



Policy and Procedure # 405

Residential Support Requirements

Approval: _____ Effective Date: 5/9/24

POLICY:

EFI offers instruction and support to clients who live in their own homes in the community. Hours vary according to individual needs. All clients will have immediate access to staff or the means to contact staff at all times. Supports are guided through the Individual instruction and support plan which is developed from each individual's Individual Service Plan. All clients are afforded the freedom to come and go at will and employees will maintain a general awareness of each client's whereabouts and activities to ensure safety.

All clients will be provided current contact information to summon employee assistance in the event of an emergency. Should the regular phone system fail, employees will use whatever other resources are available in order to maintain contact with their Supervisor or Department Director.

REFERENCE: WAC 388-101-3190

PROCEDURE:

1. EFI will provide adequate staffing within contracted hours to provide instruction and support to meet the needs of the clients.
2. At no time will a client be involved in instruction and support of another client.
3. Employees will encourage clients to communicate when they are leaving, their destination, and their anticipated time to return.
4. A client who has sequestered himself or herself in their bedroom for a number of hours will be monitored at a frequency which ensures that the client is okay, but which does not create a nuisance.
 - a. Employees will knock on the client's bedroom door and listen for a response.
 - i. The employee will enter only if invited unless there is reason to be concerned about the client's safety such as: a severe illness, despondent or at risk behaviors.
 - b. If the client does not respond to a knock on their door under conditions that raise reasonable concern for the client's health and welfare, the employee may enter the room while announcing his or her intent to make sure the client is safe.
 - c. If employees should become aware that a client has left under concerning conditions, they will follow the procedures outlined in the Employee Response to a Missing Client policy.



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5. Clients who are bedridden due to illness (which does not require hospitalization) will be checked on regularly and their condition documented.
 - a. Employees will maintain awareness to any call from the client.
 - b. If a client is unable to call out to an employee, another system of communication will be set up, i.e. a bell or intercom.
6. All records relating to the residential services contract will be maintained for six years after the expiration of the contract.