DIRECT SUPPORT PROFESSIONAL TRAINING

Fiscal Intermediary Services
RESIDENTIAL RESOURCES
Enhancing lives since 1984

WELCOME
& POLICY REVIEW

http://www.resresources.com/

Plattsburgh (877) 643-0303

CORPORATE COMPLIANCE PLAN

CORPORATE COMPLIANCE PLAN

Mission Statement

Provide…

- **Administrative and support services**
- **A culture that contributes to personal and professional growth**
- **Effective leadership**
- **Open communication**
- **Mutual respect**
- **Trust**
- **Quality services**
- **Sound fiscal management**
- **Assistance to support individuals live independent lives**
- **Emphasis on personal ownership, privacy, safety, and wellbeing**
- **Assistance to individuals pursue personal hope and dreams**

CORPORATE COMPLIANCE PLAN

Our Guiding Principles

Creativity
Diversity
Empowerment
Quality
Respect
Trust
Truth/Honesty

CORPORATE COMPLIANCE PLAN

Ethics

- Compliance to all applicable laws and regulations
- Refrain from dishonest or unethical conduct
- Inspire public trust
- Use good judgement

CORPORATE COMPLIANCE PLAN

Ethical Principles

- Build Trust and Credibility
- Respect
- Uphold the Law
- Conflicts of Interest
- Promote Substance Over Form
- Code of Conduct
- Criminal Activity
- Accountability
- Human Rights
- Legal Compliance
- Professional Boundaries
- Abuse and neglect
- Confidentiality/Health Insurance Portability & Accountability Act (HIPAA)
- Falsification of Records
- Participant/Company Property
- Participant Funds
- Unusual Gifts/Payments
- Anti-kickback and false claim issues
- Timesheet Reporting
- Billing for services

CORPORATE COMPLIANCE PLAN

COMPLIANCE CONTACT NUMBERS

877.643.0303 and ask for the Compliance Officer
877.643.0303 for the State Director
800.287.2911 for the Human Resources Department

When identifying a compliance issue you should ask yourself the following questions:

- *Is the action legal?*
- *Is it the right thing to do?*
- *How would it make me feel if I did it?*
- *How would it look to my family and friends, the people we support, shareholder and the general public?*

Do the right thing…know the right thing to do.

DISASTER PREPAREDNESS PLAN

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DISASTER PREPAREDNESS PLAN

- The event of an unforeseen natural or other disastrous event.
  - Man made or natural disaster.
- Ongoing development with the individual and team.
- Disaster preparedness plan is identified in an individuals Service Plan.

DISASTER PREPAREDNESS PLAN

- Get to know your fall-out/emergency shelters.
  - Each county has unique and individual plans.

- In the event of a disaster:
  - Shelters will be identified specifically via the media.
  - Contact local authorities.
  - Tune in to local broadcasts
  - Alternate plan should be developed for pets.

DISASTER PREPAREDNESS PLAN

- Work with the Individual and the team to develop disaster supply lists.
- It is recommended that the supplies be kept within the home and rotated as needed to ensure freshness and quality.
- The recommended supplies were composed from lists acquired through the Federal Emergency Management Agency (FEMA) and the American Red Cross (ARC). They are by no means all inclusive, merely to be utilized as a reference and guide.

DISASTER PREPAREDNESS PLAN

DISASTER PLAN SUPPLY LIST (RECOMMENDED, adapted per individual need)
To be stored in a large plastic bin with cover

SUPPLY LIST:

Batteries
Radio
Matches
Zip lock bags (gallon size)
Bleach (with 5.25% sodium hypochlorite)
Alcohol wipes
Wet wipes
Whistle (to signal for help)
Plastic utensils
Folding cups
First aid kit
Toilet paper
Space emergency blanket
Flash light
Can opener
Wrench (to shut off utilities)
Cell phone with chargers, inverter or solar charger
Copies of personal documents (ie. Medication list, family and emergency contact information)

PARTICIPANT(S) ITEMS:

Change of clothes
Tooth brush/paste
Soap
Medication logs
All current medication(s)
Vital medical equipment (Wheel Chair/Oxygen/Nebulizer/Walker)

FOOD (low sodium/fat content):

4 – 2.5 gallon water jugs
Powdered milk (nitrogen packed can)
Canned meats/fruit
Tuna (in a pouch)
Crackers
Soy beans
Dry cereal
Apple sauce
Granola or cereal bars
Peanut butter
Dried fruit

DISASTER PREPAREDNESS PLAN

An EMERGENCY is defined as:

Any environmental condition or circumstance which makes the home uninhabitable or which may jeopardize the health and/or safety of people living or working there. It may either be discovered by people in the home or reported to the home by authorities. The person in charge of the setting shall assume responsibility for making safety decisions.

DISASTER PREPAREDNESS PLAN

EMERGENCIES shall be categorized as:

- EMERGENCY REQUIRING IMMEDIATE EVACUATION
- EMERGENCY ALLOWING FOR PLANNED EVACUATION

DISASTER PREPAREDNESS PLAN

EMERGENCY REQUIRING IMMEDIATE EVACUATION

These may include but are not limited to fire, flood, bomb threat, toxic spill or catastrophic weather conditions.

1. Upon discovery of conditions which require immediate evacuation, people shall follow the routine fire evacuation procedure and shall go to their locally designated emergency shelter. Individuals will be transported by staff vehicle and/or local transit companies.

2. In the case of notification by officials of an emergency, the person in charge will evacuate as directed by those officials.

3. The person on duty will contact the Residential Resources on-call staff as soon as possible after seeing to the safety of the individuals involved.

DISASTER PREPAREDNESS PLAN

EMERGENCY ALLOWING FOR PLANNED EVACUATION

1. Should conditions exist which pose no immediate danger but which will adversely affect the health and safety of those who live and work in the home (such as extended loss of heat, water, electricity, etc.) the person on duty will contact the Residential Resources staff on-call. The on-call person will contact the Director (if applicable).

1. Potential sites for longer-term, temporary lodging include, but are not limited to, local motels and inns, local medical facilities, and other residential facilities.

2. Under circumstances which do not affect the home or participants directly but which may affect the staff's ability to get to the house (adverse weather conditions, etc.) the person on duty will be required to remain on site until relief staff can arrive. The person on duty will contact the Residential Resources staff on-call to arrange for coverage if necessary.

EMERGENCY ON-CALL

POLICY & PROCEDURE

EMERGENCY ON CALL
POLICY & PROCEDURE

The emergency on-call number (518-461-7392) is to be used during non-office hours for emergencies only. Before accessing the emergency number, ask yourself if the situation can wait.

If you feel you have an emergency:

1. REMAIN CALM

2. If an emergency situation is encountered, begin the protocol that is common to the program and consistent with your training or the type of emergency you have.

3. Access the applicable emergency number. Generally, you can expect a call back within 20 minutes; if not try again. When the response call comes in, please be prepared to provide all relevant information to the manager on call.

COMPLAINTS & GRIEVANCES

POLICY & PROCEDURE

COMPLAINTS AND GRIEVANCES
POLICY & PROCEDURE

Complaint is an expression of pain, dissatisfaction, or resentment.

Grievance is an actual or supposed circumstance regarded as just cause for a complaint.

PARTICIPANT RIGHTS

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PARTICIPANT RIGHTS

As an individual receiving services through Residential Resources of New York, they have the following rights:

1. To receive services without regard to age, race, color, sexual orientation, religion, marital, sex, national origin or sponsor.

2. To be treated with consideration, respect and dignity, including privacy in treatment.

3. To be informed of the services available at Residential Resources of New York

4. To be informed of the provisions of off-hour emergency coverage. Emergency Pager Coverage 461-7392.

5. To refuse services and to be fully informed of the other providers and their services.

6. To refuse to participate in experimental research.

PARTICIPANT RIGHTS

7. To voice grievances and recommend changes in policies and services to the agency staff and/or the administration of the agency.

8. To express complaints about care and services and to have the agency investigate such complaints.

9. To have privacy and confidentiality of all information and records pertaining to services provided.

10. To accept or refuse the disclosure of information in records except as required by law or third party.

11. To express themselves through personal choices on style of dress and grooming preferences.

12. To participate in cultural/religious/associational practices, education, celebrations, and experiences per their interests and preferences.

PARTICIPANT RIGHTS

13. To have visitors of their choosing according their preferences.

14. To have privacy in his/her home, bedroom, or other service environments and per their needs for support.

15. To be aware that he/she is not required to follow a particular schedule for waking up, going to bed, eating, leisure activities, etc.

16. To be encouraged and supported to make their own scheduling choices and changes according to their preferences and needs.

17. To choose to eat meals when they want to, even if mealtimes occur at routine or scheduled times.

18. To have access to food at any time and to store their own food and snack choices for their use at any time as desired.

PARTICIPANT RIGHTS

19. To have unrestricted access to typical spaces and facilities in the home or day program and are fully supported to use them.

20. To have a setting that reflects the individual's needs and preferences including the presence of any necessary physical modifications, if applicable.

21. To have a lease or other written occupancy agreement that provides eviction protections and due process/appeals and specifies the circumstance when he/she could be required to relocate.

