

## **100. ORGANIZATION**

**100.1. Mission: United Friends Group Homes (UFGH) is a nonprofit organization serving the greater good of the community by providing care for some of its most vulnerable members. Thus its Mission Statement:**

**United Friends empowers people with developmental disabilities  
to enjoy quality lives and experience the best  
of home, health family and community.**

100.1.1. Service Quality: services for its clients ensure the right to live in dignity within the community; to pursue educational, vocational, social, and recreational opportunities; and to live in a manner similar to their non-handicapped peers within the limits of their disabilities. Services are provided within group homes, conventional residential structures, sufficiently sized and equipped to provide a long-term home environment for adults who are developmentally disabled.

100.1.2. Property Quality: In order to enhance the residents' quality of life, each home will be designed for comfort, convenience, safety and accessibility. Every resident will have a private bedroom and a shared bathroom, and free access to common areas for food preparation, dining, laundry, socialization and recreation. Reasonable accommodation for a qualified applicant or employee with a physical and/or mental limitation shall be provided.

100.1.3. Compliance: UFGH will adhere to applicable State and Federal laws, regulations and Administrative Codes. UFGH is governed by current Washington Administrative Codes (WACs). UFGH will cooperate fully with all agencies of law enforcement.

100.1.4. Community relations: UFGH will interact with and manage the various publics that are intertwined with the operation of our organization. The community includes residents, family and guardians of residents, neighbors, public officials, government agencies, other nonprofits and potential donors. Community relations involves controlling the flow of information, both positive and negative, about our organization and its services so as to maximize favorable opinion and minimize obstacles to success.

100.1.4.1. Family, guardians, and friends of residents: active involvement of residents with significant others in the community is encouraged. Contact is particularly encouraged at the resident's annual planning meeting, organization's social events, and significant changes in the health or well-being of the resident.

100.1.4.2. Visitors and guests are welcome at each group home, but should not interrupt regular routines of the home.

100.1.4.3. Volunteers make significant contributions to the organization and the lives of residents. All volunteers must complete a volunteer application and screening process;

however, a guardian may authorize a specific person to visit with the guardian's resident on an individual basis without completing the volunteer application and screening process. Volunteers must comply with all UFGH policies and procedures.

100.1.4.4. Service concerns: Concerns and comments should be addressed to Program Directors/QIDP or the Executive.

**100.2. Resident Services: Service to Residents is the heart of the organization. All policy and its implementation focuses on ensuring quality service to fulfill our mission.**

100.2.1. Programs: Programs will be offered which provide opportunities for residents of enjoy life, increase independence and develop individual potential as appropriate for each person. The care and development of each resident is the primary responsibility of staff. Each resident will receive appreciable and appropriate attention each day from staff. All staff shall be accessible to residents for individual discussion of personal concerns.

100.2.1.1. Reporting Abuse or Neglect: **Residents of United Friends Group Homes are to be treated with kindness, dignity, respect, care, and consideration all all times. Abuse, neglect, or ill treatment is not permitted under any circumstance.** It is **mandatory** that all staff members report **any** suspected abuse or neglect. **(Refer to Reporting Requirements in UFGH Procedures and Practices)**

100.2.1.2. Least Restrictive Environment: Residents will be offered the least restrictive alternatives commensurate with each of their individual abilities and potential.

100.2.1.3. Individual Plans: Each resident will have detailed written plans, including short and long term goals and implementation guidelines. These plans will be developed by the Program Directors/QIDP in consultation with the resident and/or guardian and other staff. Plans will be reviewed and updated regularly. The breadth of programs may encourage growth in self-help skills including grooming, hygiene, social skills leisure interests, work skills, functioning with the community, and physical and mental health. A typical day shall include blocks of free time as appropriate and desired by each resident.

100.2.1.4. Community Environment: UFGH Homes are not to be self-contained program units. Residents should be integrated with the general population to the greatest extent reasonable. Programs will interface with appropriate community services and governmental agencies. Community services are to be used extensively for activities such as medical and professional services, shopping, recreation, religious instruction and worship. Transportation assistance shall be provided so that residents can participate in the wider community.

100.2.1.5. Rights: Persons who are developmentally disabled have the same rights as all persons. Residents will be afforded the personal rights to which they are entitled

under state and federal laws. UFGH recognizes a responsibility, shared with parents/guardians and relevant social services agencies to ensure that resident's rights are protected.

100.2.1.6. Confidentiality: information concerning all residents is confidential and will be maintained in confidence

100.2.1.7. Participation:

- Admission: Persons who qualify for admission include adults whose needs can safely and appropriately be served in the facility with appropriate available staff and through the provision of reasonable accommodations required by State or Federal law. Admission is handled by the Administration upon referral by the State.
- Diagnosis: Persons who qualify for admission include adult persons who are disabled (as certified by DDD) due to intellectual disability, cerebral palsy, epilepsy, autism, and/or another neurological or other condition closely related to intellectual disability or that requires treatment similar to that required for individuals with intellectual disabilities.
- Discharge: UFGH shall only retain individuals whose needs it can safely and appropriately service with appropriate available staff and through the provision of reasonable accommodations required by State and Federal law.
- IMR facilities may designate additional requirements for admission and discharge as required by law.
- Protected Classes: No person shall be refused residence on the basis membership in a class of persons protected by law.

100.2.1.8. Resident Records: Clear and confidential records shall be maintained on all residents, including both current and historical long-term records; residents records will be maintained in compliance with current regulations and contractual agreements.

100.2.1.9. Resident Grievance: every resident or resident guardian has the right to file a grievance without interference or reprisal, and to receive a response.

