



Responsive Children's Supports Ltd.

Progressive Residential Supports

Supports that work with children along their developmental path from childhood through youth and into adulthood

Parent Handbook

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Progressive Residential Supports Parent Handbook

1) Introduction

Welcome to Progressive Residential Supports (PRS). Our program is provided through Responsive Children's Supports Ltd.

Progressive Residential Supports is descriptive of the continuum of supports we provide to complex children and youth and their varied support networks. It is reflective of our collaborative efforts to provide these intensive and specialized supports with the ultimate goal of stabilization and the ongoing reduction of supports as these children and youth move along their developmental stages and ultimately onto adulthood.

Support is individually designed to meet the unique needs of each child (and their family) who are experiencing behavioral, emotional and/or mental health challenges which interfere with their skill development, quality of life, and community inclusion. Support is provided in community based homes with specialized staff, shared-parenting approaches (where support is shared between the staffed home and family), and respite and other community based supports. We recognize that some children will need to live without other children in the home and that some children will thrive and grow in a peer roommate situation.

The main objectives of PRS are to support clients in a manner that provides them with:

- independent living skills,
- a safe and secure environment to flourish as an individual,
- the supports needed to realize their goals and,
- assist him or her in their transition to adulthood.

This handbook has been compiled to ensure that parents and guardians have all the necessary information for their children while being supported. Please contact supervisors if there are further questions or if further clarification is needed.

2) Contacting the Home or the Office

Progressive Residential Supports Contact Information

- **The Home Number and address is: *insert information***
 - This is the number used to reach the front-line staff and will be answered by any staff in the house at the time of your call. Use this number to reach your child or his/her staff and for emergencies when there is no one in the office. If you urgently need to speak to a supervisor, a staff will contact us and ask us to contact you.
- **The office number is 403-261-8724.** This is the number to reach the Service Area Supervisors during office hours, or to leave a voicemail for Service Area Supervisors outside of office hours. Office hours are variable and are based on operational needs but are generally Monday to

Friday 9:00 AM to 5:00 PM. Each Service Area Supervisor has a local number and a cellular number. Both numbers have voicemail; please note that we aim to return all voicemails within 24 hours, however voicemail is not usually checked on the weekends.

Who is who?

PRS has three Service Area Supervisors, two Crisis Response Specialists, and a Program Coordinator. We communicate with each other frequently throughout the day so if you are not able to reach the appropriate supervisor, you may speak to any one of us regarding urgent information. The program is overseen by a Program Director and is updated, as needed, regarding day-to-day support by the Program Coordinator.

3) Profiles, Annual Authorizations/Consents

Profiles

Each child will have a written profile created for them, which staff will use as a guide to working with your child. This profile is created by Service Area Supervisors, Support Approach Consultants and in collaboration with parents/guardians. It is reviewed by the Agency's Psychologist. The profiles will consist of but are not limited to: a summary face sheet, an introduction to your child, communication information, medical information, emotional and behavioral support information, supervision, safety and emergency procedures (bathing and transportation), sexuality information, dietary considerations, personal care information, daily routine information and likes and dislikes. This profile will be reviewed and updated annually (or as needed) and signed for authorization by your child's PRS team and by you, the parent/guardian.

Annual Authorizations

Parents/guardians will be required to sign annual authorizations/consents for their child, and consists of the following:

- **A service agreement document** – this outlines the Agency's responsibilities and the guardians' responsibilities with regards to providing services to your child
- **Annual Health Care Consent Form** - this grants the staff permission to administer medications and treatments prescribed by physicians to your child; as well as permission to seek out emergency medical treatment in the event of an emergency where the parents cannot be reached
- **Photographic/Audio/Visual Release** – this grants us permission to utilize your child's photograph to verify their identity in our medication administration procedure. There are other permissions that can also be considered for use of your child's photograph such as in communication visuals, documenting an injury(s) or sharing with the home after an Agency function.
- **Authorization for Outings** – This grants us permission to take your child on community based excursions and/or recreational/leisure/educational activities, as well as grants us permission to transport your child as approved.
- **Release of Information** – This grants us the ability to share information with outside stakeholders involved in your child's life, such as a school teacher or their physician

