

Employment Opportunities

*Interested in a rewarding career
in the Rehabilitation Field?*

CONTACT

*Tralee Residential Services Ltd.
Human Resources Department
at*

(780) 431-9846

*or send your cover letter and
resume to*

traleeresidential@shaw.ca

Certification

Tralee has been certified by Alberta Council of Disability Services (ACDS) in creating excellence together.

Tralee has also been approved by the Persons with Developmental Disabilities Board (PDD).

Tralee Residential Services Ltd.
#204, 4918 Roper Road NW
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MaryAnn Harder, Director
Blenya McGinnity-Booth, Director

**Tralee Residential
Services Ltd.**



*Residential & Vocational Services
to Individuals With
Developmental Disabilities*

**CHOICE, RESPECT AND
EMPOWERMENT**

About Us

MISSION STATEMENT

To provide a twenty-four (24) hour community based service to persons with developmental disabilities.

Tralee is committed to the principles of Choice, Respect and Empowerment.

CHOICE

Individuals accessing Tralee's services have the opportunity to make informed decisions and actively participate in their service plan delivery.

RESPECT

Individuals accessing Tralee's services have the right to be treated with dignity and respect in all aspects of their service plan delivery.

EMPOWERMENT

Individuals accessing Tralee's services have the opportunity to develop valued skills, receive information, counseling and experience that will enhance their ability to make sound, personal decisions with the assurance that the service process is respectful of individual rights to exercise personal preferences and achieve maximum independence.

Residential Services

Emphasis will be placed on the achievement of independence and the promotion of a home like environment that enhances quality of life.

- Twenty four hour community based service
- Monthly summary updates on progress
- Family involvement that is encouraged in all aspects of program delivery
- Excellent level of health & safety
- Positive peer relationships
- Life Style Plan to address all areas of development as follows:
 - Life skills
 - Quality of life
 - Cognitive Development
- Reviewed Informally every six (6) months and formally on an annual basis
- Recreational and leisure activities promoted to reinforce self-esteem, self worth and independence.

Encourage and promote community participating utilizing natural supports when appropriate.

Vocational Services

Reflects the philosophy of normalization and integration.

Individuals involved with Tralee will receive services that are based on their personal interests and achievement of maximum potential and integration into the community.

Community Placements include:

- Work experience
- Employment opportunities
- Volunteer placements (Independent or supported)
- Recreation Opportunities
- Leisure Opportunities
- Regular contact with the day worker and guardian



This agreement is between:

Individual

Parent/Guardian

And Tralee Residential Services

The term of this agreement will be one year from the date of signing.

1. Residential services to individuals with disabilities that require support and guidance in areas of personal care and daily living skills. Emphasis will be placed on the achievement of independence and the promotion of a home like environment that enhances quality of life.

The objective of this service is to improve the quality of life for individuals with disabilities while adhering to the Principles of Choice, Respect and Empowerment.

A Lifestyle Plan (LSP) will be developed with the participation and informed consent of the Individual and/or Advocate or Guardian within ninety (90) days of intake. The Life Style Plan (LSP) will be reviewed annually with the Individual and Guardian present where applicable. Recommendations and revisions to the Life Style Plan (LSP) will be made based on the progress of the individual during the assessment period.

Individual's goals will be developed during the My Support Plan (MSP) process and within ninety (90) days of intake. Goals will be reviewed on an annual basis and updated every 3 months.

The objective of the Life Style Plan (LSP) is to:

- a) Identify strengths and needs for further development in the areas of:
 - Communication
 - Behavioral
 - Community inclusion (recreation and leisure)
 - Home management and self help
 - Health, safety and sexuality
 - Spirituality
 - Transportation
- b) Implement independent program plans, if required
- c) Enhance independence in areas of need
- d) Promote an optimal outcome as identified in the individual's Life Style Plan
- e) Make referrals to outside resources if required (behavioral management specialist, etc.)
- f) Assist the individual in living the life of their choosing



Tralee Residential Services

SERVICES TO INDIVIDUALS WITH DISABILITIES

SERVICE AGREEMENT

2. Tralee Residential Services will provide required documentation as a part of the service agreement.
 - a. Service Agreement
 - b. Abuse Policy
 - c. Grievance and Appeal Policy
 - d. Individual's Rights and Privileges
 - e. Confidentiality Policy
 - f. Release of Information
 - g. Tralee Residential Services Restrictive Procedure Policy
 - h. Medication Administration Policy
 - i. Emergency Preparedness Plan
 - j. Medication Policy
3. In order to remain in the services, the Individual, Guardian and Tralee Residential Services must uphold the following responsibilities:
 - a. To be actively involved in the service program.
 - b. All parties commit to work together to assist the individual in obtaining their goals.
 - c. Individual and Guardians shall be involved in the decision making process and will have access to all information relevant to the setting of goals and their continued progress.
 - d. Tralee Residential Services will continue communication with the Guardian in the form of a month end to keep the Guardian updated.
 - e. IPP and procedures will continue to require Individual and Guardian signatures.
 - f. Phone calls will be a form of communication utilized to ensure regular contact.
 - g. Provide Tralee Residential Services with updated Guardianship orders as the monitor and/or trustee.
 - h. To provide Tralee Residential Services with a minimum of ninety (90) days written notice of termination of services.
 - i. To inform Tralee Residential Services of any changes in address, telephone number or income status as appropriate.