22. To know and understand their right to due process/appeals and when he/she could be required to relocate.

23. To view their service record upon request.

24. To control their personal resources and decide how to spend their personal discretionary funds.

PARTICIPANT RIGHTS

25. To be encourage to advocate for themselves and to increase their self-advocacy skills.

26. To not be subjected to coercion.

27. To have their rights respected and staff support and advocate for their rights as needed.

28. Individuals have the right to express any concerns, complaints, or recommendations. Please address your comments in writing to the following person:

Heather Cothran, Regional Director
Residential Resources Inc.
14 New York Road
Plattsburgh, NY 12903, (877) 643-0303

POLICIES TO REVIEW

Fiscal Intermediary Services
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POLICIES TO REVIEW

Policy Against Discrimination & Harassment

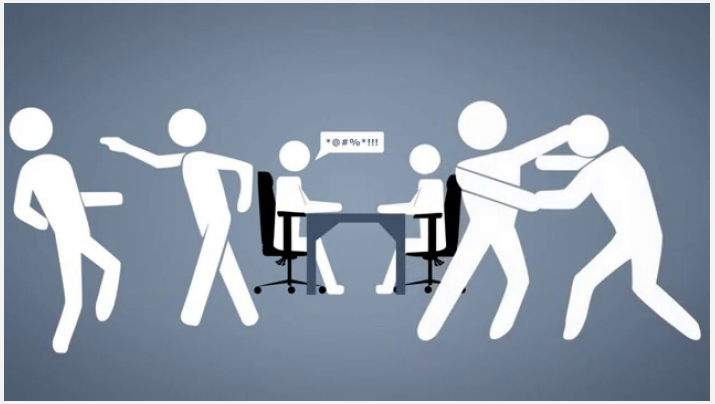
Communication Policies

- Problem Resolution
- Newsletter Contribution

POLICIES TO REVIEW

Health & Safety Policies

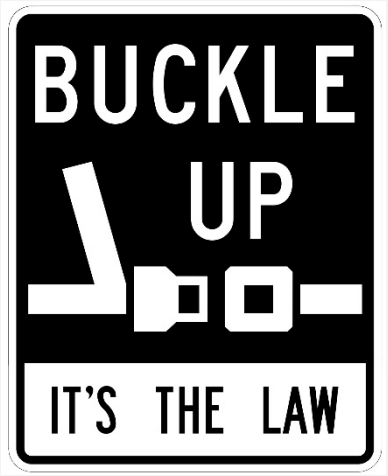
- Policy on Drug & Alcohol Use
- Smoking Policy
- Workplace Accident Reporting
- Firearms & Weapons
- Violence in the Workplace



POLICIES TO REVIEW

Business Travel Policies

- Seat Belts
- Cellular phones
- Motor Vehicle Records
- Auto Insurance Policy



POLICIES TO REVIEW

Benefits Policies

- Time Off Benefits
- Leave of Absence
- Insurance Benefits

PRAISE

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PRAISE UNIT 1

UNIT 1
WELCOME & OPENING

- OPWDD serves individuals with developmental disabilities with a set of values which include supporting human dignity, showing compassion, promoting honesty and providing for excellence in all that we do.

- This training is being provided in order to remind us all about our responsibilities to demonstrate these core values when we support the people we serve.

UNIT 1
WELCOME & OPENING

"I support ability"

How do you support individuals to make informed choices; live the life that they choose, work, develop and maintain meaningful relationships, and have full access to their community?

- teach an individual to make dinner
- learn to use public transportation
- support an individual to see a movie, go shopping, join a local club, have visitors in their home, make new friends
- make choices and assist people in how to spend their own money
- support the person to perform administrative tasks

PRAISE UNIT 2

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Developing genuine, caring relationships

How do people usually go about developing a new relationship with someone?

- Show respect
- Learn the person's name
- Be approachable
- Be friendly and smile
- Be concerned and interested in the person what are their needs, preferences and goals
- Look at the person when they communicate with you and be responsive
- Avoid using labels or stereotypes
- Ask questions to gain information and to show you listening

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Person centered language

Person-centered Language seeks to focus on the **person** first and the disability last.

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

CODE OF CONDUCT FOR CUSTODIANS OF PEOPLE WITH SPECIAL NEEDS

Revised January 21, 2016

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Person-Centered Approach

My primary duty is to the people who receive supports and services from this organization. I acknowledge that each person of suitable age must have the opportunity to direct his or her own life, honoring, where consistent with agency policy, their right to assume risk in a safe manner, and recognizing each person's potential for lifelong learning and growth. I understand that my job will require flexibility, creativity and commitment. Whenever consistent with agency policy, I will work to support the individual's preferences and interests.

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Physical, Emotional and Personal Well-being

I will promote the physical, emotional and personal well-being of any person who receives services and supports from this organization, including their protection from abuse and neglect and reducing their risk of harm to others and themselves.

Respect, Dignity and Choice

I will respect the dignity and individuality of any person who receives services and supports from this organization and honor their choices and preferences whenever possible and consistent with agency policy. I will help people receiving supports and services use the opportunities and resources available to all in the community, whenever possible and consistent with agency policy.

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Self-Determination

I will help people receiving supports and services realize their rights and responsibilities, and, as consistent with agency policy, make informed decisions and understand their options related to their physical health and emotional well-being.

Relationships

I will help people who receive services and supports from this organization maintain or develop healthy relationships with family and friends. I will support them in making informed choices about safely expressing their sexuality and other preferences, whenever possible and appropriate.

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Advocacy

I will advocate for justice, inclusion and community participation with, or on behalf of, any person who receives services and supports from this organization, as consistent with agency policy. I will promote justice, fairness and equality, and respect their human, civil and legal rights.

Personal Health Information & Confidentiality

I understand that persons served by my organization have the right to privacy and confidentiality with respect to their personal health information and I will protect this information from unauthorized use or disclosure, except as required or permitted by law, rule, or regulation.

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Non-Discrimination

I will not discriminate against people receiving services and supports or colleagues based on race, religion, national origin, sex, age, sexual orientation, economic condition or disability.

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Integrity, Responsibility & Professional Competency

I will reinforce the values of this organization when it does not compromise the wellbeing of any person who receives services and supports. I will maintain my skills and competency through continued learning, including all training provided by this organization. I will actively seek advice and guidance of others whenever I am uncertain about an appropriate course of action. I will not misrepresent my professional qualifications or affiliations. I will demonstrate model behavior to all, including persons receiving services and supports.

UNIT 2
PROMOTING POSITIVE RELATIONSHIPS:
CONCEPTS & TECHNIQUES

Reporting Requirement

As a mandated reporter, I acknowledge my legal obligation under Social Services Law § 491, as may be amended from time to time or superseded, to report all allegations of reportable incidents immediately upon discovery to the Justice Center's Vulnerable Persons' Central Register by calling 1-855-373-2122.

PRAISE UNIT 3

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

Responsibility 1

Recognize and stop all forms of abuse and neglect immediately

Responsibility 2

Protect the individual from further danger and harm, and seek medical attention if necessary

Responsibility 3

Report incidents and occurrences as they occur or are discovered. Recognize that failure to report may be considered abuse as well

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

Reportable Incidents

- It is imperative that reportable incidents be reported.
- The reporter does not need to be concerned with the exact classification of the incident.
- The term, "custodian" includes employees, volunteers, contractors, consultants and family care providers.
- "Custodian" are not individuals receiving services (unless they are also employees).

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

Reportable incidents are events or situations that meet the definitions below and occur under the auspices of an agency.

(1) Physical abuse shall mean conduct by a custodian intentionally or recklessly causing, by physical contact, physical injury or serious or protracted impairment of the physical, mental or emotional condition of the individual receiving services, or causing the likelihood of such injury or impairment. Such conduct may include but shall not be limited to: **slapping, hitting, kicking, biting, choking, smothering, shoving, dragging, throwing, punching, shaking, burning, cutting or the use of corporal punishment.** Physical abuse shall not include reasonable emergency interventions necessary to protect the safety of any person.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(2) Sexual abuse shall mean:

i. any conduct by a custodian that subjects a person receiving services to any offense defined in article 130 or section 255.25, 255.26 or 255.27 of the penal law, or any conduct or communication by such custodian that **allows, permits, uses or encourages a service recipient to engage in any act** described in articles 230 or 263 of the penal law; and/or

ii. any sexual contact between an individual receiving services and a custodian of the program or facility which provides services to that individual whether or not the sexual contact would constitute a crime (see especially section 130.05(i) of the penal law). However, if the individual receiving services is married to the custodian the sexual contact shall not be considered sexual abuse. Further, for purposes of this subparagraph only, a person with a developmental disability who is or was receiving services and is also an employee or volunteer of an agency shall not be considered a custodian if he or she has sexual contact with another individual receiving services who is a consenting adult who has consented to such contact.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(3) Psychological abuse includes any verbal or nonverbal conduct that may cause significant emotional distress to an individual receiving services.

i. Examples include, but are not limited to, **taunts, derogatory comments or ridicule, intimidation, threats, or the display of a weapon or other object that could reasonably be perceived by an individual receiving services as a means for infliction of pain or injury, in a manner that constitutes a threat of physical pain or injury.**

ii. In order for a case of psychological abuse to be substantiated after it has been reported, the conduct must be shown to intentionally or recklessly cause, or be likely to cause, a substantial diminution of the emotional, social or behavioral development or condition of the individual receiving services. Evidence of such an effect must be supported by a clinical assessment performed by a physician, psychologist, psychiatric nurse practitioner, licensed clinical or master social worker or licensed mental health counselor.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(4) Deliberate inappropriate use of restraints shall mean the use of a restraint when the technique that is used, the amount of force that is used, or the situation in which the restraint is used is deliberately inconsistent with an individual's plan of services (e.g. individualized service plan (ISP) or a habilitation plan), or behavior support plan, generally accepted treatment practices and/or applicable federal or state laws, regulations or policies, except when the restraint is used as a reasonable emergency intervention to prevent imminent risk of harm to a person receiving services or to any other party. For purposes of this paragraph, a restraint shall include **the use of any manual, pharmacological or mechanical measure or device to immobilize or limit the ability of a person receiving services to freely move his or her arms, legs or body.**

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(5) Use of aversive conditioning shall **mean the application of a physical stimulus that is intended to induce pain or discomfort in order to modify or change the behavior of a person receiving services**. Aversive conditioning may include, but is not limited to, the use of physical stimuli such as noxious odors, noxious tastes, blindfolds, the withholding of meals and the provision of substitute foods in an unpalatable form. The use of aversive conditioning is prohibited by OPWDD.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(**6) Obstruction of reports of reportable incidents** shall mean conduct by a custodian that **impedes the discovery, reporting or investigation of the treatment of a service recipient by falsifying records related to the safety, treatment or supervision of an individual receiving services**; actively persuading a custodian or other mandated reporter from making a report of a reportable incident to the statewide vulnerable persons' central register (VPCR) or OPWDD with the intent to suppress the reporting of the investigation of such incident; intentionally making a false statement or intentionally withholding material information during an investigation into such a report; intentional failure of a supervisor or manager to act upon such a report in accordance with OPWDD regulations, policies or procedures; or, for a custodian failing to report a reportable incident upon discovery.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(7) Unlawful use or administration of a controlled substance, which **shall mean any administration by a custodian to a service recipient of**: **a controlled substance** as defined by article thirty-three of the public health law, **without a prescription; or other medication not approved for any use by the federal food and drug administration**. It also shall include a custodian unlawfully using or distributing a controlled substance as defined by article 33 of the public health law, at the workplace or while on duty.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(8) Neglect shall **mean any action, inaction or lack of attention that breaches a custodian's duty and that results in or is likely to result in physical injury or serious or protracted impairment of the physical, mental or emotional condition of a service recipient**. Neglect shall include, but is not limited to:

