



WELCOME TO EHR!



Department of Economic Security Division of Developmental Disabilities

MISSION

To support the choices of individuals with disabilities and their families by promoting and providing within communities, flexible, quality, individual-driven supports and services.

VISION

Individuals with developmental disabilities are valued members of their communities and are involved and participating based on their own choices.

ECHOING HOPE RANCH MISSION STATEMENT



**Lifelong Growth in a Safe and
RespectFUL Home and Community.**

Lifelong – EHR will provide these opportunities not only for adolescents and young adults who access the ranch but for our residents throughout their entire lives. We never stop learning and changing.

Growth – EHR will offer opportunities for people with autism to discover new things, to continuously expand their range of skills and to experiment with new interests.

Growth – EHR employees and families will also experience growth as they learn through interaction and life with people on the spectrum

Safe – No growth will occur without safety. In addition to physical safety, EHR will provide an emotionally safe to engage rancher and staff growth.

RespectFUL – Respect for all people at EHR will ensure a happy, productive working and learning atmosphere. EHR will thrive on a climate of acceptance and individuality.

Home and Community – First and foremost, EHR is home to a unique group of people. Home is a safe, harbor, a place to be loved and have fun, and a place to be comfortable and accepted.

Community is built by creating a “home” for all people that set foot on EHR. This idea is premier in all we do.

EHR DSP CORE Training

Introduction to EHR

POSITIVE RELATIONSHIPS

Having a positive relationship with the person you support and their family is critical to your success as a Direct Support Professional!

Having a positive relationship with anyone takes time. It won't happen overnight, but there are some things you can do to ensure that you start off in the right way, and then stay on the right path to maintain that good relationship.

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Introduction to EHR

All good relationships share some basic characteristics.

If you were meeting someone for the first time and really wanted to get to know that person, what characteristics would YOU display?



Take a moment to think of a few before moving on.

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Introduction to EHR

Did YOUR list include:

Trust

Positive Problem solving

Communication

Warmness/Fondness

Supportiveness

Compassion

Respect

Openness

Flexibility

Listening

Kindness

Patience

Just to name a few...

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Introduction to EHR

Now take a moment to brainstorm ways to develop a relationship with who you will be supporting...



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Introduction to EHR

Here is a list of suggestions that is by NO means complete:

- **Be trustworthy** – follow through on what you say. Show integrity in your service.
- **Be open** – don't have any “hidden agendas.”
- **Communicate clearly and openly.** Safeguard personal information.
- **Smile!** Even challenging tasks can be more fun when you are smiling and cheerful.



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Introduction to EHR

- **Be flexible.** Get the job done, but “go with the flow” as much as possible.
- **Talk about things that are interesting to the other person.** Find common ground that you can have conversation about.
- **Be dependable.** Be on-time to work. Complete the tasks that have been assigned to you. Go the extra mile when you can. Leave the individual and the family with the reassurance that in these uncertain times they can count on you!

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Introduction to EHR

- **Be sincere and honest with the individual and the family.** When there are difficult things that need to be said, say them gently and honestly. A strong relationship is based on a sense that the parties involved can be counted on to share truthful information and feelings.
- **Be accountable.** When you make a mistake, don't make excuses or try to cover it up. Accept responsibility for the error and do what you can to fix it. A sincere apology can help clean up a messy situation.

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Introduction to EHR

- **Respect and listen** to the person that you support and their families.
- **Be dedicated and enthusiastic** while at work.
- **Offer positive feedback** on a regular basis.
- **If you don't know an answer to a question posed by the individual or their family, be honest.** State that you don't know the answer and that you will take the steps necessary to help them find out the information they need. Be sure to follow through!



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Introduction to EHR

Maintaining a positive, professional relationship while at work is critical. Sometimes we get so excited and wrapped up in the dreams and goals of the person that we are supporting that the boundary lines defining our relationship can become blurred. It is important that we are clear about our role in the lives of the person we are supporting and their families.



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Introduction to EHR

Now take a moment to brainstorm some characteristics of professional relationships and then personal relationships.



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Introduction to EHR

PROFESSIONAL RELATIONSHIPS	PERSONAL RELATIONSHIPS
Contribute to the effective operation of EHR, the state of Arizona and the community at large.	Are strongly influenced by emotion
Contribute to the quality of life for the person you are supporting.	Involve all parties sharing personal information and feelings.
Contribute to the quality of life for the family of the person you are supporting	Contribute to the quality of life for all parties involved.
Are driven by a vision of achieving a common goal as defined in the individual's ISP.	Are a result of a mutual enjoyment of each other's company.
Are more formal	Are more casual
Result in compensation	Do not result in compensation
Are appropriate while you are at work.	Are NOT appropriate while you are at work.

