



**ORIMACO RESOURCE HOME LTD.**

# Person Served and Family Handbook

## TABLE OF CONTENTS

- Program Description
- Communication Channels
- Mission Statement, Core Values and Philosophy of Care
- Admission, Transition and Exit Procedures
- Rights of Children in Care
- Confidentiality Policy for Persons Served
- Code of Ethics
- Privacy Statement
- Family Access
- Responsibility
- Consent
- Development of Care Plan
- Complaint Resolution
- Emergency Intervention
- Tobacco, Legal, Illegal Substances and Weapons
- Continuous Quality Improvement

## PROGRAM DESCRIPTION

Welcome to Orimaco Resource Home Ltd (“Orimaco Resources”). Orimaco Resources is a privately owned community living organization offering residential services at five locations, funded by the Ministry of Children & Family Development. All residential locations operate 24 hours per day, 365 days per year). Orimaco Resources also provides program coordination to foster families including coordination of individualized programming, crisis management, relief, and training.

Our program goal at each program is to promote quality of life, choice, independence, and community involvement by considering each person served’s needs. An individualized program is developed for each person served with input from the person served, their family members, and others on the inter-disciplinary care team. Treatment and behavior plans implemented by the specialists are followed closely. Structure, routine and predictability is provided where required. Augmentative communication is implemented considering the person served’s needs (iPad programs, visual supports, remnants).

Persons served are supported by staff to be involved in their community including delivering newspapers, going to the library, swimming, shopping, community park, beaches, skating arena, biking, participating in Special Olympics, drop-in sports at community recreation centers, volunteering, and going to places of worship. Persons served are provided with opportunities to be involved in home programming, including gardening, cooking, baking, crafts, sensory, leisure and cleaning/chores. Staff members support person served to gain independence with activities of daily living (putting on clothing, shoes, jacket, brushing teeth, toileting, bathing and eating). We work collaboratively with the school district to develop Individual Education Plan (IEP) goals for the person served, and we advocate to assure the persons served are offered educational opportunities. Persons served are encouraged to maintain existing relationships with family members and friends, and are supported in building new relationships. We believe that family members should be included in decision making processes and family members are encouraged to have regular visits with their child/youth. We are dedicated to providing a high standard of care, and are eager to meet the needs of each person served, through the provision of professional support and by working closely with the person served and their family.

Some of the persons served have self-injurious behaviour and aggression towards others. All three homes have modification done to assure the persons served and staff are safe Safety plans are implemented by behavior consultants and there is a safe zone at each home. All staff are training in The Mandt System®, and recertification is completed each year.

Service delivery at the managed by the Program Manager and staff team consisting of Program Coordinator, Child and Youth Worker, Residence Worker and Aware Residential Care Worker. The property and vehicle operated by the program is managed by the Facilities Manager. The staff team has training related to providing services to individuals with behavioral and/or medical needs with a minimum of two years' experience or combination of education, training, and experience, prior to hire.

## COMMUNICATION CHANNELS

Person's served and families should direct any comments and suggestions to Program Manager Hardeep Orimaco.

Program Manager can be contacted via e-mail at [hardeep@orimacoresources.ca](mailto:hardeep@orimacoresources.ca) or via telephone at 604-317-4945.

Comments and suggestions can be responded to more effectively and efficiently if the correct line of communication is followed.

## MISSION STATEMENT, CORE VALUES AND PHILOSOPHY OF CARE

### **Purpose**

The purpose of the Mission Statement, Core Values, and Philosophy of Care is to establish the overall vision and direction of Orimaco Resource Home Ltd.

### **Mission**

Our mission at Orimaco Resource Home Ltd. is to provide a home, safe environment where persons served are empowered to enhance their personal development to their full potential.

### **Core Values**

Our core values are to promote:

- quality of life
- choice independence
- community involvement.

