

# WELCOME

TO LAURA BAKER SERVICES ASSOCIATION'S

## IN-HOME SERVICES



*In-home Services provide support to both adults and children with intellectual and developmental disabilities and, in some cases, their families as well. For a client living with his or her family, the program provides services to develop independent living skills and personal interests. For clients living on their own, these services allow continued independence as the person grows and learns.*

**In-home Services include: In-home Support, Semi-Independent Living Services, Homemaker Services, Independent Living Skills Training, Respite Care, and Personal Support. Your case manager will determine the services that are appropriate.**

**Our staff may work with clients from once a week to several times a week, depending on both the strengths and the needs of the individual.**

## **GETTING STARTED**

**As an introduction to services and as an initial getting to know you opportunity between Laura Baker Services and yourself, families are asked to meet with us. This gives you the opportunity to discuss In-home Services guidelines and expectations in preparation for establishing supports. You will be asked to provide some background information about your family member.**

**This information is helpful:**

**What are your goals for your family member?**

**What are your family member's own goals, and interests?**

**Do you have any behavioral concerns about your family member?**

**Will our staff be responsible for medication administration and/or other types of medical care?**

**What types of skills, physical and otherwise, are necessary for staff who will be working with your family member and family?**

**What characteristics would it be helpful for your family member's staff to have?**

**What level and type of support and supervision do you want our staff to provide?**

**Will a parent or others be present in the home during provision of services?**

**If not, will a parent or others be available by phone? (It is not required that a parent or other responsible person be present or available)**

**How many hours per week, which days of the week, and what time of day would you prefer to receive services?**

**How stable is this schedule likely to remain?**

**What is important for LBSA and In-home staff to know about your home? (location, pets, smoking, other family members in the home, stairs or other mobility challenges)**

The support team, including the individual, guardian, case manager, other service providers and our staff, will meet at least annually to discuss services and review progress; a semi-annual meeting may also be requested. For individuals who also receive services from another provider, such as a day program, we will work with that provider to consolidate the annual/semi-annual meetings for each provider into one meeting.

Your attendance at team meetings and ongoing communication with LBSA regarding your wishes and concerns are crucial elements in our ability to successfully provide services.

## **FREQUENTLY ASKED QUESTIONS**

### **HOW MANY HOURS OF SERVICE WILL MY FAMILY MEMBER QUALIFY FOR?**

When an individual qualifies for a waiver covering In-home Services, the county case manager determines how many hours of service are appropriate. The case manager considers the type and intensity of services that will best serve your family member's needs. Then a service agreement is established that specifies the number of hours of services LBSA can provide. The county does not limit the number of hours for services contracted through private pay.

### **WHAT IS INCLUDED IN STAFF DUTIES AND RESPONSIBILITIES?**

Staff members work with clients in areas determined by the person's support team, based on the person's needs and interests. Skills such as community integration, household management, independent living, communication, personal care and hygiene, or others may be the focus of services. Our staff will engage the client in various activities that teach skills, nurture the individual's interests, and cultivate leisure and social opportunities.

It is LBSA's policy that staff members may take a 15-minute break every four hours, while still providing a safe environment for the individual. Staff members are permitted to use cell phones during break time.

## **HOW DOES LBSA HIRE EMPLOYEES FOR IN-HOME SERVICES?**

LBSA handles all hiring, training, and supervision of staff, so families and guardians are relieved of these responsibilities. LBSA is an equal opportunity employer; employees and applicants are protected from discrimination based on race, religion, color, sex (including pregnancy and gender identity), sexual orientation, parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or any other non-merit based factor.

LBSA will consider family input when selecting staff to work with a client. LBSA welcomes staff referrals from individuals or families, and will consider any applicant who meets LBSA qualifications. Before new or different staff begin working with a person, we schedule an introductory meeting between the client, family, and prospective staff. Finding a good match between clients and staff is very important to Laura Baker Services, and along with personality considerations, we work to match staff with client/family preferences for staff attributes and characteristics (for example, a staff with a particular skill, or appropriateness as an exercise partner).

When a staff position opens, LBSA will fill the position as soon as possible. This may take as long as six to eight weeks or longer, from posting a job opening to hiring and orientation. If current LBSA staff are available, the assignment could be made much sooner.

All LBSA employees participate in ongoing professional development to build and maintain their knowledge and skills, including meetings and other scheduled learning opportunities (This may occasionally conflict with your family member's scheduled time with staff).

