



Arkansas Support Network

Supporting Choices and Opportunities for
Individuals with Disabilities and their Families

— SINCE 1988 —

ARKANSAS SUPPORT NETWORK PROCEDURE MANUAL

Version 5 Date 2019

1 INTRODUCTION

1.1 MISSION

We recognize and support every person's right to be included in the life of the community.

1.2 PURPOSE

- Arkansas Support Network, Inc., supports the presence and participation of children and adults with significant disabilities in their homes and communities. The services we provide are designed to ensure that ordinary families and individuals, faced with the extraordinary circumstances that come with having a disability (or having a family member who has a disability) will get the support they need without having to give up responsibility and control.

- Arkansas Support Network, provides, promotes and ensures individualized living opportunities in the community for low income persons and persons with disabilities in need of supportive services. These services will include but will not be limited to employment, recreation, and habilitation services and the location, provision, and production of affordable housing.

1.3 SCOPE OF WORK

Arkansas Support Network delivers quality services to individuals who have disabilities and their families in Arkansas, and through the delivery of these services provides tangible benefits to the community at large. We accomplish this by:

- Advocating for the rights of individuals who have disabilities and their families
- Providing training and education to staff, service providers, individuals with disabilities, and family members
- Influencing public policy in order to create access to the community and to improve the delivery of services to persons with disabilities and their families throughout Arkansas.

1.4 STATEMENT OF VALUES

Our values are standards by which business decisions are made. They are revealed in the context of how we relate to each other and to those outside our agency. The integrity of any organization's structure is dependent upon its values. The sum of all our behavior, which reveals our values, represents our organizational culture. We believe we will succeed because of our values. The following values represent the grounding of this agency:

- **Worth of the Individual** We will practice the "Golden Rule" in decision making. We will respect each other and treat each other with dignity. We will respect the rights of every individual and will give consideration to their health, welfare, and work environment. We will seek to give positive affirmation and recognition.
- **Stable Family Relationships** The family is the foundation of a civilized society. The family has a higher priority than the organization. We will support putting the needs of the family first.
- **Honest and Trustful Communication** We will strive to be genuine, open, and aboveboard in all relationships. We will honestly and accurately report the facts.
- **Truth with Integrity** We will be reliable, dependable, and can be counted on to keep our promises, within the promised time frame.
- **Responsibility of the Individual as a Part of a Team** Each of us will accept individual accountability for the use of our time, our talents, and the organization's resources. We, as an organization, will aim to motivate each other by praise rather than criticism and to create an atmosphere of productivity which insures the freedom to admit individual mistakes in order to accomplish team goals.
- **Balance of Work/Rest** Vacations and breaks will be encouraged so that proper rest, recreation, and reflection will maximize the long-term effectiveness and productivity of the individual and the entire team. We believe in working hard, but not in working unproductive, long hours just for the sake of appearance.
- **Rewarding Productivity** In every way possible, we will seek to reward industriousness, innovation, initiative, prudence, and discipline. Our focus is to develop our full potential, and to collectively and individually reap the rewards of our efforts.
- **Accountability to Authority** Any enterprise must have structure and

organization. Every person is accountable to a higher authority.

- **Servant Leaders** Within every organization there are many managers, but few leaders. Effective leaders will be servants who have attracted a following because of their passion, vision, integrity, and love for people. We will make every effort to develop this kind of leader.
- **Diversity** An organization should faithfully represent the community it serves. We will strive to develop a staff and a Board of Directors that mirrors the personal, cultural and ethnic diversity of our community.
- **Stewardship** We will strive to use wisely and prudently the resources with which we have been entrusted.

1.5 SERVICE DELIVERY

People with disabilities have traditionally been systematically oppressed and excluded, both intentionally and unintentionally, from full and meaningful participation in society. We reject all such forms of oppression and exclusion. We believe that all people with disabilities have the right to life, liberty, and the pursuit of happiness through equal access to all aspects of society. All supports should be provided in a manner that recognizes and encourages this concept.

- All children, regardless of disability, belong with families and need enduring relationships with adults.
- Families must receive the supports necessary to keep their children at home.
- Family and individual supports should build on existing social networks and natural sources of support.
- Supports should be provided in such a way as to maximize family/individual control over the supports they receive.
- Family supports should support the entire family.
- Family and individual supports should encourage the integration and inclusion of children and adults with disabilities into the community.
- When children cannot remain with their families for whatever reason, out-of-home placement should be viewed as a temporary arrangement and efforts should be directed towards reuniting the family.
- When families cannot be reunited and when active parental involvement is

absent, adoption should be aggressively pursued.

- While a preferred alternative to any group placement or out-of-home placement, foster care should only be pursued when children cannot live with their families or with adoptive families.
- No person should be sentenced to live in an institution or other group setting based solely on the degree of disability.
- With the proper supports, every person, regardless of disability can thrive in the community.

1.6 VISION

We envision a future where individuals with developmental disabilities have:

- Power and choice in making decisions and directing their lives;
- Relationships with people whom they love and care about and who love and care about them;
- Recognition for the gifts that they bring to our community;
- Active involvement in the communities where they live;
- Opportunities to use all of their strengths and support for their areas of need;
- Opportunities to live healthy, safe, and enjoyable lives.

1.7 RIGHTS OF INDIVIDUALS RECEIVING SERVICES

- The right to receive considerate and respectful supports and services.
- The right to be treated with dignity and respect.
- The right to be fully informed, in advance and in writing, of all services, support options and choices available within the DD service system.
- The right to be fully informed, in advance and in writing, of any changes in services (including discontinuation of services) that may affect the individual's well-being;
- The right to be involved in making decisions about one's own care.
- The right to communicate directly with supervisors of staff members who work with individuals and families.

