

Adult Services Handbook

Robin Hood Association

Revised March 2011



Adult Services

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GENERAL INFORMATION

Welcome!

Welcome to the Robin Hood Association, Adult Services. Adult Services provides a variety of residential and day program services operated in Sherwood Park and Fort Saskatchewan.

Mission Statement

The Robin Hood Association is committed to excellence in assisting individuals with disabilities to achieve their personal best and experience a quality lifestyle.

Vision Statement

Individuals served by the Robin Hood Association will have the opportunity to experience a satisfying and fulfilling lifestyle based on personal choice, dignity and respect.

Guiding Principles

We foster co-operation, collaboration, teamwork and shared resources in order to:

- enable individuals to grow and develop through education, training and experience in a caring environment
- enable individuals to experience variety and fulfillment by promoting and respecting responsible personal choice
- enable individuals to be involved in the community to the fullest extent possible
- protect and respect the rights and dignity of individuals.

Clients and Families/Guardians have the right to:

- participate in or make decisions about things that matter to them
- expect responsibility and accountability from the Association
- be treated fairly and appeal decisions that affect them
- participate in the development of a personal service plan
- information about the Robin Hood Association
- contribute to the Strategic Planning Process and the Policies and Procedures of the Robin Hood Association

Clients also have the right to:

- personal safety and protection from harm
- have personal choice respected
- be assisted in making wishes known through a personal advocate
- have a guardian and trustee

- equal protection and due process
- services in the least restrictive environment
- freedom from unnecessary use of medication

Staff members and volunteers have the right to:

- have access to personal records or files
- confidentiality
- privacy
- be treated with dignity and respect
- personal safety and protection from harm
- participate in decisions about things that matter to them
- expect responsibility and accountability from the Association
- be treated fairly and appeal decisions that affect them
- fair compensation

Staff members and volunteers have the right to:

- expect responsibility and accountability from the Association
- be treated with dignity and respect at all times
- be treated fairly
- participate in decisions about things that matter to them
- appeal decisions
- personal safety and protection from harm
- fair compensation

History

The Robin Hood Association is a non-profit society that provides services to people with disabilities. The organization was formed in 1963 under the guidance of Col. E.W. Cormack and Dr. Barbara Cormack. The first project undertaken by the Association was the development of the Robin Hood School which was originally located in a house in Sherwood Park. A school was constructed in 1968. An adult vocational program began in 1974. The Robin Hood Association also opened its first community-based group home that year.

The Association currently has three major facilities and approximately 40 residences. The Robin Hood Learning Centre, located at 141 Broadway Boulevard, was completed in December 1997. In 2009, major renovations to the original school located at 3 Spruce Avenue were completed. This facility is now the Children and Youth Community Center. Aspen Village, located at 922 Bison Way, was opened in 2010. This apartment style facility accommodates 36 individuals.

The range of services and the size of the organization have continued to expand. The Association began with a group of 12 students. Today the Robin Hood Association provides services to approximately 500 children and adults. This expansion has been motivated by a strong desire to respond to needs in our community by providing high quality and innovative services for people with disabilities.

The Organization

The Robin Hood Association is made up of families and friends of people with disabilities. An elected Board is ultimately responsible for the Association's policies and planning.

The services provided by the Robin Hood Association are administered and delivered by a wide range of full- and part-time staff. Volunteers also play an important role in all aspects of the organization including participation on the Board and committees as well as direct involvement in service delivery.

The Robin Hood Association is supported by many individuals, businesses and service groups in the community. Strong support also comes from various municipal, provincial and federal government departments. It is this support that has allowed the Robin Hood Association to be effective in serving the needs of people with disabilities.

Family/Guardian Involvement

- a. The Robin Hood Association promotes family/guardian involvement in planning, implementing, and evaluating service quality. The appropriate Director or designate will promote and ensure a team approach to service delivery.

This is accomplished through:

- family/guardian involvement in Service Planning and Risk assessment
 - monitoring of service delivery through on-site visits,
 - formal and informal opportunities to evaluate service quality,
 - annual service agreements, and
 - adherence to the Family / Guardian Code of Conduct
- b. The Robin Hood Association may organize and/or facilitate workshops or information sessions to provide support and training to the families/guardian(s) of all clients served by the Association.
 - c. Robin Hood Children & Youth Services organizes parent support groups as needed. The meetings are open to any family(s)/guardian(s)/staff.
 - d. Robin Hood fosters an environment that encourages families/guardians to bring up issues and concerns without fear or reprisal or loss of quality of service to the client.
 - e. Robin Hood promotes and encourages the continued development of relationships between family members/guardians and clients served by our programs.
 - f. Robin Hood provides and promotes regular family/guardian access to client's programs within reason and based on individual support program plans

Service Criteria for Adult Services

The following conditions must be met in order for an application for services to be considered:

- a. Individuals must be determined eligible and receive funding by Alberta Seniors & Community Supports, Persons with Developmental Disabilities (PDD) Edmonton Region.
- b. The individual must be formally assessed as having a developmental disability as a primary diagnosis. People with multiple disabilities (i.e. mental illness, physical and/or sensory disabilities) will also be considered. Relevant assessments must be supplied by the applicant upon request.
- c. The individual must be at least 18 years of age. Preference for serving children is through the Robin Hood Association Children & Youth Services and occasional respite Residential care.
- d. The individual cannot exhibit behavior which is physically harmful to himself or others such that the behavior cannot be handled safely within Robin Hood's available resources.
- e. The individual's behaviors, self-help and/or physical care/treatment required must be manageable within the resources available in Robin Hood.
- f. The individual should have the consent from family(s)/guardians to attend the program.
- g. Priority for admission will be given to residents of the County of Strathcona and the City of Fort Saskatchewan.
- h. Individuals served in a Robin Hood residence require a Day Program placement, job or volunteer placement. Special circumstances where this does not apply requires written consent of a program Director and the client's family/guardian.