### **Philosophy of Care**

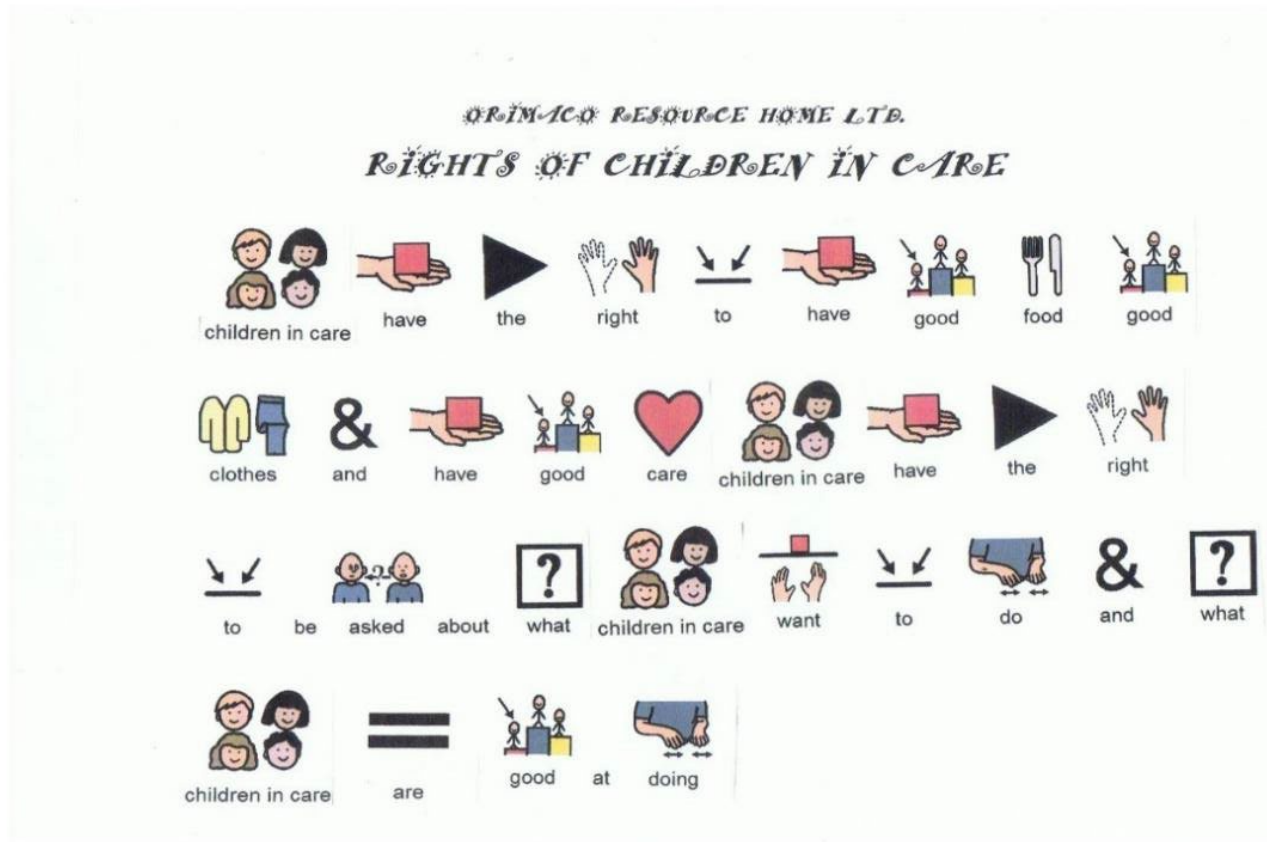
Each person served is regarded as an individual with unique strengths and needs. Needs of the person served are assessed and a positive behavior plan is implemented to support each their needs. Family members and friends are encouraged and supported to maintain a relationship with the person served.

## RIGHTS OF CHILDREN IN CARE

Children in Care have the following Rights:

- a. To be fed, clothed and nurtured according to community standards and to be given the same quality of care as other children in the placement.
- b. To be informed about their plans of care.
- c. To be consulted and to express their views, according to their abilities, about significant decisions affecting them.
- d. To reasonable privacy and to possession of their personal belongings.
- e. To be free from corporal punishment.
- f. To be informed of the standard of behaviour expected by their caregivers and of the consequences of not meeting their caregivers' expectations.
- g. To receive medical and dental care when required.

