

Report Filters:

Indicator Category: "O" Service: "CLA3-","CLA4+","CRS","DSO","FAM","GSE","OH SL","RC","RES","SEI","SHE" Active Indicator? "Yes"

[RFU?](#)

O Observation

O 1 The individual likes others he or she spends time with. [No](#)

The intent of this indicator is to determine if the individual is comfortable around people he or she spends the most time with including housemates, support staff, and/or co-workers. The individual is at ease, may smile or show other signs of feeling content. Other people are friendly and speak respectfully to the person. The individual interacts with others during the course of experiences observed. Consider body language and other means of communication.

RES: The individual's visit at the respite is with others with whom he or she is compatible.

OH/SL: Rate only if others are present. Others can include: housemates, guests, support staff, etc.

FAM: If the individual lives with his or her family, do not rate the person's relationship with family members. Rate based on observations between paid support persons and the individual.

- . **CLA3-** -
- . **CLA4+** -
- . **CRS** -
- . **DSO** -
- . **OH SL** -
- . **RC** -
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- . **SHE** -

O 26 The individual shows satisfaction with things that he or she chooses to do. [No](#)

The intent of the indicator is to determine through observation, if the individual appears satisfied with activities around the home, at work or in the community. This also includes satisfaction with leisure activities, relationships and lifestyle preferences.

- . **CLA3-** -
- . **CLA4+** -
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RFU?

O 2 The individual is treated by staff in a respectful and dignified manner.

Pending

The intent of this indicator is to determine if support persons treat the individual respectfully. The individual is referred to by name and spoken to in friendly, respectful tones. The individual is introduced to new people and included in conversations. The individual is not touched nor is his/her wheelchair moved without permission. Support persons do not ignore the individual. The individual is provided with personal appearance/grooming support as desired and/or needed.

If immediate jeopardy situation refer to: J1, Abuse or neglect observed or reported.

- . **CLA3-** -
- . **CLA4+** -
- . **CRS** -
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O 19 The individual chooses the support staff who assist him or her at home.

No

The intent of this indicator is to determine if the individual can choose or is provided opportunities for choice in relation to the support staff who assist him or her.

- . **CLA3-** -
- . **CLA4+** -
- . **CRS** -
- . **RC** -

O 5 The individual exercises rights as he or she chooses.

Pending

The intent of this indicator is to observe that the individual's rights are supported and promoted. Examples include but are not limited to; use of the telephone or internet, access to personal mail, access to funds, access to privacy, to be free from unnecessary restraint, to be free from unnecessary restrictions, to be free from abuse and neglect, the right to prompt medical and dental treatment, the right to vote, the right to practice chosen religious beliefs, and the right to make daily choices about what to eat, wear and who to associate with.

Refer to Connecticut General Statutes, 17a-238

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RFU?

i O 9

Support persons follow policies and procedures, as applicable, that affect restrictions of the individual's rights.

Pending

Are restrictive procedures, as identified on the individual's PRC/HRC request approvals, implemented correctly? Rate this Indicator based on observations of support person's actions relevant to the individual that may involve restrictions of his or her rights.

Observe if restrictive procedures are done according to DDS policy and procedure. Refer to: DDS Manual, Service Delivery – I.D. PR.009 Incident Reporting Attachments A-K, I.D. PR.011 Incident Reporting own home, I.E. PO.003 Behavior Medications, I.E. PO.004 PRC, IE PR.003 Behavior Modifying Medication Attachments A+B, IE PR.004 PRC Attachments A-F, IE PR.006 Pre-Sedation, I.F. PO.001 Abuse and Neglect, I.F. PR.001 Abuse and Neglect.

If immediate jeopardy situation, refer to: J19 Untrained staff (safety issues, behavioral interventions, medication administration, emergency plan).

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' O 3

The individual has privacy when he or she wants or needs it.

No

The intent of this indicator is to determine if the person is afforded privacy. Privacy may involve having locks on doors, personal access to a phone, access to own mail, personal space for possessions, visits with friends and family in private, etc. The individual's confidential information is not posted in view. Support staff discuss health care needs and personal issues with the individual privately. If desired, is there opportunity for the person to have privacy and/or time away from others? If sharing a room, consider how comfortable the person is with privacy arrangements with roommate.

