

 <p style="text-align: center;">POLICIES AND PROCEDURES</p> <p style="text-align: center;">State of Tennessee Department of Intellectual and Developmental Disabilities</p>	<p style="text-align: center;">Policy #: 100.1.14</p>	<p style="text-align: right;">Page 1 of 3</p>
<p>Policy Type: Intermediate Care Facilities for Individuals with Intellectual Disabilities</p>	<p>Effective Date: September 15, 2015</p>	
<p>Approved by:</p> <p style="text-align: center;"></p> <p>Commissioner</p>	<p>Supersedes: Policy #202</p> <p>Last Review or Revision: August 12, 2013; revised May 13, 2015</p>	
<p>Subject: CONDUCT TOWARD PERSONS SUPPORTED</p>		

I. **AUTHORITY:** Tennessee Code Annotated (TCA) 4-4-103, TCS 4-3-2708, TCA 4-3-2708, TCA 4-4-103, TCA 33-3-10, TCA 33-1-103, Section 1905 (d) of the Social Security Act and 42 CFR 483.420-480.

II. **PURPOSE:** The purpose of this policy is to establish standards that foster respectful interactions between staff and individuals supported.

III. **APPLICATION:** This policy is applicable to all employees, contract staff and volunteers who provide services and supports to persons residing in Department of Intellectual and Developmental Disabilities (DIDD) Intermediate Care Facilities (ICFs/ID) and the Day One Unit at the Harold Jordan Center (HJC).

IV. DEFINITIONS:

A. **Individual Support Plan (ISP)** shall mean a person centered document that provides an individualized, comprehensive description of the person supported as well as guidance for how to accomplish unique outcomes that are important to the individual in achieving a good quality of life in the setting in which they reside.

B. **Circle of Support (COS)** shall mean a group of people who meet together on a regular basis to help a person supported plan for and accomplish his/her personal outcomes and actions. The person supported is the focus or the center of the COS. At a minimum, this includes the person supported, his/her family member(s) and/or conservator(s), a QIDP/Case Manager, and the providers of any supports and services the person receives. Friends, advocates, and other non-paid supports are included at the invitation of the person.

C. **Personal Outcomes and Actions** shall mean statements within the ISP concerning what the person is working to accomplish within the ISP year. Personal outcomes and actions are developed by the person and his/her COS, starting with what is important TO the person and balancing with what is important FOR the person's health, safety, and well-being, when necessary. They must be observable and measurable. Actions are specific steps needed to attain an Outcome.

V. **POLICY:** It is the policy of DIDD ICFs/IID to be person-centered in all interactions with persons supported in a manner which provides and encourages each person's right to live in a safe environment and ensures value, dignity, respect, as well as opportunities for growth and self-determination.

VI. PROCEDURES:

A. General Standards

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1. Staff shall treat persons supported with courtesy and respect in all verbal and non-verbal interactions.
2. Staff shall support persons in planning a life that is personally meaningful and satisfying.
3. Staff shall support the strengths, gifts, talents and contributions of persons supported to their community and to others.
4. Staff shall support and empower persons supported to the extent possible.
5. Staff shall consider the preferences and choices of persons supported in daily decision-making.
6. Staff shall actively solicit the input of persons supported in the formulation of policies and procedures, to the extent possible.
7. Staff shall strive to support meaningful experiences and the person's vision of a valued lifestyle no matter what the person's abilities or challenges.
8. Staff shall support the dreams and outcomes noted in the Individual Support Plan for each person supported.
9. Staff shall demonstrate consistent positive behavior.
10. Staff shall observe and listen carefully to the person, empowering and promoting self-determination.
11. Staff shall support cultural diversity and respect a person's belief and values system.

B. Personal Growth and Self-Determination

1. Staff shall provide opportunities for:
 - a. choice, decision-making and self-management;
 - b. necessary supports for increasing independence;
 - c. meaningful activities and materials preferred by the person;
 - d. engaging in functional, meaningful activities, planned and unplanned, with whatever level of assistance is required to teach and reinforce skill acquisition;
 - e. alternatives for persons who do not choose to participate in a planned activity;
 - f. community presence to experience people, places and valued activities with others;
 - g. having a valued place or role in one's community, and being seen by others in positive ways, and
 - h. developing relationships/friendships.
2. Staff shall encourage:

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- a. participation in decisions during planning, implementing, and evaluating the outcomes of planning;
 - b. completion of tasks and learning skills with as much independence as possible;
 - c. attempts of new activities and tasks while providing reasonable safeguards to prevent injury;
 - d. interaction with others in a manner that promotes relationship building and community membership.
3. Staff shall recognize and communicate:
 - a. what is working for the person supported and celebrate successes;
 - b. any unmet needs, risks or barriers preventing the person from achieving/experiencing his/her desired life.
- C. Guidance for reducing risks**
1. Staff shall practice person-centered planning, influencing meaningful change and reduce risks in lives of persons supported.
 2. Staff shall model positive behaviors and offer alternatives to challenging behavior.
 3. Staff shall advise persons supported about the possible positive and negative outcomes of their choices.
 4. Staff shall educate persons supported about the balance of rights and responsibilities in decision making.
 5. Staff shall recognize, intervene and report challenging behaviors or environmental factors posing a risk of harm to the person or others.
- VII. CQL STANDARDS:** People are treated with dignity and respect. The organization respects individual's concern and responds accordingly. Supports and services enhance dignity and respect.
- VIII. REVISION HISTORY:** Revised August 12, 2013 and reviewed June 2014.
- IX. TENNCARE APPROVAL:** N/A
- X. ATTACHMENTS:** None