- h. To participate in social and recreational activities if available and appropriate and according to their abilities and interest.
- i. To receive the religious instruction and to participate in the religious activities of their choice.
- j. To receive guidance and encouragement to maintain their cultural heritage.
- k. To be provided with an interpreter if language or disability is a barrier to consulting with them on decisions affecting their custody or care.
- l. To privacy during discussions with members of their families.
- m. To privacy during discussions with a lawyer, the Child Youth and Family Advocate, the Ombudsman, a member of the Legislative Assembly or a member of Parliament.
- n. To be informed about and to be assisted in contacting the Child, Youth and Family Advocate.
- o. To be informed of their rights under the Act and the procedures available for enforcing their rights.



## ADMISSION, TRANSITION AND EXIT PROCEDURES

### **Eligibility & Screening**

Orimaco resource homes are for children and youth up to the age of 19. All genders are eligible for placement at an Orimaco resource. Person served residing in the home require a high level of care.

The following screen process is used to assess a child or youth suitability for placement in a resource:

1. MCFD Social Worker sends referral to Program Manager
2. Program Manager reviews referral documents
3. Program Manager and MCFD Social Worker consult to review the child or youth suitability for placement
4. Program Manager decides whether or not to accept the referral
5. Program Manager informs MCFD Social Worker of decision
6. MCFD Social Worker advises child or youth and family of decision

### **Ineligibility for Services**

If the Program Manager and the MCFD social worker determine the person served is ineligible for placement in an Orimaco resource, the social worker will work with the family to explain the reasons the person served cannot be placed at the resource, and provide recommendations for alternate services.

### **Funding**

Funding for programming is provided by MCFD through a contract for services between Orimaco and MCFD. Orimaco does not charge the person served's family for provision of service. In some instances, additional behaviour support services beyond the services provided for in the contract between Orimaco and the MCFD may be funded separately by the MCFD's Autism Funding Unit.

### **Pre-Placement Orientation Procedure**

- The child and the child's parents will meet the staff members and the other children residing in the resource home.
- The child and child's parents will be given a tour of the resource home, and view the child's room.
- The child and child's parents will be given a written copy of the Rights of Children in Care.
- A transition plan will be developed to increase visitation and transition the child into the resource home.
- The child will visit the resource home in order to become familiar with the environment.

- The child will be given an opportunity to bring personal belongings to resource home and set up their room prior to placement.
- The routines done at the resource home will be discussed the parents/ legal guardian.

#### **Post-Placement Orientation Procedure**

- Staff members will support the child to become comfortable in the resource home through assisting them in organizing their belongings, and encouraging them to express their thoughts.
- The child will be supported to maintain previous routines
- Staff members will communicate with the child to write out a schedule with their routines.
- The child's parents will be invited to the resource home for a visit within two weeks of the placement.
- The child will be supported to maintain regular contact with family and friends.

#### **Transition Planning**

When MCFD, Orimaco Resources and the person served's family determine the person served is ready to transition to a different placement (i.e., return to the family home, move to another resource, change in education setting, etc.) the person served support team (person served, family, MCFD, behavior consultants, and the Orimaco Resources Team) commence Transition Planning to determine the appropriate plan to move the person served to his/her new living situation. Planning begins several months prior to the transition to ensure the least disruption the person served's established routines. Transition planning is person centered and individualized to provide the best options for the person served.

At exit from services, Orimaco Resources provides MCFD with copies of the person served treatment plan and an exit report, and MCFD is responsible for providing all person served documentation to the new service provider.

## **CONFIDENTIALITY POLICY FOR PERSONS SERVED**

#### **Purpose**

The purpose of this policy is to protect persons served from harm resulting from the unsanctioned or inappropriate release of personal and confidential information, and to comply with legislation and best practices regarding the protection of personal information

#### **Definition**

Confidential information is defined as information that may be personal information or any information about a person that can identify them. This could include medical history, family history, financial information, or treatment plan.

Each staff member has access to confidential information throughout the course of their work at the resource home. Each staff member has an obligation to protect the privacy of this information.

To assure good communication/good information exchange employees will be required to discuss personal information about the persons served within the multi-disciplinary teams, but they must not discuss any of the person served's personal information outside of work.

Each person served's personal information will be kept safe at the resource home through being stored in a locked area when not being accessed by staff members.

Staff Members sign a Confidentiality Pledge at the time they are hired.

Staff members will be diligent in protecting the information of the persons served and their family members.