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(i) **failure to provide proper supervision, including a lack of proper supervision** that results in conduct between persons receiving services that would constitute abuse as described in paragraphs (1) through (7) of this subdivision if committed by a custodian;

(ii) **failure to provide adequate food, clothing, shelter, medical, dental, optometric or surgical care,** consistent with Parts 633, 635, and 686 of this Title (and 42 CFR Part 483, applicable to Intermediate Care Facilities), and provided that the agency has reasonable access to the provision of such services and that necessary consents to any such medical, dental, optometric or surgical treatment have been sought and obtained from the appropriate parties; or

(iii) **failure to provide access to educational instruction**, by a custodian with a duty to ensure that an individual receives access to such instruction in accordance with the provisions of part one of article 65 of the education law and/or the individual's individualized education program.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(9) ***Significant incident*** shall mean an incident, other than an incident of abuse or neglect, that **because of its severity or the sensitivity of the situation may result in, or has the reasonably foreseeable potential to result in, harm to the health, safety or welfare of a person receiving service**s and shall include but shall not be limited to:

(a) Conduct between persons receiving services that would constitute abuse as described in paragraphs (1) through (7) of this subdivision if committed by a custodian, except sexual activity involving adults who are capable of consenting and consent to the activity; or

(b) Conduct on the part of a custodian, that is inconsistent with the individual's plan of services, generally accepted treatment practices, and/or applicable federal or state laws, regulations, or policies, and that impairs or creates a reasonably foreseeable potential to impair the health, safety, or welfare of an individual receiving services; including

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(1) Seclusion. **The placement of an individual receiving services in a room or area from which he or she cannot, or perceives that he or she cannot, leave at will**, except when such placement is specifically permitted by section 633.16 of this Title. Unless permitted by Section 633.16, the use of seclusion is prohibited;

(2) Unauthorized use of time-out. For the purposes of this sub clause only, means the use of a procedure in which **a person receiving services is removed from regular programming and isolated in a room or area for the convenience of a custodian, for disciplinary purposes, or as a substitute for programming;**

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(3) except as provided for in paragraph (7) of this subdivision, **the administration of a prescribed or over-the-counter medication that is inconsistent with a prescription or order issued** for a service recipient by a licensed qualified health care practitioner, and **that has an adverse effect on an individual receiving services**. For purposes of this clause, "adverse effect" means the unanticipated and undesirable side effect from the administration of a particular medication which unfavorably affects the wellbeing of a person receiving services;

(4) Inappropriate use of restraints. **The use of a restraint when the technique that is used, the amount of force that is used, or the situation in which the restraint is used is inconsistent with an individual's plan of services** (including a behavior support plan), generally accepted treatment practices, and/or applicable federal or state laws, regulations, or policies. For the purposes of this subdivision, a **"restraint" includes the use of any manual, pharmacological, or mechanical measure or device to immobilize or limit the ability of a person receiving services to freely move his or her arms, legs, or body**; and

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(5) Mistreatment. **Other conduct on the part of a custodian**, inconsistent with the individual's plan of services, generally accepted treatment practices, and/or applicable federal or state laws, regulations, or policies, and **that impairs or creates a reasonably foreseeable potential to impair the health, safety, or welfare of an individual receiving services,** except as described in any other provision of this subdivision.

(c) Missing person at risk for injury. The **unexpected absence** of an individual receiving services that based on the person's history and current condition **exposes him or her to risk of injury**;

(d) Unauthorized absence. The **unexpected or unauthorized absence of a person after formal search procedures** have been initiated by the agency. Reasoned judgments, taking into consideration the person's habits, deficits, capabilities, health problems, etc., determine when formal search procedures need to be implemented. It is required that formal search procedures must be initiated immediately upon discovery of an absence involving a person whose absence constitutes a recognized potential danger, except as defined in clause (c) of this subparagraph, to the wellbeing of the person or others;

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(e) Choking, with known risk. The **partial or complete blockage of the upper airway by an inhaled or swallowed foreign body**, including food, that leads to a partial or complete inability to breathe, **involving an individual with a known risk for choking** and a written directive addressing that risk;

(f) Choking, with no known risk. For the purposes of this paragraph, **partial or complete blockage of the upper airway by an inhaled or swallowed foreign body**, including food, that leads to a partial or complete inability to breathe, other than a choking, with known risk, incident (see clause (e) of this subparagraph), involving an individual with a known risk for choking and a written directive addressing that risk;

(g) Self-abusive behavior, with injury. A **self-inflicted injury** to an individual receiving services that **requires medical care beyond first aid**;

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(h) Injury, with hospital admission. **An injury that results in the admission** of a service recipient to a hospital for treatment or observation, except as defined in clause (g) of this subparagraph;

(l) Theft and financial exploitation. Any suspected theft of a service recipient's personal property (including personal funds or belongings) or financial exploitation, involving a **value of more than $100.00**; theft involving a service recipient's credit, debit, or public benefit card (regardless of the amount involved); or a pattern of theft or financial exploitation involving the property of one or more individuals receiving services;

(j) Other significant incident. An incident that **occurs under the auspices of an agency, but that does not involve conduct on the part of a custodian, and does not meet the definition of any other incident** described in this subdivision, but that because of its severity or the sensitivity of the situation may result in, or has the reasonably foreseeable potential to result in, harm to the health, safety, or welfare of a person receiving services

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

Notable Occurrences

Notable occurrences are events or situations that meet the definitions in this section and occur under the auspices of an agency.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(i) Serious Notable Occurrences

(a) Death. The death of any person receiving services, regardless of the cause of death. This includes all deaths of individuals who live in residential facilities operated or certified by OPWDD and other deaths that occur under the auspices of an agency. Death also meets the definition of a reportable incident must be reported both as the reportable incident and as a notable occurrence.

(b) Sensitive situations. Those situations involving a person receiving services that **do not meet the definitions of other incidents** in section 624.3 of this Part or in this subdivision, but that may be of a **delicate nature** to the agency, and are reported to ensure awareness of the circumstances. Sensitive situations must be defined in agency policies and procedures, and **include, but not be limited to, possible criminal acts** committed by an individual receiving services.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

(ii) Minor Notable Occurrences

(a) Theft or financial exploitation, minor notable occurrence. Any suspected theft of a service recipient's personal property (including personal funds or belongings) or financial exploitation, involving values of **more than $15.00 and less than or equal to $100.00**, that does not involve a credit, debit, or public benefit card, and that is an isolated event; and

(b) Injury, minor notable occurrence. Any suspected or confirmed **harm, hurt, or damage** to an individual receiving services, caused by an act of that individual or another, whether or not by accident, and whether or not the cause can be identified, that results in an individual **requiring medical or dental treatment** by a physician, dentist, physician's assistant, or nurse practitioner, and such treatment is **more than first aid.**

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

Reporting Deaths

- Deaths of individuals who received services operated or certified by OPWDD at the time of death or within 30 days of the death must be reported to the Justice Center. Reporting is required for both deaths that are under the auspices of the agency and deaths that are not under the auspices of the agency.

- Death Reporting Line at 1-855-373-2124

- All deaths must also be reported to OPWDD as serious notable occurrences.

- An employee who becomes aware of a death should immediately report the death to his/her supervisor and Residential Resources.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

REMEMBER

If you witness or discover a reportable incident, possible abuse/neglect, or notable occurrence, you are expected to take the following actions:

- IMMEDIATELY INTERVENE to stop the abuse (if applicable)
- PROTECT the individual from further harm and get medical help if needed
- IMMEDIATELY REPORT the incident to your supervisor
- If the person you suspect of abuse is your supervisor, you should immediately report the abuse to his/her supervisor, the Executive Office of your agency. After hours, you may report to your Administrator on Duty (AOD) or Executive designee.

UNIT 3
EMPLOYEE RESPONSIBILITIES FOR PROTECTING INDIVIDUALS FROM HARM

- Be honest and truthful when reporting
- Maintain information confidentiality
- Cooperate fully with investigations
- Work to repair damaged relationships with individuals following an incident
- Remember that failure to take action may in and of itself be considered abuse

PRAISE UNIT 4

UNIT 4
NOTIFICATION OF INCIDENTS AND INFORMATION SHARING

Information Sharing, Confidentiality, & Notification Process Overview

- OPWDD supports staff that follow policies and procedures.
- Staff are expected to be honest and accurate when providing information.
- It is important also, that staff avoid breaching confidentiality by refraining from discussing the incident with co-workers, friends or people outside of work. Even a casual mention in a text message, in the parking lot, at a restaurant, or on Facebook or other social media, must be avoided.
- Jonathan's Law was put into place to govern the way in which information and reports of investigations are shared, and with whom.
- Once an incident has been reported, the process for notifying the appropriate people who need to know comes into play.

PRAISE UNIT 5

UNIT 5
INTERMEDIATE CARE FACILITY (ICF) REQUIREMENTS

Intermediate Care Facilities

An ICF is an institution for persons with developmental disabilities that:

1. Is primarily for the diagnosis, treatment, or rehabilitation of the developmentally disabled persons or persons with related conditions; and

2. Provides, in a protected residential setting, ongoing evaluation, planning, 24-hour supervision, coordination, and integration of health or rehabilitative services to help each individual function at his or her greatest ability.

PRAISE UNIT 6

UNIT 6
PART 625

Part 625 – Events and Situations that are not under the auspices of an agency

Part 625 is a new regulation which directs how OPWDD will intervene in events or situations which are NOT "under the auspices" of an agency. "Not under the auspices" basically means that the individual receiving services is not directly under the supervision of agency staff at the time of the event.