Application and Admission Process

Requests for service should be directed to the Director. Applications will be accepted for individuals who meet the Service Criteria; request for service can be made from the individual who has a developmental disability, family(s)/guardians, social workers, advocates, and other service providers. The Director will meet with the applicant and will provide further information and a tour of the program.

Applications for admission will be considered by each program Director in consultation with appropriate Leadership Team members. If applicable, a budget proposal will be compiled and submitted to the appropriate funding source.

The applicants will be provided with a comprehensive application package to be completed prior to any services starting, information such as a medical/dental form, family health history form, a completed risk assessment, who's responsible checklist.

The guidelines on sexuality must also be read and the sign sheet returned. Also, employment and/or school records, and psychological/social summaries may be requested. The completed application package and photocopies of all legal documents must be provided one week before the start of service.

All orientation forms (applicable) for adults must be completed prior to first day of service.

The Program Coordinator (or designate) will provide the orientation. All clients admitted to Adult Services are in a qualifying period for three months.

Adult Services Agreement

A Service Agreement for adults outlining the responsibilities of the family/guardian and the agency is completed upon admission and annually thereafter, or more often if circumstances affecting the client change.

Appeal - Individual Admission

If a request for admission for Adult Service program(s) has been denied, the following procedure will be used:

1. The Director will inform individual and family/guardian in a written form that the request for service has been denied. Persons who are denied service must be made aware of the appeal procedures available to them.
2. If an individual and/or family/guardian are dissatisfied with the decision, a notice of appeal must be submitted to the Chief Executive Officer in writing within 30 days of the receipt of the decision being appealed.
3. The Chief Executive Officer will render a decision, in writing, within 30 days. The decision of the Chief Executive Officer is final.

Release of Information

Independent individuals and/or legal guardians will be asked to sign Consent for Release of Information form during the admission process. A written consent would also be required in the event Robin Hood would need to release information regarding the individual to another agency, to publish audio-visual materials, to do research, and to use restrictive procedures. Individual's rights are important and all staff members sign an Oath of Confidentiality and Code of Ethics. In the event of a police inquiry, only the Chief Executive Officer or designate may release general personal information required to identify an individual's without the individuals and/or legal guardians consent. Detailed information can only be released with signed consent from the Independent Individual or legal guardian(s).

Attitude

Attitude is very important to success. Individuals are expected to be willing to make choices, treat others with respect and participate to the best of their abilities.

Funding Resources

An individual may receive personal dollars through Assured Income for the Severely Handicapped (AISH) to cover costs for personal expenses. Personal expenses may include; transportation fees, community access activities and expenses, program fees, Room and Board or respite fees. Fees charged by the Robin Hood Association are outlined in the annual Adult Services Fee Schedule. Robin Hood Association will invoice all fees/expenses directly to the individual/trustee monthly.

Staffing dollars are provided by Person with Developmental Disabilities (PDD), Alberta Seniors and Community Development. An individual applying for Robin Hood Adult Services must have funding approved by PDD prior to services being delivered. PDD funding is administered directly to the Robin Hood Association for services delivered. PDD funding supports are for staffing, service delivery and administration. Funding amounts are reviewed annually. Service options are limited to what funding has been approved by PDD.

Peer Matching Process

The Robin Hood Association believes that shared services and support contribute to service quality and the efficient use of resources. This service model requires that appropriate and compatible peer matches be identified. This is primarily an issue in shared residential services but also applies to vacation groups and program modules. To help ensure successful peer matches the following process will be used.

- Program Coordinators are responsible for developing appropriate and compatible peer matches. Consideration must be given to potential for abuse (as defined in the PDD Abuse Protocol) and the personal wishes of peers and guardians. Peers and guardians will be advised of the names of people in the group and may be given a general description of the characteristics of the peers in the group.
- In roommate matching situations peers, parents and guardians will be given opportunities to meet and get acquainted. Informal exchange of information will be encouraged.
- If parents'/guardians' desire for information regarding peer matches is not satisfied at this stage of the process, a meeting between the involved families and at least two Robin Hood Association senior staff (Program Coordinators, Directors or CEO) will be held to determine an appropriate course of action. If determined as necessary, legal advice will be sought.
- In some cases the Association may need to respond to crisis situations. Staff will be expected to take all reasonable precautions to ensure the safety and well being of all clients. Information about the emergency matches will be shared with parents/guardians in a timely manner.

- Personal or confidential information as defined by the (FOIP) Freedom of Information and Protection of Privacy Act (the Act) will not be shared without appropriate consent as defined by the Act.
- Written consent for the disclosure of information will be obtained from the client and/or their guardian as defined by the Act. Robin Hood must inform clients and/or guardians what information will be shared and for what purpose.