Staffing Supports

Type of Service:	Estimated Monthly Units of Service:
1010	
	Total #:

4. Each Individual will agree to pay as follows:
 - a. Rent Paid directly to landlord as pre-arranged
 - b. Food Paid directly to individual group account
 - c. Phone & Utilities Divided equally between all individuals and paid out of their group account
5. No changes in the payment of rent and utilities will be made for absences.
6. Payment for items listed in this agreement will be due prior to the first of each month.



7. Each Individual will supply their own bedroom furniture, bed linen, clothing, other personal items, common area furnishings, and will also be responsible for up keep, repair, and replacement of these items. Individuals with staff assistance will ensure compliance with this.
8. In order to promote the health and well being of individuals accessing services, Tralee Residential Services will maintain a smoke free environment.
9. Rights and privileges of the Individual (See attachment). Release of Information signatures are required yearly.
10. Medications will be administered by certified staff as required and upon written consent from the Individual and Guardian and signed yearly.
11. Certified staff will be responsible for appointments and receiving medication from the pharmacy.
12. This agreement will give Tralee Residential Services Management permission to transport Individuals under circumstances where alternative transportation may not be readily available (i.e. Medical/Dental appointments etc.)
13. Staffing for the midnight shift at the residence will be a sleep staff or awake where appropriate.
14. Insurance coverage for Individual's belongings will be the responsibility of the Individual or Guardian. An itemized inventory will be compiled by the Guardian of all the Individual's belongings, and will be maintained by Tralee Residential Services employees, if requested.
15. This agreement may be terminated by the Individual/Guardian:
 - a. with ninety (90) days written notice and the reason for termination
 - b. when the individual has met their optimal goal or objectives
 - c. where extensive medical attention and care is required
16. Termination of this agreement by Tralee Residential Services will be given with ninety (90) days written notice and the reason for termination. Tralee Residential Services will provide assistance in accessing alternative services. Tralee Residential Services recognizes that the Individuals support dollars are portable and move with the Individual.
17. Individuals will be responsible for any damage to the residence and grounds.

* NOTE: There will be no changes to this agreement without the permission of the Individual and Guardian. Any long term increases or decreases in units of service will require an "ISA" signed by all parties involved with prior approval from PDD.



Tralee Residential Services

SERVICES TO INDIVIDUALS WITH DISABILITIES

SERVICE AGREEMENT

DATE: _____

SIGNATURES:

Individual Signature

Individual address and phone number

Guardian/Primary Contact

Guardian/Primary Contact address and phone number

Tralee Residential Services Ltd. Representative

- ☐ Individual support network and Tralee Residential Services have reviewed and evaluated what was identified in the goal areas of home living independence, personal control, community inclusion and other areas as listed in the Individualized Services section of this agreement.



Tralee Residential Services

SERVICES TO INDIVIDUALS WITH DISABILITIES

SUPPORTS FOR INDEPENDENT LIVING (SIL) SERVICE AGREEMENT

This agreement is between:

Individual

Parent/Guardian

and Tralee Residential Services Ltd.

The term of this agreement will be one year from the date of signing.

1. Services to individuals with disabilities that require Supports for Independent Living in areas of personal care and daily living skills. Emphasis will be placed on continued independence and enhanced quality of life.

Tralee Residential Services operates its SIL Services between the hours of 8am – 5pm Monday thru Friday.

The objective of this service is to improve the quality of life for individuals with disabilities while adhering to the Principles of Choice, Respect and Empowerment.

The objective of the Supports for Independent Living Program is to:

- a) Enhance independence in areas of need
 - b) Promote an optimal outcome for identified goals
 - c) Make referrals to outside resources if required
2. Tralee will provide required documentation as a part of the service agreement.
 - a) Service Agreement
 - b) Abuse Policy
 - c) Confidentiality Policy
 - d) Release of Information
 - e) Tralee Restrictive Procedures Policy
 - f) Medication Administration Policy
 3. In order to remain in the services, the Individual, Guardian and Tralee must uphold the following responsibilities:
 - a) To be actively involved in the service program.
 - b) All parties commit to work together to assist the individual in obtaining their goals.
 - c) Individual and Guardians shall be involved in the decision making process and will have access to all information relevant to the setting of goals and their continued progress.
 - d) Phone calls will be a form of communication utilized to ensure regular contact.
 - e) Provide Tralee with updated Guardianship orders as the monitor and/or trustee.
 - f) To inform Tralee of any changes in address, telephone number or income status as appropriate.