- **Acknowledgement of Shared Information** – This form acknowledges that the agency will keep your child’s information confidential and asks that you do the same regarding any information you come to learn about regarding your child’s roommate(s).
- **Support Approach Team Consent Form** – This grants us permission to utilize the assistance of our Support Approach Team. The service is intended to foster the emotional and behavioural well-being of an individual in service, through the development of individualized “support approaches”, staff training, and ongoing monitoring of approach implementation and individual well-being.

4) Home Visits (Shared Parenting model) and Family Involvement

Every family is different; home visits will vary as will family involvement and connection. We want each family (including parents, siblings, aunts, uncles, grandparents, etc.) to be able to be involved in the day-to-day as much and as often as they chose. Some families will chose to have scheduled regular home visits with their child. This could mean that you may choose to have your child home every Saturday at 5pm – Sunday at 5pm. In other instances, families may choose to call 24-48 hours in advance of a visit they would like to have with their child (e.g., an overnight or just a planned supper outing). Some families may want to have a regular weekly meeting in the community at a park where everyone can be together and still have staff there to provide support for their child. Whatever the model, we will strive to do our best to work with you and your family to create and allow for the time spent with your child to be positive!

Schedules for visits with your child can be made with the Home Supervisor and/or the Service Area Supervisor; whatever the plan is determined to be, it is extremely important that you are on time when picking up and dropping off your child. We use the planned visit schedules to ensure we have appropriate staffing ratios in the home. It will also be important that you not drop off your child at unscheduled times/days that were not previously agreed upon because there will not be a staff scheduled to support your child.

Family vacations - If you and your family are planning to go on a vacation and your son or daughter will remain in our care, please make sure that your emergency contact is aware that you will be away as we may need to contact them in case there is an emergency. It will also be important for us to be able to reach you while on vacation in case we need to contact you for emergency purposes.

If you are planning a vacation *with* your child, please provide at least a month’s notice as per PRS Service Agreement. Please contact the Service Area Supervisor to discuss the individual’s vacation plans so that we can make arrangements to accommodate the staff at other locations.

5) CareRx Pharmacy Partnership (not mandatory)

The agency has partnered with CareRX Pharmacy to assist with enhancing our client care by providing safe, consistent and efficient ways for us to acquire and administer medications. Individuals in full time residential placements with PRS will be asked to consider transition to this pharmacy, ensuring medication administration consistency. CareRX pharmacy is a Canadian owned and operated company. They have built a strong and stable relationship with Alberta Health Services, which has gained them

popularity and strength across the province. The agency chose to partner with CareRX based on many factors including having a central point of contact for communication, a 24/7 afterhours support telephone answered by a pharmacist, standardized packaging system of medications, as well as the detailed documentation including pharmacy policies, procedure manuals, and standardized MARs (medication administration records). CareRX has a great billing process and is cost saving. For example:

- medications can be processed through any eligible direct bill plan (including medical benefits through AISH)
- least cost generic medication is always dispensed (unless otherwise noted on a doctor's prescription).
- all clients have an everyday discount of 15% on over-the-counter medications
- the pharmacy can communicate directly with the client's doctors to identify the most appropriate medication therapy
- can assist in special authority process
- provides free delivery and free packaging of medications with no extra or hidden fees.
- You are welcome to visit their website here: <https://www.carerx.ca/>

If an individual has not opted into services with CareRX, their guardians will choose another pharmacy that best suits their needs. Guardians and the Agency will be responsible for arranging medication delivery.

6) Medications and Treatment Plans

We have very strict medication administration policies that must be adhered to. Please understand that while it may seem excessive compared to what you do at home, we have a very large number of clients to keep track of, most of whom receive medications. Our policies are in place to ensure the safety of your child.

