2022

RESPITE CARE HOME

HANDBOOK

of

INFORMATION

**MISSION**

To offer a temporary place to stay to provide a break for individuals with disabilities and their families/caregivers.

Who We Are

The Respite Care Home opened in 1979. The **number of** **clients served** can be obtained from the Manager of the Respite Care Home. The **Geographic Areas Served** is St. Charles County, St. Louis City, St. Louis County, Jefferson County and Lincoln County; *however, St. Charles County residents receive priority.*

Services Provided

* Respite
* Nurse on duty 24 hours per day
* Medical assistance, including administration of medications
* Leisure/recreational activities when possible

Staffing

The Respite Care Home’s **Hours of Operation** are 24 hours per day, seven days per week, and 365 days per year. A nurse is always on duty.

The average staffing ratio is one employee per four individuals (1:4). More intensive staffing needs are addressed by Respite Care Home Manager and the individual’s DMH or DDRB Case Manager and family members as appropriate.

Respite Care Home employees are required to complete annual training required by Community Living to comply with DMH guidelines.

Maximum Enrollment

Maximum enrollment is 16 individuals at any one time and is based on availability of funding, space and staffing as well as the support needs of the individuals. Overnight capacity is eight beds. Reservations are made at the Respite Care Home on a first come-first serve basis.

Admission Criteria

* Documented diagnosis of a developmental disability
* Serves individuals of all ages
* Free from maladaptive behaviors that are dangerous to self or others and/or infringe upon the rights of others
* Free of infectious diseases or conditions requiring long-term skilled nursing care

The Respite Care Home is open to all individuals without discrimination to race, gender, ethnic origin, creed, national origin, disability, sexual orientation, or ability to pay; however, individuals must meet the program’s admission criteria. Priority enrollment will be given as follows:

* Residents of St. Charles County
* Bed availability
* Staffing requirements

Referral Process

The Department of Mental Health (DMH) or the Developmental Disabilities Resource Board (DDRB) Case Manager must contact the Manager of the Respite Care Home to start the referral process. Once the necessary paperwork (referral for services, signed contract) is completed, information (physical form, personal history, and interests form, etc.) will be sent to the individual to be filled out. Once that paperwork is returned to the Manager of Respite, a tour and/or intake meeting will be scheduled. The individual MUST have a current physical and TB test before services can begin.

If it is an emergency placement and there is no time to send out the packet ahead of time, the information will be completed at the Respite Care Home when the individual arrives. If this is not possible, basic information will be obtained upon arrival and a full packet will be completed within 24 hours of arrival. If the necessary DMH/DDRB paperwork is not received by the end of the next business day, services will stop immediately.

wait list policy

Individuals who meet all entrance criteria, will be placed on a waiting list if Community Living does not have the capacity to serve them. Individuals will be taken off the waiting list by the Program Manager in the order they were received. In the event of a severe emergency, exceptions might be considered. Each program may have additional considerations in removing people from program specific waiting lists.

Intake Meeting

Before an individual uses Respite Care Home services, an intake meeting is required. This gives the individual and family members the opportunity to tour the facility and meet some of the employees. Information will be given at that time regarding Respite Care Home policies and guidelines. This is a great opportunity to share information on the individual’s care such as medications, diet, behavior, etc.

Scheduling Visits

When an individual begins using the first time, scheduling initial visits for a few hours at a time to help ensure a smooth transition and to ensure the Respite Care Home is an appropriate environment for the individual is recommended.

It is also recommended someone call to ask about availability of Respite Care Home services and/or to schedule a visit at least two weeks in advance of when services are being requested. Reservations are made on a first come-first serve basis; however, there are many variables taken into consideration when the decision to accept someone is made:

* behavioral/safety issues
* medical needs
* need for special equipment
* space
* staffing
* funding
* individual’s level of care needs, etc.

Final decisions for acceptance are made by the Manager of the Respite Care Home or his/her designee. If a scheduled visit needs to be cancelled or changed, **a 24-hour notice of a cancellation or change in plans is needed to maintain the 1:4 staff: client ratio.**

Medication that needs to be administered to the individual during their respite stay needs to be emailed to the Respite Care Home Manager no later then one week prior to the scheduled visit.

If the individual has been released from the hospital in the 72 hours leading up to the respite stay or has had significant medication change in the previous week before the respite stay, please contact the Respite Care Home before your arrival for the scheduled respite visit. Respite Care Home staff will contact the Agency nurse for guidance on if it appropriate for the individual to stay or if the visit needs to be rescheduled.

Respite Stay Assessment

Each individual that is to stay overnight must have an admission assessment performed by the nurse on duty at the time of admission. Admission assessment consists of:

* Physical body check for bruises, open wounds, and any abnormal appearances
* Temperature: axillary, oral or forehead tape. If the individual has a fever or signs/symptoms of illness, (s) he will not be admitted to the Respite Care Home.
* Current health status of the individual, including information on any recent hospital stays or medication changes.
* Medication check. Medication bottles must have original pharmacy labels and be checked against the list that was emailed to the Respite Care Home prior to the stay. **We can only give medication as it is written on the label or we must have a doctor’s order for any changes or if samples are used.**

Each individual that is to stay overnight must have a Respite Stay checklist completed by a parent or guardian. This list contains information regarding medication, clothing and belongings that are brought into the Respite Care Home. **In addition, a local emergency contact and a phone number of the parent or guardian, even if they are out of town, must be provided.** A date and time when the individual will be picked up from the Respite Care Home must also be provided. Each individual admitted to the Respite Care Home needs to provide his/her own personal hygiene supplies, medical supplies, undergarments, etc.