Refer to behavior program and/or supervision guidelines as needed.

Refer to Connecticut General Statute 17a-238(b)

- Reg** . **CLA3-** -
- Reg** . **CLA4+** -
- . **CRS** -
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- . **RES** -
- . **SHE** -

i O 12

The individual has personal belongings and his or her environment has a personalized decor.

No

The intent of this indicator is to determine if the person expresses his or her individuality as desired. Is personal décor consistent with the personal interests of the individual? Does the individual own personal belongings and have these items in his/her possession? Consider how personal belongings are regarded when the individual shares with a roommate.

Refer to Connecticut General Statutes 17a-238(e)(5)

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RFU?

1 O 20

The individual has preferred belongings that identify his or her ethnicity, cultural heritage and/or religious preferences, as desired.

No

The intent of this indicator is to determine if the person expresses his or her culture, ethnicity, and/or religion as desired through his or her belongings and environment. Consider how important cultural identity and preference is to the person.

- . CLA3- -
- . CLA4+ -
- . CRS -
- . OH SL -
- . RC -
- . RES -

1 O 6

The environment supports the individual's needs, abilities, and interests.

No

The intent of this indicator is to observe and determine if the environment supports the needs, abilities and interests of the individual. For example, has the environment been adjusted for a person with limited mobility or visual impairment? Does the environment have accessible bathrooms for individuals who use adaptive equipment? Is there enough room to navigate around the environment for individuals using walkers and wheelchairs? Is space available for individuals to pursue personal hobbies?

- . CLA3- -
- . CLA4+ -
- . CRS -
- . DSO -
- . FAM -
- . OH SL -
- . RC -
- . RES -
- . SHE -

O 15

Adaptive equipment and assistive technology, if needed, is used by the individual to increase his or her independent participation in daily activities.

No

The intent of this indicator is to determine if the person is using adaptive equipment/assistive technology as identified in the Individual Plan. Look for physician's orders to identify needed equipment, technology. This may include hearing aides, glasses, switch plates, communication boards and devices, dining equipment, barrier-free lifts, transportation needs, etc. Observe if support persons ensure that identified equipment, technology is used. Observations should be consistent with appropriate and safe use of adaptive equipment as identified in the IP. Observe during times that the person would typically use the adaptive equipment.

If Immediate Jeopardy situation, refer to: J19 Untrained Staff.

- . CLA3- -
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RFU?

O 4 The individual is supported to make choices in all areas observed.

No

The intent of this indicator is to determine if the person is routinely afforded choice. Support staff offer and encourage personal choice of activities, food and beverages, privacy, entertainment, etc.

If not observed, rate "Not Rated".

- . CLA3- -
- . CLA4+ -
- . CRS -
- . DSO -
- . FAM -
- . OH SL -
- . RC -
- . RES -
- . SHE -

O 10 Support persons communicate in effective ways the individual can understand and takes the time to listen to the individual and are responsive when the individual communicates.

Pending

The intent of this indicator is to determine if support staff communicate effectively with the person. Support persons rephrase comments to assure the person understands the discussion, and give the individual time, as needed, to respond. Support persons use speech, signing, gestures, question cues, communicate in the individual's native language, use adaptive equipment if applicable, offer clear choices and acknowledge the individual's responses, etc.

Refer to behavior and/or communication guidelines as applicable.

- . CLA3- -
- . CLA4+ -
- . CRS -
- . DSO -
- . FAM -
- . OH SL -
- . RC -
- . RES -
- . SHE -

O 17 Support persons respond to the individual's needs for assistance.

No

The intent of this indicator is to observe if support staff respond to an individual's need for assistance. Responses must be prompt, meaningful and respectful.

- . CLA3- -
- . CLA4+ -
- . CRS -
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RFU?

i O 16 Support persons give assistance to the individual only when necessary.

No

The intent of this indicator is to observe that support persons are assisting an individual when needed while allowing the individual to be as independent as possible.