The Agency follows a safe medication administration formula. The formula is as follows: 7 RIGHTS X 2 DOCUMENTS X 3 TIMES. In order to adhere to this formula, we must have the following two documents: a valid and current Pharmacy label on the medication and a Medication Administration Record (MAR) sheet completed by us or the dispensing Pharmacy. These two documents must match in order for us to administer the medication.

Doctor's Orders (Prescription copies) and Pharmacy Labels

Doctor's orders can be provided but are not necessary. We do need a valid and current pharmacy label on each prescribed medication bottle/vial/bubble pack/sachet in order to administer it to your child. The supposition is that if there is a valid pharmacy label there is a valid prescription at the pharmacy. If you do provide doctor's orders, we strongly prefer typed printouts to handwritten orders in order to prevent confusion.

A valid and Current Pharmacy Label must include:

- The child's full name
- Name of medication the child is prescribed (e.g., Intuniv)

- The specific time(s) of day that the medication, vitamin/herbal remedy, or supplement is being given (e.g., three times daily)
- The strength of the medication (e.g., 4mg)
- The dose of the medication (e.g., two (2) tablets of Intuiv 4mg – dose is 8mg)
- The route in which each medication is being given (e.g., by mouth, PO)
- The reason for taking each medication (e.g., for agitation)
 - Sometimes this is not able to be provided on the pharmacy label
- If the medication is a PRN (as needed), the maximum amount that can be given per day (e.g., PRN up to 3 times daily)
- The name of the prescribing Doctor or Pharmacist's printed name
- Pharmacy contact information
- Date the medication was filled
- Number of refills remaining
- Be current (within one year)

The Doctor's orders must include:

- The child's name
- Each prescription medication the child is prescribed,
- State the name of each vitamin/herbal remedy or supplement the child is being given (includes multivitamins and supplements such as Melatonin),
- The specific time of day that each medication, vitamin/herbal remedy, or supplement is being given,
- The dose of each medication that is being given,
- The route in which each medication is being given (i.e. By mouth)
- The reason for taking each medication,
- If the medication is a PRN (as needed), the maximum amount that can be given per day,
- If there are any special administration instructions (i.e. Pill must be crushed, dissolved in juice, etc.)
- The Doctor or pharmacist's printed name and signature.
- The contact information of the provider
- Be current within one year

Medications must be sent in their original bottle/vial/bubble packs/sachet. Do not put meds in old bottles to send to the home. If you have a large supply at home and do not wish to send your entire stock, reserve a portion at home and send the amount needed here in the original bottle. Bubble packs prepared by a pharmacy are also acceptable.

Please send a small amount of extra medication. Our medication policy states that if medications are dropped or contaminated we cannot administer them. If they are very costly or you are concerned about wastage, we can keep the medications we are unable to administer and send them home for you.

Over the counter products and non-prescription medication

Non-prescription medications still require proper documentation. Common types of medication that people forget about include pain killers, sleep aids such as melatonin, medicated creams, multivitamins, dietary supplements such as Ensure, homeopathic medications, laxatives, and Afterbite. This list is not exhaustive. Any items that contain medicinal ingredients must come with a Dr.'s order. If you explain to

your doctor the reason for this requirement, they should be happy to accommodate you. The only items we are allowed to administer without Dr.'s orders are sunscreen, bug spray, and mouthwash.

Medication administration

Supervisors will create a medication administration guide which will outline how your child is prescribed to take their medication, as well as any preferences they have, for example, taking meds with chocolate milk. This procedure allows us to reduce any errors in administration and to ensure consistency. This guide will be updated annually or when medications are added or changed, in collaboration with parents/guardians. Parents will also be asked to provide a photograph of their child; this photograph is used for identity verification purposes during our medication administration procedure. Supervisors may ask you for an updated photo from time to time as we are required to update the photo annually.

For serious injuries or illness we will call 9-1-1- and have EMS assess your child. Transportation via ambulance is at parent's expense and may be necessary to ensure your child's health and safety. Parent or emergency contact must be available to meet at the hospital.

