

# HANDBOOK FOR DDD INDIVIDUAL PROVIDERS



Washington State  
Department of Social  
& Health Services

**ADSA** Aging & Disability  
Services Administration

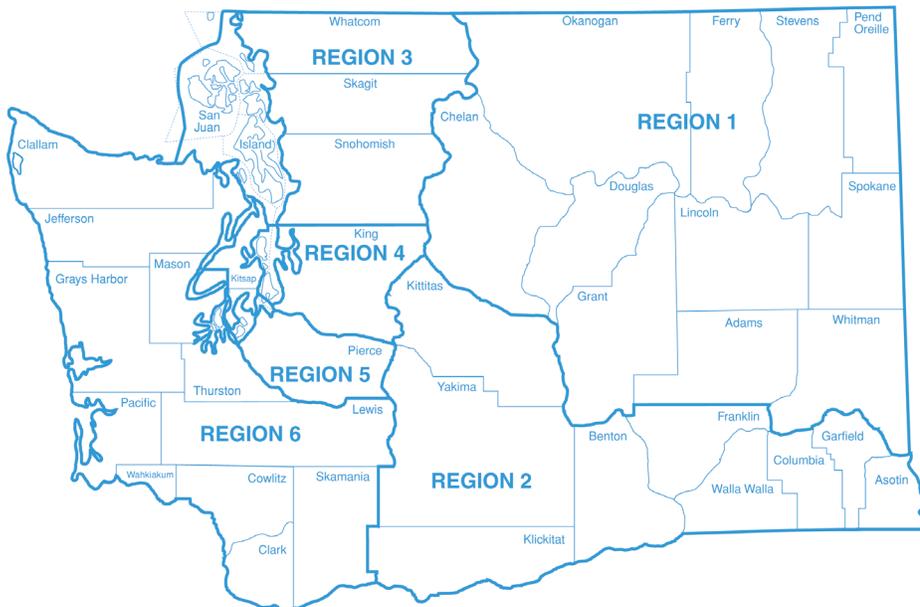
Division of Developmental Disabilities

# INTRODUCTION

This handbook contains information you need to know to work as a contracted Individual Provider for the Division of Developmental Disabilities (DDD). It should be used in conjunction with The Employee Reference Guide for Individual Providers (DSHS Publication # 22-221).

Please read this information carefully and keep it for future reference. If you have additional questions, please contact your regional DDD office.