Tralee Residential Services

SERVICES TO INDIVIDUALS WITH DISABILITIES

SUPPORTS FOR INDEPENDENT LIVING (SIL) SERVICE AGREEMENT

Staffing Supports as identified by the PDD Supports for Independent Living (SIL) Committee:

Type of Service:	Estimated Monthly Units of Service:
1030	
	Total #:

4. In order to promote the health and well being of Individuals accessing services, Tralee Residential Services Ltd. will maintain a smoke free environment.
5. Medications will be administered by certified employees as required and upon written consent from the Individual and Guardian and signed yearly.
6. Certified staff will be responsible for appointments and receiving medication where applicable from the pharmacy.
7. This agreement will give Tralee Management permission to transport Individuals under circumstances where alternative transportation may not be readily available.
8. This agreement may be terminated with 30 days written notice by the Individual/Guardian:
 - a) With written notice and the reason for termination
 - b) When the Individual has met their optimal goal or objectives
 - c) Where extensive medical attention and care is required
9. Termination of this agreement by Tralee Residential Services Ltd. will be given with 30 days written notice and the reason for termination, except in the following cases where no notice would be required:
 - a) In the event of negligence or risk arising with respect to the Individual's health and safety
 - b) In the event the Individual presents a risk to those he/she is sharing services with
 - c) In the event that the environment poses a risk to staff's health and safety

* NOTE: There will be no changes to this agreement without the permission of the Individual and Guardian. Any long term increases or decreases in units of service will require an "ISA" signed by all parties involved with prior approval from PDD.



Tralee Residential Services

SERVICES TO INDIVIDUALS WITH DISABILITIES

**SUPPORTS FOR INDEPENDENT LIVING (SIL)
SERVICE AGREEMENT**

DATE:

SIGNATURES:

Individual Signature

Individual address and phone number

Guardian/Primary Contact

Guardian/Primary Contact address and phone number

Tralee Residential Services Ltd. Representative

Goals identified through consultation with the Individual, Guardian, PDD and Tralee Residential Services Ltd.

SERVICE INDIVIDUAL ABUSE

POLICY

Tralee Residential Services values and respects the dignity of each Individual, and will not tolerate any abusive actions or behaviour toward an Individual.

RATIONALE

Abuse of Individuals is a serious matter and will be dealt with accordingly.

PROCEDURE

1. All new employees will be required to sign an Individual Abuse Policy Form to acknowledge understanding and agreement to adhere to this policy. The form is then signed by the Manager and forwarded to the employees personnel file.
2. Abuse of an Individual is any unwarranted activity that causes physical, mental or emotional injury or undue discomfort, or elicits fear, or takes advantage of an individual.
3. Employees will not participate in any activity that could be construed as abusive. Some examples of questionable activity may be:
 - a. Physically manipulating an Individual
 - b. Raising voice in a threatening manner
4. In cases of self-defense, or in case of controlling violent or aggressive behavior, such restraints of force are used as necessary to control the individual and protect employees and/or Individuals (See Section No.: 07, Policy No.: 02 – Restrictive Procedures Policy). Please refer to the NCI Training.
5. Any force or action in excess of that which is required is considered abusive. This includes threats, gestures, and verbal abuse such as name calling or swearing (See Section No.: 07, Policy No.: 02 – Restrictive Procedures Policy).
6. Employees who witness or suspect Individual abuse must report the alleged abuse to his/her immediate supervisor, who will report it to the Manager. Any employees involved in an incident, which may be construed as abusive, must report it to his/her immediate supervisor, who will report it to the Manager. Failure to report alleged instances of abuse is subject to disciplinary action.
7. Reported cases of alleged abuse will result in an immediate investigation under the direction of the Manager. The Manager will then take the appropriate action. The incident and the results of the investigation are to be fully documented as per the Protection of Persons in Care/Abuse Protocol.
8. Any employee who engages in an activity deemed to be abusive is subject to disciplinary action, up to and including dismissal.
9. Any alleged instances of abuse may be referred to the City Police Department and/or the RCMP for further investigation.



INDIVIDUAL GRIEVANCES AND APPEALS

POLICY

Tralee Residential Services provides a formal process to receive, document, investigate and respond to consumer complaints and grievances in a fair and equitable manner.

RATIONALE

While program employees and management make every effort to provide program participants with well planned and executed services appropriate to the needs, occasions may arise where Individuals and/or their agent or guardian are dissatisfied. In such instances, Individuals and/or agent or guardian have access to an appeal process that affords the opportunity to express their specific concerns and seek satisfactory resolution of the issue(s).