Treatment Plans

A medical professional (e.g., physician, neurologist, dietician, occupational therapist etc.) may prescribe a Treatment Plan to address a specific medical concern. It is the Agency's preference that the medical professional will develop the treatment plan and provide the training to the Agency staff. If not, then a request for the development of a Treatment Plan and/or training will be initiated by the Service Area Supervisor, Coordinator/Director and approved by the Executive Director for review and or development.

Medication administration routes that are not covered in Agency Medication Administration process are: injections, nebulizers, rectal medication, vaginal medication, administration of enteric (tube feeds). Administration of any medications via these routes will require a treatment plan. Any treatment plan developed by the agency RN will be authorized by the Executive Director and approved by the prescribing medical professional, and agreed to by the individual/guardian and funder (as applicable)

Additionally Medical Treatment Plans are needed for any of the following (but not limited to): seizure protocols, range of motion exercises, Epsom salt soaks, administration of suppositories, participation in exercise programs, catheter changing and care, ostomy bag changing and care, repositioning in bed to prevent pressure sores, skin integrity assessment, glucose testing, use of oxygen, insulin administration, etc.

7) Communication

The following communication protocol includes detailed instructions describing the lines of communication for all information pertaining to your child's support and care. These lines of communication will be followed as outlined to ensure appropriate response.

Appointment and Scheduling Communication

As guardian it will be your responsibility to schedule all appointments that your child is required to attend. You will ensure these appointments are communicated to the Service Area Supervisor/ Home Supervisor, allowing enough time for planning as necessary (at least two weeks). If you are not available

to transport your child to his/her appointment, and re-scheduling is not an option, you may contact the Office Supervisor/Home Supervisor to discuss whether or not staff, with a vehicle, is available to assist. A current transportation plan must also be in place for staff to transport individuals in service. Please schedule appointments, whenever possible, within staffing hours 1300-2100 if you would like a staff to attend with you. We do understand that this may not be possible. Should you be unable to transport your child to an appointment, contact the Service Area Supervisor/ Home Supervisor to find out if arrangements can be made.

For any appointment made outside of the above instruction, it will be your responsibility to ensure your child's attendance at the appointment; this includes transportation.

The Service Area Supervisor/ Home Supervisor will make sure that the home receives all necessary information pertaining to scheduled appointments regardless of whether or not PRS staff will be attending. You will update the Service Area Supervisor/ Home Supervisor if any scheduled appointments change or are cancelled. The Service Area Supervisor/ Home Supervisor will ensure these changes are communicated to the home.

For any appointments in which staff are present, staff are required to complete a Medical/ Dental Appointment Summary, this document will be submitted to the Service Area Supervisor, and filed. If you were not present at the appointment, the Service Area Supervisor/ Home Supervisor will provide you with all information given at the appointment.

Incidents and Incident Reports

As guardian, we must notify you of all critical incidents described below (by the supervisor):

- A serious illness or injury to your child
- A serious change in your child's health, behaviors, and or mannerisms
- An incident in the administration of prescribed medication to your child which leads to an event which:
 - involves any medical treatment
 - an adverse reaction to medication by your child
 - hospitalization
- An unauthorized absence of your child from the facility or program
- Involvement of authorities such as the police
- Any other occurrence that may seriously affect the health or safety of your child

All above noted incidents require the completion of an Incident Report. All incident reports will be forwarded to the Service Area Supervisor, PRS Coordinator, the Support Approach Consultant, back to the Service Area Supervisor, and out to the home for the staff to review all comments given. The completed incident report, with all comments, will be copied and given to you.

For information or situations not described as a critical incident in the above examples staff will complete contact notes, log notes, medical/ dental appointment summaries, and ensure that the Home Supervisor and Service Area Supervisor are both provided with this information and within an appropriate timelines.

Monthly Summaries

Monthly Summaries will also be provided to the guardian once reviewed. These are completed using the daily log notes for the month the report is being completed. They are generally completed by the 10th of the next month (i.e., January's summary will be completed by February 10th). The process for team distribution and review is the same as incident reports. Method of receipt can be discussed with a Service Area Supervisor (e.g., mail, email, home pick up).