- The right to contact the direct supervisor (the name and phone number of the agency providing the services must be provided).
- The right to refuse any services, recommendations, treatments or medications.
- The right to be fully informed of consequences of care, including the possible consequences of refusal of care or treatment, services or supports.
- The right to receive information on the organization's policies and procedures, including information about changes, qualifications and supervision of personnel, and on discontinuation of services.
- The right to express complaints about treatment, care supports or services that are (or are not) furnished without fear of being discriminated against or otherwise harmed as a result of such complaint.
- The right to be informed of the procedure for filing grievances about services and to appeal the organization's decisions regarding care following the grievance procedure.
- The right to demand a change of support staff or caregivers.
- The right to confidentiality of information.
- The right to participate in making medical treatment decisions, including the right to accept or refuse specific forms of health care (you may request additional information concerning state and federal laws on advance directives).
- The right to privacy
- The right to be informed fully, orally and in writing, before services begin

concerning items and services that may be paid for by government programs

or other payers (Medicaid); items and services that will not be paid for

by

government programs or other payers (Medicaid); items and services that the

individual or family will be required to pay for and any changes in the above.

- The right to be informed concerning the extent of liability insurance coverage carried by the provider organization.
- The right to be informed of the state's consumer hotline
- The right to be informed fully, in writing before care or services begins, of these rights.

2 ORGANIZATIONAL OPERATIONS

2.1 RESPECTFUL LANGUAGE

The use of language and words describing individuals with disabilities has changed over time. It's important that people are aware of the meaning behind words they use when talking to, referring to, or working with an individual with a disability. Disrespectful language can make people feel excluded and can be a barrier to full participation. At Arkansas Support Network, we are committed to using respectful language in all of our interactions. Here are some guidelines to for using respectful language:

- Refer to a person's disability only when it is relevant.
- When talking about accommodations for individuals with disabilities, use the term "accessible" rather than "disabled" or "handicap" (i.e., accessible parking, not handicap parking).
- Use the term "disability" to talk or write about disability. Do not use any of the following terms: "handicapped", "differently-abled", "cripple", "crippled", "retarded", "stricken", "unfortunate", or "special".
- Do not portray individuals with disabilities as overly courageous, brave, special, or superhuman. This makes it sound like it is unusual for individuals with disabilities to have talents, skills, or to live life like everyone else.

- Ask the people you support, work with, or spend time with who has a disability which language they prefer. Respect that person's choices.
- When talking about individuals without disabilities, it is okay to say, "individuals without disabilities", but do not describe individuals without disabilities as "normal" or "healthy".
- When in doubt, call a person with a disability by her or his name.

2.2 COMMUNITY INCLUSION

Arkansas Support Network subscribes to the Institute for Community Inclusion's description of inclusion, which says: Inclusion means that all people, regardless of their abilities, disabilities, or health care needs, have the right to:

- Be respected and appreciated as valuable members of their communities
- Participate in recreational activities in neighborhood settings
- Work at jobs in the community that pay a competitive wage and have careers that use their capacities to the fullest
- Attend general education classes with peers from preschool through college and continuing education

People with disabilities may need support to participate fully in their communities. This support can range from alterations (called "accommodations") to make a space accessible for a person with physical or sensory limitations, to training for teachers so they can teach students of all abilities and talents, to assistance from direct support staff to succeed in a job or a recreational activity. Support should respect the wants, needs, and choices of the person with a disability.

Individuals receiving services from Arkansas Support Network will be supported to access community-based services, resources, protections, and remedies available to all community members as they choose.

2.3 ACCESSIBLE SUPPORTS

Beginning with the initial intake meeting, every person receiving services from Arkansas Support Network is provided planning, support, and assistance to meet the specific individual's needs. For all individuals receiving Supported Living direct support services, a management team, including a service coordinator, a case manager, a supervisor, and all other Arkansas Support Network personnel as

appropriate for the needs of the individual, initiates planning and services for all direct support recipients. It is the responsibility of this team, in conjunction with the individual, family, and other allies, to identify any necessary modifications, accommodations, or specialized needs outside of the typical service process, including but not limited to: translated materials, interpretation, specialized equipment, and environmental modifications. For individuals receiving services from other Arkansas Support Network programs, the advocates and personnel within those programs are responsible for making the same assurances.

For all individuals receiving Supported Living services, a Division Quality Specialist (DQS) will be assigned. The DQS is responsible for assisting the team to access generic resources and the necessary resources to meet the individuals accommodation and modification needs. This is an individualized process that Arkansas Support Network provides to every individual receiving direct support services. It is the responsibility of the team to work together with the PASSE Care Coordinator, the individual receiving services, and all other third party providers to ensure that the individual receives the appropriate equipment and accommodations of his or her choosing.

2.4 COMMUNITY-BASED SUPPORTS

Arkansas Support Network employs direct support providers to carry out job duties in the homes and communities of the individuals served. This creates a multitude of unique and diverse working environments. It is essential that all direct support employees, direct supervisors, managers, and administrative support staff understand the responsibilities involved in ensuring the highest quality services are provided in such unique working environments.

All employees must adhere to all Arkansas Support Network Personnel Policies and Operating Procedures, regardless of the working conditions. On-site supervision will not always be present but will be provided as needed, as scheduled, and on a drop-in basis. All employees will be provided contact information for a team of managers assigned to supervise and support the employee. Multiple managers are assigned to each team to address the accessibility of management support at all times. Additionally, Arkansas Support Network operates an On-call and On-site manager rotation. At any time of day or night, a specific manager is assigned to respond to phone calls made to Arkansas Support Network and provide necessary support.