PROCEDURE

1. In general, the order of action is as follows:
 - a. The concern or issue is brought by the Individual and/or the agent or guardian to the attention of the Group Home Shift Supervisor within fourteen (14) days.
 - b. If the issue is not satisfactorily resolved at that level, the appeal or grievance is made to the Group Home Manager within fourteen (14) days.
 - c. If resolution is still not achieved when these resources have been exhausted, the appeal or grievance is made to a Director of Tralee Residential Services.
2. Appeal or grievance proceedings are to be documented by way of minutes. Meeting minutes are to be distributed to all parties involved in the hearings. Meeting minutes are to include:
 - a. Date of meeting
 - b. A list of parties in attendance
 - c. A statement of purpose
 - d. A summary of issues raised
 - e. Solutions or proposed recommendations
 - f. Name and signature of recorder
3. In the event that the appeal process moves to higher levels of decision-making, copies of the minutes of the previous meetings must be made available. A letter summarizing the problem and the action to date should also be submitted. This letter is to be written by the Individual and/or their representative.
4. Should an appeal or grievance be made directly to a higher level of authority bypassing other levels, it is incumbent upon the higher authority to gather documentation from the parties involved before making recommendations. Procedures for recording and distributing meeting minutes also apply.
5. At each level of appeal or grievance, all parties should be notified of the decision as quickly as possible. In many instances, a decision will be made when the appeal is reviewed by a committee and confirmed in writing, via meeting minutes and a letter, if necessary, within fourteen (14) days of the review.

INDIVIDUAL GRIEVANCES AND APPEALS

6. When the decision is postponed until a later date, all parties should expect to receive the decision within thirty (30) days of the last hearing. In no instance should the appeal process exceed ninety (90) days from the initial complaint to final decision.
7. Each party in a grievance has the right to present their side of the issue in a neutral environment and to receive a decision in a reasonable time thereafter. Where Individuals are unable to represent themselves adequately they are entitled to have assistance of their agent or guardian.

In order to provide fair and equal representation, Tralee will endeavor to make available to our aboriginal Individuals, the opportunity to be represented by a person of their culture and beliefs (i.e. First Nations).

8. In conjunction with these rights, each party has certain responsibilities:
 - a. To seek an early resolution to problems
 - b. To cooperate fully in the process
 - c. To present the facts fairly and completely
 - d. To accept the final decision as being in everyone's best interests
 - e. Tralee Residential Services shall maintain a record of all formal client complaints, grievances and appeals and the outcome of each



INDIVIDUAL RIGHTS

POLICY

Tralee Residential Services is committed to ensuring the preservation of the human rights, dignity, health and safety of Tralee Residential Services Individuals.

RATIONALE

As an Agency, Tralee Residential Services is dedicated to promoting individual rights by adhering to standards set forth by the Canadian Charter of Rights and Freedoms, the Canadian Human Rights Act, the Alberta Bill of Rights and the Alberta Individual's Rights Protection Act.

PROCEDURE

1. Through the delivery of services, Tralee Residential Services shall ensure the Individual(s) right to:
 - a. Individual liberty and security;
 - b. Having their needs met without discrimination on the basis of race, religious beliefs, color, sex, age, physical or mental disability, ancestry or place of origin;
 - c. Consent to withhold consent to participate in services, programs or treatment;
 - d. Have personal information held in confidence;
 - e. Intimate relationships with the person of their choosing;
 - f. Right to choose their end of life care;
 - g. Right to make their choice of gender;
 - h. Right of aboriginal Individuals to have access to and practice their cultural beliefs, religion and their rights upheld.
2. Tralee Residential Services shall ensure that guidelines, policies and procedures that identify and protect the rights of Individuals are available to and are understood by employees and clients and are adhered to in delivery of services.
3. Tralee Residential Services accepts responsibility for ensuring that employee actions uphold the dignity and worth of the Individual and protect their fundamental rights and freedoms.
4. All employees shall use their knowledge, position and abilities to promote the Individuals best interests in accordance with the Agencies mandate, mission, policies and procedures.
5. When an Individual feels that their rights have been violated access to a review procedure is available.
6. Tralee Residential Services shall safeguard the privacy of Individuals through the establishment and compliance with policies and procedures concerning confidentiality in the receipt, recording and disclosure of information.

ACCESS CONTROL AND RELEASE OF INDIVIDUAL INFORMATION

POLICY

Individual files document the Individuals' involvement with Tralee Residential Services and provides the necessary information required to ensure provision of quality services.

RATIONALE

Documentation of personal information pertaining to the Individual's medical history, assessment information, correspondence, service direction and outcomes is necessary to provide the high level of service quality and consistency in approach to service. Tralee Residential Services adheres to all relevant legislation and regulations governing the collection, storage and disposal of personal information.

PROCEDURE

1. Individual files are maintained in the Group Home. Access to an Individual's files is controlled.
2. Access is controlled by the Group Home Manager.
3. Access to Master Files is limited to the Individual/Staff only.
4. All Tralee Residential Services employees sign an Oath of Confidentiality (See Appendix I) as a condition of employment. Any breach of confidentiality will result in immediate disciplinary action.
5. Written consent from the Individual and/or guardian is required prior to the releasing of any information (written or verbal). All information exchanged is to be treated as confidential. The release of information is only to those Individuals or an agency identified on the "Consent for Release of Information" (See Appendix K) and is not to be considered blanket consent. Consent is only valid for a one-year period.
6. Individuals and/or their representatives may view their file by contacting the Group Home Manager. Access to the file and reviewing the file contents will be done in the Group Home.
7. Files are not to be removed from the area and are to be returned to their original location when not in use. Files are not to be left unattended or left open on a desk where access to the information cannot be controlled.
8. Files are reviewed regularly and dated. Redundant information is purged and shredded accordingly, as per PIP and FOIP.
9. The Group Home Manager randomly audits file content on a quarterly basis.
10. All employees adhere to the PDD Protection of Personal Information and Record Management Guidance for PDD Program Service Providers (See Appendix AA). This includes all electronic documentation, which is stored at Tralee Residential Services Ltd.'s office. All computer and electronic devices are individually password protected to maintain the security of Individuals information.