Telephone or in-person Communication with staff members

Staff must write a contact note/email about their conversation with the guardian, outlining the nature of the conversation. This documentation will be forwarded to the Service Area Supervisor for follow up, if needed.

Communicating with your child

Any individual in service is able to call their parent/guardian at any time unless otherwise decided, by you. He or she may also call friends or relatives provided the parent/guardian has approved the contact. Telephone communication can either be in private or in the presence of a staff member. This will be determined by parents/guardians and outline in the child's Profile. An example of when a phone conversation may need to be monitored by staff could be if there is a history of the individual making comments of concern towards family members (i.e., threats). You and your child may choose to communicate in a different way (e.g., text messaging, email, etc.). Whichever form of communication is used, we will ensure to have guidelines included in the Profile to facilitate its occurrence.

Information, Question and or Concerns

Any information, questions and or concerns the guardian/parent may have about their child's support and care will be communicated directly to the Service Area Supervisor. The Service Area Supervisor will do all the necessary follow up and communicate back to the guardian/parent in a timely manner, depending on the request; this could take two business days or more. If the follow up is going to take longer than two business days the Service Area Supervisor will update the guardian, explaining the time needed to address the situation and why.

8) Personal Belongings and Bedroom Personalization

We complete a personal effects record documenting all your child's belongings upon their arrival to the home. We make every effort to make sure that all of their belongings remain in their room. We strongly recommend labeling belongings, especially if your child is unable to identify their own things. **Valuable items are sent at your own risk. Again, we make every effort to keep these items safe, but due to the nature of the services we provide, objects are prone to being lost, damaged or destroyed. The agency does not replace personal belongings under any circumstances.**

Bedroom Personalization

Many of the children in the PRS program have different needs than other kids, and since a bedroom is their own space, it's important to promote personalization, taking into consideration their needs as well

as safety. More than anything, it's important to make your child's room their own and a safe place to which they can retreat. Typically we do not allow the walls to be painted (i.e., special designs or a mural) before your child moves in because some of our lease agreements do not allow it. If you do want to inquire about painting your child's bedroom, please let us know and we will check to see if that home location allows it. Posters and pictures can be put on the wall however some bedroom furniture may not be allowed as we need to also consider our staffs' safety as well as your child's. There are several environmental and safety modifications that can be made in the home to maintain safety so this may mean that instead of a dresser, there are built-in shelves in the closet or instead of a typical bed and box spring, there is only a mattress on the floor. Walls could be modified and covered in MDF wood to protect the drywall or there may even be an alarm on the window and or the door to alert staff if a child has a history of elopement. There are also some government licensing standards we must adhere to which do not permit items such as weight bearing closet rods or vertical blinds. If you have any questions regarding this, please don't hesitate to speak with a Service Area Supervisor.

Clothing

Given that your child will be living in a new environment, it will be important to send a sufficient amount of clothing and supplies for them knowing that more clothes and personal items can be brought over as you feel are needed.

Please remember to send weather appropriate gear with your child. Keep in mind that not all of our staff are able to drive, and it is often necessary for us to take transit. We need to ensure that all children are dressed appropriately for all types of weather.

Depends

If your child is in Depends/Pull-ups/diapers, it is your responsibility to supply the home with enough until you are able to deliver more. If your child runs out of these items, staff might call to ask you for more or to get permission to purchase some until you are able to deliver more to the home. Some families prefer to have these items delivered directly to the home by a specialized vendor. We keep wipes stocked in the house, so you do not need to send them unless you have a preference of brand.

Bedding and Towels

Bedding and towels are provided here, so you do not need to send these items. However, if you feel that having his or her own bedding from home would be best for your child, feel free to send it with them.

Hygiene Items

Supplying of all necessary hygiene items for your child is your responsibility. These items include (but are not limited to) toothbrushes, toothpaste, shampoo, conditioner, body wash, bubble bath and deodorant, etc...