Parents/guardians need to:

* Mark all clothing and other articles with individual’s initials
* Limit the number of personal items brought to the Respite Care Home in addition to individual’s personal hygiene products
* Do not bring in valuables
* Limit clothing to three to four outfits; laundry is done daily

Terminating Visits

Sometimes it is in the best interest of an individual or others to have an individual’s visit terminated early. Reasons for termination may include one or more of the following:

* Program does not meet the individual’s needs
* Individual is unable to adjust to the environment
* Individual is a threat to themselves or others
* Individual becomes ill
* A medical emergency occurs with the individual
* Health or medical concerns makes placement inappropriate
* Parent/guardian/caregiver conduct which disturbs the peace and order of the facility

Departure

Before leaving, please feel free to go over the checklist, taking an inventory of items, to make sure the individual has everything he/she came in with. The Respite Care Home staff makes every effort to keep things

separated but occasionally things do become misplaced. Be sure to see the nurse to check out and to pick up medications.

Community Living will not release an individual to a parent, guardian and/or caregiver if it is apparent that (s)he is under the influence of drugs and/or alcohol. Community Living also reserves the right to notify the police of the situation.

Exit Criteria

Participants exit the program upon meeting any of the following:

* No longer meets admission criteria
* Special health needs can no longer be met
* No longer eligible to receive respite services

Leaving The Premises

Once an individual arrives at the Respite Care Home, (s)he will not be permitted to leave the premises without supervision from staff unless documented. Anyone who arrives to pick the individual up must be listed in his/her record. Consent for Release of Persons Served will be completed for each individual during the admissions process. Only individuals listed on that form can pick up an individual from the Respite Care Home.

**Health Policies**

Physical

A current physical with tuberculin testing must be completed before using the Respite Care Home. Individuals using the Respite Care Home must be free of communicable diseases as documented by a physician. A physical with tuberculin testing must be completed on an annual basis. **If not on file, a respite stay may not be scheduled.**

Medication

All medication that comes to the Respite Care Home must be checked in by a nurse. It will be stored in a locked medicine cabinet away from individuals’ reach. Prescription medication **must** be labeled with the *original* pharmacy label including the individual’s name, physician’s name, prescription number, date, medication name, dosage, and frequency of administration. Any change or samples must be accompanied by a physician’s order. This must be obtained before the individual comes to the Respite Care Home. Either a medication release form or a note from a physician will be required for an individual to receive over the counter medications.

Suppositories and enemas are not given to individuals staying at the Respite Care Home.

Restraints: Chemical/Medical/Physical

Community Living does not allow chemical restraints (e.g. prn medications) or mechanical restraints (e.g. objects that restrict movement) for the use of behavior control. Physical restraint may only be used in an emergency situation when an individual’s safety or the safety of another is in jeopardy, or when there is a need indicated in a behavioral support plan. Community Living employees are trained on non-violent crisis intervention and will use these techniques to keep everyone free from harm.

Physical Restrictions or Necessary Assistance due to Medical Procedures

To maintain a participant’s health, safety and dignity, Community Living, Inc. will use the least intrusive methods of assistance during medical procedures.

Illness

In order to maintain your own health and prevent the spread of illness, we ask that you stay home if you present any signs of illness including, but not limited to: a fever of 100°F or more, diarrhea, vomiting, conjunctivitis (pink eye), impetigo, lice, or an undiagnosed rash. If you have a fever, you should stay home until you have been fever-free for *at least 24 hours without the need for a fever reducing medication*. If you have had a communicable disease or serious medical condition, including hospitalization, you may need a note from your doctor clearing you to return. If you present with any signs of illness while at the Respite Care Home, you will be sent home. The agency nurse may be consulted with regarding some medical situations.

Accidents and Injuries

For minor incidents, such as scratches, scrapes, bruises, bug bites or stings, the appropriate first aid will be applied. The individual’s parent/guardian will be notified in person or by phone of such incidents.

Medical Emergencies

For more serious injuries, the Respite Care Home staff will call 911 and notify the individual’s parent/guardian immediately.

**Miscellaneous Policies**

Tours

At times, the Manager of Respite Care Home Services or designee may give tours of the Respite Care Home to individuals who are interested. This includes board members, family members, funders, or other professionals. During these tours, individuals may be observed doing various activities; however, confidentiality will be maintained.

Security

Every attempt has been made to make the Respite Care Home a safe and secure environment. To ensure this, an alarmed electronic entry system has been installed. Access to the code is given only to employees. Please do not ask for the code. Anyone leaving the facility is asked to make sure the exterior door latches behind them.

Emergency Drills

Individuals staying at the Respite Care Home are expected to participate in emergency drills on a regular basis. Fire evacuation, tornado and earthquake drills will be held to make sure everyone is familiar with the procedures expected. It is very important the individual participates to the best of his/her ability – it could save lives!

Meals

The Respite Care Home serves nutritious meals and snacks. All meals are prepared on site by staff. Menus are posted in the kitchen. If this does not meet the individual’s needs, (s) he is welcome to bring in substitute items. Food allergies will also be taken into consideration and substitutions will be made. Please make sure the staff is aware of food allergies! If thickening of liquids is required, please bring the thickener in with the individual.

GRIEVANCE OR ANONYMOUS COMPLAINTS

Community Living, Inc. has a grievance procedure that can be found in the Agency Handbook of Information. If you feel you have been treated poorly and would like to file an anonymous complaint, you can call the Department of Mental Health Hotline at 1 (800) 392-0210.

Additional information regarding Community Living’s services and policies can be found in the Agency Handbook of Information which is distributed upon admission and annually.

**Contact Information**

Website: http://www.communitylivingmo.org/

**Manager of Respite Care Home**

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