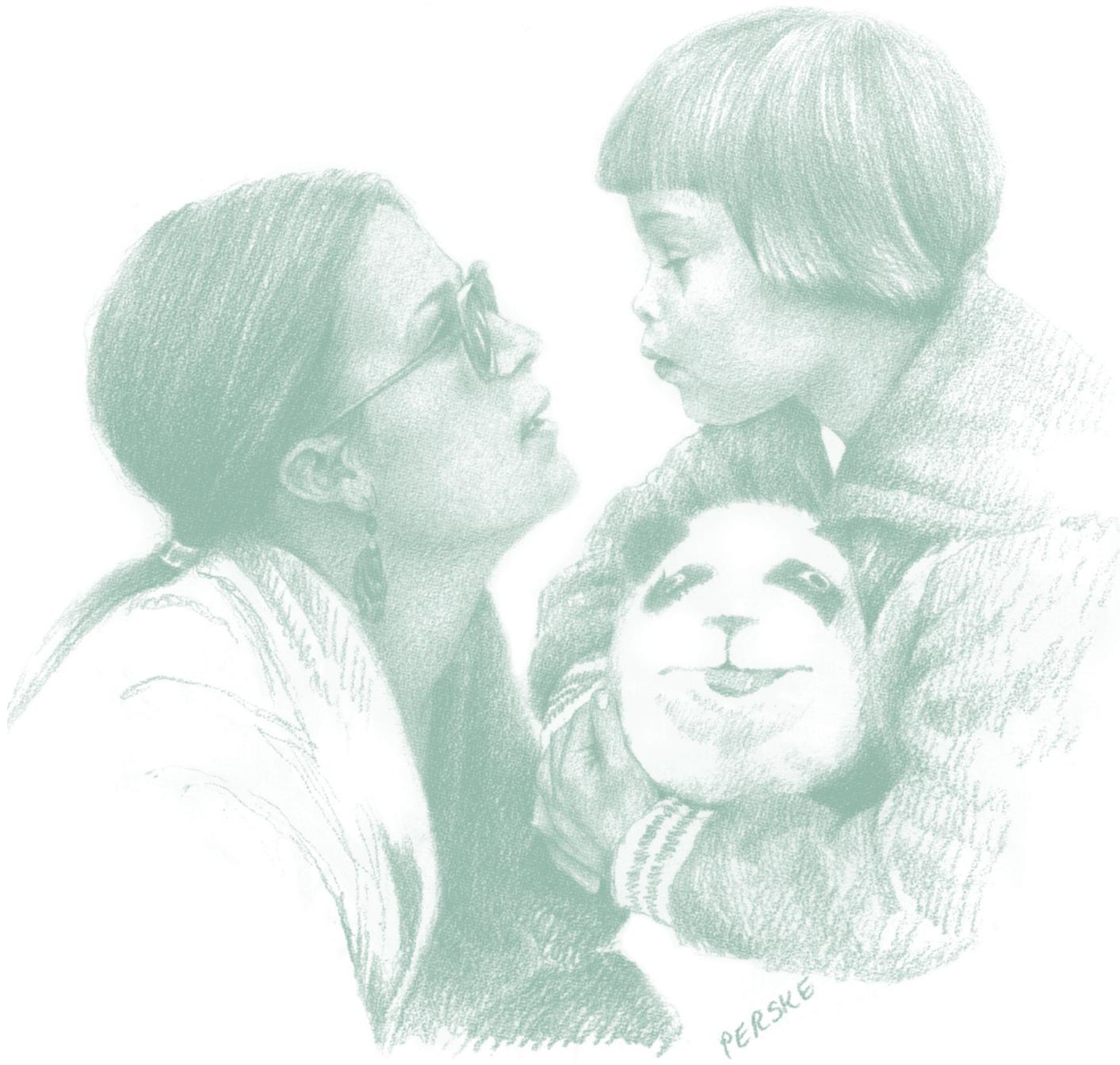
- Region 1 DDD  
Spokane: ..... 1-800-462-0624
- Region 2 DDD  
Yakima: ..... 1-800-822-7840
- Region 3 DDD  
Everett: ..... 1-800-788-2053
- Region 4 DDD  
Seattle: ..... 1-800-314-3296
- Region 5 DDD  
Tacoma: ..... 1-800-248-0949
- Region 6 DDD  
Olympia: ..... 1-800-339-8227



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PERSKE

# The Department's Mission Statement

The Department of Social and Health Services will improve the safety and health of individuals, families, and communities by providing leadership and establishing and participating in partnerships.

## DDD Purpose Statement

The Division of Developmental Disabilities (DDD) endeavors to make a positive difference in the lives of people eligible for services, through offering quality supports and services that are:

- Individual/family driven;
- Stable and flexible;
- Satisfying to the person and their family; and
- Able to meet individual needs.

Supports and services shall be offered in ways that ensure people have the necessary information to make decisions about their options and provide optimum opportunities for success.

To achieve our purpose, DDD endorses these operating principles:

### Individual worth and development

People will be served with dignity and with respect for individual differences and be supported to experience: the benefits of relationships with friends and families; personal power and choice; personal value and positive recognition by self and others; integration; competence to manage daily activities and pursue personal goals; and health and safety.

### Continuity and coordination of services

Services will be provided in a flexible system, which enables people to remain in their own homes and communities wherever possible.

### Community participation and partnership

Services and supports will promote the participation and partnership of consumers, parents, service providers, advocates, local governments, citizens, and businesses.

### Respect for employees

Employees are treated as the division's most valuable resource.

### Services quality and performance accountability

DDD is accountable to the public for effective and prudent use of resources. DDD will conduct regular review, evaluation, and modifications of programs and services.

### Nondiscrimination

DDD will not discriminate on the basis of gender, race, color, religion, national origin, age, disability, marital status or sexual orientation/perceived sexual orientation in admission and access to services, treatment, or employment.

# Individual Provider Qualifications

You become an “individual provider” when you contract with the Division of Developmental Disabilities (DDD) to provide one of the following individual provider services:

- **Medicaid Personal Care (MPC);**
- **Waiver Personal Care (WPC); or**
- **Respite Care.**

As an individual provider, you are NOT an employee of DSHS. You are employed by the person you provide the care to, or the person’s family when the person is a child less than 18 years of age. The DDD recipient of service and/or the recipient’s family hires, supervises, and fires the provider. Working as an Individual Provider can be both challenging and fulfilling. You will be helping your employer (the person with a developmental disability) with many tasks. It is an important responsibility.