It is every employee of Arkansas Support Network's responsibility to ensure health

and safety of individuals supported, the community at large, themselves, and any other individuals present or involved at all times. Should an employee encounter a situation in which s/he does not feel capable of ensuring health and safety, that employee should seek guidance and assistance from a manager immediately.

All required documentation and communication as assigned by management staff and department directors should be submitted and provided by each Arkansas Support Network employee as assigned. Failure to document and/or communicate appropriately may result in disciplinary actions. Employees who are unable to comply with documentation and communication requirements must notify assigned managers as soon as possible.

Because Arkansas Support Network is a community-based service provider, support staff work to assist individuals receiving services to access community-based resources and participate in community-based activities and events that are socially valued by the community. Arkansas Support Network does not encourage individuals receiving services to access or participate in segregated resources, activities, or events. However, Arkansas Support Network supports choice of the individual served and will support individuals to pursue their own personal goals and objectives, regardless of structure, so long as health and safety is assured.

2.5 PERSON-CENTERED SUPPORTS

Arkansas Support Network provides individualized supports to every person served. Supports should always be based on the specific needs and desires of the person receiving services. Goals and objectives should not only reflect supports necessary to maintain health and safety but should also reflect the hopes, dreams, and desires of the individual receiving services. **Support staff should always focus on assisting individuals to grow and develop themselves in the direction of their choosing and provide opportunity for individuals to be as independent as possible.** As individuals receiving services grow and develop, the roles that support services and support staff play should be ever changing to match the needs and desires of the person. The job duties of each support staff will vary depending on the needs and desires of the individual receiving supports, and planning and support should always take a “strengths-focused” approach by emphasizing the abilities and strengths of the individual, as opposed to solely focusing on weaknesses and limitations.

In providing person-centered supports to individuals, it is not only important to recognize and support the uniqueness of the individual, it is also necessary to

respect the person as a valuable, contributing member of her or his own life. Arkansas Support Network seeks to assume the role of support provider and recognize and respect the expertise the individual and/or family has in regards to the person's life and best interests. It is our belief that it is not the job of the support provider, nor the funding agency, to determine what is in the best interest of the individual receiving services. Instead, it is our job to assist the individual in achieving the goals and objectives identified by providing the appropriate level of support requested. Regardless of functional limitations and need for support, all individuals receiving services must be treated with dignity and respect. Individuals receiving services should be afforded the same rights as all other human beings, and support services should be provided in line with the Universal Declaration of Human Rights (See Appendix A).

2.6 SELF DIRECTION

Support services provided through Arkansas Support Network will be directed by the individual receiving services and his or her family, guardian, and/or chosen advocates. Individuals will be supported to live the lives of their choosing, and the choices and decisions of individuals receiving services will be respected and upheld by support staff and the support team, unless decisions and choices provide eminent threat to the individual's health and safety or the health and safety of others. Support services should work to assist individuals to improve decision making skills by affording individuals the opportunity to learn from decision making activities. Arkansas Support Network believes that the best way to learn new skills is to engage those skills. Arkansas Support Network does not support the "readiness" model that suggests a person must first prove s/he is proficient in a skill before being given the opportunity to exercise the skill. Support services will work with individuals and support teams to identify areas of needed growth and development and assist individuals to become more effective in the areas they identify without limiting rights and opportunities of individuals receiving services.

2.7 COMMUNITY INFLUENCE

Arkansas Support Network recognizes that the best way to create and influence a positive and welcoming community for individuals with disabilities is to be an active community member and create opportunities for individuals with disabilities and other organization members to serve in valued roles within the community. Therefore, Arkansas Support Network supports the inclusion of individuals receiving services and direct support staff in agency decision making. Arkansas Support Network supports the participation of individuals receiving services and other organizational members in community groups, boards, committees, projects,

and activities. Arkansas Support Network provides flexibility and support for organizational members to engage in non-agency work within the community for the purposes of strengthening the community and developing the organization through the continued growth and development of organizational members.

2.8 PLANNING, POLICY, AND PROCEDURE DEVELOPMENT

Arkansas Support Network recognizes the value and benefit from full inclusion in all practices and is committed to promoting the inclusion of individuals receiving services and other organizational members in agency decisions. Arkansas Support Network will establish and utilize a Policy and Procedure Review Committee consisting of individuals receiving services and employees from all levels of employment throughout the organization to provide feedback and recommendations on agency planning, policies, and procedures to ensure that the organization is acting consistently in line with the mission, vision, and values of the agency.

2.9 MASTER PLAN AND DIRECTOR TEAM

Arkansas Support Network will support, develop, and utilize a Director Team, consisting of the assigned directors of each major organizational department, to develop the agency's Master Plan and guide the overall function of the organization. The Director Team will annual develop goals and objectives for each functioning program and compose an annual Master Plan to be submitted to the Board of Directors for approval. The Director Team will utilize the input and guidance of the Policy and Procedure Review committee, in addition to departmental feedback provided to each director, to guide the Master Plan development process. The Director Team will report quarterly to the Board of Directors on the progress and implementation of the Master Plan. The Director Team will work directly with the CEO to ensure that the work of the organization remains committed to the mission, vision, and values of the agency.

