

# Residential Reference Room

**Use the scroll bar on the right to read through the pages.**

## **Resident Abuse & Neglect**

- Michigan Public Act 519 requires Special Tree staff to report suspected cases of abuse, neglect, or exploitation immediately to Adult Protective Services—even if you are not a witness. The phone number is found on the Emergency Procedures document in every facility.
- Our policy also requires you to report the incident immediately to your leader, operations manager, or the president of the company.

## **Prohibited Resident Behavior Interventions**

Mistreatment is any intentional action or omission which exposes a resident to serious risk or physical or emotional harm or the deliberate infliction of pain by any means. These practices are prohibited by law in a licensed Adult Foster Care facility. Refer to the copy of Licensing Rules for Adult Foster Care on p.12. A copy of the rules are available in each facility.

### **Examples of Mistreatment:**

- Any form of punishment
- Use of any form of physical force other than physical restraint. (Physical restraint means the bodily holding of a resident with no more force than is necessary to limit the resident's movement).
- Withholding food, water, clothing, rest, or toilet use.
- Isolating a resident.
- Restraining a resident's movement by binding or tying or through the use of medication, paraphernalia, contraptions, material, or equipment for the purpose of immobilizing.

## **Resident Rights & Advanced Directives**

Be sure to complete the Learning Harbor module on Patient Bill of Rights. The following supplements that information for group home and supported living programs.

- **Additional Client Rights:**
  - To be free from discrimination of any type
  - To vote, practice religion, freedom of movement, and freedom of association
  - Reasonable access to a telephone for private communications
  - Participation in activities of social, religious, and community groups
  - Manage financial affairs
  
- **Restricted Rights:**

Some rights may be restricted because the client has a court appointed guardian or conservator. In these cases the guardian/conservator makes the decisions. For example:

  - Contact with friends
  - Participate in certain social activities
  - Make decisions about their care
  - What the client can buy with their money
  - If the client's room can be searched
  
- **Advanced Directives**
  - Clients have the right to have Advanced Directives (Living Wills)
  - However, only a signed, valid, DNR (Do Not Resuscitate) order can be honored in a group home facility.

## **Nutrition**

Proper nutrition for our clients is critical for their care, well-being, and rehabilitation. Follow menus and the directions of the company dietitian for meal preparation, snacks, and individual client nutrition plans.

- Follow portion sizes
- Prepare and follow menus
- Include all food groups in meal planning—bread/starch, vegetables, fruits, dairy/milk
- Use more fresh foods and produce
- Limit canned and boxed food
- Reduce or eliminate junk food; follow the healthy snack ideas listed in the menu module
- Report weight changes to leader and dietitian
- Encourage 6-8 glasses of water each day, unless otherwise specified

## **Customer Relations for Residential Staff**

- All the following are considered your “customers:”
  - Internal Customers
    - Clients
    - Therapists
    - Rehab team members
    - Other Special Tree staff
  
  - External Customers
    - Families
    - Outside case managers
    - Insurance reps
    - Clients’ doctors, dentists
    - Social service or other agency staff serving your clients
    - Residential neighbors
  
- All customers should always be treated with the utmost courtesy and respect.
  
- Be very conscious of your phone manners including how you answer the phone & identify yourself, tone of voice, taking and delivering accurate messages etc.
  
- Remember the HIPAA privacy rules when talking with internal and external customers:
  - Do not share client information with internal staff who are not clinically involved in providing service to the client.
  - Use the code process in your facility to clearly identify who you are talking to.
  - Check with your leader before disclosing any Protected Health Information (includes name, SS#, and other identifying information as well as medical information).
  - If authorized to disclose information, only provide the minimum necessary information.
  
- Be positive, upbeat, and friendly to all customers at all times.
  
- Keep your cool even if the customer becomes angry and critical of you. Remember they are not angry with you personally.
  
- Provide service that will delight your customers’ expectations.

- Take “ownership” of any problem and try to solve it.

