

200 - PROGRAM SERVICES AND STANDARDS POLICY

POLICY TITLE	# 200 - <b>Program Services and Standards</b>
HEADER INFO - Adopted - Revised	<b># 200 - Program Services and Standards</b>  12/85, 11/94, 8/02, 6/21
RULE REFERENCE	5123-4-02; 5123:2-2-01
GLOBAL POLICY STATEMENT  (what and why)	Choices in Community Living, Inc. agrees to provide services that are reflective of OAC 5123:2-2-01.
GUIDELINES/PROCESS STATEMENTS (how)	<p><b>Standard of Service</b></p> <p><b>Service Delivery</b></p> <p>In accordance with Ohio Administrative Code rule 5123:2-2-01 and its personnel policies, CICL, its chief executive officer, person responsible for administration, employees, contractors, and employees of contractors shall:</p> <ol style="list-style-type: none"> <li>a) Provide services only to individuals whose needs he or she can meet.</li> <li>b) Provide services in a person-centered manner.</li> <li>c) Be able to effectively communicate with each individual receiving services.</li> <li>d) Be knowledgeable in the individual service plan for each individual served prior to providing services to the individual.</li> <li>e) Implement services in accordance with the individual service plan.</li> <li>f) Take all reasonable steps necessary to prevent the occurrence or recurrence of incidents adversely affecting health and safety of individuals served.</li> <li>g) Comply with the requirements of Ohio Administrative Code rule 5123:2-2-06.</li> <li>h) Arrange for substitute coverage, if necessary, only from a provider certified or approved by the Ohio Department of Developmental Disabilities and as identified in the individual service plan; notify the individual or legally responsible persons if substitute coverage is necessary; and notify the person identified in the individual service plan when substitute coverage is not available to allow such person to make other arrangements.</li> <li>i) Notify, in writing, the individual or the individual's guardian and the individual's service and support administrator in the event that CICL intends to cease providing services to the individual no less than thirty (30) days prior to termination of services.</li> </ol>

	<p><b>Restrictions</b>                  CICL’s chief executive officer, person responsible for administration, employees, contractors, and employees of contractors of an agency provider shall not:</p> <ol style="list-style-type: none"> <li>a) Provide services to his or her minor (under age eighteen) child or his or her spouse.</li> <li>b) Engage in sexual conduct or have sexual contact with an individual for whom he or she is providing care.</li> <li>c) Administer any medication to or perform health care tasks for individuals who receive services unless he or she meets the applicable requirements of Ohio Revised Code Chapters 4723., 5123., and 5126. and rules adopted under those chapters; or</li> <li>d) Use or be under the influence of the following while providing services:                         <ul style="list-style-type: none"> <li>• Alcohol.</li> <li>• Illegal drugs.</li> <li>• Illegal chemical substances; or</li> <li>• Controlled substances that may adversely affect his or her ability to furnish services.</li> </ul> </li> </ol> <p><b>Staff Availability</b>                  Choices In Community Living, Inc. staff will provide HPC services as identified in the individuals ISP. Service issues can be addressed at any time by contacting the main CICL phone number at 937-898-2220. Staff will respond to resolve the issues when a request for assistance is requested.</p> <ul style="list-style-type: none"> <li>• For individuals receiving drop-in services, the number to contact a staff member for assistance is posted in the home or they can call the main number 937-898-2220.</li> <li>• Choices management team members are available 24 hours a day, 7 days a week by calling 937-898-2220. After hours service is provided through an answering service. The request will be forwarded to the staff person most able to respond to the request.</li> </ul>
<p>FORMS                  Titles of forms</p>	
<p>TRAINING                  Titles of training</p>	