2.10 HUMAN RIGHTS

Arkansas Support Network is committed to supporting individuals in a manner that supports and protects the rights and dignity of the individual served. Arkansas Support Network is also committed to supporting every individual who selects Arkansas Support Network as a service provider. In providing services in line with a "zero reject" commitment, at times it may be difficult to balance the commitment to supporting rights and ensuring safety. Some individuals receiving services may require a more restrictive level of support for various reasons, including physical

support to maintain health and safety, and without this level of support would not be able to remain in a community setting and likely forced to be institutionalized. Arkansas Support Network seeks to provide the appropriate amount of support to allow individuals to be productive members of their communities while avoiding overly restrictive supports that interfere with an individual's independence and freedom unnecessarily.

To assist the organization in the ongoing assessment of determining appropriate levels of support that are adequate to meet essential needs but that also refrain from over restriction and interference of rights, Arkansas Support Network will ensure all employees are trained on the Universal Declaration of Human Rights (See Appendix A) as a guidepost for decision making. Additionally, Arkansas Support Network conducts an initial and annual rights assessment and ensures all restrictions implemented for the purposes of ensuring health and safety are documented on a due process review form and reviewed by the agency's Director Team.

2.11 PLANNING PROCESS

Everyone receiving services from Arkansas Support Network will receive an individualized plan for supports. This plan will be developed by the individual, the individual's family and/or legal guardian, any out-of-agency community members that the individual and/or family identify as advocates for the individual, any assigned department management, all direct support staff, any assigned case management staff, and any other individuals identified as valuable to the support team. Support plans will be developed based on the desires and preferences of the individual receiving services and will provide guidance and instruction for support staff in providing the appropriate level of supports to achieve the individual's desired outcomes. Support teams will meet regularly, in many cases no less than quarterly, to review the progress of the support services in supporting the achievement of the designated goals and objectives. The support plan is always a working document and will be modified and adjusted as needed to ensure that the daily supports being provided are appropriate to meet the needs and desires of the individual receiving services.

2.12 SOCIAL CAPITAL

All support programs at Arkansas Support Network will emphasize the importance of social capital and seek to create opportunities for individuals with disabilities to gain access to and grow social capital throughout all daily activities.

3 COMMUNITY LIVING SERVICES

3.1 SUPPORTED LIVING SERVICES

Individuals receiving supported living services are funded for services through a variety of funding sources including Developmental Disability Services Home and Community Based Waiver, Division of Children and Family Services contract, Integrated Supports funding through Developmental Disability Services, Behavioral Health funding for dually diagnosed youth, Medicaid Personal Care, and private pay. Regardless of the funding source, supported living services seeks to provide community-based supports consistent with all aspects of the agency's mission, vision, and values. Each individual receiving services through the Community Living Services department is assigned a management team consisting of a Division Manager, a Division Support Specialist, and two Division Assistants to assist in the coordination of direct support services and ensure support services are provided as outlined in the support plan.

3.2 INDIVIDUALIZED SUPPORT PLAN

Each individual receiving services will have an Individualized Support Plan consisting of goals and objectives designed to guide support staff in providing daily support services. The management team will be responsible for developing the Individualized Support Plan based on feedback provided by the individual, the support team, and information included in the Health and Safety assessment, the Rights assessment, the individuals Personal Outcome Measures interview, and the Due Process Review form. Support plan goals and objectives should be designed to ensure the individual's health and safety at all time and to ensure the individual's support services aid and assist the individual in the pursuit of his or her dreams and desires. The individual and support team will review the support plan every 60 days or as needed to ensure that services are reflective of the individual's needs and desires.

3.3 RESTRICTION OF RIGHTS

If limitations or rights restrictions occur as result of laws, state regulations, community restrictions, other individual's needs, or for the purposes of maintaining the health and safety of an individual (Individualized Support Plan PBS) The support team will ensure the due process for rights restriction is in guaranteeing each individual has the opportunity to be heard and to be treated fairly. The need for restrictive supports the limits or restricts an individual's rights is clearly

documented on a due process of rights restrictions form, in the individual's plan, and the team reviews the continued need for such limitations and restrictions at each team meeting and quarterly review. The support team will promote each person's ability to exercise their rights safely and responsibly by matching the individual's PCSP goals to the needs of education and development of skills necessary to fully exercise of rights.

The Director of Community Living services will consult with management teams regularly to review restrictive supports and will provide ongoing reports to the agency's Human Rights Committee.

Human Rights Committee

Arkansas Support Network has a human rights committee with members from the community, members that receive services, and employees, which meets at least twice a year. The Human Rights Committee HRC oversees the rights restrictions, the due process for rights restriction, the use of restrictive or intrusive interventions that are part of positive behavior supports or medical interventions to behaviors.

The objective of the HRC is to protect and promote people's rights by guaranteeing the opportunity to be heard, and to be treated fairly in any given situation when limitations occur as a result of laws, regulations, norms and the needs of other people.

The agency's priority is identifying all those situations that put limits on the person's free exercising of their rights and finding opportunities for all individuals to freely exercise other rights that may not be limited by laws and regulations.

3.3.1.a

Membership

The HRC is a group of volunteers that may include individuals receiving services, their family members, board members, advocates, individuals from the community and employees. No more than a 3rd of the membership will be directly affiliated to the agency.

