LANTERMAN REGIONAL CENTER

Guidelines for Quality Residential Services

Residents achieve their desired outcomes.

1. Our mission statement specifically states that we help individuals achieve their desired outcomes and attain the quality of life they desire.
2. We develop individualized opportunities for residents that reflect the desired outcomes stated in their IPP.
3. We regularly sit down with individuals to discuss whether they are achieving their desired outcomes and the quality of life they desire.
4. We provide services and supports that individuals need/want to improve the quality of their lives.
5. We support individuals to actively participate in all aspects of their life.

Residents express their personal opinions.

6. Individuals receive individual training and support so they can express their opinions and advocate for themselves.
7. The home has a resident council that meets regularly and makes decisions that affect the lives of those who live there.
8. Individuals give their opinions on all aspects of the quality of life of the home.

Residents learn skills that make them more independent.

9. Individuals are taught to pay bills, make purchases, and handle their own money.
10. Individuals are taught how to cook and how to look after a home.
11. Individuals are encouraged and trained to make their own appointments and attend them on their own or with needed supports.
12. Individuals are taught to get around in the community independently.
13. Individuals keep their own schedules with guidance and supports as needed.

Residents are given responsibility for themselves and for their home.

14. Individuals have opportunities to learn about options.
15. Individuals have opportunities to make choices.
16. Individual's preferences and choices are reflected in their everyday activities and in their personal space.
17. Individuals participate in the maintenance of the home.
18. Individuals participate in shopping for food and planning meals.
19. Individuals participate in food preparation.

20. Individuals keep their own schedules, including bedtimes.
21. Individuals are encouraged to vote in local, state, and national elections

Residents have good physical, mental, and dental health.

22. Individuals are seen by their personal physician at the physician's office in the community.
23. Individuals receive preventive health services recommended in the guidelines of the American Academy of Family Physicians (AAFP).
24. Individuals get regular dental care.
25. Individuals are educated about staying healthy.
26. Individuals are encouraged to get exercise and eat right.
27. Psychiatrists who serve our residents know about Lanterman Regional Center's "Guidelines for the Use of Psychoactive Medications" as appropriate.
28. Staff members are trained to look for signs of pain, other discomfort, or illness in residents.

Residents are treated with respect and maintain their dignity.

29. Staff use positive approaches in all interactions.
30. Staff treat consumers with respect.
31. Staff try to find alternatives to medication for behavior management.

Residents are safe and secure in their environment.

32. People have a stable network of family and friends.
33. People know their neighbors.
34. People receive safety awareness training.
35. Home uses scald guard to help with preventing burns from hot water.
36. Staff and residents work with local police and fire departments to learn how to make the home safer in the community.
37. The residence is on a regular maintenance schedule that keeps it in good repair.
38. The residence has a written disaster plan that addresses, at a minimum:
    - Procedures to be followed in the case of fire, earthquake, extreme heat, and man-made disasters
    - Emergency supplies, evacuation, short-term and long-term shelter, mitigation (steps to make the premises safe from future disasters), and recovery
    - Specific needs of people who are technology dependent
    - Emergency phone numbers of physicians, health facilities, and local fire and emergency medical services

- Processes for notifying family members, guardians, or conservators of client's welfare.

39. All staff and residents are educated about the disaster plan on a regular basis.
40. Residents are educated about procedures to be followed (where to go, whom to contact) if they are away from home when a disaster strikes.
41 Vehicles owned by the residence and used to transport residences contain water and other emergency supplies.

Residents live, work, and socialize in natural environments with natural supports.

42. When individuals need help, family and friends are available to provide them with support.
43. Individuals are encouraged to get involved in activities in the local community.
44. Individual's daily activities reflect the use of typical community resources.
45. We support individuals who work, including evenings, weekends and holidays.
46. We ensure individuals develop and maintain valued relationships that go beyond the individual's family and staff.

We regularly ask how well we are helping and supporting individuals.

47. We ask individuals whether they are pleased with the services they receive from us.
48. We ask families and friends of residents whether we are doing a good job for the residents.
49. We make changes in our services based on the feedback we receive.

We provide opportunities for staff training and personal development.

50. We assess the training needs of new employees and use this information to individualize their orientation and training.
51. We have specific strategies to improve the quality of our employees' work lives.

We try to continually improve the quality of our services by keeping current on best practices in our area of service delivery.

52. Our administrative and direct care staff keep informed about advances in service delivery.
53. We have a formal affiliation with a professional, service, or advocacy organization through which we get information on advances in service delivery.
54. Residents are given information about and assisted with accessing adaptive equipment that will improve their lives.

55. We provide our staff and residents with access to computers.

We ensure individuals have the quality of life they desire.

56. We help individuals attain/maintain the quality of life they desire.
57. We make sure individuals we support look good in the eyes of others, in both their physical appearance and social skills.
58. We treat individuals as we would want to be treated, especially in challenging circumstances.
59. We ensure individuals participate in valued life activities.
60. We ensure individual's adult status is respected by and reflected in the types of leisure activities, artifacts and interactions demonstrated by staff.