100.2.1.10. Health Services: UFGH will assist residents in acquiring appropriate and comprehensive health services (including medical and dental) in order to achieve and maintain an optimal level of physical, dental, and mental health care.

- Health reporting: Residents will be encouraged and assisted to identify and report symptoms of disease and physical injury.

- Medications: Medications shall be stored securely, and in such a manner as to prevent the possibility of erroneous administration. Staff shall complete specific medication training before monitoring or assisting residents in taking their medications.
- Residents will self-administer their medications in accordance with the highest level of individual independence.
- All prescription medications taken by any resident, including “as needed” PRN medications, will be taken only under physicians order. Copies of such prescriptions or orders will be included in each resident’s file.

100.2.1.11. Hygiene: Direct care staff will instruct, encourage, and assist residents in maintaining personal cleanliness and good hygiene.

100.2.1.12. Diet: Every effort shall be made to assure that residents maintain normal healthful weights as determined by a health professional. Special diets shall be observed when appropriate under the supervision of a dietitian or health care professional.

#### 100.2.2. Group Home Living

UFGH homes are Crown Hill Group Home, Beverly Park Group Home, and Lawton Heights Group home, dba: Lincoln Park Group Home. Each home shall be maintained with a warm, family-home-like environment that is conducive to the achievement of optimal comfort and development for all residents. The homes will be dispersed in residential sections of the greater Seattle area.

100.2.2.1. House Rules: Each group home will have written rules which detail things such as schedules, routines, and expected behavior. Staff and residents of each home may have input into the development of their house rules. Final approval of house rules rests with the respective Program Director/QIDP.

100.2.2.2. Healthy and Safe Environment: Health and safety are essential elements in providing services and in performing duties. All programs are to be maintained so as to ensure the health and safety of residents and all others who use the property.

- Safety must be a primary consideration when supervising or instructing residents. Staff must be careful to prevent injury to themselves or others and must be alert and attentive when performing their duties. Program Directors/QIDP at each facility shall ensure that residents and staff are oriented and trained in safety measures and in response to emergencies such as:
  - Fire prevention and response.**
  - Medical emergencies, including seizures or suspected death.**
  - Crime and or violence.**
  - Earthquake, severe weather and other natural disasters.**
  - Bomb threats.**
  - Environmental hazards.**

**Resident lost or apparently missing.**

- Program Directors/QIDP at each facility shall post and maintain **Emergency** Notification Instructions for staff reference.
- Residents shall be provided a nourishing, appropriate, well-balanced diet; meals shall be inviting, social times.
- The use of alcoholic beverages on United Friends Group Homes property or during any UFGH activity is not allowed except under specific guidelines.
- The illegal use, possession, manufacture, distribution, dispensation or transportation of any drug or controlled substance is prohibited at any time on UFGH property or during any UFGH activity.
- Visitors and staff under the influence of drugs or alcohol are not allowed on UFGH property or as participants in UFGH programs.
- Facilities are to be maintained as smoke-free.

**100.3. Board Oversight and Governance: The role of the Board is to enable the organization to effectively and successfully achieve its purpose.**

100.3.1. Board Responsibilities: The Board has responsibilities including

- ensuring organizational functioning in accordance with the Articles of Incorporation and Bylaws of United Friends Group Homes;
- setting Policies;
- hiring, and (if necessary) firing the top executive;
- safeguarding quality management of the organization, delegating the organization's management functions to the top executive;
- serving as a wise stewards of its resources, including review and approval of the annual budget;
- generating and approving strategic plans, including major commitments;
- developing, approving and regularly reviewing policies regarding the objectives and philosophy of the organization and to guide the operation and program of the organization;
- assuring the continuity of the organization, making emergency decisions when management cannot perform, and stepping in when crisis endangers the programs or existence of the agency;
- maintaining the board as a healthy, well-organized governing body capable of helping the organization fulfill its mission; and
- encourage the active participation of guardians and family members in the life of residents and activities of the organization. [added 1/26/2016]

In addition the Board has informal, helping responsibilities in planning, fund-raising, and community relations.

100.3.2. Responsibilities of individual Board Members: as Board Members responsibilities include

- regular participation in board and committee meetings;
- making a significant contribution of time and money to UFGH; [added 1/26/2016]
- avoiding conflicts of interest with respect to fiduciary and governance responsibilities;
- respecting confidentiality appropriate to issues of sensitive nature;
- committing themselves to ethical, businesslike and lawful conduct; and
- making decisions by a process of careful deliberation, seeking out the wisdom and experience of many voices as appropriate

**100.4. Board-Executive Relationship: To be an effective organization it is critical that the Executive and Board understand and appreciate their distinct roles. As a general rule, the Board primarily governs and staff primarily manages the organization.**

100.4.1. Authority: decisions of the Board acting as a body are binding on the Executive.

100.4.2. Supervisory relationships: the Board has oversight authority over the Executive; the Executive has supervisory authority over all other employees. In the absence of the Executive, the Executive will designate an "Acting Administrator". If the Executive is not available to make this decision, the Board President will designate an Acting Administrator.

100.4.3. Oversight: The Board will provide systematic and rigorous monitoring of Executive job performance; monitoring will be based on expected Executive outcomes as expressed in the Executive job description approved by the Board.

100.4.4. Communication: The Executive shall communicate with the Board in a timely and sufficient manner to keep the Board informed and prepared for its work. Such issues could include relevant trends, material external and internal changes, particularly changes in assumptions upon which any board policy has been or is being established.