## **You must have the skills and ability to:**

- Understand the person’s support plan;
- Provide the services as described in the person’s support plan;
- Understand specific directions for providing care;
- Identify problem situations and take necessary action;
- Respond to emergencies without direct supervision;
- Understand the way your employer wants you to do things;
- Work independently; and
- Be dependable and responsible.

## **You should NOT:**

- Accept gifts, money, or loans from your employer or his/her family.
- Accept additional reimbursement for the service hours DDD is paying you for.
- Purchase anything from your employer.
- Sell anything to your employer.
- Tell information about the employer or the family without their specific consent. Any information the person or the family shares with you is confidential and must not be shared with others.
- Provide services in your home unless it is allowed by program rules and specifically authorized by DDD in the person’s support plan.
- Perform any tasks that require a licensed healthcare professional, such as a Registered Nurse (RN) or Licensed Practical Nurse (LPN). It is understood that a provider who is related to the service recipient has a different association with his/her “employer/family” and is allowed to perform licensed care tasks.
- Begin to work with your employer until you have reviewed the employer’s evacuation plan, have an emergency contact list, and a signed permission for authorizing emergency medical treatment.

## Liability of Caregiving

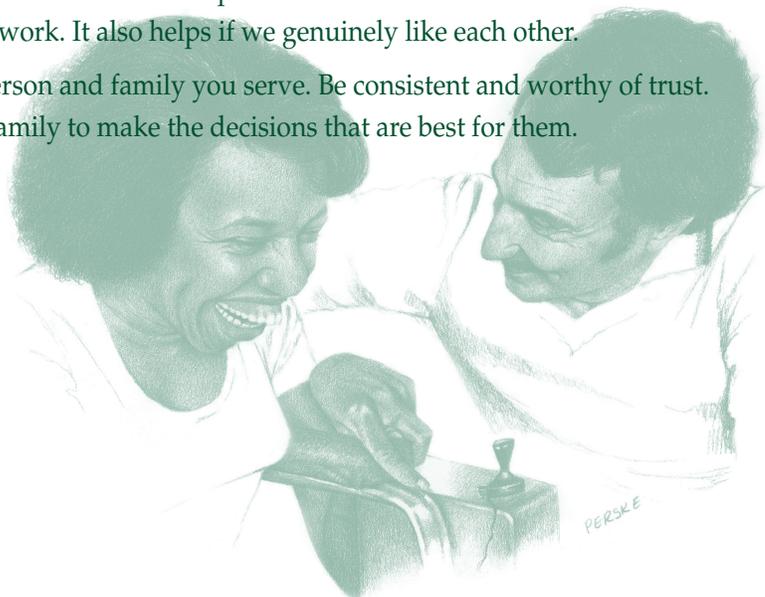
- **Abandonment:** State law makes it a crime to abandon a dependent person. “Abandon” means leaving a dependent person without the means or ability to obtain any of the basic necessities of life. If you wish to quit or terminate your employment, you must give at least two (2) weeks written notice to your employer, his/her legal representative, and the DDD Case Resource Manager. You will be expected to continue working until the termination date.
- **Scope of Practice:** You must follow the terms of your contract and only provide those services allowed under state law. Tasks requiring a licensed healthcare professional are not reimbursable in Individual Provider contracts. There are two exceptions to this:
  - Relative providers can legally perform any healthcare or medical tasks listed on the person’s support plan; and
  - Persons able to self-direct their healthcare can choose to train and direct their Individual Provider to do any medical task. If you agree to do the task, you must follow the person’s support plan. If “self-directed care” or the specific healthcare task is not in the support plan, notify the DDD Case Resource Manager.
- The person or his/her family can only ask you to perform additional duties if:
  - You agree to do so; and
  - The additional duties are not done on state-paid time.
- If you are asked to transport the person as part of your job duties and it is a task assigned to you on the person’s support plan, you must have a current, valid driver’s license and car insurance. If you cannot provide transportation services, tell your employer and the DDD Case Resource Manager.
- You must not abuse, neglect, or exploit any child or vulnerable adult physically, verbally, mentally, sexually, or financially.
- If you have questions or concerns about your job duties, contact the DDD Case Resource Manager.

