



STANDARD OPERATING PROCEDURES

Subject	Program Area	Revised	Number
Agency Rules	Client Services	November 2024	<u>7.11</u>

Purpose:

To inform served individuals, their guardians/family members and Support Coordination agencies of the general agency rules regarding visits, observations, and residential policies while in an Our House, Inc. home/apartment/program.

To inform staff of the general agency rules governing Our House, Inc. homes/apartments/programs.

To be in compliance with NJ Department of Human Services/Division of Developmental Disabilities (DHS/DDD) regulations, Federal Home and Community Based Services (HCBS) Final Settings Rule, HIPAA Privacy and NJ Department of Developmental Disabilities Licensing, laws and regulations.

Procedures:

At the Intake and/or Family Orientation Meeting, the Administrative Director, or their designee, will review OHI SOP 7.11, Agency Rules.

During New Employee Orientation staff will be made aware of the OHI SOP 7.11, Agency Rules as they apply to homes/apartments/programs. These include but are not limited to:

- Only served individuals and staff with prior administrative authorization are permitted to have keys/key code to an Our House, Inc. home/apartment/program site.
- Served individuals have the right to have a key to lock/unlock their home and bedroom door.
- Served individuals are allowed to have visitors of their choosing at any time.
- Served individuals can make and receive phone calls, make their own schedule and access food at any time and store food in their room.
- Eating is permitted in any common area and/or bedroom of the individual's home/apartment/program site. If food is kept/eaten in a bedroom the served individual has the responsibility to clean up food and dishes.
- Served individuals are permitted to have visitors in their home/apartment under the rules below:
 - Visitors are only permitted to visit in the common areas, or in the private bedroom occupied by the individual for whom they are the visiting with permission from their roommate if applicable.
 - Visitors are not permitted in other served individuals bedrooms, bathroom(s) or private areas.
 - If visits become disruptive to the resident and/or other residents in the home the disruption will be reviewed by the IDT at an IDT meeting.
 - Visitors must respect the rights and privacy of the other residents in the home.
- Visitors are allowed to visit the program site but notification is preferred to confirm the served individual will be on site during the visit.
- Visitors are NOT permitted in the home/apartment/program office unless accompanied by a staff member and for an Our House, Inc. business purpose.



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All served individuals have the right to make choices, even if those choices may result in poor outcomes. Providers must maximize a person's ability to make choices while minimizing the risk of endangering the person or others. If any restrictions are placed upon a served individual rights the reason(s) must be brought to the Interdisciplinary Team through an IDT meeting, needs to be approved by the IDT, approved by the OHI Human Rights Committee and documented in the served individuals ISP.

- Staff is prohibited from having personal guests at an OHI group home, supervised apartment, supported living residence or program site.
- No one is permitted to smoke in any of the Our House, Inc. home/apartment/program site properties or vehicles.
 - Smoking in an outdoor location specifically designated as a smoking site is permitted for OHI staff and served individuals who have approval to do so in their ISP.
- No illegal drug use or activities, firearms, or other weapons are allowed in any of the Our House, Inc. homes/apartments/program sites properties (leased or owned), or agency vehicles.
- Served individuals in a group home or supervised apartment are permitted to consume alcoholic beverages only after receiving approval by their Inter Disciplinary Team, and when specific guidelines have been established.
- In all OHI home/apartment/program site, universal precautions are practiced. Pump soap and paper towels are used in the bathrooms and kitchens.
- Served individuals in residences must keep their personal hygiene items, wash cloth and towels in their bedrooms until they are ready to use the bathroom facilities. If a served individual has their own private bathroom, they are allowed to keep their personal hygiene items, wash cloths, and towels in their bathroom.
- Served individuals in a Day Services Program may bring personal hygiene kits to program with prior permission of the Program Director. Approved personal hygiene kits must be secured in a locker/cabinet at the program site and any razors (electric or non-electric) must be secured in the Program Director's office.
- All Support Coordinators In-person face-to-face visits must be scheduled in advance with the individual/family/provider and time on-site kept to a minimum.
- For visits in the individual/family home, Support Coordinators are encouraged to contact the household the day before the visit.
- Visits by Support Coordinators will be scheduled to ensure they do not conflict with any activities scheduled on the Weekly Activity Profile.
 - If an issue or question arises during a quarterly visit that requires further discussion, an IDT meeting can be scheduled with the Program Director/Site Manager and other stakeholders.
- Observations or visits from outside consultants (BCBAs, Speech Pathologists, etc.) must be scheduled five business days in advance with permission from the Department Director. Only the served individual receiving the consultation or service is permitted to be present; all other served individuals in the group must be assigned an alternate staff and activity.



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- No Group Home or Supervised Apartment served individual is permitted to have an overnight guest.
- For safety and health purposes in residential programs, staff will conduct hourly checks or as needed during the overnight shift to check on the well-being of served individuals in group homes and supervised apartments.
- No served individual is permitted to have a pet, other than a goldfish or hermit crab, in any of the Our House, Inc. homes, apartments, properties or vehicles.
Videotaping/Skype/photography of any served individual, staff, residence or program site without prior express approval of the CEO and any individual/guardian involved in the video/skype/photo is strictly prohibited.
- Served individuals, or their legal guardian, when applicable, may use an audio recording device during a meeting, telephone call or face-to-face conversation with any member of the individual's interdisciplinary team and any psychiatrist contracted by Our House, Inc. to provide consultation services **under the following conditions:**
 - **The served individual or his/her legal guardian must supply written notification of their intent to use an audio recording device to the OHI staff responsible for convening the meeting at least 24 hours prior to the start of the meeting.**
 - **The served individual or his/her legal guardian must give prior notice to all other members of the individual's interdisciplinary team prior to the start of any IDT meeting.**
 - **The served individual or his/her legal guardian must give prior notice of their intent to use an audio recording device during any telephone call or face-to-face conversation with any member of the individual's interdisciplinary team.**

A signed Acknowledgement and Statement of Understanding of this Policy by the served individual and their legal Guardian or Family Member must be on file with Our House Inc. for every served individual.