Spending Money (for recreation and treats)

For FSCD families, it is your responsibility to provide the necessary funds for recreation (or special treats). The program supplies the home with groceries. We document money sent on a financial record sheet and keep track of what is spent and where, and will provide any receipts for purchases made. Please let us know what your expectations are for spending this money.

Electronics

We strongly encourage families to consider not sending any electronics to the home as there is a high risk that the items could get broken or damaged. We do understand that access to technology for a child is important because of the many benefits associated to it (i.e., communications systems, school work, etc.). If electronics are sent, please inform supervisors of any limits/restrictions you would like staff to enforce for these items. As cell phone usage in the middle of the night has been an issue in the past, it is our procedure for the child's cell phone to be handed in at night and returned to him or her in the morning. Please know that we cannot forcibly remove these types of items from your child however we will do our very best to help your child adhere to the procedure.

9) Prohibited Items

For the safety of all the children, do not send your child with any candles, incense, matches or fire-related paraphernalia. Please do not send any toys with your child that could be used or interpreted as weapons or violence-related (e.g., knives, airsoft guns, pellet guns, water guns, swords, etc...). Alcohol and illegal substance are also not permitted. Any prohibited items will be confiscated.

10) Community Outings

We want to ensure that your child has a great time while at our program, and we endeavor to take him or her out for outings in the community as much as possible. Outings may include activities such as visits to playgrounds, walks, swimming, museums, bowling, movies, car rides, bus rides and etc., and will take place within the City of Calgary limits. As the city of Calgary continues to expand, some outings, although technically within city limits, may need to be pre-approved dependent on where the nearest medical facility is located (e.g., address that contain a Rural Route). Outings will be dependent on weather conditions, staffing, transportation, child behaviours and other factors. Please talk to supervisors if you have concerns about specific activities or if there are activity restrictions in place for your child.

On occasion, staff may plan special activities just outside of the city limits for your child, such as trips to Calaway Park or the Corn Maze. In these instances, parents/guardians will be given verbal notification of the activity. For trips significantly out of the city (such as Banff or Drumheller), prior approval and written consent will be requested from parents/guardians.

For any outings that require entrance fees the guardian will need to pay for both their child and an attendant (staff) to attend the activity. Often times attendants are allowed to enter free of charge. We recommend that parents look in to applying for an *Access 2 Entertainment* card. Through the program, people who require a support person will be issued a card indicating to the ticket seller (at a venue) that the individual does indeed require the support of an attendant and provides free admission (or a substantial discount) for the support person at all participating entertainment venues. The person with the disability pays the regular admission fee. For more information please visit <http://www.access2card.ca/>

11) Transportation

Parents/guardians will have to pre-arrange school transportation for their children while they are living in a PRS home. We do not drive children to school other than in emergency situations.

When participating in outings children will be transported by staff in their personal vehicles, or more often by city transit. Please note that not all staff have a vehicle as it is not a job requirement. We cannot guarantee that a staff will be able to drive if you have planned an outing for your child that requires a staff to drive them.

If your child was to become aggressive in the vehicle (i.e., hitting driver) we will be required to suspend transportation until we have been able to develop a safety plan with our agency physiologist. We will inform you of any transportation suspensions. According to our policy, if your child damages a vehicle, it is the guardian's responsibility to compensate for repairs.

12) Approved Visitors

It is our practice to not allow people that are unknown to us in the home to visit with your child. If you plan on having friends, or relatives visit with your child we will ask for an approved list of visitors, including contact information for them. We will ask for identification.

If you would like to allow your son or daughter to have friends over to the home, we will first ask that you call the Service Area Supervisor and together develop a plan to ensure the safety of the guest, your child and other roommates. We will also ask for a list of names and guardian contact information for these guests. It will be the guardian's responsibility to ensure that the guardians of any guests are informed of the environment that their child will be visiting (i.e., support home with staff), keeping in mind confidentiality.

13) Damage to Property

If excessive damage is caused to the home (e.g., holes in the wall, windows broken, etc.) by your child during their time with us, parents and guardians may be responsible for covering the costs of repairs for these items. It is the guardian's responsibility to ensure that they have adequate insurance for their child's personal property in the event that personal property is damaged.