Tralee Residential Services
SERVICES TO INDIVIDUALS WITH DISABILITIES

**CONSENT FOR RELEASE OF
INFORMATION**

I, _____ hereby consent to the exchange of any records, assessments, test results, and other documentation concerning myself, between Tralee Residential Services and the listed agencies and individuals. I also consent to further evaluations or assessments for service planning and provision as recommended by Tralee Residential Services. This consent is to be effective during a period not to exceed one year from the date of this release.

I understand that all information will be treated as confidential.

Agencies or Individuals

Address

Telephone Number

Date: _____ Effective to: _____

SERVICE INDIVIDUAL

WITNESS

GUARDIAN

RESTRICTIVE PROCEDURES

POLICY

Tralee Residential Services is committed to positive practices. Tralee Residential Services does not advocate the use of restrictive procedures. It does, however, acknowledge that such procedures may be necessary to protect the Individual's or others from harm.

RATIONALE

Tralee Residential Services is committed to positive practices and to respecting the rights, dignity and person-hood of Individuals with disabilities.

1. Restrictive procedures are used only as emergency intervention to restrain or control an Individual's behavior where it is necessary for the immediate protection of the Individual or other persons. Restrictive procedures are not to be used as a disciplinary measure. Restrictive procedures are to use only the force necessary to protect the Individual from injury or other persons.
2. Restrictive procedures shall only be used as part of a formal specialized, planned treatment or training program.
3. As a disciplinary measure involving the temporary suspension or withdrawal of a privilege. Under **no circumstances** will the following procedure be used:
 - a. Deprivation of:
 - Sleep
 - Adequate nutrition
 - Privacy consistent with age guidelines
 - Appropriate environmental conditions (e.g. temperature)
 - b. Denial of reasonable contact and communications with family and friends, including visits
 - c. Discipline by other Individuals
 - d. Verbal or physical abuse or any other action that may demean the person
 - e. Any technique that would not be considered legally acceptable for use with any other person who has not committed crimes against society.

**** A Risk Assessment and full functional assessment will be completed.**

4. The use of restrictive procedures is the last recourse to be implemented when all positive procedures are exhausted. The least restrictive and least confrontational strategies are to be used prior to the use of restrictive procedure.
5. Restrictive procedures will be clearly outlined and documented as to the steps to be followed.
6. Issues relating to behavioral concerns are to be referred to the appropriate services for consultation and the development of the least restrictive intervention possible.
7. Any Restrictive Procedure implemented at Tralee Residential Services will be established by the companies

RESTRICTIVE PROCEDURES

Best Practices Committee that consists of at least one member who has experience and training in the use of such procedures in treatment or training. Restrictive procedures will only be implemented following formal approval of Tralee Residential Services Best Practices Committee and the Coast Team.

8. Implementation of a Restrictive Procedure requires the informed consent of the Individual and/or their guardian in writing prior to implementation. The Restrictive Procedure will only be carried out for a specified period prior to review.
9. Any restrictive procedure that has not been renewed with a newly established review date and the necessary consent is to be discontinued immediately.
10. Copies of the Restrictive Procedure and all relevant documentation are to be maintained in the Master File.
11. Only those employees trained and oriented on the restrictive procedure are to implement the procedure. Training will be provided by Tralee Residential Services and will be ongoing.
12. An "Incident Report" (See Appendix Q) shall be completed following the incident and the supervisor will be notified as soon as possible. All restrictive procedures used must be documented.
13. All employees of Tralee Residential Services are responsible for ensuring the emotional, physical, intellectual and social well being of each Individual.

PROCEDURE

1. Restrictive Procedures used in proactive teaching programs:
 - a. All formal programs designed to address inappropriate behaviors (that is, behaviors that are commonly considered to be unacceptable by society) in an Individual will be in keeping with the goals of a client's Individual Service Plan. They will respect the dignity of the Individual and follow ethical standards. All such programs will be designed in consultation with an experienced individual in Behavior Management. Inappropriate behaviors that do not cause harm to anyone or compromise the dignity of the person displaying them will not be addressed.
 - b. Every formal program will have a pro-active teaching component incorporating the use of suitable reinforcers in order to replace unacceptable behaviors with acceptable ones.
 - c. Before designing a program, employees will attempt to determine the function served by an inappropriate behavior for a given Individual. The designer will then assist the Individual with an acceptable behavior that will serve the same function for the Individual before using any restrictive procedure. If one alternative behavior or teaching method does not prove successful, other behaviors and methods will be tried. Restrictive procedures will be used only as a last resort, when all positive procedures have been exhausted.
 - d. Every formal program will have the informed consent of the Individual/guardian and the approval of the component personnel.
2. Restrictive Procedures Used Reactively in Certain Situations



RESTRICTIVE PROCEDURES

- a. Restrictive procedures, which are used in reaction to crises, will be documented. These incidents will be analyzed later to determine whether formal programs need to be designed in order to prevent future occurrences. If no formal programs are considered to be required, an "action plan" will be written up to deal with future crisis in the form of a protocol.