3.3.1.b Members Responsibilities

- The members of the committee represent the interests of individuals receiving services from the agency
- Attend the scheduled meetings

- Make efforts to be informed about issues affecting people with disabilities
- Promote tolerant, and open to diversity environment
- Complete the HRC training

3.3.1c Human Rights Committee Activities and Actions

- Review the agency policies and procedures at least bi-annually
- Review Rights assessments
- Review Due process of rights restrictions procedures
- Review Positive Behavior support Plans and Medical interventions for behavior
- Review incidents involving abuse, neglect, mistreatment, exploitation and other practices with respect to human, civil and legal rights
- Review and make recommendations on staff training with respect of rights promotion and protection
- Review and make recommendations on promotion of people's rights
- Interact with people receiving services to discuss issues surrounding rights and basic protections
- Ensure people's right to be heard and to be treated fairly with respect of human, civil and legal rights
- Maintain records of activities, actions and document revision of cases and recommendations made to the organization
- Support people receiving services to attend HRC sessions and meetings

3.4 POSITIVE BEHAVIOR SUPPORT PLANNING

- A. Positive Programming is designed for individuals who are receiving ACS Waiver services and are on either the Limited or Extensive Service Level. A. The organization shall develop and implement policy and procedure that demonstrates a commitment to a system that nurtures personal growth and dignity, and supports the use of positive approaches and supports.
- B. The organization's policy and procedure shall ensure that when behavior management approaches are used, positive behavior interventions are

implemented.

C. The written positive programming plan shall be developed and implemented by a Qualified Intellectual Disability Professional (QIDP) who is certified by the organization in recognition with state guidelines and requirements. The organization shall maintain documentation of the information used to certify the staff as a QIDP in the staff person's file. A written consent by the individual or the guardian will be obtained when the support team identifies behaviors that will need the design and implementation of a behavior support plan to first collect sufficient data of the behavior occurrences and then once the plan has been developed the agency will obtain a written consent for the implementation of the interventions. No behavioral or medical interventions will be in place without obtaining a written consent.

1. The positive programming plan shall ensure the rights of individuals.
2. The plan will be incorporated by the interdisciplinary team in programming, as appropriate.
3. The plan must be reviewed at least quarterly or more frequently, as dictated by the needs of the individual served.
4. This shall include all types of positive techniques used, including proactive and reactive interventions. This cannot include procedures that are punishing, physically painful, emotionally frightening, or deprivation, or that puts the individual served at medical risk which are used to modify behaviors.
5. The organization shall take proactive and remedial actions to ensure appropriate, effective, and informed use of medications and other restrictive interventions to manage behavior or to treat diagnosed mental illness.
6. The organization shall include the following proactive and remedial actions:
 - a. Safeguards, which shall include initial and ongoing assessment and responsive modifications that may be needed to ensure and document the following, in consultation with the person, the person's guardian (if applicable), and the person's support network:
 - a.1. Positive behavior programming, environmental modifications and accommodations, and effective services from the organization are present in the person's life;
 - a.2. Voluntary, informed consent has been obtained from the person or

the person's guardian if one has been appointed

- a.3. After a review of the risks, benefits, and side effects, medications are administered only as prescribed, and no —PRN || medications are utilized without both the express consent of the person or the person's guardian if one has been appointed, and per usage approval from the prescribing physician or another health care professional, qualified to prescribe medications by the appropriate state licensing Board/organization, and designated by the person or the person's guardian. b. Management of the positive plan of care shall be by the QIDP who shall have the responsibility to monitor the effectiveness of the positive programming plan and refer, as appropriate for behavior management services, if necessary, to protect the health/welfare/safety of the individual and to promote optimum wellness and implementation of the plan. Management shall include initial and ongoing assessment and responsive modifications that may be needed to ensure and document the following: 1. When positive programming is being used to manage specific behaviors, those behaviors must be documented as to the frequency and objective severity of occurrence; 2. The organization reviews and reports to the person and/or the person's guardian, and the prescribing physician, at each quarterly review, the frequency and objective severity of the specific behaviors, and the effectiveness of the positive programming and any side effects experienced from any medication used to manage specific behaviors, in conjunction with safeguard measures; and 3. The organization recommends to the person and/or the person's guardian and the prescribing physician, reducing the use of medication, when appropriate, based upon the documented effectiveness of those efforts in conjunction with safeguard measures;
- a.4. When medication is used to treat specifically diagnosed mental illness, the medication has been prescribed and is being managed by a psychiatrist who is periodically provided information regarding the effectiveness of and any side effects experienced from the medication. The prescription and management may be by a physician, rather than a psychiatrist, when requested/available and agreed to by the person or the person's guardian and when based upon the documented need of the person. 5. Use of medications

must follow the requirements of a Medication Management Plan as specified by the ACS Waiver Regulations.

Additionally, Arkansas Support Network conducts an initial and annual rights assessment, for the purpose of determining and assisting the individual to determine what rights are more important, what rights matter most to them, and ensures all restrictions implemented for the purposes of ensuring health and safety are documented on a due process review form and reviewed by the agency's Director Team.

The agency prohibits the implementation of a policy, procedure or intervention that restricts people's rights without the appropriate due process, involving the management and support team as well as the individual receiving supports, including guardians and subrogates.

3.5 INCIDENT REPORTING

All employees of Arkansas Support Network are considered mandated reporters and are required to report any suspicions of abuse, maltreatment, neglect, or bullying as defined below. The Child Abuse Hotline number is 1-800-482-5964 and Adult Protective Services number is 1-800-482-8049. All

Arkansas Support Network employees will also comply with the Incident Reporting Personnel Policy outlined in Arkansas Support Network's Personnel Policies Manual in compliance with Developmental Disability Services Home and Community Based Waiver standards. Incident reports will be reviewed for accuracy and appropriateness by the Community Living Services Administrative Assistant prior to submission to DHS PASSE Quality Assurance Unit and the appropriate PASSE. Following submission, the Director of Community Living Services and CEO will review all incident reports to determine need for additional training and/or support for support staff, management, or individuals served. Incident report data will be maintained to guide the Community Living Service department on areas of emphasis for training, progress, and/or improvement.