Scheduling

- Flexibility is a must! We cannot guarantee a set work schedule as it depends on client availability and their needs.



- Your Supervisor will contact you with potential clients that match your availability, so please make sure we know as soon as possible if your availability changes

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Introduction to EHR

NOTIFICATION TO RESPONSIBLE PERSON AND AGENCY REGARDING TARDINESS OR ABSENCE

Risk management and prevention strategies are an important component of providing supports to people who require assistance. When an individual receives critical supports, a back-up plan of alternate providers MUST be developed to address potential risks in the event the provider (DSP) does not arrive to provide the needed services. From <https://www.azdes.gov/ddd/about.asp>



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Introduction to EHR

Understand the impact you create on the person and family that you serve!

- What if you, the DSP did not notify the appropriate parties as soon as possible when unable to report to work as scheduled.
- What are ways you can make sure you have the needed contact information available to contact the family or individual as well as your EHR Supervisor?
- How would who you're serving feel if you did NOT show up for a scheduled shift?



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Introduction to EHR

The consumer or Responsible Person

chooses how quickly a replacement caregiver will be needed if the scheduled Direct Support Professional becomes unavailable.

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When any provider agency to include EHR is authorized by DDD to provide a critical service (respite, or habilitation for someone living independently), a back-up plan that identifies a replacement caregiver is required in the event that a scheduled provider does not show up to work as scheduled for any reason. The consumer/family has the right to a replacement provider within 2 hours if they choose.

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For this reason, it is critical for you, the DSP, to do everything possible to find your replacement. If you are unable to do this you must notify your Supervisor *at least four hours* in advance of your scheduled shift so a replacement can be identified within the required timeframe.



On-Call Number

- Your on-call supervisor's cell phone number is
 - (520) 237-9455 Tucson
 - (520) 08-087
 - (928) 399-9381 Cottonwood
- The on-call phone line is for reporting gaps, incidents, or any other emergencies only.
- Do NOT call the on-call phone to discuss matters that can wait until business hours. This includes non-urgent questions, timesheet issues, or other employee related requests.



Professional Conduct

- Do not bring your family members or friends to a shift with you
- Respect the privacy and dignity of our clients, their homes and their families at all times
- Follow through with the expectations of the family, unless they are in conflict with the service specifications
- Do not smoke in the presence of our clients



Professional Conduct

- Dress comfortably, but modestly and professional. Always wear close-toed shoes.
- If you feel that you cannot continue working with a specific client, but wish to continue with EHR, you are required to give two week's notice as you would when resigning to your Supervisor and the person served.
- If you have any questions, contact your Service Coordinator

Professional Conduct

We believe the relationship you have with the Individual you serve and their family NEEDS to be win-win!

That means you should not be exposed to unsafe conditions such as:

1. Dangerous animals or pets
2. Unsafe working conditions such as excessive filth, mold, asbestos or unreported communicable disease/infection that you can not prepare for

REMEMBER USE Universal Precautions AT ALL TIMES!

3. Sexual harassment or hostile work environments

REPORT these occurrences or anything else that compromises your personal health, safety and/or well-being immediately!

Confidentiality

- It is of utmost importance that you respect the privacy of the families we serve
- Any discussion about a person or family EHR serves is on a NEED TO KNOW basis.
- This means you only talk about it if it is absolutely necessary, and only to people who require the information to facilitate the care of that person.



Communication

Always maintain regular contact with your Service Coordinator
and your families

Call when:

- If you are unable to make a shift or you will be late
- A consumer/family asks you to work more hours than your timesheet authorizes
- You need guidance about anything
- An incident occurs
- You are unsure about what an individual/family is asking you to do
- With any changes in the medical/emotional status of your client
- There is a change in your contact information or availability

Timesheets

- Timesheets will be disbursed monthly by the 25th of the month via email.
- They are Due on the 1st and the 16th of every month no later than 5:00pm (even on holidays and weekends!)
- You may fax to (888) 959-1007 or bring in your timesheets, but please text or email to verify their receipt if you fax. Originals need to be dropped off or mailed to PO Box 4471, Bisbee, AZ 85603. If we do not receive your original timesheet, the next one will not be proceeded.
- If you have not received your timesheets by the 5th of the month, notify us immediately so we can send replacements

Timesheets

- A Timesheet is your authorization to work. Do not work a shift without a timesheet, unless you have received verbal authorization from your Coordinator to use a blank timesheet
- Timesheets MUST be signed by the client after every shift. Timesheets will not be accepted unless they have a signature after every clock in/out.