Individual User Fees

The Robin Hood Association establishes and reviews user fees on a yearly basis. User fees are outlined in the Adult Service Fee Schedule. The fees include but are not limited to transportation services, relief services, room and board fees; individual program floats to access community activities and services. Individuals accessing community activities and services are responsible to pay for their costs (e.g. lunch out, swimming, bowling, admissions, etc.).

Permanent regular services provided to an individual will be charged a flat monthly fee, specifically Robin Hood Association transportation, program fees and room and board costs. Individuals taking leave from services for extended periods of time will not have fees adjusted. Flat fees are intended to cover operations of the service over an entire year, helping to manage resources when services are higher and lower throughout the year. Discontinuing service fees may risk the service being available upon returning from a leave.

Facility Charges

Furnishing Bedrooms

Residents are expected to provide and maintain their own bedroom furniture and bedding. Program coordinators may recommend upgrades to bedroom furniture and bedding in order to meet accommodation standards.

Furnishing Common Areas

Residents are strongly encouraged to make a financial donation for common area furniture. Common area furniture that is individually owned can be relocated if the resident moves.

Repainting Bedrooms

Bedrooms may be repainted by residents or their families but a Program coordinator may request the bedroom be repainted to its original color in the event the resident moves. The Robin Hood Association reserves the right to have the room repainted to its original color at the client's expense if the client moves out.

Window Coverings

The Robin Hood Association will provide window coverings for common areas. Bedroom window coverings will be negotiated with residents and their families.

Specialized Equipment

Residents are responsible for the costs of installing or relocating overhead tracking. Other specialty equipment, i.e., hospital beds or bathtub lifts, will be negotiated with residents and their families.

Facility Upgrades

Residents or families that pay for or contribute to facility improvements will not be reimbursed if the resident relocates, i.e., carpet, air conditioner.

Property Damage

Residents who cause damage to other residents' property or to property owned by the Robin Hood Association will be responsible to pay for the repairs or replacement. This will include damage identified when residents relocate. The Robin Hood Association will arrange for repairs or replacement and charge the costs back to the resident. Labour charges will be included.

Personal Care Products

Residents will be responsible for providing personal care items like shampoo, toothpaste, skin care products, wash cloths and personal use towels. These items may be supplied by the resident or paid for if purchased by staff. If hygiene products like shampoo and soap are shared, they will be paid for through the Food and Household budget.

Overdue Accounts

In cases of non-payment of individual's accounts, the Robin Hood Association will pursue a collection policy, which may include notification to funding source, recommendation of removal of trusteeship, or termination from program.

Funding sources are notified after 60 days of non-payment of services.
Individuals Bank Accounts

The Association administers advance floats for staff to purchase goods and services for or with clients. These client (allowance) floats are audited on a yearly basis. This affords protection for the staff, client, trustee and the Association and is therefore the preferred route to administer each client's disposable income.

In the event that staff are assisting in the use of chequing or savings accounts with a client the following safeguards are recommended:

- a. The client's trustee, not the Association or its staff, is responsible for all funds.
- b. The client's trustee monitors the bank accounts monthly.
- c. All bank records are mailed to the trustee by the banking institution.

Individual Files

Individuals have two types of files containing personal information: a Master file and a Program file (both files are kept on a computer network system and hard copy files). Program files are kept in the Day and Residential Programs. These files are accessible

to the individual and guardian(s) upon request. All files are confidential and have limited staff access. Files are closed when an individual leaves the Association.

All files are stored and retained in compliance with the Freedom of Information and Protection of Privacy Act.

Incident Reports/Medication Incidents

Any unusual occurrence is noted on an appropriate incident report and kept in the individual's file. Family/Guardians are to be advised of any incidents that directly affect the individual in service. Normally it will be the responsibility of supervisory staff to communicate this information, but in serious situations this information must be communicated by the appropriate member of the Leadership Team, immediately following the incident.

Individual Service Planning

The Robin Hood Association staff provides training and support for individuals to achieve their goals, which are identified in their General Service Plan. Goals are reviewed and determined annually with the individual and their family/guardian. Formal annual goal meetings are only facilitated by request. Communication is intended to be ongoing and open throughout the year, a formal ISP will be compiled annually, and is the responsibility of the individual's Residential Team Leader/CDP, or Day Program CDP if individual is not in residential services.

An individual's and/or family/guardian consent is required for any service, program, treatment or training provided.

Personal Care

Staff will assist with personal hygiene, feeding, and dressing for individuals who require this level of support. Individuals will be encouraged to be as independent in their personal care requirements as they can be. Practicum students and volunteers are not to provide any personal care.

Health and Safety

The Robin Hood Association ensures that its' premises and equipment conform to all applicable health, safety, building and fire codes, Accommodation Standards, by-laws, regulations and legislation.

There is no smoking in any Robin Hood residences, vehicles or the Learning Centre.

In the event of an injury accident, trained staff will provide preliminary first aid care. Arrangements for additional medical care will be made if necessary.

Communicable Diseases - Individuals

The Robin Hood Association is committed to the humane, responsible, and compassionate treatment of infected individuals and to promoting educational programs for communicable disease prevention.