For All Restrictive Procedures

- b. Tralee Residential Services makes a referral to the Coast Team for development, implementing and monitoring.
- c. Tralee Residential Services Best Practices Committee will meet monthly to review all the procedures used both formally and informally with Individuals in order to ensure that the best methods and least restrictive procedures are used. The Committee may meet on a more frequent basis if necessary depending on the Individual and the frequency of the inappropriate behavior.

Employees will adhere to their Non-Violent Crisis Intervention training at all times when working with restrictive practices. Tralee Residential Services is committed to not utilizing restrictive procedures and, through time, eliminating them completely, including PRN Psychotropic medication.

EMERGENCY EVACUATION PROCEDURES

POLICY

In the case of an emergency situation requiring evacuation, alert others with a shout and activate alarm.

The employees on duty will remain in the area until everyone has evacuated, and if time permits ensure all electrical power is shut off, and all doors and windows are closed.

In the event of an evacuation, all residents and employees are to assemble at a predetermined point 200 ft. from the house on the front sidewalk. Employees will do a visual check to see that everyone is accounted for. During cold or inclement weather, everyone will proceed to a designated shelter in the area.

A designated employee will ensure that the Fire Department is contacted at 911 or 496-3900.

Re-entry in to the house is only permitted upon authorization from the Fire Officer in charge.

Emergencies include:

- Power Failures
- Severe Weather including storms, tornadoes, etc.
- Chemical spills

RESPONSIBILITY

Managers are responsible for ensuring employees and residents are familiar with emergency evacuation procedures.

SECURITY

At the end of each day, the employees are responsible for turning off lights and locking all doors and windows. Managers, or their assigned designates, are responsible for any visitors in the house.

PANDEMIC/CRISIS PREPAREDNESS

POLICY

Tralee Residential Services recognizes that it has a responsibility to have a response plan in place that ensures the individuals in service have a measure of supports in place to meet their basic needs in the event that illness or crisis affects Tralee Residential Services employees by a 1/3 to 1/2 ratio.

PROTOCOL

1. All non-essential services will be suspended (i.e. outings, plans, programs, etc.).
2. Individuals that are ill and require more than basic care will be transported to the closest medical facility.
3. Appropriate infection control guidelines will be utilized to reduce the spread of infection to Individuals, employees and community (see Food Handling and Sanitation, Hand Washing, Mask, Precautions, Gloves).
4. On call employees will be utilized to cover full-time employee positions and training will be ongoing.
5. Management, employees, parents and guardians will be expected to support this plan in a cooperative manner.
6. Admission of new Individuals will be suspended.
7. Data and documentation collection will continue as per Tralee Residential Services Policies and Procedures.
8. Tralee Residential Services will advocate vaccines for all Individuals and employees as the principle means of prevention of a pandemic flu.
9. Public Health and the Individuals' physicians will coordinate the delivery of immunization to Tralee Residential Services Individuals and employees.

Home Assessment Guidelines

1. Employees of Tralee Residential Services will assess the Individuals in care for the following signs:
 - a. Temperature of 38.5 with coughing
 - b. Pulse 100 irregular
 - c. Respirations 24
 - d. Confusion
 - e. Vomiting and diarrhea more than twice in 24 hours
 - f. Other – headaches, joint pain, weakness, anorexia, cough or earache, etc.
2. As Tralee Residential Services is not a medical facility, Individuals will be treated by their family Doctor or transported to the closest medical facility if required.



PANDEMIC/CRISIS PREPAREDNESS

Home Assessment Guidelines

1. Employees of Tralee Residential Services will assess the Individuals in care for the following signs:
 - a. Temperature of 38.5 with coughing
 - b. Pulse 100 irregular
 - c. Respirations 24
 - d. Confused
 - e. Vomiting and diarrhea more than 2 in 24 hours
 - f. Other – headaches, joint pain, weakness, anorexia, cough or earache, etc.
2. As Tralee Residential Services is not a medical facility, Individuals will be treated by their family Doctor or transported to the closest medical facility if required.