## CODE OF ETHICS

### **1. SERVICES TO PERSONS SERVED**

Orimaco's Resource Home Ltd. ("Orimaco Resources") Rights of Children in Care guide all our dealings with the person served. Above all, we will place their interests first. Our services to persons served will be characterized by the following:

#### *a. Respect*

The persons served we support are persons of inherent value and fully worthy of our respect. We will respect each person's rights and freedoms, and assist them to fulfill their responsibilities. We will treat them as persons with dignity, and we will do our best to make sure others see them and treat them the same way. We will not stigmatize the persons served we support. We will never disparage, demean or humiliate persons served.

#### *b. Choices*

We will see in persons served their capacity and competence before limitation. Therefore, we will seek to expand their choices and opportunities, and to provide them with the information they want and need. We will also assist them to understand information to the best of our abilities. In all that we do, we will promote choice, decision-making and personal empowerment.

#### *c. Advocacy*

Persons served are entitled to all the rights and privileges that are accorded to them as citizens of Canada. We will assist and encourage persons served to lead meaningful lives as full citizens of their community. This includes helping them achieve their right to belong, to be valued, to



participate, to assume responsibilities and to make meaningful contributions. We will never conduct ourselves in a way that undermines this effort. We will advocate for the rights and interests of persons served, within external systems and within the community at large.

*d. Personal service*

We will seek to understand and accommodate the complex person we are supporting; this includes considering such things as language, culture, ethnicity, sexuality, religion, values and beliefs. We will be sensitive to differences and celebrate diversity. We will treat each person served as an individual and, as far as possible, we will tailor our services to meet their needs and expectations.

*e. Safety*

We will take reasonable measures to protect the health, safety and emotional well-being of persons served; at the same time, we will recognize their right to take measured risks and to make mistakes.

## **2. PROFESSIONAL CONDUCT**

Orimaco Resources will be accountable for maintaining the highest possible standards of professional practice. This will include all undertakings of Orimaco Resources on as well as undertakings by individual working for or on behalf of the Orimaco Resources (including the managers, employees and contracted support services).

*a. Interpersonal relationships*

We will treat all persons with whom we interact with dignity and respect. Especially, we will honor the important role of families, friends and advocates in the lives of persons served. We will be honest and straightforward, and genuine in all our dealings with people. We will be sensitive to diversity and difference; we will resolve interpersonal conflicts in a timely and respectful manner.

*b. Criticism and mutual support*

We will accept constructive criticism from one another. We will welcome complaints from stakeholders and respond in a respectful, timely, and effective manner. We will accept credit only for the work we have done and acknowledge the work and contributions of others. We will support one another to perform to the best of all our abilities, and to avoid conduct that diminishes quality of service or that erodes morale.

*c. Collaboration*

We will promote and contribute to professional collaborations. In the interest of maximizing our service, we will consult with stakeholders, with outside expertise, and with one another, as often as needed.

We will work with other service providers, organizations, and caregivers in a spirit of mutual and collegial respect. We will invite their feedback and contribution, even as we offer our own.

Our influence will be a positive one, characterized by cooperation and encouragement. We will not act with malice, discourtesy, or enmity.

*d. Stewardship*

We will respectfully maintain and preserve the property, assets and resources made available to us for the performance of our duties and commitments.

*e. Excellence*

We will be earnest in all our efforts, thoughtful in all our undertakings. We will strive to find more efficient and more effective ways of conducting business. We will provide persons served with the highest possible standards of service.

*f. Integrity*

We will accept responsibility for our actions. We will not operate beyond the scope of our competencies, nor misrepresent our qualifications, experience and/or expertise. We will act quickly to correct any misinformation or misrepresentation concerning our services, activities, outcomes, or credentials. We will not withhold evidence that might disconfirm our findings or views, and will acknowledge alternative positions, explanations, or hypotheses.

*g. Community citizenship*

We are a member of the communities in which we work and serve. This comes with responsibilities such as being a good neighbor, a good employer, and an overall positive influence. We will be mindful of our communities' needs and interests, and we will be supportive of its charitable, cultural, and educational institutions. We will not be politically complacent, but will maintain a presence that befits our responsibility.

*h. Duty under law*

We will understand and comply with the letter and spirit of all laws, regulations, agreements, or requirements that govern us. Where such requirements negatively impact operations or those we serve, we will seek immediate remedy; where the requirements do not go far enough to advance the interests of persons served or best professional practices, we will exceed them.