"Abuse" means:

(A) Any purposeful and unnecessary physical act that inflicts pain on or causes injury to a person;

(B) Any purposeful or demeaning act that a reasonable person would believe subjects a person, regardless of age, ability to comprehend, or disability, to ridicule or psychological injury in a manner likely to provoke fear or alarm;

(C) Any purposeful infliction of injury, unreasonable confinement, intimidation, or

punishment with resulting physical harm, pain, or mental anguish.

"Exploitation" means:

(A) The illegal or unauthorized use or management of a person's funds, assets, or property or the use of a person's power of attorney, or guardianship for the profit or advantage of the actor or another person; or

"Neglect" means:

(A) A purposeful act or omission by a caregiver responsible for the care and supervision of a person that constitutes negligently failing to:

(i) Provide necessary treatment, care, food, clothing, shelter, supervision, or medical services to a person;

(ii) Report a health problem or a change in a health problem or a change in the health condition of a person to the appropriate medical personnel;

(iii) Carry out a prescribed treatment; or

(iv) Provide a good or service necessary to avoid physical harm, mental anguish, or mental illness.

"Bullying" means:

the intentional harassment, intimidation, humiliation, ridicule, defamation, or threat or incitement of violence by an individual against another individual or employee by a written, verbal, electronic, or physical act that may address an attribute of the other individual, employee, or person with whom the other individual or employee is associated and that causes or creates actual or reasonably foreseeable:

(A) Physical harm to an individual or damage to the individual's property;

(B) Substantial interference with an individual's daily life or with an individual's role in work;

(C) A hostile environment for one (1) or more individuals due to the severity, persistence, or pervasiveness of the act; or

(D) Substantial disruption of the orderly operation of the home or work environment.

Employees should first report suspected abuse, neglect, exploitation, bullying and maltreatment to the appropriate hotline and then to their immediate supervisor or on-call manager and then complete all required documentation. As a mandated reporter, employees are responsible for following through to ensure all reportable incidents are communicated and any work related reports to APS or CPS are submitted as a formal incident report.

3.6 USE OF PHYSICAL INTERVENTION

Physical support to insure the safety of individuals supported by ASN must only be utilized, if authorized, as an absolute last resort and only ever to prevent harm to the individual supported or others involved. Additionally, every person receiving services from ASN has a right to deny the use of physical interventions, no matter what. Each person receiving services from ASN is provided an authorization form that must be updated at least annually and as needed. This form allows for individuals receiving supports, or their legal representatives, to grant or deny authorization for support staff to utilize physical support in order to keep a person or people safe during an escalated situation.

If an individual receiving services at ASN, or the individual's legal representative, denies authorization for the use of physical intervention in a crisis situation, ASN personnel will NOT physically intervene and instead call 911 immediately in the face of a safety threat. If an individual receiving services at ASN, or the individual's legal representative, authorizes the use of physical intervention in a crisis situation, an ASN support staff may provide what is considered "light touch" support to ensure a person's health and safety. Examples of this type of physical support are holding an individual's hands or arms to prevent the person from hitting, physically positioning oneself in between the person receiving services and a wall or table to prevent the person from head banging or harming self, or physically preventing a person from running into the street or other dangerous place. ASN employees are NEVER authorized to hit, tackle, or strike an individual in any way. If a support staff cannot ensure health and safety, he or she should contact emergency assistance right away, regardless of authorization, and authorized physical intervention can never be used to force compliance or as a form of consequence or punishment. Authorized physical intervention can only be used to ensure health and safety AND as a last

result.

All direct support staff at ASN are required to complete Mental Health Wellness training annually and will receive individualized training on the specific authorizations for the individual(s) they support.

At ASN, our policy concerning physical support is as follows:

- ASN requires Mental Health Wellness training to all staff at ASN with an emphasis on understanding escalating behaviors and providing supports to prevent escalation from occurring.
- ASN training and support will focus on de-escalation and mandate that physical intervention is a last resort when authorized.
- No physical support will be used without the prior permission of the individual or the individual's legal representative
- An individual who does not grant permission will not experience any form of physical intervention under any circumstances.
- All physical interventions will be reported to DDS licensure section.
- Teams supporting individuals who rely on physical support as a routine part of their support services will receive individualized training based specifically on the support needs of that individual and the specific support plans in place for the individual. In these situations, ASN will work closely with collaborative partners to ensure individuals receive the most appropriate supports based on their unique needs.
- In the rare instances that an individual's support needs require double support staffing to ensure health and safety, ASN will provide those support teams with an additional level of training to address physical intervention techniques in a team support situation.

3.7 ON CALL AND ON SITE SUPPORT

To ensure that individuals receiving services and direct support staff have ongoing access to support and assistance as needed, Arkansas Support Network maintains an On-call/on-site manager rotation which ensures that a manager is assigned to be responsible for answering on-call and on-site phone calls 24/7, 365 days a year. Managers rotate on-call assignments on a weekly basis and on-site assignment on a daily basis. On-call managers will respond to calls made to the ASN office after hours and on the weekends and ensure that situations are supported appropriately regardless of time of day or day of week. The on-site manager is available during regular business hours to provide support and assistance to situations that may occur when the assigned manager is not

available.

3.8 MEDICAL SERVICES

Arkansas Support Network maintains a Medical Services department to support the medical needs of individuals receiving Community Living Supports. The Medical Services department consists of an RN and an LPN to provide assistance, support, training, and oversight for support areas of need such as medication management, self-care, personal care, adaptive equipment, specific medical conditions such as diabetes, nutrition, and any other specific diagnosed medical conditions, and all other support needs related to medical care. Medical Services staff provides staff training and support and conducts home visits and provides consultation as needed to support individuals and the teams who serve them.