UNIT 6
PART 625

- Notifying an appropriate party that may be in a position to address the event or situation.
- Offering to make referrals to appropriate service providers, clinicians, State agencies, or any other appropriate parties;
- Interviewing the involved individual and/or witnesses;
- Assessing and monitoring the individual;
- Reviewing records and other relevant documentation; and
- Educating the individual about his or her choices and options concerning the matter.

INCIDENT REPORTING

INCIDENT REPORTING

What to do when an incident occurs?

1. Take care of individual – make sure they are safe, receive any needed treatment, contact emergency (911) if needed, etc.

2. Call Residential Resources to notify administration – RN or ON-CALL Administrator.

    1. During Monday - Friday contact 1-877-643-0303
    2. Evenings and weekends contact 1-518-461-7392

CORE COMPETENCIES FOR A DSP

CORE COMPETENCIES FOR A DSP

7 Goal Areas

Putting People First

Building and Maintaining Positive Relationships

Demonstrating Professionalism

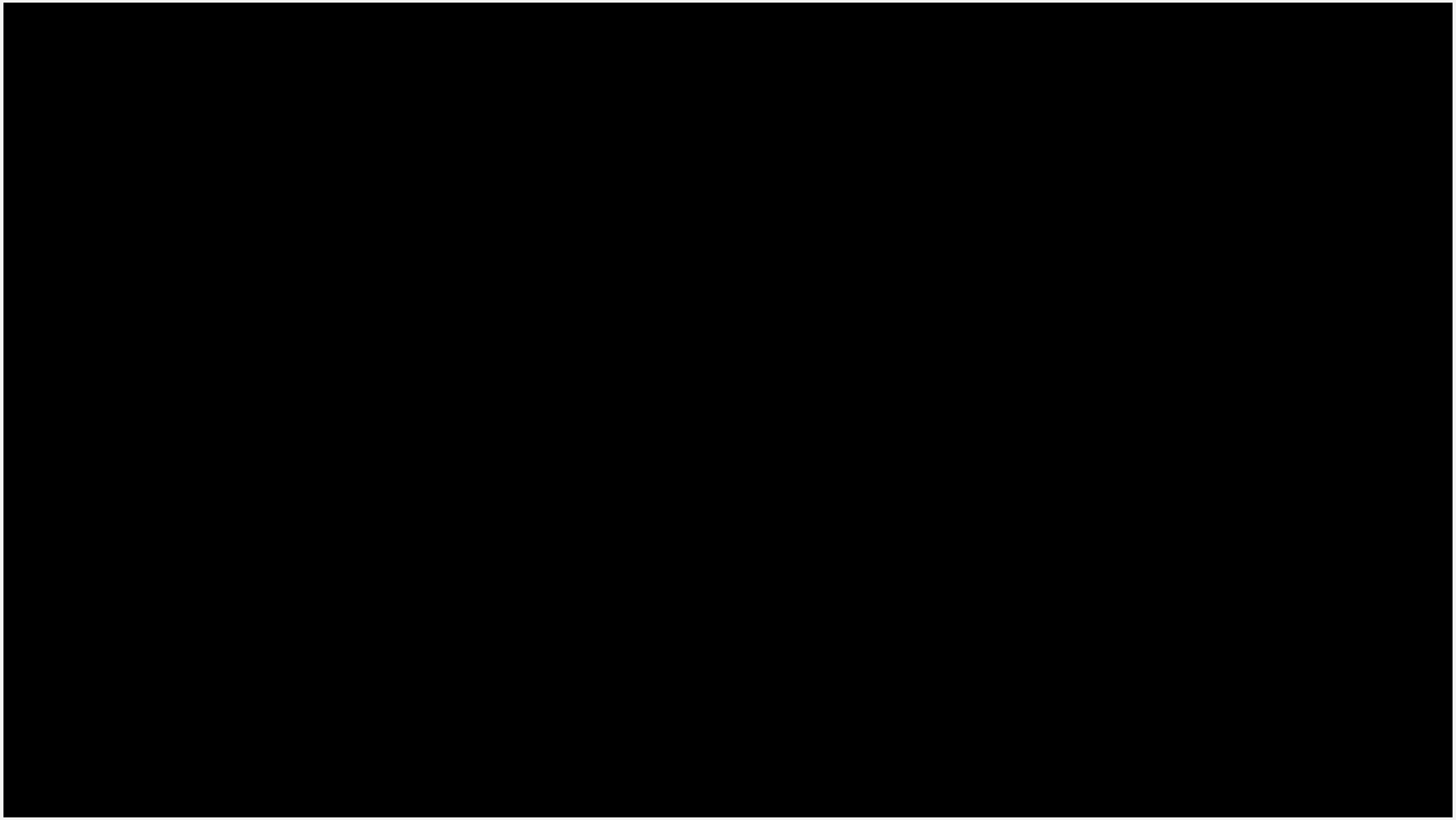
Supporting Good Health

Supporting Safety

Having a Home

Being Active and Productive in Society

CORE COMPETENCIES VIDEO



CODE OF ETHICS

Fiscal Intermediary Services
RESIDENTIAL RESOURCES
Enhancing lives since 1984

CODE OF ETHICS

The Code of Ethics covers nine broad areas and outlines standards of conduct and professionalism for all direct support professionals. They are:

- Person-centered supports
- Promoting physical and emotional well-being
- Integrity and responsibility
- Confidentiality
- Justice, fairness, and equity
- Respect
- Relationships
- Self-determination
- Advocacy

CODE OF ETHICS

Person Centered Supports

As a DSP, my first allegiance is to the person I support; all other activities and functions I perform flow from this allegiance.

As a DSP, I will:

- Recognize that each person must direct his or her own life and support and that the unique social network, circumstances, personality, references, needs and gifts of each person I support must be the primary for guide the selection, structure, and use of supports for that individual.
- Commit to person-centered supports as best practice.
- Provide advocacy when the needs of the system override those of the individual (s) I support, or when individual preferences, needs or gifts are neglected for other reasons.
- Honor the personality, preferences, culture and gifts of people who cannot speak by seeking other ways of understanding them.
- Focus first on the person, and understand that my role in direct supports will require flexibility, creativity and commitment.

CODE OF ETHICS

Promoting Physical & Emotional Well-Being

As a DSP, I am responsible for supporting the emotional, physical, and personal well-being of the individuals receiving support. I will encourage growth and recognize the autonomy of the individuals receiving support while being attentive and energetic in reducing their risk of harm.

AS A DSP, I WILL:

1. Develop a relationship with the people I support that is respectful, based on mutual Trust, and that maintains professional boundaries.

2. Assist the individuals I support to understand their options and the possible consequences of these options as they relate to their physical health and emotional wellbeing.

CODE OF ETHICS

3. Promote and protect the health, safety, and emotional well-being of an individual by assisting the person in preventing illness and avoiding unsafe activity. I will work with the individual and his or her support network to identify areas of risk and to create safeguards specific to these concerns.

4. Know and respect the values of the people I support and facilitate their expression of choices related to those values.

5. Challenge others, including support team members (e.g. doctors, nurses, therapists, coworkers, family members) to recognize and support the rights of individuals to make informed decisions even when these decisions involve personal risk.

CODE OF ETHICS

6. Be vigilant in identifying, discussing with others, and reporting any situation in which the individuals I support are at risk of abuse, neglect, exploitation or harm.

7. Consistently address challenging behaviors proactively, respectfully, and by avoiding the use of aversive or deprivation intervention techniques. If these techniques are included in an approved support plan I will work diligently to find alternatives and will advocate for the eventual elimination of these techniques from the person's plan.

CODE OF ETHICS

Integrity and Responsibility

As a DSP, I will support the mission and vitality of my profession to assist people in leading self-directed lives and to foster a spirit of partnership with the people I support, other professionals, and the community.

As a DSP, I will:

1. Be conscious of my own values and how they influence my professional decisions.

2. Maintain competency in my profession through learning and ongoing communication with others.

3. Assume responsibility and accountability for my decisions and actions.

4. Actively seek advice and guidance on ethical issues from others as needed when making decisions.

5. Recognize the importance of modeling valued behaviors to co-workers, persons receiving support, and the community at-large.

6. Practice responsible work habits.

CODE OF ETHICS

Confidentiality

As a DSP, I will safeguard and respect the confidentiality and privacy of the people I support.

As a DSP, I will:

1. Seek information directly from those I support regarding their wishes in how, when and with whom privileged information should be shared.

2. Seek out a qualified individual who can help me clarify situations where the correct course of action is not clear.

3. Recognize that confidentiality agreements with individuals are subject to state and agency regulations.

4. Recognize that confidentiality agreements with individuals should be broken if there is imminent harm to others or to the person I support.

CODE OF ETHICS

Justice, Fairness and Equity

As a DSP, I will promote and practice justice, fairness, and equity for the people I support and the community as a whole. I will affirm the human rights, civil rights and responsibilities of the people I support.

As a DSP, I will:

1. Help the people I support use the opportunities and the resources of the community available to everyone.

2. Help the individuals I support understand and express their rights and responsibilities.

3. Understand the guardianship or other legal representation of individuals I support, and work in partnership with legal representatives to assure that the individual's preferences and interests are honored.

CODE OF ETHICS

Respect

As a DSP, I will respect the human dignity and uniqueness of the people I support. I will recognize each person I support as valuable and help others understand their value.

As a DSP, I will:

1. Seek to understand the individuals I support today in the context of their personal history, their social and family networks, and their hopes and dreams for the future.
2. Honor the choices and preferences of the people I support.
3. Protect the privacy of the people I support.
4. Uphold the human rights of the people I support.
5. Interact with the people I support in a respectful manner.
6. Recognize and respect the cultural context (e.g. religion, sexual orientation, ethnicity, socio-economic class) of the person supported and his/her social network.
7. Provide opportunities and supports that help the individuals I support be viewed with respect and as integral members of their communities.

CODE OF ETHICS

Relationships

As a DSP, I will assist the people I support to develop and maintain relationships.

As a DSP, I will:

1. Advocate for the people I support when they do not have access to opportunities and education to facilitate building and maintaining relationships.

2. Assure that people have the opportunity to make informed choices in safely expressing their sexuality.

3. Recognize the importance of relationships and proactively facilitate relationships between the people I support, their family and friends.