**3. HUMAN RESOURCES**

We will clearly and effectively communicate the qualifications, roles and responsibilities relating to all positions at Orimaco Resources.

*a. Treatment of our employees*

We commit to treating our employees with dignity and respect and to ensuring that they are not subjected to any form of discrimination, nor to sexual or personal harassment. Our evaluative processes will be just and fair. We will encourage them in their professional development and assist them to learn and apply best practices.

We will strive to create a place of work where employees feel welcomed, appreciated, and comfortable. We will promote safe and healthy working conditions, positive working relationships, and a spirit of collegiality. We will endeavor to foster in our employees a sense of personal satisfaction, purpose, and accomplishment.

*b. Recruiting Practices*

We will utilize recruitment practices that are fair, effective, and free from all forms of discrimination.

**4. BUSINESS & FINANCIAL PRACTICES**

All of our business and financial practices will be in accordance with applicable legislation, requirements, and standards, and will be subjected to annual independent review by external auditors, including accrediting bodies. We will be transparent in our undertakings, exercise integrity in all our financial practices, and be held accountable to our funding bodies and other stakeholders.

*1. Financial Practices*

All our financial practices will comply with generally accepted Canadian accounting principles and practices. Financial matters that fall within the purview of our financial management policies will conform to these policies.

**5. INFORMATION MANAGEMENT**

We will collect personal information by lawful and ethical means. We will limit the collection and use of personal information to that which is necessary to establish and manage the employment relationship and to fulfill our obligations to persons served and funders. We will maintain information that is accurate, current and managed (i.e. organized, secured, archived and destroyed) in accordance with applicable regulations and contractual obligations.

We will exercise discretion in sharing personal information and will only share information on a need-to-know basis. We will protect personal and proprietary information from improper or inadvertent disclosure. This includes information about stakeholders (including, but not limited to individuals, families, employees, donors and members). Especially, we will keep in confidence information about persons served.

We will not use or disclose personal information to third parties without the individual's prior consent, except in circumstances where our contractual and legal obligations require or permit it.

When we are presented with a legitimate request for information, and/or when we are required to make disclosures, we will provide accurate and complete information in a timely manner.

## **6. CONFLICT OF INTEREST**

A conflict of interest arises when direct or indirect personal gain is a factor in a decision that impacts our persons served or Orimaco Resources. We will strive to avoid conflicts of interest. Should any instance of real, potential, or apparent conflict exist, we will disclose it so that a remedy might be sought.

## **7. COMPLAINTS**

Orimaco Resources welcomes complaints from persons served and other stakeholders. We will not retaliate, harass, or create barriers to service as a result of a complaint.

## **8. REPORTING BREACHES TO THE CODE OF ETHICS**

Any person may report an alleged breach to the Code of Ethics to Hardeep Orimcao or Ray Orimaco.

# PRIVACY STATEMENT

**Orimaco Resource Home Ltd. respects all people's right to privacy.**

This statement explains how we get, use and share personal information about persons served by Orimaco Resource Home Ltd. ("Orimaco Resources").

### **What is personal information?**

Personal information includes:

- name
- address
- phone number
- identification, like your Care Card number or BC ID, and
- reports where you are identified.

### **Why do we ask for personal information?**

Orimaco Resources is paid by the Government and other groups to help people. Orimaco Resources uses your information to understand what you need. We also use the information to plan how best to support you. We ask for the name and phone number of a family member or advocate in case there is an emergency.

Orimaco Resources will tell you why we need your information. We will not use it for any other reason without asking you, unless your health and safety is at risk or if the police or a judge tells us to do so.

### **Where does the information come from?**

Orimaco Resources collects personal information using forms or by talking to people. We collect information from:

- you and your family

- the Government or other people who pay us to help you
- doctors or other people who have information about you.

### **What is consent? Who can give consent?**

Consent means that you agree to let Orimaco Resources get, use and share information about you.

### **How do we protect your information?**

- Orimaco Resources has rules for staff about how they get, use or share information.
- Staff must agree to follow the rules when they are hired.
- We do not make copies of your information for other people without consent.
- We keep your information safe by using locked cabinets in locked offices.