The Robin Hood Association adheres to the provisions of The Alberta Public Health Act and The Alberta Individual's Rights Protection Act in consideration of communicable diseases (as defined by the Communicable Diseases Regulations, Alberta Regulation 238/85).

In the case of Acquired Immune Deficiency Syndrome (AIDS), individuals shall be allowed to attend Robin Hood Association programs in an unrestricted setting unless, in the opinion of the Alberta Health Authority Medical Officer of Health, there are special circumstances which necessitate restriction.

Decisions regarding the type of care and day/residential setting for individuals infected with a communicable disease shall be based on the behaviour and medical condition of the individual.

Persons involved in the care and training of communicable disease-infected individuals must preserve the individual's right to privacy, including the maintenance of confidential records.

Program and confidentiality decisions for individuals infected with a communicable disease shall be made using a team approach which may include the individual's physician, public health personnel, the individual's parent or guardian, and personnel immediately associated with the proposed care in day and/or residential settings.

- In each case, the risks and benefits to both the infected individual and to others in the day/residential setting shall be considered.
- The number of people who are aware of the individual's condition shall be kept at the minimum needed to assure proper care of the individual and to detect situations where the potential for transmission may occur (e.g. bleeding injury). The Medical Officer of Health can assist in determining who needs to know what. Confidentiality of information is required by the Public Health Act.

Individual Abuse - Protection for Person's In Care Act

The Robin Hood Association will comply with the requirements of the Protection for Person's In Care Act (PPCA) and Abuse Protocol (PDD), in investigating concerns of abuse or neglect of an adult individual.

Abuse is defined as physical, sexual, emotional, exploitation/financial, inappropriate use of restrictive procedures, by neglect or by misuse of medication.

Any person who witnesses abuse is required to report this to the management of the Association and/or the Protection of Person's In Care Act phone line at 1-888-357-9339. Failure to report abuse will result in a fine and/or incarceration.

Medication - Safety & Administration (Adult Services)

All medications must be prescribed by a medical doctor. Consent from a medical doctor is required for all over the counter, herbal, and homeopathic remedies. Prescriptions should be reviewed at least annually. The annual listing includes Long Term, Short Term, and as needed (PRN) medications, and the tracking document is labeled as the Client Profile.

The Robin Hood Association will take appropriate precautions to ensure the safe storage and administration of medications.

All employees responsible for the administration of medications are provided with medication administration training. (See Section 3.6.21 of Robin Hood Association's Policies & Procedures Manual).

Procedure:

- a. An annual consent for the administration of medications is obtained through the ISP signature from the independent client, and/or their parent/guardian (adults only). Upon admission, the independent adult and/or parent/guardian will give consent for medication administration for the upcoming year and sign the appropriate form.
- b. All medication must be stored in a secure location, based on the needs of the client grouping.
- c. Only a medical doctor can make changes to a client's medication. All relevant medication documentation should be updated at this time. All medication changes are forwarded to exclusive pharmacy vendor.
- d. Properly labeled medication, in reasonable quantities, will be accepted if delivered by:
 - exclusive pharmacy vendor
 - a family member/guardian,
 - a Residential Team Leader or designate
 - a Robin Hood Association transportation system driver
 - a client who is deemed capable of transporting medication based on their Individual Service Plan.
- e. All medication changes to labels, medication documentation are completed by an exclusive vendor in concert with the ISP Facilitator.
- f. In reference to the clients Client Profile form, please note that all drugs must have a pharmacy label or in the case of over the counter or homeopathic remedies, the label from the product manufacturer. It is strongly recommended that clients use one exclusive pharmacy and that parents/care givers disclose all medications given. Robin Hood employees can only administer medications dispensed by the exclusive pharmacy.

- g. Each Robin Hood Association program will use medication record forms to monitor the staff administration of client medication. In the case of PRN, it is recommended that a note be written in the client's communication book, or a phone call made to inform the other program of that day's administration. Exclusive pharmacy is responsible for updating and distributing medication to all departments.
- h. If an error is made when administering medication, the Medication Incident Form will be completed, and relevant persons notified.
- i. Dead drugs should be disposed of through a pharmacy. Lances, syringes and other sharp objects must be placed in a sealed puncture proof container and disposed of in the garbage. On an annual basis all medications should be checked for their expiry date, and discarded accordingly.
- j. When administering drugs and the client refuses:
 - the client's Team Leader should be notified.
 - a consultation with a doctor or pharmacist may be advisable
 - the family(s)/guardian(s) should be notified.

Written medication information e.g., medication sheets, medication change notifications, and annual client profile sheets shall be purged according to guidelines set out in Section 2.9 - Master Files of Robin Hood Association's Policies & Procedures Manual.

- The use of narcotic medications requires special attention. The following guidelines are to be used:
 - All narcotic medications, including regular doses and PRN, must be appropriately labeled. Where possible they should be in strip packaging.
 - All narcotic medications must be in a secure and locked cabinet.
 - The date and number of doses received must be recorded in the staff communication book.
 - Each dose must be recorded on medication administration sign sheet.
 - Unused prescribed or narcotic medications should be returned to the pharmacy.