## Reporting Suspected Abuse or Neglect

As a contracted provider you are required by law to report any abuse or suspected abuse/neglect to the local Child Protective Services (CPS) or Adult Protective Services (APS), as appropriate. The local phone numbers are listed in the government pages of your phone book under State of Washington. You may also call 1-866-ENDHARM.

## Respecting the Individuals and Families You Serve

- Always treat the people and families you serve with respect. Respect their choices and life experiences.
- Listen to people and their families. This means taking time to listen carefully, to ask questions, and to observe body language. Take people's concerns seriously.
- Always offer age appropriate choices, particularly if a person cannot directly express what he or she wants. Sometimes it is easier to respond to a limited choice question, such as "Do you want to go to Applebee's or McDonald's?" than to an open-ended question like "Where do you want to go for dinner?"
- Be flexible. Individual Providers should adjust their schedule to the needs of the individuals they serve, not visa versa. Allow the person you serve to set his or her own schedule.
- The people you serve have a right to personal privacy. Always knock when entering their room. Wait for a response. Be aware of the person's need for private time and time alone with friends.
- Acknowledge that the people and families you serve may have different perspectives on a number of issues. Your concern about an issue, like hygiene, may not be theirs. There are a wide variety of perspectives, all of which are acceptable.
- If you cannot do what the person or the family wants you to do, be honest about why. Saying something like "I am uncomfortable with that" sounds better than saying "That's wrong."
- It is better to tell someone about the consequences of their behavior than to tell them what to do. Advice should be given in ways that are age appropriate and respectful of the person and his/her perspectives and life experiences.
- Humor can be helpful. Shared humor helps us deal with some of the discomfort we may have around our work. It also helps if we genuinely like each other.
- Build trust with the person and family you serve. Be consistent and worthy of trust. Trust the person and family to make the decisions that are best for them.



## Positive Behavior Support

Positive behavior support is an approach to addressing challenging behaviors that focuses on changing the physical and interpersonal environment and a person's skills so that the person is able to get his/her needs met without resorting to challenging or problem behaviors.

Positive behavior support is based on respect, dignity, and personal choice. It helps develop effective ways of meeting a person's needs through positive expression. This means providing the person with opportunities and assistance to:

- Learn how to make choices and exercise personal power;
- Manage daily activities, pursue personal goals, and access good health care;
- Form and maintain significant friendships and relationships; and
- Participate in a broad range of age appropriate activities, which the person enjoys and which promote positive recognition by self and others. This includes work, leisure, socialization, and personal interests.

In a supportive environment, caregivers proactively plan to meet a person's needs. This can prevent someone from resorting to challenging behaviors to get a response. For example, if you can learn what triggers inappropriate behaviors, you can reduce these factors. Increasing a person's opportunity to make choices can increase his/her control over their environment and perhaps reduce challenging behavior as a means of control.

In addition to soliciting input from the person you are caring for, the person's family or regular caregiver will be helpful to consult with about the person's routine, likes, dislikes, and needs. They will be able to model for you how best to communicate with and work with the person.

Encouragement and other positive procedures should always be used first to elicit cooperation from people. The following are some suggested interventions:

- Prompting: Verbal and physical cues, gestures, and physical assistance.
- Simple correction: Explaining to a person that they have done something incorrectly and showing them how to do it the right way. Simple correction is always done in a positive manner.
- Ignoring inappropriate behaviors when possible and safe to do so.
- Offering or suggesting alternatives and discussing options and consequences of the behavior.
- Encourage learning by observation.

If all attempts at gaining the person's cooperation fail and you are unable to complete or continue with the task, then stop the task and attend to the person. Try the task at another time or on another day. You may not physically force anyone to do anything they don't want to do, but it is your responsibility to try to prevent the person from injuring his/herself, others or property.

Protective procedures are permitted to interrupt or prevent behaviors that are dangerous or harmful to the person, others, or property, or that cause significant emotional or psychological stress to others. The following are some suggested ways to intervene:

- Physically blocking the behavior without holding onto the person.
- Requiring a person to leave an area without physical coercion/force.
- Requiring a person to leave an area by physically holding onto and moving the person.
- Using door and/or window alarms (a parent/guardian decision; certain requirements apply).
- Restricting access to certain areas.
- Removing personal property being used to inflict injury on self or to others.
- Required supervision.