You can ask the Program Manager if you want to see the information the program has about you. Also, if you have questions, please talk to your staff or the Program Manager.

## **FAMILY ACCESS**

Orimaco Resource Home Ltd. encourages families to have regular visits with person served. A schedule for visits with person served can be developed through coordinating with Program Manager. Visits can take place at the resource home, community or family members' homes. During visits at the resource home, family members are not permitted to open office cupboards and go through persons served's chart, log book and flowsheets. If a family member would like to review a chart, and/or other documentation then the family member can put in a request to the Program Manager.

## **RESPONSIBILITY**

### **Orimaco Resource Home Ltd. Responsibility**

- Ensure person served needs and wants are primary.
- Promote the best quality of life for persons served.
- Ensure persons served programming is personalized and updated regularly.
- Follow Orimaco Resource Home Ltd. Policies and Procedures.
- Avoid potential and /or actual conflict of interest.
- Maintain professional relationships with family members at all times.
- Respect the uniqueness of families values and beliefs
- Support families with courteousness, kindness dignity and non-judgement.
- Respect person served privacy

### **Person Served Responsibility**

- Follow Orimaco Resource Home Ltd. Policies
- Participate in developing personalized programming
- Participate in engaging in the developed program.
- Be respectful when communicating with Orimaco Resource Home Ltd. employees
- Respect Orimaco Resource Home Ltd. property.
- Respect privacy and quality of life of the other person served residing in the home
- Communicate any concerns with program manager and/or families.

### **Family Members Responsibility**

- Advocate for family member to have best quality of life.
- Participate in the development of care plan for family members.
- Respect and follow Orimaco Resource Home Ltd. Policies.
- Maintain a healthy relationship with family member. .
- While interacting with family member be courteous, kind, and non-judgement.
- Respect privacy of other person served living it the home.
- Be respectful while interacting with Orimaco Resource Home Ltd. employees.
- Follow appropriate channels to communicate any questions or concerns.

## **CONSENT**

Legal guardian is required to complete a consent form to give permission for Orimaco Resource Home Ltd. employees to release personal and confidential information in writing or verbal. The consent to release personal and confidential information can be withdrawn or altered in writing at any time, however it cannot be revoked for action that has already been taken.

Legal guardian is required to complete a consent form to give permission for Orimaco Resource Home Ltd. employees to release personal images of the person served photograph or video. The consent to release personal images can be withdrawn or altered in writing at any time, however it cannot be revoked for action that has already been taken.

## **DEVELOPMENT OF CARE PLAN**

### **Role of Care Plans**

Documentation is essential to the provision of service because it forms the basis of accountability, consistency, and sound communication. It also enables Orimaco Resource Home Ltd. to appropriately plan for persons served and to monitor its own ability to meet needs and fulfill goals.

### **Development of Care Plan**

The Program Manager and staff team will support the person served's social worker to develop comprehensive Care Plan for each person served.

### **Care Plan Components**

The Care Plan will include the person served's goals and expectations of care being provided. The Care Plan will be developed to include but not be limited to:

- Personal well being
- Relationships and social inclusion
- Independence/Growth and Development
- Recreation and leisure
- Interests and abilities
- Cultural Needs

### **Integrated Case Management Meetings**

Where possible the integrated case management (ICM) meeting will consist of the person served's support staff, social worker, parents and other disciplines involved in the person served's care. An ICM meeting will be held regularly for each person served.

The Program Manager will liaise with the person served's social worker to confirm the date, time and location of the meeting, and inform the other participants.

After the ICM meeting, the Program Manager will liaise with the person served's social worker to make any required revisions to the Care Plan as agreed at the ICM Meeting.

A copy of the revised Care Plan will be placed in the person served's chart to assure the all staff members can easily access it.

## **COMPLAINT RESOLUTION**

### **Person Served and Family Member Complaints**

Staff members will educate and encourage persons served to inform the authorities if their rights are being violated. Staff members will assist the persons served to contact the appropriate person to report the complaint.

Person served's family members and the staff members will give the Program Manager their complaint in writing.

Upon receiving written complaint, the Program Manager will arrange to discuss complaint with the complainant. The Program Manager will collect relevant information and documents to assist in resolution of the complaint and will conduct a review of information gathered and identify the issues to be addressed.