Do NOT say:

- That’s not my job
- I don’t know
- I’m not involved
- Talk to my leader

Say Instead:

- I’ll check on that for you and get back to you in a few minutes.
- I’ll talk to my leader tomorrow morning and have him/her call you.
- I’m sorry I don’t have that information right now, but I can have it for you by tomorrow afternoon.

## **Being a Good Neighbor**

Our residential facilities are located in well-maintained residential neighborhoods. Our goal is to have our clients live in comfortable community settings. The way in which the community and the neighborhood perceives the presence of our group home in their area depends a great deal on the way **you** recognize and respect the culture of the neighborhood in which our homes are located.

The immediate neighbors as well as the entire neighborhood are your “external customers.” In any neighborhood surrounding our homes the following guidelines must be followed:

- Adhere to the residential speed limit – usually 15 miles per hour!
- Be particularly observant of school busses, children crossing, residents jogging or walking pets, drivers pulling out of driveways, etc.
- Attempt to park your vehicle on Special Tree property in the driveway or directly in front of our home.
- If it is necessary to park in front of a neighbor’s home, be careful not to block driveways or mailboxes.
- If you have someone transporting you to work, please insist they adhere to the above guidelines. They should never honk the horn, race their car engine or play loud music while waiting for you.
- Do not leave clients unattended in company vehicles or honk the horn to get the attention of anyone in the group home.
- All neighbors should be treated with courtesy and respect. Greet the neighbors politely whenever you encounter them.

- Staff gatherings for the purpose of smoking, fraternizing, etc. should not occur in the front of the home but rather in designated areas in the rear of the home. Cigarette butts must always be deposited in appropriate receptacles.
- Be particularly careful not to engage in loud conversation or laughter, loud music, or slam car doors etc. during the late evening, nighttime and early morning hours. Sound travels in the quiet of the night and this is disrespectful to our neighbors.
- When putting out garbage for collection, place in containers with lids. Bring container in immediately after pick up and clean up any spilled garbage.
- Report any suspicious activity in the neighborhood.
- If neighbors complain to you regarding anything, be polite and report it to your manager immediately.

#### Outside Appearance Considerations

- Be conscientious about the outside appearance of the home in relationship to the neighborhood surroundings. Engage the clients in gardening, weeding etc. if they enjoy that as a hobby.
- Never drop litter in front of our group home or in the neighborhood.
- Keep garage door closed when possible.
- The maintenance division of Special Tree (Team Up) will work to keep the property well maintained. Whenever you see litter or anything out of place, please take the initiative to clean up.

#### Customer Focus & Privacy Reminders

- All of the Customer Relations Concepts and Privacy Guidelines outlined in the previous sections apply to dealing with neighbors – your external customers.

Special Tree likes to find ways to acknowledge neighbors and show appreciation. For example, during the holidays poinsettias are delivered to immediate neighbors and members of the neighborhood are often invited to Open Houses or special functions.

Finally, you are encouraged to discuss with your manager ways in which YOU can “be a good neighbor” in the residence where you are working.

# **Final Important Note for Residential Staff**

## **Annual Learning Harbor Computer Training**

### **Complete All Assigned Modules on Your Learning Path**

For salary adjustment consideration, all your assigned Learning Harbor modules must be completed by March 31<sup>st</sup> each year with the exception of the two modules noted below that must be completed by October 1<sup>st</sup> each year.

### **Infection Control & Flu Modules Must Be Completed by Oct. 1<sup>st</sup> Each Year**

State law (MIOSHA) requires that each year all staff complete the Infection Control module. Company policy also states that the flu module must be completed by October 1<sup>st</sup> each year.

In addition, the completion of this Reference Room module also acts as the required annual notification that you have the option at any time to obtain the Hepatitis B vaccination series and/or an annual flu shot at company expense. Contact HR for information or a referral form.

If you have questions on Learning Harbor or completion deadlines, see your leader.

**To complete your record, click on the “Test” column next to the Reference Room you have just read.**