For Clients Who Administer Their Own Medications

- a. In the process of developing an Individual Service Plan (ISP), a client may be identified as being able to learn to administer his/her medication via a "Risk Assessment" process. The resulting Individual Service Plan (ISP) to teach the skill of administering medication will also address the level of monitoring needed on a long-term basis. For most self-administering clients the review process is every 6 months when their prescriptions are reviewed by their Doctor.
- b. Staff will monitor individuals in the event they require assistance in accurately administering their own medications.

Situations or Behaviours of Concern

Individuals may sometimes act in ways which place themselves or others at risk. Categories of risk may include, but not be limited to physical, social, emotional, financial or legal risk.

Situations of concern occur when an individual:

- places themselves or others at risk of immediate physical harm;
- engages in significantly inappropriate, socially unacceptable, illegal or socially risky behaviors that may limit their ability to safely participate in the community;
- engages in actions that may cause significant property damage

Behaviours of concern are behaviours of such intensity, frequency or duration that:

- the physical safety of the individual or others is likely to be placed in jeopardy, and/or;
- consequences of the behaviour are likely to seriously impact activities of daily living and or; quality of life.

Aggressive behaviour is described as that which may cause injury to self, others (individuals/employees/general public) and/or damage property.

When an individual displays aggressive behaviour, if required, an employee will use the least amount of physical force necessary to reduce the risk of injury to the individual, other individuals, the employee and/or damage to property. (For guidelines, see above expectations regarding restrictive procedures in response to anticipated and unanticipated situations and behaviours of concern.)

Employees who work with individuals likely to display aggressive behaviour will be trained in techniques relating to crisis prevention, crisis assessment and response, Understanding Challenging Behaviours and Restrictive Procedures. They are expected to use good judgment and be aware of their personal limitations in dealing with an individual who becomes physically aggressive. Individual rights and dignity must be maintained.

The use of a restrictive procedure, without the use of the Robin Hood Association formal approval process, Restrictive Procedures Committee/Information Package, is in violation of Alberta Seniors and Community Supports, Persons with Developmental Disabilities and The Alberta Council of Disability Services; Creating Excellence Together Standards. This could be considered a form of abuse within the Alberta Seniors and Community Supports, Persons with Developmental Disabilities, Abuse Prevention and Response Protocol or the Protection for Persons in Care Act, whichever applies.

The Robin Hood Association provides mandatory Restrictive Procedure training to its employees. Restrictive Procedure training is also offered to individuals in the form of an optional workshop.

Specific details regarding restrictive procedures, i.e. definitions, forms, etc, may be found in the Robin Hood Association Restrictive Procedures Information Package.

Religion

The Robin Hood Association does not have any specific religious affiliations. Individuals are encouraged to discuss with their Residential Team Leader/CDP attending a place of worship if they desire.

Sexuality

The Robin Hood Association supports the belief that persons with disabilities are sexual beings and have sexual rights and responsibilities. Persons with disabilities should be entitled to exercise these rights and responsibilities in accordance with contemporary social norms and values. Resources for education and counseling can be made available or facilitated by Robin Hood staff. Any external resources i.e. specialized counseling, will be the responsibility of the individual/trustee to pay these service fees. A detailed set of guidelines regarding sexuality is provided in the Intake Package.

Vacations

Individuals are encouraged to take three weeks of vacation each year. Individuals and families need to plan for and inform residential and/or day program staff of vacation plans at least two weeks in advance. This is particularly important if the individual has a work placement in the community, and for staffing purposes.

Concern Resolution and Appeal Process

Every effort will be made to resolve concerns identified by a client/parent/guardian in a mutually acceptable manner.

The following concern resolution process will be used:

- The client/parent/guardian will contact the program team leader, or program supervisor (as appropriate) to discuss specific problems, or concerns.
- If, after discussion with the staff supervisor (team leader or program supervisor), the matter remains unresolved, the client/parent/guardian may contact the program coordinator and/or the program director in writing to request further discussion.
- The program coordinator and/or program director will endeavor to resolve the concern in consultation with the relevant staff and the client/parent/guardian within 14 days. Written documentation of the meeting(s) and action plan will be provided to the client/parent/guardian.
- If the concern remains unresolved after these steps have been taken the concern may be referred in writing to the Chief Executive Officer, whose decision will be final.

All clients and their families/guardians have the right to appeal the decisions made by the Chief Executive Officer, including denial of admission or withdrawal of services.

Appeals are conducted in the following manner:

- A notice of appeal must be submitted to the Chief Executive Officer in writing within 30 days of the receipt of the decision being appealed.
- The written notice of appeal must specifically describe the following:
 - the decision being appealed
 - the steps taken to date to attempt to resolve the issue or issues that led to the appeal
 - the desired resolution of the issue
- The Chief Executive Officer will, within 14 days, convene a meeting of the appellants, the director of the service, and/or respective supervisor to attempt to resolve the issue or issues that have resulted in the appeal.
- A record of the appeal and the discussions conducted at this meeting will be placed in the client's master file.
- If the meeting convened by the Chief Executive Officer fails to resolve the issue or issues that have resulted in the appeal, the Chief Executive Officer, or the client/parent/guardian may, within 14 days, appeal to a Review Committee composed of the president of the Robin Hood Association and two other members of the board.
- The review committee will review the appeal and relevant program and meeting records in consultation with the client/parent/guardian, relevant Robin Hood Association staff, and any other professional personnel deemed appropriate by the Review Committee.
- The scope of the deliberations of the review committee will be confined to a review of adherence to the policies and procedures outlined in Sections 2 and 4 of the current edition of the Robin Hood Association Policy and Procedures Manual. Specifically, adherence to the adult services agreement, the family/guardian code of conduct, the services and admission criteria, and their related processes will be considered in reaching a decision.
- The Review Committee will render its decision, in writing, within 30 days. The decision of the Review Committee is final.