The Medical Services department works to insure individuals served are supported to exercise their right of choice regarding their health care. Medication and treatment information, including purpose, intended outcomes, side effects, risks and alternatives are communicated to individuals. Individuals are supported to choose their own health care providers, communicate with their chosen providers, facilitate their own health care appointments and organize their own health care records as independently as possible. The choice of individuals to self-administer their own medications and treatments or receive them is supported to insure they are taken in the way they are prescribed. The Medical Services department works with individuals to communicate information regarding advanced directives, including Psychiatric Advanced Directives. Individuals and support teams are trained to access medical emergency services when appropriate.

The Health Care needs of each individual served are reviewed by the management team at regularly scheduled progress reviews.

3.9 RECREATION

Arkansas Support Network operates a Recreation program designed to provide individuals receiving services and the community at large opportunities to engage in activities related to health, wellness, enjoyment, and community. The Recreation program is guided by a Recreation committee consisting of individuals receiving services, employees, managers, and community members and develops programming that is open to everyone in the community. Inclusive activities are

always prioritized and encouraged, and anyone is welcome to participate in Recreation activities, regardless of affiliation with Arkansas Support Network. It is the goal of the Recreation committee to use fun and productive recreation activities to promote inclusion and engagement and increase opportunities to develop social capital.

4 DEVELOPMENT AND OUTREACH

4.1 DEVELOPMENT AND OUTREACH

Arkansas Support Network works to create a welcoming and supportive community by creating positive opportunity for interactions and meaningful shared experiences between community members and individuals receiving services at Arkansas Support Network. The agency seeks to create opportunities to educate the community at large of the valuable assets of individuals receiving services and the enriching opportunities to create more inclusive community resources, activities, and events.

4.2 VOLUNTEERISM

Arkansas Support Network recognizes the value of volunteerism in the community and seeks to provide opportunities for the community at large to benefit individuals receiving services while also providing opportunities for the individuals receiving services from Arkansas Support Network to benefit the community at large.

4.3 COMMUNICATIONS

Arkansas Support Network relies on social media, community publications, and its internal and external newsletter to provide information and education regarding the activities, priorities, and opportunities of the organization to both organizational members, vested community members, and the community at large. These communication mechanisms are used as vehicles to share agency successes, needs, and opportunities and to promote the full inclusion of individuals with disabilities into their communities.

5 VOCATIONAL SERVICES

5.1 PHILOSOPHICAL ORIENTATION

Arkansas Support Network is dedicated to providing Vocational Support services that promote integrated, competitive work settings and is opposed to segregated work that does not provide a fair and legal wage to workers.

6 QUALITY ASSURANCE

6.1 PHILOSOPHICAL ORIENTATION

Division Quality Specialists (DQS) provide quality assurance and advocacy support for individuals receiving Community Living Services. It is the responsibility of the assigned DQS to ensure that the individual receiving services receives the desired supports consistent with the mission, vision, and values of the organization.

6.2 BASIC ASSURANCES CHECK

DQSs are responsible for completing a Basic Assurances Check at least annually to ensure that support services are focused on the following areas: rights protection and promotion, dignity and respect, natural support networks, protection from abuse, neglect, mistreatment, and exploitation, health, safety, staffing, support services, and personal security. DQSs will utilize input for the individual receiving services and the support team to score the Basic Assurance Check tool. The results of the Basic Assurances Check tool will be immediately shared with the management team responsible for coordinating services, and areas identified as deficient will be addressed in the person's Individualized Support Plan.

7 HUMAN RESOURCES

7.1 PHILOSOPHICAL ORIENTATION

Human Resources exists to provide and support an appropriate workforce to provide support services to individuals in a community-based setting. Arkansas Support Network's Human Resource department prioritizes the desires and opinions of the individuals receiving services in all hiring decisions and seeks to meet the specific requests of individuals receiving services when selecting candidates for employment. No hiring decision is made for direct support positions without the approval of the individual receiving services and/or her or his legal guardian.

7.2 EMPLOYEE TRAINING

Human Resources not only ensures that employees receive the mandatory trainings required by the Division of Developmental Disability Services. They also seek to provide diversified training opportunities to ensure that employees have the skills and knowledge necessary to support individuals through all aspects of

life.

7.3 EMPLOYEE EMAIL

All employees of Arkansas Support Network designate a primary email address to serve as their primary contact during their application process, and this email address is used to disseminate important employee information, to keep employees connected to the happenings at Arkansas Support Network, and to provide employees with ready access to assistance and support from Human Resources.

7.4 RECOGNITION

Arkansas Support Network understands the importance of recognizing and supporting good quality work. When an employee is observed doing work that promotes the mission, vision, and values of the organization or is determined to be “above and beyond” the duties of the employee in the best interest of the individual served or the organization, the department director will be notified and provide recognition for the employee’s work. Recognition can come at the team, division, department, or agency level and should serve to offer appreciation the employee and encouragement for others.

