skill support to individuals in the evening/weekends on an hourly basis. Activities are coordinated through the Community Connections Program and can include social events, recreation/leisure on-site and in the community. Community Connections offers shared staffing support (1050) to facilitate

community activities and support individuals interested in common interest activities. Coordinated activities are planned for monthly for regularly scheduled activities. Services are provided for hours determined and approved by PDD.

Before and Aftercare Hourly Respite (PDD code 1050H)

Before and Aftercare supports are provided at the Centre for Learning and Fort Day Program starting as early as 7:30am and ending by 6:00pm Monday to Friday. This service is intended to support individuals still living in their family home, whose families require work related respite.

Hourly In Home Respite (PDD code 1040)

Staff support will be provided to individuals on a 1:1 basis in their home and/or community as determined and approved by PDD.

Staff Support

Staff support is provided in residential settings and for individuals in Supported Independent Living.

Each residential setting is staffed according to the needs of the individual(s) living in them. On a short-term basis, the residence can be staffed 24 hours per day if an individual is ill and needs to be supervised.

In instances when there is no available staff to support a residential shift, the individual's family will be requested to take individual home, if this is not possible, a temporary relocation of the individual may be necessary. Staffing supports are dependent on PDD funding approval levels.

Housing

The Residential Program offers support to ensure that homes are comfortable, attractive, well maintained, and meet all building safety standards. Homes owned and operated by the Robin Hood Association must comply with an annual inspection and meet standards from PDD Alberta Community and Social Services, Accommodation Standards, Alberta Health and Fire Code.

Food

Individuals will have opportunities to participate in meal preparations, purchase, selection and cleanup of nutritious meals, within the residential budget and dietary requirements.

Canada's Food Guide will be used as the basis for menu planning and meal preparation in all programs where food services are provided. Individuals who live independently will be encouraged to plan their meals in accordance with Canada's Food Guide.

Room and Board fees are approved by the Board of the Robin Hood Association. This fee will cover the general food and household expenses in a residence. If an individual wishes to purchase specialized products for their own personal use, it will be at their own expense, i.e. specialized/commercial hair products.

Insurance

The Robin Hood Association is responsible to carry General Liability Insurance. Individuals residing in a Robin Hood Residence or in their own home are encouraged to purchase their own personal Content Insurance; this is not provided by the Robin Hood Association.

Renovations

Requests for bedroom and/or home renovations must be directed to the Property Manager and CEO. Any renovations are under the direction and consent of the CEO and Property Manager. It is expected that requested the family would pay for bedroom renovations.

Temporary Relocation of Individuals

The Robin Hood Association reserves the right to temporarily relocate an individual to another home and will inform the individual/family/guardian.

Circumstances under which this would occur are:

- a. When an individual's vacation plans unexpectedly change and he/she returns while the rest of the household is still on vacation.
- b. When an individual chooses not to vacation with the remainder of the household.
- c. When an individual requires physical resources that are not available in their home setting (e.g. the need to temporarily use a wheelchair but lives in a 4-level split).
- d. When an individual's behavioural episodes result in the remainder of the household needing a temporary rest.
- e. When a shortage of staff resources requires the home to be temporarily closed.
- f. When renovations or major cleaning/fumigation being completed in the home temporarily require it to be unoccupied.

NOTE: The Robin Hood Association is funded by Persons with Developmental Disabilities Alberta. All staffing dollars are shared arrangements. Therefore 1 staff to 1 individual support for extensive periods will not be sustainable.

Absenteeism from Residence

Residential Team Leaders should be informed of a change to a normal residential attendance routine two weeks in advance. This is required in order to provide appropriate staffing support for the individual and roommates in the home.

Absences in excess of 25% in a month (not including vacation or situations which have prior consent from the Director of Adult Services) need to be explained and reported to the funder PDD.

Pet Ownership

Pet ownership must comply with any municipal or landlord regulations. Individuals wishing to own a pet with in a residential setting, or visitors, must first meet the following conditions:

1. All roommates and their guardians must agree to have a pet live within the residence.
2. The pet owners must be responsible for any and all damages and costs incurred as a result of the pet living in the home.
3. If the pet owner leaves the residence for extended periods of time, the pet owner is responsible for finding suitable lodging, or for making arrangements agreed upon by all members of the residence (staff, individuals, guardians).
4. If the pet poses safety or health risks to the residents and/or the residence in general, or creates problems with neighbors, residency of the pet in the group home will be revisited.
5. Robin Hood employees are not expected to assist in the direct care of the pet; however, are expected to support the individual in the care of their respective pet.
6. The Director of Adult Services must be aware of all pets living at, or visiting residences.
7. Pets in the home must have up to date immunizations and registration. Appropriate documents of proof must be in the home and provided to Health Inspector annually.

Recreation/Leisure

Activities are planned with the individual in the community and at home as staffing resources are available. Assistance from families/guardians to facilitate outings is welcomed and encouraged.

Transportation

Room and Board fees charged to individuals in Residential Services cover the cost of transportation supports in the community. These rates are determined annually, and are subject to approval from the Board of the Robin Hood Association. The fee covers direct individual transportation; insurance costs; vehicle maintenance and staff mileage paid for managing the home, i.e. grocery shopping, running errands, etc.

Transportation provided to individuals accessing areas outside of their community (Sherwood Park or Fort Saskatchewan) and for the purpose of vacations out of town is not included in the general room and board fee. This would be an additional expense charged back to the individual.