- . CLA3- -
- . CLA4+ -
- . CRS -
- . DSO -
- . OH SL -
- . RC -
- . RES -
- . SHE -

i O 14 Support persons recognize and use naturally occurring opportunities when teaching.

No

Support persons use incidental and informal teaching that occurs naturally and spontaneously in the course of daily events. Teaching that occurs naturally may or may not be related to an IP goal. If there is no opportunity to observe natural teaching, rate "Not Rated."

- . CLA3- -
- . CLA4+ -
- . CRS -
- . DSO -
- . FAM -
- . OH SL -
- . RC -
- . RES -
- . SHE -

' O 13 The individual is supported to accomplish outcomes as identified in his or her plan.

No

The intent of this indicator is to determine if the plan is being implemented as designed. The supports and services identified in the individual's plan are coordinated and integrated in observed settings.

The supports and services identified in the DDS Family Respite Center visit forms are coordinated and integrated as necessary.

- . CLA3- -
- . CLA4+ -
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RFU?

O 7

Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.

Pending

The intent of this indicator is to determine if sufficient support persons are on duty to carry out the individual's IP, as well as, meet the needs of the other people receiving support in the setting. Review the support person schedule for the visit day, as needed, and compare to on duty support persons. If possible, observe during times identified as needing enhanced staffing to verify that the support is provided as specified. Refer to specific needs and support person requirements as identified in the individual's Individual Plan.

"Sufficient support persons" is defined in the individual's Individual Plan (e.g., two-person transfer required, a requirement for a support person to be within visual sight of the individual at all times).

If immediate jeopardy situation refer to Jeopardy Guidelines: J18 Inadequate number of staff (supervision, implementation of behavioral interventions, evacuation).

Refer to DDS CLA Licensing Regulation: 13b

Reg	.	CLA3-	-
Reg	.	CLA4+	-
-	.	CRS	-
-	.	DSO	-
-	.	FAM	-
-	.	OH SL	-
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-	.	RES	-
-	.	SHE	-

O 8

Support persons are able to demonstrate the skills needed to assist the individual to achieve his or her outcomes.

No

Support staff should demonstrate competence in all aspects of the individuals care.

Refer to IP.7 for skill/training requirements and observe for evidence of these skills.

-	.	CLA3-	-
-	.	CLA4+	-
-	.	CRS	-
-	.	DSO	-
-	.	FAM	-
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-	.	RC	-
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O 18

Support persons protect the individual's safety.

Pending

Observe if support persons are available and protect the individual's safety.

-	.	CLA3-	-
-	.	CLA4+	-
-	.	CRS	-
-	.	DSO	-
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O 21 The individual's health needs are addressed during daily activities.

Pending

This may include specialized health needs such as dietary, nursing delegated tasks, etc.

Refer to DDS CLA Licensing Regulation: 18a3A, 18c2

Reg	.	CLA3-	-
Reg	.	CLA4+	-
-	.	CRS	-
-	.	DSO	-
-	.	FAM	-
-	.	OH SL	-
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-	.	RES	-
-	.	SHE	-

O 25 Support providers follow applicable DDS Health Regulations, policies, and procedures, advisories and directives.

No

The intent of this indicator is to observe that support person(s) have knowledge and understanding of applicable DDS Health Regulations, standards, policies, procedures, advisories and directives and that they demonstrate that knowledge during the course of the observation period in regards to the support given to the individual being reviewed. For example, the individual's Level of Need, dysphagia risk assessments, bathing and personal care protocols, and bed safety and side rail assessments.

For FAM service type: For individual's receiving services from a provider agency, observation is to be done for the areas identified in the Individual Plan as the responsibility of the provider agency.

If immediate jeopardy situation refer to: J19 Untrained staff (Safety protocols, behavioral interventions, medication administration, emergency plan).

"Not Rated" would be used if there is no opportunity to observe implementation of the policies. "N/A" can never be used for this indicator.

-	.	CLA3-	-
-	.	CLA4+	-
-	.	CRS	-
-	.	DSO	-
-	.	FAM	-
-	.	OH SL	-
-	.	RC	-
-	.	RES	-
-	.	SHE	-