Withdrawal of Service

Services provided by the Robin Hood Association may be withdrawn if the following circumstances exist:

- challenging behaviors which cannot be served with available resources,
- client needs which exceed available resources,
- a degree of disability (physical, health/mental health concerns) which cannot be met within available resources. This may lead to situations where:
 - the client no longer meets service criteria
 - the service provider is unable to establish effective partnership relations with parent/clients/guardian in order to meet the needs of the client

Adult programs require 90 days written notice of intent to withdraw. If the withdrawal of services is initiated by the Robin Hood Association 90 days written notice of intent to withdraw will be provided to the client/parent/guardian. Alternate terms may be mutually negotiated and documented.

Follow-Up

If the individual has moved to another agency, the Program Director will send appropriate information from the Master File as requested. Consent for Request of Information must be given by the individual/family/guardian for this to occur. The appropriate Program Director will close the file and send to Persons with Developmental Disabilities (PDD) for storage of personal information.

Re-Application

If an individual wishes to re-enter Adult Service programs, the application and admission process would be followed.

Personal Property/Belongings

Individuals and their family/guardians are encouraged to keep a record of individual's personal items.

The Robin Hood Association is not responsible for lost or damaged items.

It is expected that individuals causing damage as a result of their behaviour, or taking others personal belongings will be held responsible for the cost of repairs or replacement.

Individuals are responsible for deciding if they wish to privately purchase "content insurance" for their personal property. This is not included in program or room and board fees.

Gifts

Individuals may freely choose whether or not they wish to purchase gifts for peers, staff and/or family members. It is not an expectation that gifts are provided to staff members for holidays and/or celebrations.

ADULT SERVICES

Day Programs

The Day Program operates Monday to Friday from 8:00am to 3:30pm. The programs are based in the Robin Hood Learning Centre in Sherwood Park; Fort Saskatchewan Day Program; Aspen Village and/or individual's homes and the communities at large. The programs reflect the desire to facilitate greater independence and awareness of the world through the development of personal skills. The Day Program is closed on statutory holidays. A list of statutory holidays will be provided annually. Lunch and coffee break times are provided.

All individuals have an assigned Community Disability Practitioner to assist them. The Day Program operates on a semester calendar. Options are presented to individuals/families twice a year in a written format and are available to view on the Robin Hood Association Website www.robinhoodassoc.com. Option choices are used to develop a timetable for the individual. At times there may be some conflict in the individual's schedule, therefore it may not be possible to accommodate every choice, as a result alternative options may need to be considered.

There are five program areas: Aspen Village; Centre for Learning; Fort Saskatchewan Day Program; Community Access (including Supported Employment) and Adaptive Day Programs (including Brittany Lane/Davidson Creek Coops, Aspen Village and individual Residential Homes).

Community Access (including Supported Employment)

Supported Employment is a program that provides employment preparation training. The goal of this program is to provide each individual with employment goals with the opportunity to learn how to work productively and effectively and to work in real and satisfying jobs. Using the Supported Employment Model, this program helps the employee and the employer create a successful employment relationship.

The Supported Employment program operates an on-site production area. Individuals participate in a work training environment to develop basic employment skills.

Supported Employment is offered in all Day Program areas. Supported Employment services will also provide education and workshops in personal development, i.e. communication, anger management, job readiness, safety in the workshop, getting along with others, resume preparation, work ethics, WHMIS, first aid, and lifting and transferring.

Community Access provides coordinated recreation and leisure opportunities for individuals to access the community. A calendar of community options is provided twice a year. Individuals register for activities, staffing is shared and coordinated with others who have similar interests.

Aspen Village, Centre for Learning, Fort Saskatchewan and Adaptive Day Options

These services provide a variety of education, leisure, fitness and social activities within the Robin Hood Learning Centre; Fort Saskatchewan Day Program, Aspen Village and/or within individual residential homes. This process is intended to facilitate learning of independent living skills, enhance personal development, inhibit social isolation, and improve overall well being.

The programs are based in the Robin Hood Learning Centre in Sherwood Park, Fort Saskatchewan Day Program, Aspen Village and individual's residential home.

The programs reflect the desire to facilitate greater independence and awareness of the world through the development of personal skills. This is achieved through activities in the areas of life skills training recreational/leisure, health and wellness, sensory and fine arts.

These programs offer courses in personal development (communication, fine arts, basic cooking, fitness, health and wellness, sensory stimulation, continued learning and computer training).