**If none of the above procedures are successful and the person, you, others, or property are in immediate danger, call 911 for assistance.**

When dealing with challenging behavior, certain forms of discipline or control are never permitted under any circumstances for DDD Individual Providers. **The following are prohibited:**

- Corporal/physical punishment of any kind;
- Applying an electric shock to any part of the person's body;
- Locking a person alone in a room;
- Physical or mechanical restraint;
- Aversive stimulation: This means applying any stimulus which is unpleasant to the person (e.g., water mist to the face, unpleasant tastes to the mouth);
- Removing, withholding or taking away money, tokens, points, or activities that the person has previously earned;
- Requiring the person to re-earn money or items purchased previously; and
- Withholding or modifying food as a consequence for behavior.

## INCIDENT REPORTING

Serious incidents, such as physical assault, injury requiring medical attention, wandering or running away, or serious property damage need to be reported as soon as possible to the person's family or caregiver and then to the DDD Case Resource Manager.

As an in-home provider of service, you may see things in the home that concern you. If you feel there may be neglect or abuse occurring in the person's life, you **must** report your concerns. Call Child or Adult Protective Services immediately and then contact the DDD Case Resource Manager.

**If you feel that you need help with managing a person's behaviors more effectively, call DDD for assistance.**

# Universal Health Precautions Recommendations

- Wear gloves when having contact with blood and/or blood-tinged body fluids.
- If you have cuts, sores, or breaks on exposed skin, cover these with a bandage.
- Wear gloves to clean up articles soiled with body fluids, such as urine, feces, vomit, vaginal fluids or semen.
- If using non-disposable type rubber gloves, make sure the gloves are in good condition (not peeling, cracked, or with holes).
- If splatter of body fluids is possible, wear an apron or smock.
- To remove body fluids from surfaces, wash with soap and water or a household cleaning product and disinfect with a solution of 1 tablespoon bleach to 1 quart water. It is not necessary to disinfect clothing or cloth items since regular washing is adequate.
- Flush all liquid waste down a toilet.
- Solid waste should be secured in plastic bags.
- Do not share or allow those in your care to share toothbrushes, utensils, brushes, combs, cups or glasses, hats, handkerchiefs, eye drops, razors, etc.

## Recommendations for general illnesses:

- Encourage those who are ill to cover their mouth when coughing or sneezing and to wash their hands frequently. Have them use paper tissues and paper cups that can be disposed of immediately in the garbage. Wash and disinfect toys, basins, utensils, equipment or furniture that may have been in contact with body fluids.
- Encourage families to keep sick members at home until well.
- Encourage families to have current and complete vaccinations for all family members.

Additional health information pamphlets are available upon request from the DDD Case Resource Manager or from the Washington State Department of Health website at <http://www.doh.wa.gov/>.

## Support Plan

The DDD Case Resource Manager will provide you with some information about your employer (the person with a developmental disability). The amount and type of information you will be given will depend on the person's situation and the services they receive. The client/family is always the best resource for information, but the Case Resource Manager is required to provide you with all the information you need to do the work assigned to you in the support plan.

You will receive a copy of the person's support plan. This plan will explain what services you are expected to provide for your employer. Once you are working with the person, you may discover different needs or health and safety issues that are not identified on the support plan. Contact the DDD Case Resource Manager to discuss these issues.

If you need help or have questions, call the DDD Case Resource Manager or the Medicaid Personal Care Coordinator in your region:

Region 1:.....	1-800-462-0624
Region 2:.....	1-800-822-7840
Region 3:.....	1-800-788-2053
Region 4:.....	1-800-314-3296
Region 5:.....	1-800-248-0949
Region 6:.....	1-800-339-8227

You can find more information about DDD by visiting the DDD Internet website at <http://www.dshs.wa.gov/ddd/index.shtml>

- To view training opportunities on positive behavior support, caregiving, and other topics related to developmental disabilities, click on the “Events and Training” button on the home page or go to: <http://www.dshs.wa.gov/ddd/calendar.shtml>.
- To find information on developmental disabilities and other related topics, click on the “Resource Links” button on the home page or go to: <http://www.dshs.wa.gov/ddd/links.shtml>.



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