14) Assistive Devices and other Assistive Technology/ Environmental Interventions

Your child may be currently using an assistive device, such as a wheelchair or a communication device. It is important to share with the home the regular scheduled maintenance on these items so that we can ensure that these items are safe to use and no one gets hurt. We recommend annual safety inspections on items such as wheelchairs, bath chairs, etc.

15) Surveys and Feedback

All parents and guardians will be contacted once per year to complete our annual satisfaction survey; the feedback provided helps us to ensure that we are continually improving our services and meeting our client's needs. It is a requirement of our contract to conduct a satisfaction survey annually.

We welcome feedback and suggestions at any time, please contact a supervisor if you have suggestions or feedback that you would like to share.

16) House Rules

Most PRS homes will have general guidelines for the children to follow. Having these guidelines in place not only help the staff and the children work together to create a safe, healthy and stress free environment but it also teaches and promotes responsibility. Some guidelines that may be implemented in the home are provided in the example below:



PRS house Guidelines



- No persons, other than staff are to go into the office area at any time. If you need something from the office just ask a staff member to get it for you.
- No persons of the PRS home are allowed to be in any other roommate's bedrooms, at any time.
- The home phone will be left in the office, if you would like to make a call, ask the staff to get you the phone. Only contact with approved persons will be allowed i.e. Guardians, other family members etc. You will not be able to hold up the land line for long periods of time, we only have one land line and it is busy when the phone is in use.
- Please clean up after yourself by keeping your bedroom clean and tidy
- It is very important to adhere to your medication routines, if there are concerns around medications, please communicate these concerns to your staff or supervisor.
- Good consistent routines are important when establishing healthy lifestyles (i.e. up on time in the morning, being on time for their means of transportation and arriving home at their scheduled time). This shows the ability to follow through with responsibilities, which present a level of maturity and growth.
- Staff will encourage all of the roommates of PRS home to help create the weekly menu and shopping lists. Meal times are flexible: Breakfast between 0700 - 1000h Lunch between 1130 - 1400h and dinner between 1630 - 1830h. If you're hungry in between meals times you are more than welcome to have a healthy snack.
- Electronic games and computer use can happen after school and up to 2130h. After 2130h, staff will encourage you to take part in a more relaxing activity such as watching TV, reading, and or listening to low music.
- At 2200h staff will ask everyone to head to their bedrooms, where they can continue to read or listen to low music until falling to sleep.

17) Abuse Policy

It is the policy of The Agency that no form of abuse directed at individuals in service will be tolerated; be it emotional, physical or sexual abuse, exploitation, negligence, or inappropriate use of restrictive procedures. Staff actions considered to be abusive will result in disciplinary action up to termination of employment. If staff actions are criminal acts, the agency will report these actions to the police (e.g., theft, assault).

Every employee who works with the agency has a role in promoting ways they can help prevent abuse towards individuals from occurring. For those who work with individuals this could include:

-Assisting to educate individuals in service in areas such as: knowing their rights, understanding what abuse is and who they can talk to, and safety training in areas of risk for them.

- Assisting individuals to communicate what they want or don't want by: encouraging individuals to make choices instead of making choices for them; encouraging them to express themselves; developing a communication tool(s) for those who are non-verbal.
- Assisting individuals develop relationships and friendships in their communities, and assist them to be part of their community.

Any employee who becomes aware or suspects any form of possible abuse has two legal responsibilities (witness it, reported by client or another person, evidence/indicator of wrong doing):

1. Responsibility to Report Abuse
2. Stop The Abuse

The Directors of the Agency will immediately assess what is needed to keep the individual(s) safe and free from further possible abuse. Once an allegation has been made, this will include removing (suspending) the alleged abuser from contact with any vulnerable person while an internal review of the incident occurs.

If the situation occurred from a member in the community, other safeguards will be reviewed with the team.

For more information regarding this policy, please speak to a Service Area Supervisor.