4. Separate my own personal beliefs and expectations regarding relationships (including sexual relationships) from those desired by the people I support based on their personal preferences. If I am unable to separate my own beliefs/preferences in a given situation, I will actively remove myself from the situation.

5. Refrain from expressing negative views, harsh judgments, and stereotyping of people close to the individuals I support.

CODE OF ETHICS

Self-Determination

As a DSP, I will assist the people I support to direct the course of their own lives.

As a DSP, I will:

1. Work in partnership with others to support individuals leading self-directed lives.

2. Honor the individual's right to assume risk in an informed manner.

3. Recognize that each individual has potential for lifelong learning and growth.

CODE OF ETHICS

Advocacy

As a DSP, I will advocate with the people I support for justice, inclusion, and full community participation.

As a DSP, I will:

1. Support individuals to speak for themselves in all matters where my assistance is needed.

2. Represent the best interests of people who cannot speak for themselves by finding alternative ways of understanding their needs, including gathering information from others who represent their best interests.

3. Advocate for laws, policies, and supports that promote justice and inclusion for people with disabilities and other groups who have been disempowered.

4. Promote human, legal, and civil rights of all people and assist others to understand these rights.

5. Recognize that those who victimize people with disabilities either criminally or civilly must be held accountable for their actions.

6. Find additional advocacy services when those that I provide are not sufficient.

7. Consult with people I trust when I am unsure of the appropriate course of action in my advocacy efforts.

DOCUMENTATION

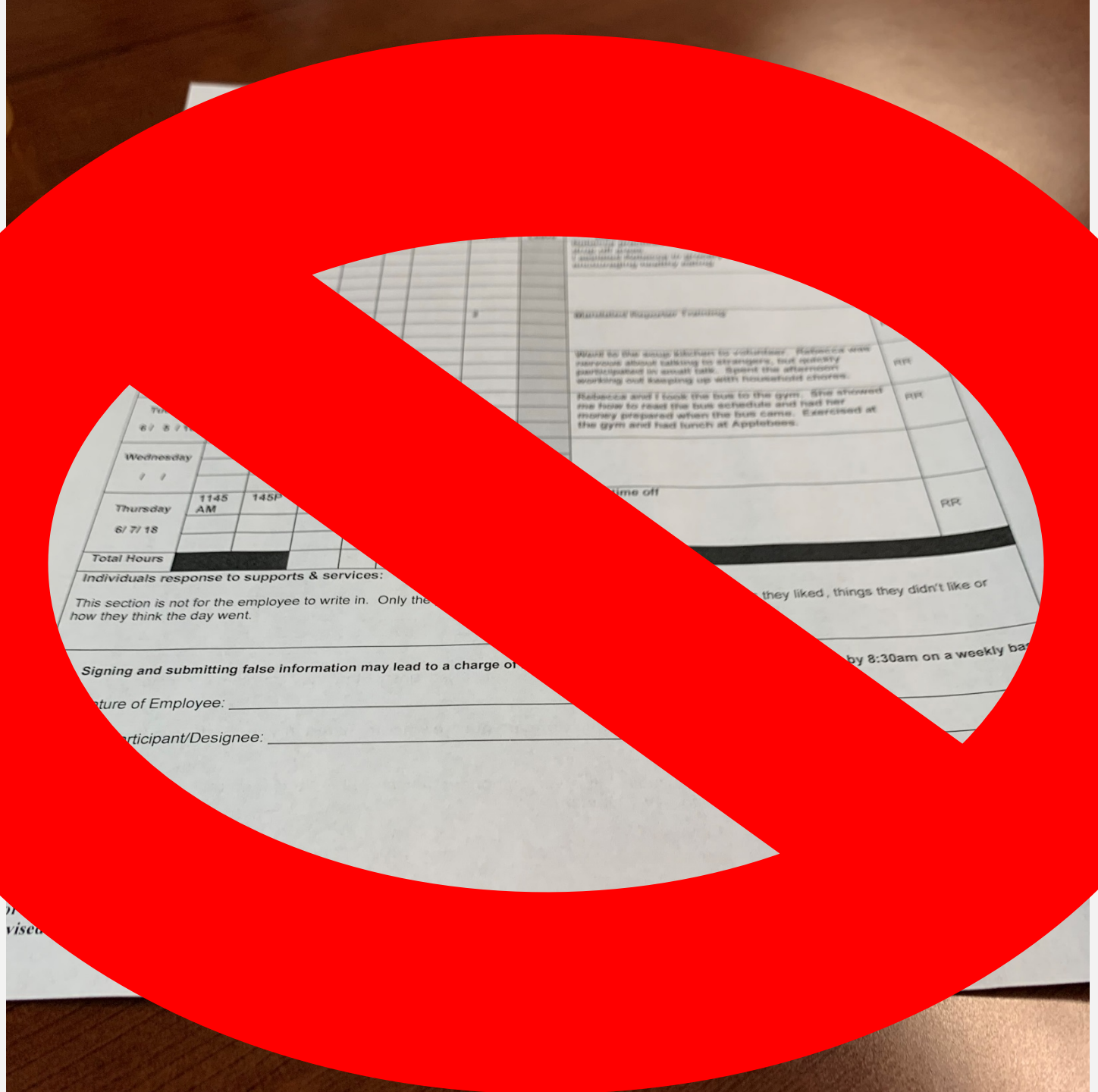
TIMECARDS ARE DUE FRIDAY'S BY 8:30 A.M.

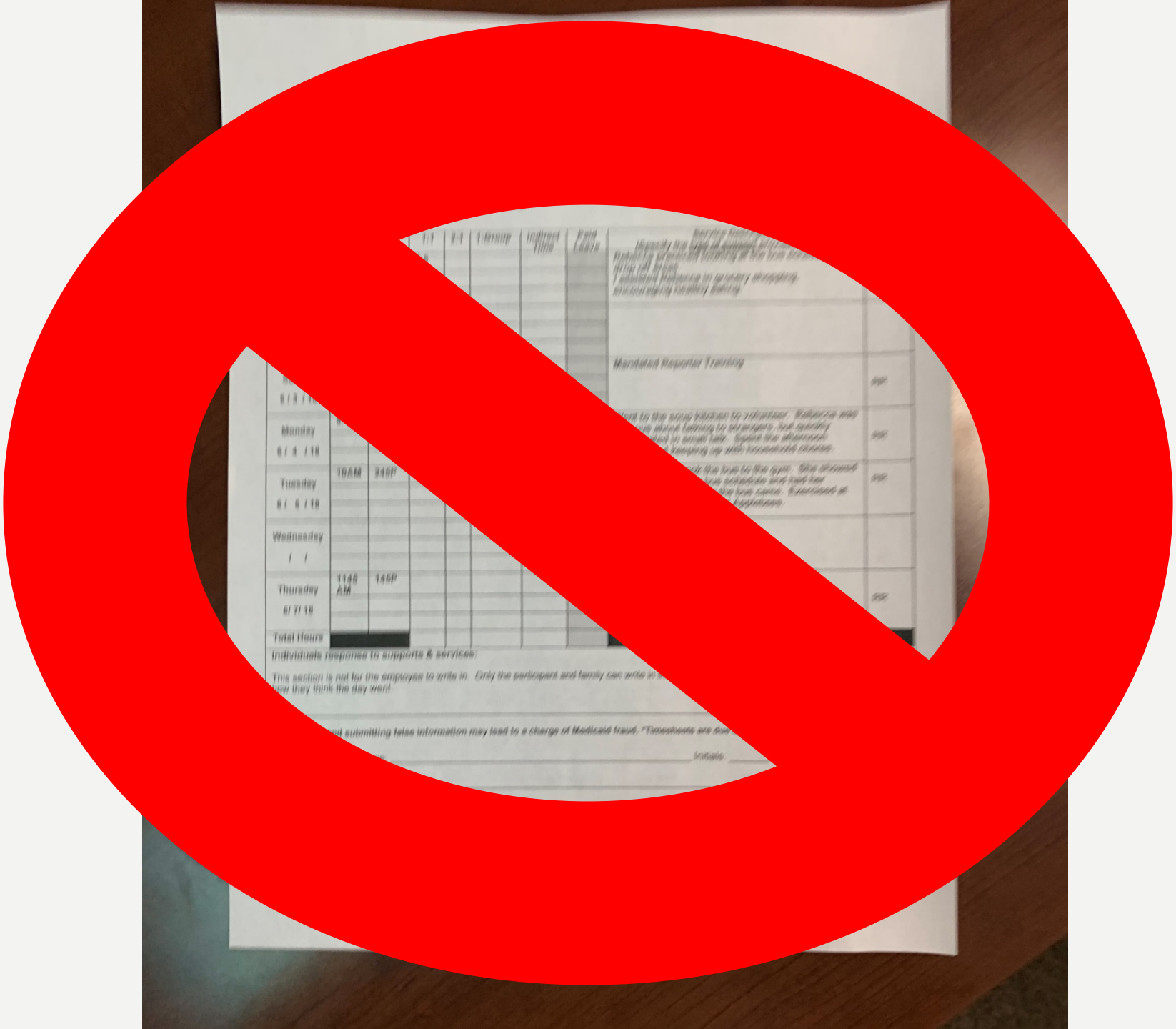
DO's:

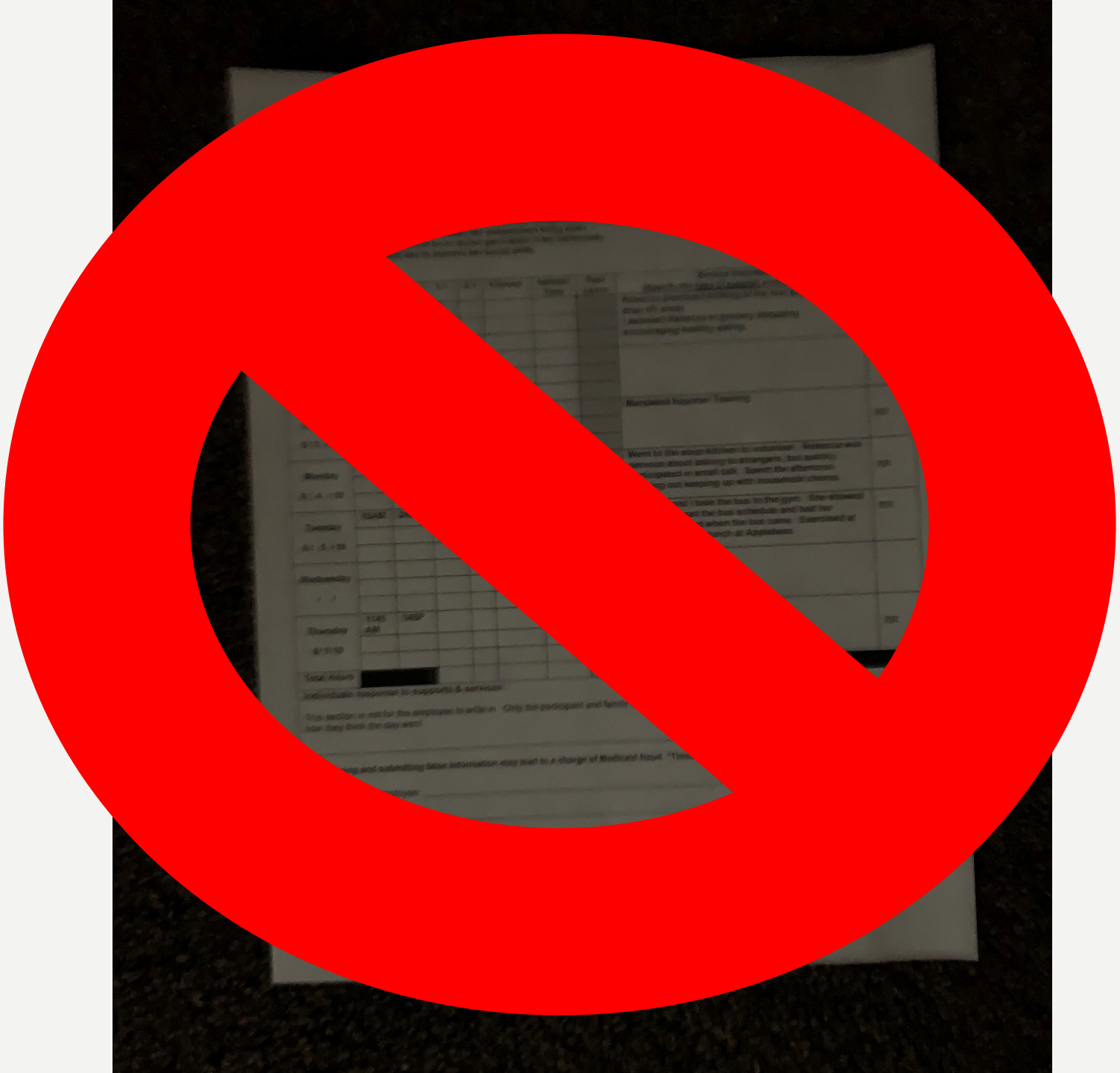
- Blue or black ink ONLY
- Sign and date, where applicable
- Document AM & PM
- Can be sent in without designee/participant signature
- Signatures and corrections due by 4P on the following Monday
- Correct errors with a single line and initial/date

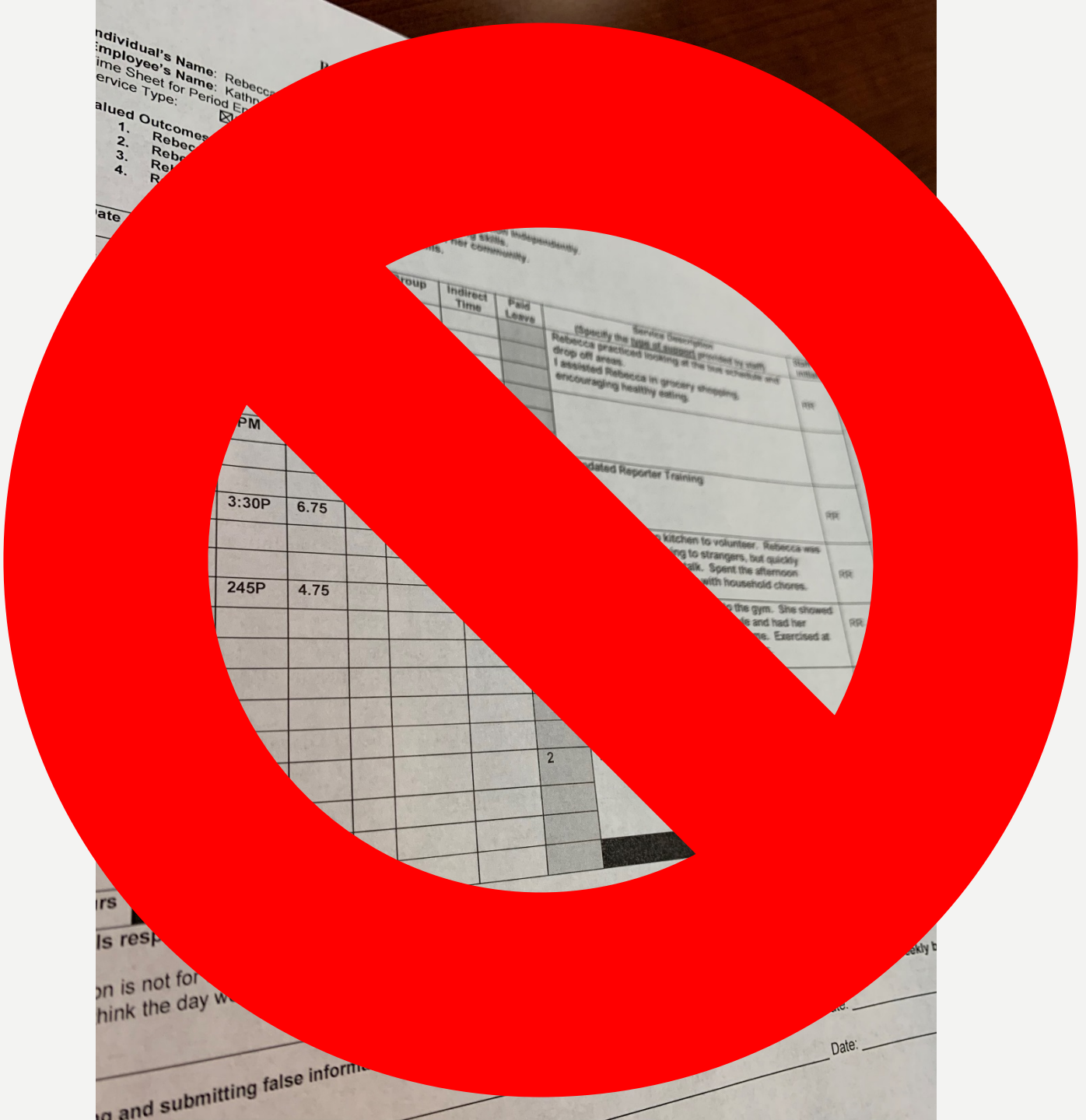
DON'T's:

- NO white out
- NO pencil
- NO medical appointments


Wednesday
Thursday
6/ 7/ 18
1145 AM
145P
Total Hours
Individuals response to supports & services:
This section is not for the employee to write in. Only the
how they think the day went.
they liked , things they didn't like or
Signing and submitting false information may lead to a charge of
by 8:30am on a weekly ba
ture of Employee:
rticipant/Designee:


Monday
Tuesday
10AM
2:45P
Wednesday
Thursday
11:45 AM
1:45P
Total Hours
Individuals response to supports & services:
Mandated Reporter Training




Indirect Time
Paid Leave
3:30P
6.75
245P
4.75
Date:

Residential Resources of New York / Fiscal Intermediary Services
Self-Hired Timesheet and Service Documentation

Individual's Name: Rebecca Reynolds **Program #** 755700 **Individual's Medicaid CIN**: ABC000
Employee's Name: Kathryne Beattie **Employee's Title**: Self Direction Staff **F.I. Coordinator**: Heather Hanson
Time Sheet for Period Ending (mo/day/year): 6/7/18
Service Type: ☒Self-Hired Community Habilitation ☐Self-Hired Supported Employment ☐Self-Hired Respite

Valued Outcomes:

1. Rebecca would like to learn how to use public transportation independently.
2. Rebecca would like to increase her independent living skills.
3. Rebecca would like to be an active participant in her community.
4. Rebecca would like to improve her social skills.

Date	Time In	Time Out	1:1	2:1	1:Group	Indirect Time	Paid Leave	Service Description (Specify the type of support provided by staff)	Staff Initials
Friday 6 / 4 / 18	8AM	3:30P	5.5					Rebecca practiced looking at the bus schedule and drop off areas. I assisted Rebecca in grocery shopping, encouraging healthy eating.	RR
Saturday / /									
Sunday 6 / 3 / 18	2PM	4PM				2		Mandated Reporter Training	RR
Monday 6 / 4 / 18	9:15A	3:30P	6.75					Went to the soup kitchen to volunteer. Rebecca was nervous about talking to strangers, but quickly participated in small talk. Spent the afternoon working out keeping up with household chores.	RR
Tuesday 6 / 5 / 18	10AM	245P	4.75					Rebecca and I took the bus to the gym. She showed me how to read the bus schedule and had her money prepared when the bus came. Exercised at the gym and had lunch at Applebees.	RR
Wednesday / /									
Thursday 6/ 7/ 18	1145 AM	145P					2	Paid time off	RR
Total Hours									

Individuals response to supports & services:

This section is not for the employee to write in. Only the participant and family can write in this area. Things they liked, things they didn't like or how they think the day went.

Signing and submitting false information may lead to a charge of Medicaid fraud. *Timesheets are due on Fridays by 8:30am on a weekly basis*

Signature of Employee: _____ Initials: _____ Date: _____

Signature of Participant/Designee: _____ Date: _____

For FI Use Only – Payroll Authorization _____ **(FI Initials & Date)**
Revised 3/9/18

SHAREFILE

SHAREFILE UPLOAD

How to upload time sheets:

1. Go to: http://www.resresources.com/
2. Click on employee resources at top of page
3. Click on secure upload.
4. Click on the hyperlink "RRI FI Timesheet Upload"
5. Enter your email address, first name and last name, press continue
6. This is just so that your timesheet can be viewed by any of the FI Coordinators in case I am out sick, on vacation, out of the office, etc.
7. Either drag and drop the file or browse to find the file to attach it.
8. Click upload and you're done.
9. If you want to make sure that I know you have sent it, it never hurts to send me a quick email and let me know that you have uploaded your timesheet. Just please remember not to include an personally identifiable information about the participant you work with.