Communication with Employees

1. All employees will report to work as normal. Assignments or re-assignments will be communicated at that time.
2. If employees are going to be absent, the 24-hour pager will be notified with as much advanced notice as possible at (780) 735-3911.
3. Directors, Managers, Parents/Guardians and office employees will be assigned front line duties as appropriate.
4. The President will be responsible to coordinate employees and all other activities during this time.
5. Tralee Residential Services will continue to work cooperatively with PDD, Departments of Seniors, Government Departments and the medical community during this time.
6. Requests for time off or vacations will not be approved at this time.
7. All visitors will be cancelled or re-scheduled.
8. A manager and/or designate will be responsible to ensure that time sheets are completed and submitted.
9. Tralee Residential Services has a backup consultant that completes payroll in emergencies so as to prevent disruption in employees receiving their pay in a timely manner.
10. Tralee Managers and/or designate will be responsible to ensure that adequate medication, groceries, laundry supplies and all other essential items are in good supply.
11. Additional employees may be employed at this time to assist with cooking and housekeeping duties.
12. All employees at Tralee Residential Services are trained in First Aid/CPR and medication delivery.

General Infection Control Precautions

1. Hand washing is the single most effective method of limiting the spread of influenza.

When to Wash Hands:

- a. Before and after caring for someone that is ill
- b. After handling equipment, items such as linen etc., used by someone that is ill
- c. Before and after preparing medications
- d. After use of the bathroom
- e. Before preparing and eating or serving food
- f. When visibly soiled
- g. Before and after using gloves



PANDEMIC/CRISIS PREPAREDNESS

Barrier Precautions

1. Masks and gloves will be used to serve as barriers between individuals and staff to reduce the transmission of a virus (i.e. to reduce droplet transmissions of the virus from sneezing and coughing).
2. To reduce the amount of touching mucous membranes.

Clothing

1. Washing of clothes (bed and personal) frequently is recommended. Daily, if possible. Bed linen to be changed daily or sooner if soiled. Washing will be in hot water with detergent.

Dishes and Cutlery

1. These items will be washed in the dishwasher if available.
2. If using a sink, hot soapy water with bleach and stand in rack to dry.
3. Cutlery, drinking glasses, cups are not to be shared.

Routine hygiene will be practiced diligently with particular attention to hand washing. In addition, employees will follow Tralee Residential Services Policies and Procedures on Universal Precautions (Section No.: 10 Policy No.: 7) when providing supports to the Individuals in care.



MEDICATION ADMINISTRATION

POLICY

When required, and upon written consent from the Individual and/or guardian, Tralee Residential Services employees will administer medication, where appropriate, by certified program employees in accordance with provincial government policy.

RATIONALE

At all times, and with guardian approval, Tralee Residential Services employees will promote Individuals to administer their own medication. For Individuals that require employee assistance, the following procedure will be followed without exception.

PROCEDURE

1. "Consent for Medication Administration Form" (See Appendix J) must be signed and on file prior to the administration of any medication by certified Tralee Residential Services employees. Consent forms are to be updated and resigned on an annual basis.
2. Medications maintained on site will be pre-packaged by the pharmacy and will be labeled with the five (5) rights of medication administration.
 - I. Right Individual
 - II. Right Medication
 - III. Right Dose
 - IV. Right Date
 - V. Right Route
3. A "Medication Administration Record" (See Appendix V) is to be established on behalf of the Individual and is to be signed by the employee immediately after administering medication along with initialing the medication pouch if applicable. Failure to do so will result in a medication error.
4. Leave of absence (L.O.A.) medications are to be signed off accordingly by employees following dispensing of the medication and recorded in the Individuals daily communication book.
5. All employees involved with the dispensing and administering of medications are to be certified by either HALLS Pharmacy or EXCEL Academy. Recertification for all employees is to occur every two (2) years. Employees will be shadowed three (3) times in homes prior to administering medication.
6. All Individuals are required to have completed "Doctors Standing Orders" (See Appendix M) signed annually and on file in order for employees to administer non-prescription medication or herbal remedies. Non-Prescription medication or herbal remedies used to treat symptoms of ailments that occur occasionally or incidentally will only be administered after discussion and approval by the on-call pager. Employees that administer PRN Medications will follow the administration procedure as outlined above, no exceptions.
7. Designated employees will check all medications delivered from the pharmacy and cross-reference them with the Individuals "Medication Administration Record" (See Appendix V) to ensure the five (5) rights.
8. All employees will read the client log at the commencement of each shift for updated information on medication or treatments.



MEDICATION ADMINISTRATION

9. All employees will support Individuals to ensure that they have access to their medical information and encourage Individuals to ask questions about their medication including uses and side effects.
10. If an Individual refuses their medication, employees will discuss concerns that may arise from not taking their medication. The pager and the pharmacy will be contacted for direction.
11. For Individuals that wish to administer their own medication, Tralee employees will work with the Individual and guardian to determine if this would place the Individual at risk for health & safety.
12. A procedure will be developed for self-administration of medication in cooperation with the Individuals support to ensure the best opportunity for success for the Individual.
13. All medications will be kept in a secure location under lock and key.
14. Any medication errors/omissions are considered to be serious incidents and need to be reported immediately by contacting the pager. An Incident Report will be completed and the guardian notified. Employees making a medication administration error will have to enroll and be re-certified in the Medication Administration course. These employees will be expected to enroll in the course on their own time and at their own expense within a four (4) week period of the medication administration error occurring. Employees involved will not be permitted to administer medications until re-certification is complete. Failure to complete the Medication Administration re-certification within the four (4) week period may result in the employee being removed from the schedule until re-certification is complete. Medication Administration errors/omissions may result in disciplinary action up to, and including termination.