Appendix A: Universal Declaration of Human Rights

Preamble

Whereas recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world, Whereas disregard and contempt for human rights have resulted in barbarous acts which have outraged the conscience of mankind, and the advent of a world in which human beings shall enjoy freedom of speech and belief and freedom from fear and want has been proclaimed as the highest aspiration of the common people, Whereas it is essential, if man is not to be compelled to have recourse, as a last resort, to rebellion against tyranny and oppression, that human rights should be protected by the rule of law, Whereas it is essential to promote

the development of friendly relations between nations, Whereas the peoples of the United Nations have in the Charter reaffirmed their faith in fundamental human rights, in the dignity and worth of the human person and in the equal rights of men and women and have determined to promote social progress and better standards of life in larger freedom, Whereas Member States have pledged themselves to achieve, in cooperation with the United Nations, the promotion of universal respect for and observance of human rights and fundamental freedoms, Whereas a common understanding of these rights and freedoms is of the greatest importance for the full realization of this pledge, Now, therefore, The General Assembly, Proclaims this Universal Declaration of Human Rights as a common standard of achievement for all peoples and all nations, to the end that every individual and every organ of society, keeping this Declaration constantly in mind, shall strive by teaching and education to promote respect for these rights and freedoms and by progressive measures, national and international, to secure their universal and effective recognition and observance, both among the peoples of Member States themselves and among the peoples of territories under their jurisdiction.

Article 1 All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

Article 2 Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self-governing or under any other limitation of sovereignty.

Article 3 Everyone has the right to life, liberty and security of person.

Article 4 No one shall be held in slavery or servitude; slavery and the slave trade shall be prohibited in all their forms.

Article 5 No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Article 6 Everyone has the right to recognition everywhere as a person before the law.

Article 7 All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.

Article 8 Everyone has the right to an effective remedy by the competent national tribunals for acts violating the fundamental rights granted him by the constitution or by law.

Article 9 No one shall be subjected to arbitrary arrest, detention or exile.

Article 10 Everyone is entitled in full equality to a fair and public hearing by an independent and impartial tribunal, in the determination of his rights and obligations and of any criminal charge against him.

Article 11 1. Everyone charged with a penal offence has the right to be presumed innocent until proven guilty according to law in a public trial at which he has had all the guarantees necessary for his defense. 2. No one shall be held guilty of any penal offence on account of any act or omission which did not constitute a penal offence, under national or international law, at the time when it was committed. Nor shall a heavier penalty be imposed than the one that was applicable at the time the penal offence was committed.

Article 12 No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks.

Article 13 1. Everyone has the right to freedom of movement and residence within the borders of each State. 2. Everyone has the right to leave any country, including his own, and to return to his country.

Article 14 1. Everyone has the right to seek and to enjoy in other countries asylum from persecution. 2. This right may not be invoked in the case of prosecutions genuinely arising from non-political crimes or from acts contrary to the purposes and principles of the United Nations.

Article 15 1. Everyone has the right to a nationality. 2. No one shall be arbitrarily deprived of his nationality nor denied the right to change his nationality.

Article 16 1. Men and women of full age, without any limitation due to race, nationality or religion, have the right to marry and to found a family. They are entitled to equal rights as to marriage, during marriage and at its dissolution. 2. Marriage shall be entered into only with the free and full consent of the intending spouses. 3. The family is the natural and fundamental group unit of society and is entitled to protection by society and the State.

Article 17 1. Everyone has the right to own property alone as well as in association with others. 2. No one shall be arbitrarily deprived of his property.

Article 18 Everyone has the right to freedom of thought, conscience and religion; this right includes freedom to change his religion or belief, and freedom, either alone or in community with others and in public or private, to manifest his religion or belief in teaching, practice, worship and observance.

Article 19 Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

Article 20 1. Everyone has the right to freedom of peaceful assembly and association. 2. No one may be compelled to belong to an association.

Article 21 1. Everyone has the right to take part in the government of his country, directly or through freely chosen representatives. 2. Everyone has the right to equal access to public service in his country. 3. The will of the people shall be

the basis of the authority of government; this will shall be expressed in periodic and genuine elections which shall be by universal and equal suffrage and shall be held by secret vote or by equivalent free voting procedures.

Article 22 Everyone, as a member of society, has the right to social security and is entitled to realization, through national effort and international co-operation and in accordance with the organization and resources of each State, of the economic, social and cultural rights indispensable for his dignity and the free development of his personality.

Article 23 1. Everyone has the right to work, to free choice of employment, to just and favorable conditions of work and to protection against unemployment. 2. Everyone, without any discrimination, has the right to equal pay for equal work. 3. Everyone who works has the right to just and favourable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection. 4. Everyone has the right to form and to join trade unions for the protection of his interests.

Article 24 Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay.

Article 25 1. Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control. 2. Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.

Article 26 1. Everyone has the right to education. Education shall be free, at least in the elementary and fundamental stages. Elementary education shall be compulsory. Technical and professional education shall be made generally available and higher education shall be equally accessible to all on the basis of merit. 2. Education shall be directed to the full development of the human personality and to the strengthening of respect for human rights and fundamental freedoms. It shall promote understanding, tolerance and friendship among all nations, racial or religious groups, and shall further the activities of the United

Nations for the maintenance of peace. 3. Parents have a prior right to choose the kind of education that shall be given to their children.

Article 27 1. Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits. 2. Everyone has the right to the protection of the moral and material interests resulting from any scientific, literary or artistic production of which he is the author.

Article 28 Everyone is entitled to a social and international order in which the rights and freedoms set forth in this Declaration can be fully realized.

Article 29 1. Everyone has duties to the community in which alone the free and full development of his personality is possible. 2. In the exercise of his rights and freedoms, everyone shall be subject only to such limitations as are determined by law solely for the purpose of securing due recognition and respect for the rights and freedoms of others and of meeting the just requirements of morality, public order and the general welfare in a democratic society. 3. These rights and freedoms may in no case be exercised contrary to the purposes and principles of the United Nations.

Article 30 Nothing in this Declaration may be interpreted as implying for any State, group or person any right to engage in any activity or to perform any act aimed at the destruction of any of the rights and freedoms set forth herein.