## **HOW IS THE STAFF'S SCHEDULE ESTABLISHED?**

LBSA establishes a regular weekly schedule based on the individual's needs, staff availability, and the scheduling capacity of LBSA's entire In-home program as well as other departments. We request that shifts be a minimum of two and a half to three hours in length. In order to provide our staff with a consistent schedule and sufficient hours, most staff members are scheduled with more than one client, or in more than one LBSA department.

LBSA is committed to providing dependable, consistent service; however, there will be times when a specific staff member is unavailable (such as scheduled training/meeting sessions, vacation or illness). Schedule changes may be planned in advance or happen with little notice. There may also be rare occasions when it's necessary for LBSA to reassign staff members temporarily or permanently, to meet the needs across our entire In-home program and other services. When a staffing shift occurs, LBSA gives two weeks' notice to individuals and families whenever possible. *It is imperative that families who depend on supervision provided by LBSA staff have a back-up plan in case of unexpected scheduling problems.*

Any staffing hours in addition to the regular schedule must fall within the service agreement developed for your family member by the county case manager. If you are not using all the hours provided in the service agreement and want to request more hours to be provided by LBSA, please contact us. For temporary changes in start or end times, or to reduce hours, please contact staff directly.

When determining staff schedules for holidays, we will consider the wishes of the client and family, and requests for time off made by staff. If staff will not be working with a client on a holiday, and the holiday is on a day of the week when services are typically provided, we will inform you in advance.

If your family member's staffing needs change seasonally (such as for summer or school breaks), please contact us as soon as possible so we can adjust the schedule to provide the best service possible for your family member.

### **WHERE ARE SERVICES PROVIDED?**

Services are provided in the person's home or community. To ensure a quality program for all clients, when working with people that live a distance from Northfield, we may need to limit travel time for staff. We ask that the family and case manager join us in finding creative solutions and consider shared responsibility regarding transportation and the location where services are provided.

### **HOW WILL CLIENT ILLNESS, INJURY, OR OTHER EMERGENCIES AFFECT SERVICE?**

Our staff will provide support as clients deal with illnesses, injuries, and other emergencies, with some limitations, depending upon the unique situation. For a person living independently, our staff may be able to assist with medical appointments and treatments within the regularly established schedule. *However, the In-home program does not have staff available 24/7, and may not be able to respond to need in all situations.* For individuals living with their families, we may be able to give support as the family provides for the person's needs.

### **IS TRANSPORTATION AVAILABLE?**

LBSA can provide some transportation in and around Northfield, or in the individual's community, or assist with coordinating public transportation options. If greater distances or frequency is needed, we will discuss mileage charges with you. We also have some limited funds available to cover admission expenses for staff accompanying your family member to community events requiring a fee. (Clients cover their own admission expenses.) If you request that your family member attend such events frequently, we will discuss with you the expenses incurred by staff.

### **MAY MY SON OR DAUGHTER'S SIBLINGS BE INCLUDED IN COMMUNITY OUTINGS OR ACTIVITIES?**

Siblings may be included only when it is in the best interest of the client, in a limited and case-by-case basis as agreed upon by the individual's support team.

## **WHAT KIND OF EQUIPMENT IS NEEDED FOR LBSA STAFF IN THE HOME?**

If personal care is part of the service plan, we ask families to provide disposable gloves. We also recommend that the following items be accessible in the home, especially for individuals who live on their own: fire extinguisher, flashlight, first aid kit, a thermometer, and any specific medical equipment that the individual requires.

## **IN WHAT LAURA BAKER EVENTS MAY MY FAMILY MEMBER PARTICIPATE?**

All individuals receiving services from LBSA are invited to take part in any and all LBSA events. These include the LBSA Choir, music therapy events, art activities, pet therapy events, our Halloween party and Holiday Party, plus the annual Dinner Theater, Summer Fun Day, and Employee Appreciation Dinner. Most events are free; a fee may be charged or donation requested for choir and music therapy events.

## **HOW CAN I FIND OUT MORE?**

Visit our website at [www.laurabaker.org](http://www.laurabaker.org) or contact Kathy Davidson (contact information on back).

*Your ongoing feedback is always welcome and encouraged.*

*If you have questions or a concern regarding staff or In-home program policies and guidelines, you may speak with staff directly or contact the In Home Director, Holly Ciffra.*

*In-home Services is a department within Community Services, which is directed by Kathy Davidson.*



**LAURA BAKER**  
**SERVICES ASSOCIATION**

*Bringing the Power of Possibility to People with Special Needs*

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