Staff Support

Robin Hood Association operates programs with the philosophy of shared staffing supports. Families that wish to have specialized 1:1 staffing support to facilitate community access will not be provided services and should investigate other Service Providers or consider Family Managed Plans with PDD. 1:1 staffing supports will only be facilitated for individuals who have negotiated services with Robin Hood and PDD due to the individual having complex behavioral support and/or medical needs.

Staffing supports are determined on an individual basis. The Day Program provides: Facility based programs to meet the needs of individuals requiring a high level of support in the areas of personal care, behavior management and/or health and safety. The individual to staff ratio in a facility based program may vary from 1 staff for 1 to 4 individual(s).

Individuals who are able to function more independently in the Learning Centre may be involved in employment options, community access, educational courses as well as recreation/leisure opportunities. The individual to staff ratio vary from 1 staff for 4 to 6 individuals.

The Supported Employment program provides individuals with a greater focus on employment outcomes. Individuals in this program have options to participate in class options but at least 50% of their program consists of employment in the community and/or onsite. The individual to staff ratio varies from 1 staff for 6 - 10 individuals for programs operated in the Learning Centre, and 1:1 for individual work placements that require training and monitoring from an Employment Specialist. 1:1 support is minimal and limited to short term training to set up a new job, and ongoing occasional support to successfully maintain the individual in their community work placement.

Illegal Drugs and/or Alcohol

Illegal drugs and/or alcohol use during the Day Program will not be tolerated and may result in suspension from the program.

Specialized Services

The Robin Hood Association coordinates transportation for access to daytime activities and/or work placements in the community. A transportation flat rate charge applies to all individuals in Day Program services. Fees cover one full year of service and are paid monthly over 12 months. Fees include transportation costs such as direct individual transportation; insurance; staff mileage to support programs such as shopping for program supplies and/or visit individuals at work sites, etc.

Transportation to and from the Day Program may be provided upon request (within Sherwood Park limits only) and a flat rate charged. Priority for Robin Hood Association transportation services will be for individuals living within a Robin Hood Association Residence who require specialized transportation due to mobility challenges and/or behavior management support. Services will only be provided as resources are available. Other generic transportation services may need to be arranged and be the responsibility of the family/individual, if Robin Hood Association resources are unable to provide.

Consultative Speech Therapy, Occupational Therapy, Physical therapy, Behavioral Planning support and Nutritionist services are available through the Robin Hood Association Resource Team by formal request and as resources are available.

Absenteeism from the Day Program

Attendance (Nominal Roles) is taken daily in all PDD funded services. If an individual must be absent from the program, due to illness the day program Community Disability Practitioner needs to be informed by 8:00 in the morning. In the case of a medical appointment, the CDP must be informed at least one day in advance. Individuals in enclaves, training placements or competitive employment should check with the Employment Specialist for details.

Attendance in the Day Program must be consistent based on the hours approved in the PDD contract to maintain funding.

Absences in excess of east 25% or more of their approved services must be explained and reported to the funder PDD. Services not utilized at the funding level approved throughout a fiscal year, may result in changes/reductions to services in a new fiscal year. Fiscal years run April 1 – March 31.

Benefits

Individuals who participate in on-site and/or community work training placements will receive a training incentive. A cheque will be direct deposited on a biweekly schedule every second Friday. Training incentives direct deposit cheques are issued by Robin Hood Association from contracts they have with business partners. Individuals in training will not be paid less than 90% of the contract(s), and will be remunerated for individual time spent on these training activities.

Individuals in competitive community job placements will receive remuneration not less than minimum wage, and will be an employee of the community business. Individuals will have regular deductions and will be paid directly by the employer on the employers pay schedule.

Residential Services

Residential Services encompasses a broad range of services including 35 residential group living homes; 36 person Assisted Living Apartment at Aspen Village; Supported Independent Living; Support Homes, Host Families and in-home respite care. All community living environments described above help nurture/foster independent living skills with each setting chosen specifically to the functioning abilities of each individual. All residential services are located in Sherwood Park, Strathcona County or the City of Fort Saskatchewan.

Placement of an individual in a group living situation supported by the Robin Hood Association requires consent of all the individuals, family/guardians, PDD and the Robin Hood Association. Every effort will be made to match individuals based on compatibility, facility space and staffing resources available. It is not always possible to meet the requests or needs of everyone involved in a residential move or placement.

A placement may not be a final guaranteed arrangement, if challenges occur over time with roommate(s), compatibility, lack of resources, changes in a person's support needs and/or physical space may result in residential services changing, i.e. need to find alternative living arrangement.

Community Access/Aftercare

Community Access provides social and life skill support to individuals in the evening/weekends. Activities are coordinated through the Community Access Program and can include social events, recreation/leisure on-site and in the community. Community Access offers shared staffing support to facilitate community activities and support individuals interested in common interest activities. Coordinated activities are outlined in a calendar twice a year for regularly scheduled activities.

Before and Aftercare supports are provided at the Centre for Learning starting at 7:30am and ending at 6:00pm Monday to Friday. This service is intended to support individuals still living at home, whose families require work related respite.

Assisted Living

Assisted Living provides 24-hour services to individuals whose health and/or age necessitates increased support for medical, social and activity-based activities. This service is primarily provided at Aspen Village.

Independent Living

Independent living offers a varied level of supports for individuals in a co-operative housing community within Sherwood Park. Individuals may have one or more roommates and are active in work, social and leisure pursuits. Individual should have the ability to be left alone unsupervised in their own homes for at least 1 hour.