If the complaint directly involves the person served, the Program Manager will inform the person served's social worker.

Preventative and corrective action will be taken to eliminate the cause of complaint and to improve the quality of the service provided to the person served.

Records will be kept of all communications of the complaint resolution process.

### **Resolving Interpersonal Conflicts**

Staff involved in interpersonal conflicts are expected to make a genuine effort to resolve conflicts among themselves. Efforts at resolving the conflicts will be respectful and professional.

Staff members who are dissatisfied with the outcome of the conflict resolution may raise the issue with the Program Manager or Facilities Manager.

## **EMERGENCY INTERVENTION**

### **Philosophy**

Orimaco Resource Home Ltd. embraces a non-violent, proactive approach to supporting persons served with challenging behavior, which places unconditional valuing at the centre of all interactions. We do not use of restrictive procedures to support persons served with challenging behavior. Emergency Interventions are used in conjunction with positive approaches where the staff team continually display unconditional positive behavior towards the person served in an effort to make the person served feel calm, safe, and secure. Staff members will not isolate persons served in any form unless it is an emergency and only when or a formal protocol for emergency intervention has been developed and approved.

### **Definition**

An emergency restrictive procedure is any procedure which limits a person served's movement to prevent self-injury or to prevent harm to others and which has not been approved as part of the persons served's support program.

- Emergency Physical Intervention A procedure where the person served is prevented from moving his or her limbs and/or body for a period of time.
- Emergency Intervention- A procedure where the person served's actions are altered by another person's physical control.

### **Purpose of Using Emergency Interventions**

- To ensure the health and safety of persons served where an emergency restrictive procedure is required.
- To ensure the human rights of person served.



### **Development of Emergency Intervention Procedures**

The behavior consultant is responsible for reviewing and developing a written behavior support plan in conjunction with the person served, his/her families or advocates, social worker, medical health officer and physician.

### **Training in use of Emergency Intervention Procedures**

All staff members are expected to become acquainted with individual behavior management plans during their initial orientation. Staff members receive Mandt Training within three (3) months of commencing employment with Orimaco Resource Ltd and additional behavior management training from a certified behavior Consultant specific to the needs of the person served they are supporting. Staff members also receive training to determining what alternatives are most appropriate, use and monitoring of emergency interventions, team strategy, safe and least intrusive interventions, assessment of the person served's physical and emotional well-being, documentation, reporting, and debriefing.

### **Circumstances Warranting Emergency Intervention Procedures**

Emergency restrictive procedures are a last resort, with the least amount of force necessary, and for the shortest duration possible (maximum 3 minutes as per Mandt recommendations). Emergency interventions may only be used where the safety of the person served or others is threatened.

Emergency interventions must not be used for the purpose of punishment or discipline or for the convenience of the staff team.

Physical altercations are dangerous and emotional to the person served, staff team and others. Therefore, staff members must exhaust all non-physical intervention techniques before considering the use of emergency interventions procedures.

### **Misuse of Restrictive Procedures**

The misuse of restrictive procedures or the isolation of a person served is considered abuse and neglect and may result in immediate termination of employment and possible civil charges under Provincial law.

### **Action Plan When Implementing an Emergency Interventions**

In all situations, staff members are expected to use a non-violent approach to physical restrictions:

1. When approaching a person served, assume a non-threatening, calm, reassuring posture. Never yell, scream, or reprimand. This could intensify the behavior and does not foster a positive, caring environment.
2. Speak in a calm, reassuring voice.

3. If it is necessary to grasp the person served for emergency purposes and the strategies taught with Mandt prove insufficient or not applicable to the situation, grasp the person served by the clothing. There is less likelihood the person served might be hurt, and of the incident escalating further.
4. If it is necessary to grasp body parts for emergency purposes, grasp limbs at points just above or below the joints, to minimize possible joint injury.
5. When preventing a person served from striking out, apply only the level of force needed to deflect the blow.
6. Throughout an emergency intervention, the person served should be reassured that they are safe and encouraged to relax.
7. The use of the emergency intervention should be gradually decreased as the person served shows signs of calming and gaining control (maximum 3 minutes as per Mandt recommendations).
8. Once the emergency intervention is finished, the person served's rights are re-instated as soon as possible. The staff team will spend time with the person served reassuring him/her that the event is over and they are okay. Later, the staff team can approach the person served to talk to them about alternative ways they can express themselves without becoming physically aggressive and the natural consequences of their behavior (e.g. harm to others, harm to themselves, etc.).
9. Assess any injuries; provide first aid and medical attention, if necessary.
10. Document the incident and complete a Critical Incident Report.
11. If 9-1-1 was called, contact Program Manager to report the incident.