PSYCHOTROPIC MEDICATIONS

POLICY

Tralee Residential Services does not advocate the use of psychotropic medication. It does however, acknowledge that such medications may be necessary to assist the Individual in maintaining or improving quality of life. Psychotropic medications are those used to influence behavior and/or mood. These medications are prescribed at the discretion of the Individual's doctor.

RATIONALE

Tralee Residential Services is committed to respecting the rights, dignity and person-hood of Individuals with disabilities.

PROCEDURE

1. Psychotropic medications are used in conjunction with multiple approaches to behavior management. The Individual's doctor and support group complete an assessment on the individual, and then prescribe the necessary medications. It is Tralee Residential Services responsibility to ensure the policy regarding medication administration is followed. Employees assisting Individuals with medication are required to have medication administration certification. Tralee Residential Services is to ensure proper delivery of medications and documentation of side affects and any other concerns. These medications are prescribed by the doctor and employees are not permitted to alter the medication or delivery of the medication in any way.
2. The Individual's doctor reviews the Individual's progress and needs on a regular basis. The support team is involved in this process. Tralee Residential Services submits a written review in consultation with the Individual's support network. The doctor reviews the information presented and makes adjustments to medications he/she feels is best for the individual. If at any time anyone in the support team has any concerns regarding the Individual's medications, they may contact the doctor to discuss their concerns.
3. Medications will only be administered if prescribed by a medical doctor with signed permission from the individual and the parent/guardian. Consent is obtained yearly or on a more frequent basis, if required.
4. Tralee Residential Services employees will adhere to company policy on Restrictive Procedures at all times. This policy does not include psychotropic PRN medication, which requires a separate restrictive procedure for each PRN prescribed.

PSYCHOTROPIC MEDICATIONS

SERVICE INDIVIUDAL

DATE

PARENT/GUARDIAN

DATE

SUPERVISOR

DATE



INFORMED CONSENT

POLICY

Tralee Residential Services shall ensure that all Individuals, their parents and guardians receive full information about the service being offered and the client service plan goals under consideration in order that the Individual can make informed choices and decisions.

RATIONALE

Tralee Residential Services is committed to the belief that all persons have a right to make informed decisions and to actively participate in service planning and delivery.

PROCEDURE

1. Informed written consent is to be obtained from the Individual and/or their guardian under the following situations:
 - a. Prior to entry into service
 - b. Requesting release for information
 - c. Implementation of the Service Plan
 - d. Implementation of Individual Program Plans
 - e. Amendments to the Service Plan
 - f. Photographing or videotaping
 - g. Administering medication
 - h. Restrictive procedures
 - i. Psychotropic medication
2. Informed consent must be given voluntarily, without coercion or undue influence and only after ensuring that the Individual fully understands the implication of the consenting.
3. Tralee Residential Services respects the Individual's right to withhold consent or to revoke consent at any time.
4. If the Individual is unable because of legal, mental or physical disability, of understanding and giving consent, Tralee Residential Services will seek to obtain consent from the Individual's guardian.
5. If the wishes of the Individual served differ from their Guardian, Tralee Residential Services will advocate for the Individual bearing in mind Tralee Residential Services legal responsibilities to the Guardian.



INFORMED CONSENT

1. What does informed consent mean to me regarding Individuals at Tralee Residential Services?

2. How do I, as an employee, ensure that the Individuals understand what they are consenting to, as much as possible?

3. I have read Tralee Residential Services policy on Informed Consent and understand the concept and my responsibility under this policy?

EMPLOYEE NAME

DATE

EMPLOYEE SIGNATURE



SERVICE INDIVIDUAL REFUSAL OF CONSENT POLICY

POLICY

Tralee Residential Services shall not provide service, treatment or training to an Individual without prior written consent from the Individual or his/her agent or guardian.

RATIONALE

Tralee Residential Services acknowledges the right of Individuals to make choices regarding their use of services provided by the company.

Tralee Residential Services further acknowledges that the Individual must be fully informed of the services that the company has to offer in order to make effective choices.

PROCEDURE

1. Whenever Tralee Residential Services is required to obtain an Individual's consent, the consent will be sought voluntarily without coercion or undue influence and only after the client has been fully informed.
2. All aspects of the specific service to be provided (Service Program, Procedure, Treatment, Medication, Training or other proposed action) will be fully explained. Prior to consent to receive treatment service the Individual has the right to refuse, change or terminate the treatment or service at any time.
3. Tralee Residential Services advocates that all Individuals utilizing the services shall be informed of all relevant community resources and services.
4. Tralee Residential Services shall ensure that Individuals are provided with the opportunities for input and decisions appropriate to their level of functioning provided the Individual comprehends the consequences of the decision.
5. Tralee Residential Services shall ensure that the legal guardian is involved in all levels of the decision-making process.