CERTIFY

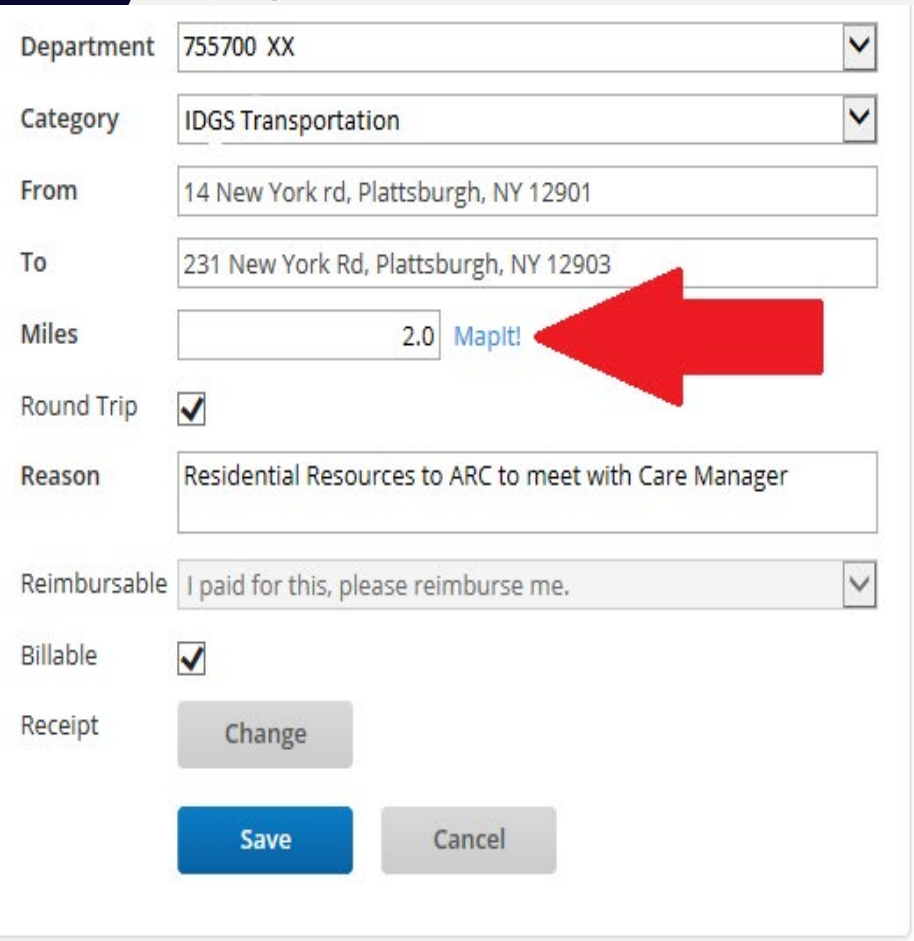
(ELECTRONIC REIMBURSEMENTS)

- WELCOME EMAILS COME FROM ACCOUNTS@CERTIFY.COM
- DIRECT DEPOSIT
- ONE REPORT PER MONTH

MILEAGE

- Full address (street, city, state, zip code)
- MapIt! Receipt
- $0.50/mile

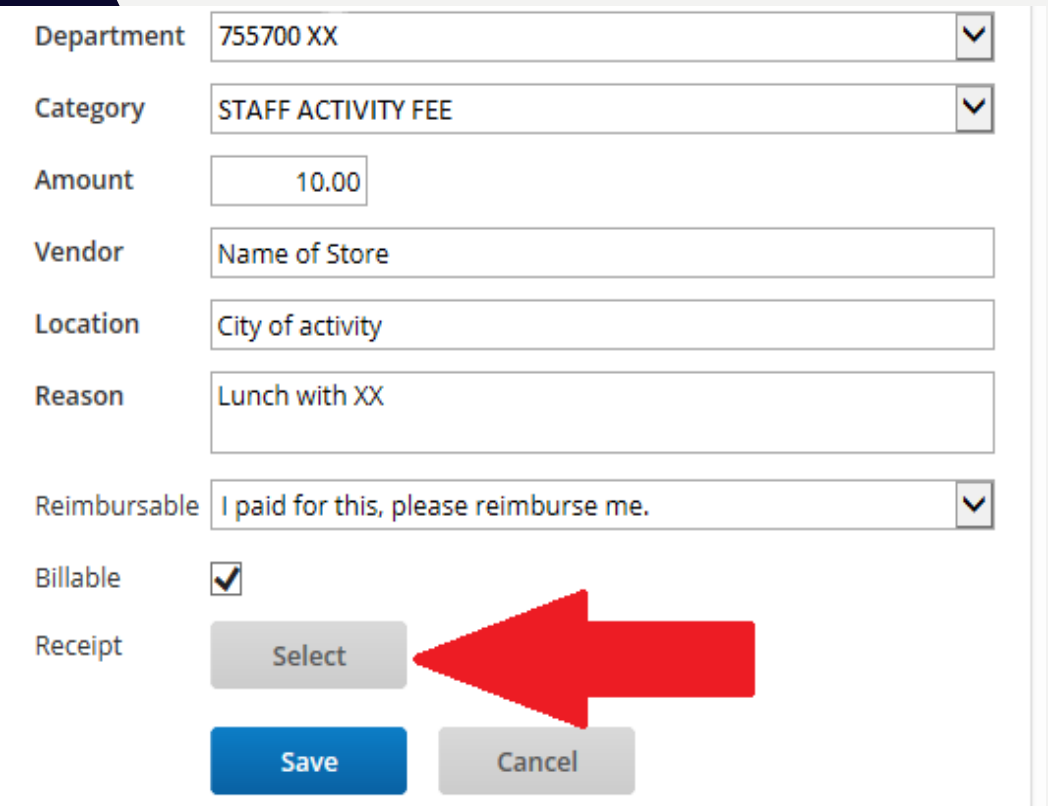
- Reason must include locations traveled and reason for travel
- No medical miles



REIMBURSEMENTS

DO

- Attach receipt
- Receipts must be itemized
- Date in Certify should be the same as date on receipt.



Do Not

- Do not submit receipts for drive thru (SDS)
- Alcohol, tip or donation not included in Staff Activity Fees (SDS)
- Bottle deposit not reimbursable

Reimbursement Deadlines

January: by end of day **1/21/19**
February: by end of day **2/19/19**
March: by end of day **3/19/19**
April: by end of day **4/21/19**
May: by end of day **5/20/19**
June: by end of day **6/19/19**
July: by end of day **7/22/19**
August: by end of day **8/20/19**
September: by end of day **9/19/19**
October: by end of day **10/22/19**
November: by end of day **11/19/19**
December: by end of day **12/15/19**

Please notice that the December deadline is much earlier than the other deadlines. This is to expedite reimbursements, to ensure their arrival before the holiday season*

PERSONNEL AUTHORIZATION (PA)

PERSONNEL AUTHORIZATION (PA)

- A Personnel Authorization (PA) will be completed at time of hire. This document shows an employee's job titles, rates of pay, employment status (FT, PT or Relief), scheduled hours and the services that employees will be providing.

- Employees are responsible to notify their FI Coordinator of any changes in programs, rates of pay, scheduled hours, and job title changes after their hire so an updated Personnel Authorization (PA) can be completed.

- PAs take 24 hours to create

PERSONNEL AUTHORIZATION (PA)

- If an employee performs work in a program or under a job title that is not reflected on a PA signed by them and an RRI representative we will consider this as unauthorized time worked. Accordingly, they will be paid for that time worked at minimum wage*. Rate changes will not be backdated. Rate increases due to an addition or change of a program or job title will become effective the date you signed the PA.

- Minimum wage will be considered the higher of the federal or state minimum wage at the time of occurrence.

- We will not process retroactive wage changes. Any increases or decreases will be effective upon receipt of SD-11 or CNBA and the first day of the pay period that falls 7 days after the employee signed the PA.

THANK YOU!

Fiscal Intermediary Services
RESIDENTIAL RESOURCES
Enhancing lives since 1984

BACK SAFETY

Understanding Your Back and Back Pain

- Nearly all adults experience back pain at some point in their working lives. This common problem is one of the leading causes of lost work days and individual suffering. If steps aren't taken to maintain a healthy back, the pain can become long-term and disabling.

How Does Your Back Work?

- *A basic understanding of how the back works can help you understand why it is prone to injury and what you can do about it.*
- ***Spine – consists of the following:***
  - ***Bones***
    - *The bone portion of your back consists of 24 vertebrae. They are stacked one on top of another to form a long and stretched S-shaped curve with two curves to the front and* one to the back.

How Does Your Back Work?

- **Discs**
  - The discs separate the vertebrae. They work to absorb shock and keep the vertebrae from rubbing against each other.
- **Facet Joints**
  - Each vertebra has a facet joint that allows you to bend and move your back. The facet joints are held together by ligaments.
- **Ligaments**
  - These bands of tough tissue support the spine and help to keep it in place.

Spinal Cord and Nerves Supporting muscles

- **The spinal cord**
  - Located within the spinal column. It is composed of nerve bundles that carry messages throughout your body.
- **Supporting muscles**
  - **Back** muscles are located in two columns on either side of your spine, and are critical for movement and weight bearing.
  - **Stomach** muscles begin at the rib cage and connect to the pelvis. They serve to support the abdominal cavity and are important in protecting the lower back from injury
  - **Hip flexor** muscles attach at the spine and travel across the pelvis to the thigh bones, allowing you to bend forward
  - **Side** muscles join the ribs to the hips at the sides of your body. They work to help you rotate and bend.

The stronger and more flexible your muscles are, the better your chances of avoiding injury.