### **After an Incident**

The Program Manager is responsible to debrief the personnel and persons served who were involved in the incident.

### **Use of Emergency Interventions in Public**

When an emergency intervention is used in public and is witnessed by bystanders, the staff member will identify themselves and refer witnesses who have any questions to the Program Manager.

### **Responding to Inappropriate Behavior**

Staff members will monitor for and respond to inappropriate behavior in a timely manner and according to established procedures. When a person served engages in inappropriate behavior, staff members will address the behavior appropriately.

If a person served has demonstrated a tendency to engage in inappropriate behavior, document the behaviour in the person served's Care Plan, along with techniques that have been shown to be effective in addressing the behavior(s).

Examples of inappropriate behavior include:

- Inappropriate grabbing or touching of personnel members and/or others.
- Speaking to personnel members and/or others in sexually suggestive or explicit terms.
- Undressing or otherwise exposing oneself in a public area.
- Dressing in inappropriate attire in common areas (e.g., in a nightgown or underclothes).
- Wandering the hallways in the evenings, turning doorknobs and/or knocking on other person served's doors.
- Gossiping in a malicious way about other persons served staff members.
- Disrupting scheduled activities
- Provoking arguments with other person served, visitors, or with staff members.

Inappropriate behavior may have a variety of causes and contributing factors. For example, the behavior may:

- Be a behavior in which the person served engages to gain some form of positive reinforcement (e.g., attention from personnel, family and/or other service persons served).
- Not be aware of their behavior or may be unaware the behavior is inappropriate.
- Be associated with a mental health issue.
- Stem from a cognitive and/or physiological impairment (e.g., from a stroke).
- Be associated with a substance abuse problem (e.g., alcohol or drugs).

### **Use of Positive Behavior Management Practices**

In challenging situations, staff members will make every effort to communicate in a calm and positive manner. Staff members are not permitted to implement restrictive procedures as a 'consequence' of a person served's challenging behavior.

Staff members will exercise positive behavior management practices including but not limited to:

1. praise, encouragement, setting up an environment for success.
2. being reasonable and related to the nature of the behavior.
3. teaching and modeling appropriate behavior.
4. responding to behavior immediately so as to create a sense of consequence.
5. assisting the person served to learn responsibility and self-control.

**At no time will staff members:**

1. deprive the person served of basic rights or needs.
2. resort to corporal punishment.
3. use degrading or humiliating actions.
4. employ an unapproved emergency intervention (unless for the immediate safety of the person served or other person).
5. use seclusion or confinement.
6. assign unreasonable work or exercise to the person served.
7. threaten to remove the person served from care.
8. deny contact, visits, calls, etc. with the person served's family members
9. allow persons served to discipline one another
10. force their own spiritual or personal beliefs on person served\

## TOBACCO LEGAL, ILLEGAL SUBSTANCES AND WEAPONS

Smoking is prohibited at the worksite. Smoking includes e-cigarettes and vaporizers. Employees are prohibited to smoke while working with the persons served away the worksite in the community.

Use or possession of illegal drugs, misuse of legal drugs and possession of unauthorized weapons is prohibited and needs to be reported as a critical incident. Some examples of misuse of a legal substance is mouthwash, or ingestion of aftershave, prescription drugs and alcohol.

## CONTINUOUS QUALITY IMPROVEMENT

To ensure effectiveness, efficiency and satisfaction Orimaco Resource Home Ltd. (annually surveys persons served, families and other stakeholders. Participation in the survey is optional and results are anonymous. The information gathered from the survey allows Orimaco Resources to maintain and/or improved the quality of services provided. Orimaco is committed to assuring continuous quality improvement. Orimaco Resources publishes an outcome performance measurement and management report annually and a copy of this report is available on Orimaco Resources website at [orimacoresources.ca](http://orimacoresources.ca)