

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Life Enrichment Services

POLICY NO: 60-016

SUBJECT: Boundaries and Expectations

EFFECTIVE DATE: November 2008

Policy:

Life Enrichment Services provides day services for individuals. As a licensed adult service provider Cottonwood, Inc. will establish appropriate boundaries. Professional courtesy and respect guides how we work with parents/care providers and other service providers.

Procedures:

1. Attendance: As Life Enrichment is a scheduled and billable service provider, hours of service must be documented. To ensure that the proper hours of service are anticipated the residential service provider, guardian, parent or home care provider must contact Cottonwood, Inc. if a consumer is not attending. Life Enrichment must also be notified when late or early pick up/drop offs occur. It is not acceptable or safe to arrive before 8:00 am. Excessive absenteeism may affect service provision.
 - a. The ideal time to arrive to Work Enrichment or CORE is around 8:15 am and participants are expected to depart/be picked up promptly by 4:15pm. Staff are not available outside of program hours and the buildings will be closed. Work Enrichment Services has a sign-in/out log for all consumers attending services. Staff formally check in consumers when responsibility of care is transferred at the start of that person's day and again as they are transferred to a parent, service provider, or transportation agency at the end of the day.
 - b. Retirement Enrichment Services center is open from 9:15 am to 3:15 pm Monday through Friday.
2. Communication: Life Enrichment strives to communicate all pertinent information to other service providers and service areas. It is the expectation that all interaction between Life Enrichment staff and parents/care providers, or other service providers be conducted in a positive and professional manner. Good communication habits promote the shared responsibility of working together on behalf of the persons served.
3. Concerns: All concerns are addressed as they arise. Staff, parents/care provider, or other service providers with concerns will utilize the following procedure. Any staff with concerns that require communication to another service provider or team member will first share the information with their supervisor. A collective and approved approach to the concern is determined. A Life Enrichment coordinator or the Director approves direct communication from staff, or may refer to another party. To ensure that the best

care is provided parents and residential service providers will share all concerning information with the department coordinator. It is important to remember that Cottonwood Inc.'s direct support professionals receive instruction from their coordinator. When a parent or residential provider has a concern, it is not appropriate to communicate these issues on the work floor in front of noninvolved parties.

4. Medication, Diet and Health: Changes in medication regimen, diet, medical condition, and any health concerns must be communicated to Cottonwood, Inc's Health Supports Department, or the case manager as they arise. As a licensed provider, this is a requirement. Not communicating pertinent health information may effect service provision.
5. Hygiene/personal care: Concerns regarding hygiene and personal care is communicated to service providers and other service areas. It is the residential provider's /care provider's responsibility to ensure consumers arrive at Cottonwood, Inc. bathed and dressed appropriately for the weather and day service environment. Life Enrichment assists consumers in maintaining good hygiene throughout the day. This may include assistance with washing hands and face, and/or changing clothing as needed. Shower assistance will be provided in necessary situations, or as indicated in the supports section of the Person Centered Support Plan document. Life Enrichment must be provided with clothing and other health and personal hygiene items as needed. Non receipt of necessary health/hygiene items may hinder service provision.