Community Homes

Community Homes offer individuals a supportive environment in which to enjoy community life and increase personal and independent living skills, generally individuals live with 3-4 roommates. Supports are required at all times to ensure health and safety of the individuals living in the home. Residents living in a home must be involved in day time programs and/or employment, as generally homes are not staffed during day time Monday – Friday.

Support Homes/Host Family

Support Homes provides a permanent home environment for individuals whose needs are best met in an individualized setting with a supportive family or individual. Out-of-home respite supports are provided through a Host Family. Host Families are matched with individuals. They provide temporary short-term placement for individuals.

Staff Support

Staff support is available in residential settings and for individuals in Supported Independent Living.

Each residential setting is staffed according to the needs of the individual(s) living in them. On a short-term basis, the residence can be staffed 24 hours per day if an individual is ill and needs to be supervised.

In instances when there is no available staff to support a residential shift, the individual's family will be requested to support. If this is not possible, a temporary relocation of the individual may be necessary. Staffing supports are dependent on PDD funding approval levels.

Housing

The Residential Program offers support to ensure that homes are comfortable, attractive, well maintained, and meet all building safety standards. Homes owned and operated by

the Robin Hood Association must comply with an annual inspection and meet standards from Alberta Seniors and Community Supports, Accommodation Standards.

Food

Individuals will have opportunities to participate in meal preparations, purchase, selection and clean up of nutritious meals, within the residential budget and dietary requirements.

Canada's Food Guide will be used as the basis for menu planning and meal preparation in all programs where food services are provided. Individuals who live independently will be encouraged to plan their meals in accordance with Canada's Food Guide.

Room and Board fees are approved by the Board of the Robin Hood Association. This fee will cover the general food and household expenses in a residence. If an individual wishes to purchase specialized products for their own personal use, it will be at their own expense, i.e. specialized/commercial hair products.

Individual Training

Participation and increased independence will be encouraged in housekeeping, cooking, and home maintenance.

Furniture

Individuals with their family(s)/guardian(s) are encouraged to furnish their homes in cooperation with their roommates. At a minimum, individuals and their parent(s)/guardian(s) are expected to furnish their own bedrooms. The number and sizes of furniture may be limited by home size. Please consult with the Property Manager and Director of Adult Services prior to furnishing. Costs associated with moving will be at the expense of the individual.

Insurance

The Robin Hood Association is responsible to carry General Liability Insurance. Individuals residing in a Robin Hood Residence or in their own home are encouraged to purchase their own personal Content Insurance; this is not provided by the Robin Hood Association.

Renovations

Requests for bedroom and/or home renovations should be directed to the Property Manager and Director of Adult Services. Any renovations are under the direction and consent of the CEO, Director of Adult Services and Property Manager. It is expected that requested bedroom renovations would be paid for by the family.

Moving Expenses

Families/guardians and/or the client's trustee are expected to arrange and pay for moving costs for personal and furniture items brought into group living situations.

When the same person re-locates while being served residentially by the Association, families will be asked to assist with moving. When a client leaves residential services with the Association, the final move out arrangements and expenses will be the responsibility of the family/guardian and/or the client's trustee.

Temporary Relocation of Individuals

The Robin Hood Association reserves the right to temporarily relocate an individual to another home and will inform the individual/family/guardian.

Circumstances under which this would occur are:

- a. When an individual's vacation plans unexpectedly change and he/she returns while the rest of the household is still on vacation.
- b. An individual chooses not to vacation with the remainder of the household.
- c. An individual requires physical resources which are not available in their home setting (e.g. the need to temporarily use a wheelchair but lives in a 4-level split).
- d. Individual's behavioural episodes result in the remainder of the household needing a temporary rest.
- e. Shortage of staff resources requires the home to be temporarily closed.

NOTE: The Robin Hood Association is funded by Persons with Developmental Disabilities Alberta Seniors and Community Supports. All staffing dollars are shared arrangements. Therefore 1 staff to 1 individual support for extensive periods will not be sustainable.

Absenteeism from Residence

Residential Team Leaders should be informed of a change to a normal residential attendance routine two weeks in advance. This is required in order to provide appropriate staffing support for the individual and roommates in the home.

Absences in excess of 25% in a month (not including vacation or situations which have prior consent from the Director of Adult Services) need to be explained and reported to the funder Alberta Seniors and Community Supports (PDD).

Recreation/Leisure

Activities are planned with the individual in the community and at home as staffing resources are available. Assistance from families/guardians to facilitate outings is welcomed and encouraged.

Transportation

Room and Board Fees charged to individuals in Residential Services cover the cost of transportation supports in the community. These rates are determined annually, and are subject to approval from the Board of the Robin Hood Association. The fee covers direct individual transportation; insurance costs; vehicle maintenance and staff mileage paid for managing the home, i.e. grocery shopping, running errands, etc. Transportation provided to individuals for the purpose of vacations and out of town is not included in the general room and board fee, this would be an additional expense charged back to the individual.

Relief/ Respite Services

Relief/Respite services are available within the residential system. Information on these services is available from the Director of Adult Services at 467-7140, extension 225. A daily room and board fee will apply.