Prevention and Relief of Back Pain

- **Why Stay Active?**
- A common and sometimes harmful myth is that all activity should be avoided when experiencing back pain. Many people are afraid that activity will only make the pain or injury worse.
- For most back problems, light activity helps speed the healing process. Gradual activity and stretching may reduce future back pain and reduce the likelihood of re-injury

How Stretching Helps

- You can minimize and prevent back pain with stretches that make the muscles in your back, stomach, hips and thighs flexible and strong. Stretching activities also:
  - **Reduce Injuries -** When you stretch, muscles relax and lengthen. Relaxed muscles withstand stress better than tight ones. Typically, the more flexible you are, the less likely you are to suffer back pain
  - **Improve Performance -** Stretching can increase your range of motion, making you more effective at work and in other activities. It may help you become more efficient in performing your daily tasks.

Safe Work Practices

- To reduce back injuries at work, it is important to find and avoid risk factors that increase your chance of injury. When any of the following occur in combination your risk of a back injury is increased:
  - 1. Awkward posture
  - 2. Overexertion
  - 3. Repetition
  - 4. Fatigue

Awkward Posture

- Your body posture determines which joints and muscles are used and the amount of force that is generated. Whether standing or sitting, there is a neutral position for your back. Postures that differ from the neutral position increase stress on the back, especially when combined with other risk factors.
  - **Avoid:**
    - strenuous activity while the body is in a twisted or bent position.
    - repeated bending, twisting and reaching.
    - bending forward while lifting.

How to avoid awkward posture

- Change the work height so you can handle the item with your back in a neutral position.
- Store materials at waist level to avoid bending to lift.
- Use mechanical lifts.
- Bend the knees, not the back, to lift.
- Move your feet, instead of twisting, to move material
- Ask a co worker to assist the lift or divide the load
- Keep your spine in a neutral position. Bending or twisting for long periods of time can lead to muscle fatigue and back pain. This is why you stretch backwards when you experience back tension. You are trying to adjust your spine back to its neutral position.

Overexertion

- Tasks that require forceful exertions place higher loads on the muscles, discs, ligaments and joints and can lead to fatigue and injury.
- **Your Risk Depends On:**
  - Type of grip
  - Weight of an object
  - Type and duration of the task
  - Body posture

How to Reduce Overexertion:

- Use mechanical lifts
- Divide the load for safer transport.
- Push materials rather than lift.
- Ask a coworker to assist your lift.

Fatigue

- Job tasks that require the same muscles or motions for long durations can increase fatigue. In general, the longer the period of work, the longer the recovery or rest time required.
- **How To Reduce Fatigue:**
  - Alternate tasks and postures that use different motions and muscles groups, such as sitting and standing.
  - Take time to stretch during scheduled breaks.
  - Take a break with standing task (take a seat periodically)

Repetition

- Repeating the same motions over and over again places stress on muscles and joints. If repetitive motions are frequent or sustained and combined with excessive force or awkward postures, they can cause injury.
- **Your Risk Depends On:**
  - How often the action is repeated.
  - Speed of the movement.
  - Number of muscles involved.
  - Required force to lift or move the material.
  - Body posture.

Repetition

- If motions are repeated frequently, such as every few seconds, and for prolonged periods, such as an 8-hour shift, fatigue and injury can result.
- Repetitive motions combined with awkward postures, such as twisting and bending, put you at risk for back injury.

How To Reduce Injury from Repetition

- Alternate tasks and postures that use different motions and muscle groups.
- Take time to stretch during scheduled breaks.
- Use mechanical lifts.

Environmental controls

- Wear non-slip footwear.
- Keep steps clean and dry, to reduce the risk of back injuries from falls.
- Dress appropriately for the temperature.
- Reduce excessive noise to minimize stress – this can be distracting and keep you from focusing on safe lifting practices

Health and Lifestyle

- Obesity can increase risk of back injury. The back is designed to carry the body's weight and distribute the loads during activity and rest. When extra weight is carried, the back is forced to carry the burden.
- Smoking and stress may also be factors in back injury. When stress causes you to become distracted, you are more likely to neglect safety. Mental distraction can cause fatigue, improper lifting and injury

Safe Lifting Techniques

- **1. Plan the Lift**
  - Consider all possibilities. Do I need to clear the path? Do I need to reduce the load? Should I use a material handling device? Are there steps, ledges or other obstacles? Will I need to stop for rest?
- **2. Size up the Load**
  - Check the load to see that it is stable and balanced. Before lifting an object, test the weight of the object by lifting a corner If you are unsure of its weight, use a material handling device.

Safe lifting techniques

- **Establish a Base**
  - Use a wide stance, with feet about shoulder's width apart, and one foot slightly in front of the other. This staggered position gives you more stability and reduces the risk of falling. With the load close to your body, bend your knees and keep your heels off the floor.
- **Get a Good Grip**
  - Use your palms to grip the object. Make sure you have an adequate hold before moving.
- **Lift Steadily**
  - Use your leg strength to lift in a smooth, controlled manner. Keep your stomach muscles tight and your head and shoulders up. Avoid jerking and twisting motions.

Safe lifting techniques

- **Keep it Close**
  - The closer the load is to your body, the less strain on your back.
- **Move your Feet**
  - Don't twist the trunk; move your feet

Healthy Back Care

- A neutral spine is like a long stretched out "S", with two curves to the front and one to the back. When your back is not in the neutral position, the muscles, ligaments, and joints have to work harder. Fatigue, discomfort, and injury can result from awkward posture.
- **Good posture – seated**. Awkward sitting postures greatly increase the stress to your lower back.

Healthy Back Care

- **To reduce stress to your lower back:**
  - Support the spine along its curve – use a small pillow for low back support if needed
  - Lean back slightly
  - Keep your feet flat and comfortable supported on the floor or with a foot support
  - Keep knees level or slightly higher than hips to maintain proper circulation

Healthy Back Care

- Adjust your seat so your low back is fully supported and you are not leaning forward
- Avoid leaving a wallet in your back pocket; it places extra stress on the back and nerves and can increase back pain
- Stretch often and vary positions to decrease fatigue

Healthy back care

- **Good posture – standing**
  - Your standing posture while working and performing daily activities has a direct effect on your back health. If you find it difficult to maintain a good standing posture, alternate tasks that require standing and sitting tasks

Healthy Back Care

- **To avoid stress to your lower back**
  - Avoid bending or leaning forward to work
  - When working with heavy objects, keep them at waist level
  - When performing tasks that requires great force, keep the work at waist level
  - Lift should be slightly higher than waist level
  - Face work "straight on" – avoid twisting
  - Alternate tasks and postures such as sitting, standing and working with a foot elevated

Healthy back care

- **Good posture – lying down**
  - How you sleep is just as important as how you stand and sit.
    - Make sure you have a good mattress that gives firm support along the length of your body but allows you to maintain the natural curve of your spine.
    - It may help to keep one or both legs bent to relieve pain and discomfort.
    - Place a pillow under the knees to prevent twisting

FINALLY!!!

- Preventing a back injury is much easier than treating one. Following the stretching and strengthening recommendations as well as practicing proper posture and lifting techniques can help keep back pain and injuries from happening

NEW YORK STATE OF OPPORTUNITY. Office for People With Developmental Disabilities

OPWDD Categories/Classifications of Incidents Requiring Reporting (Part 624)
Effective January 1, 2016

Category	Classification	Required Reporting					
		State Operated certified and non certified services		Voluntary Operated certified programs		Voluntary Operated non certified services	
		OPWDD	**JC**	**OPWDD**	**JC**	**OPWDD**	**JC**
Reportable Incidents **Abuse/Neglect** Immediate Notification and Entry Into IRMA	Physical Abuse	Yes	Yes	Yes	Yes	Yes	No
	Sexual Abuse	Yes	Yes	Yes	Yes	Yes	No
	Psychological Abuse	Yes	Yes	Yes	Yes	Yes	No
	Deliberate inappropriate use of restraints	Yes	Yes	Yes	Yes	Yes	No
	Aversive conditioning	Yes	Yes	Yes	Yes	Yes	No
	Obstruction of reports of reportable incidents	Yes	Yes	Yes	Yes	Yes	No
	Unlawful use or admin. of a controlled substance	Yes	Yes	Yes	Yes	Yes	No
	Neglect	Yes	Yes	Yes	Yes	Yes	No
Reportable Incidents **Significant Incidents** Immediate Notification and Entry Into IRMA	Conduct between individuals receiving services	Yes	Yes	Yes	Yes	Yes	No
	Seclusion	Yes	Yes	Yes	Yes	Yes	No
	Unauthorized use of time out	Yes	Yes	Yes	Yes	Yes	No
	Medication error with adverse effect	Yes	Yes	Yes	Yes	Yes	No
	Inappropriate Use of Restraints	Yes	Yes	Yes	Yes	Yes	No
	Mistreatment	Yes	Yes	Yes	Yes	Yes	No
	Missing Person	Yes	Yes	Yes	Yes	Yes	No
	Unauthorized Absence	Yes	Yes	Yes	Yes	Yes	No
	Choking, with known risk	Yes	Yes	Yes	Yes	Yes	No
	Choking, no known risk	Yes	Yes	Yes	Yes	Yes	No
	Self-abusive behavior with injury	Yes	Yes	Yes	Yes	Yes	No
	Injury with hospital admission	Yes	Yes	Yes	Yes	Yes	No
	Theft or financial exploitation	Yes	Yes	Yes	Yes	Yes	No
	Other significant incident	Yes	Yes	Yes	Yes	Yes	No
Serious Notable Occurrences Immediate Notification and Entry Into IRMA	Death	Yes	*Yes	Yes	*Yes	Yes	No
	Sensitive Situation	Yes	No	Yes	No	Yes	No
Minor Notable Occurrences Entry Into IRMA	Injury	Yes	No	No	No	No	No
	Theft or Financial Exploitation	Yes	No	Yes	No	Yes	No

*All deaths of any individual who received services operated or certified by OPWDD within thirty days preceding death shall be reported to the Justice Center. This reporting is required regardless of whether the death did or did not occur under the auspices of an agency. Deaths must be reported to the Justice Center within 24 hours to the Death Reporting Line number: 1-855-373-2124 of occurrence or discovery. Subsequent submission of required information is required within 5 working days via IRMA. **(Rev. 01/13/2016)**