Timesheets

- Review your timesheets closely for notes, dates, and authorization numbers.
- You may NOT work more hours than authorized on your timesheet without contacting your Coordinator for authorization-even if the family asks you to.
- Most of our clients have contracted authorizations from our funding sources. If you are given an end date on a timesheet, you may not work past that date until you receive a new timesheet

Timesheets

- There are no guaranteed hours, so be sure you are authorized to work before you do.
- If you work more hours than you are authorized without your supervisor's consent, you will NOT be paid for those hours.
- Timesheets should be filled out completely and legibly in black or blue ink
- NEVER use white out on a timesheet. If you make a mistake, cross it out, initial, and use the line below to rewrite

Timesheets

- You are paid based off of your clocked times, so be sure your math is accurate
- Any timesheets that need to be corrected will be sent back to you and paid during the next pay cycle after they have been corrected
- Pay dates are the 5th and the 20th of every month. All checks will be automatically deposited into your bank account or through a card.

Late Timesheets

A timesheet will be voided out after 90 days even if you served the individual, you will NOT be paid if you turn your timesheet in after it is voided.

Late Timesheets

- It is very important that you turn your timesheets in on time

Our late timesheet policy is as follows:

1st occurrence: documented verbal warning

2nd occurrence: written warning

3rd occurrence: written warning, time paid at minimum wage

4th occurrence is cause for termination

Recap: Timesheets

- Notify us by the 5th if you have not received them
- Due by 5:00pm on the 1st and the 16th
- Pay dates are the 5th and the 20th of every month
- Do not work past authorized hours or dates
- Do not work without a timesheet as it is your authorization to work



Echoing Hope Ranch Timesheet

PROVIDER: By signing below, I certify that I have completed the services named above. I also certify that the services I provided were in compliance with the specifications as defined by the funding source. My signature further certifies that the above entries are accurate.

PROVIDER SIGNATURE

DATE

GUARDIAN/PARENT: By signing below, I certify that the hours listed above are accurate. I give my permission and approval for the Provider to submit the above hours. My signature also signifies that I have received a copy of this timesheet.

GUARDIAN/PARENT SIGNATURE

DATE

Echoing Hope Ranch
PO Box 4471, Bisbee, AZ 85603

Services and Documentation

Respite

- Provides short term relief for the main caregiver
- Ensure the individual's safety and address needs
- Offer enriching activities
- Carry out any client specific routines as requested in the care plan or by the family
- Do not bill more than 12 hours per day of respite without prior authorization
- May be provided to up to 3 individual's at a time



PROGRESS REPORT – DDD RESPITE SERVICE

Client: _____

Provider: _____

Mo./Yr.: _____

Support Coordinator: _____

Do's and Do Not's of Quality Service Provision

DO:

- Know the person you are with, be observant of what they are doing at all times, it only takes a second for an incident to occur
- Treat the consumer and their family with dignity and respect
- Maintain confidentiality, even when speaking with consumer's friends and family

- Commit to implement the consumer's ISP fully with integrity
- Allow the consumer to do as much for themselves as possible, ask if the person needs help before doing things for them
- Provide choices for the consumer

Do's and Do Not's of Quality Service Provision

DO's (cont.)

- Be Professional**
- Honor the consumer's preferences**
- Have fun**
- Talk with the consumer, not at them**
- Complement the consumer when they accomplish something**
- Be reliable and dependable**
- Maintain good communication with the consumer, their family and your Service Coordinator**
- Be empathetic**



Do's and Do Not's of Quality Service Provision

DO Not's:

- Make promises you cannot keep
- Discuss personal issues with the consumer or their family
- Get involved in personal family matters
- Borrow or use personal items of the consumer or their family
- Accept gifts or money from the consumer
- Smoke in the home or presence of the consumer

- Do banking for the consumer, access their account, or accept knowledge of their PIN number
- Eat the consumer's food unless invited
- Make or receive personal phone calls unless it is an emergency
- Accept keys to their home

Do's and Do Not's of Quality Service Provision

Do Not's (cont.)

- **Talk about the consumer or their family to other families, not even using initials or generalities**
- **Be critical of the consumer or their lifestyle**
- **Run errands or do extra chores not a part of the care plan**
- **Bring friends or family to work with you**
- **Commit to or provide services not approved by your supervisor**
- **Leave a consumer unattended, or sleep on the job**