

## **Hope House Assisted Living / Residential Program Description / Services**

- A. **Hope House Responsibility**  
As part of Hope House's general supervision and oversight of the physical and mental well-being of its residents, Hope House remains responsible for all care provided in its programs. If the resident is appropriate for placement at Hope House, then the decision that additional services are necessary and can be secured is the responsibility of Hope House with written consent from the resident, the resident's primary care physician, and/or parent/guardian.
- B. **General Service Delivery**  
Hope House staff will provide services according to the Service Plan completed for each resident.
- C. **Personal Care**  
Hope House staff will provide or assist with personal care services identified on the Service Plan completed for each resident. Personal care services are activities related to the care of the resident's physical health that include at a minimum:
1. bathing;
  2. dressing;
  3. grooming;
  4. routine hair and skin care;
  5. exercising;
  6. toileting;
  7. medication administration, including injections (if applicable);
  8. transferring/ambulating;
  9. twenty-four-hour supervision, which means Hope House will:
    - a. conduct checks or visits to each resident as identified in the resident's Service Plan to ensure that each resident is safe and well; and
    - b. document the checks and visits in the resident's record;
  10. meal services, which means Hope House staff will:
    - a. provide meal services;
    - b. offer dietary counseling and nutrition education to the resident;
    - c. modify food texture, including:
      - i. chopping, grinding, and mashing foods for residents who have trouble chewing; and
      - ii. cutting up food into bite size pieces for residents who have trouble cutting food; and
    - d. assist with eating, including:
      - i. assistance with spoon-feeding in instances when the resident is temporarily ill;
      - ii. bread buttering; and
      - iii. opening containers or pouring liquids for residents with hand deformities, paralysis, or hand tremors.
- D. **Home Management**  
Hope House will provide or assist with activities related to housekeeping that are essential to the resident's health and comfort, including:
1. changing bed linens;
  2. housecleaning;
  3. laundering;
  4. shopping;
  5. storing purchased items in the resident's living environment, including delivered medical supplies; and
  6. washing dishes.
- E. **Transportation and Escort**  
Hope House staff will provide the resident with transportation, escort, or both to:

1. local community areas where a resident may purchase items to meet his or her personal needs or conduct personal business according to the program's daily schedule;
2. recreational activities and field/community trips according to the program's daily schedule; and
3. the nearest available medical provider for medical appointments, therapies, and other medical care.

Hope House staff will make arrangements for other transportation for the resident to the medical care provider of his/her choice if the medical provider is not the nearest available provider.

F. Social and Recreational Activities

Hope House staff will provide a minimum of four scheduled social and recreational activities per week. Hope House staff will provide all residents with both indoor and outdoor recreational activities (weather permitting and except when a resident is ill, unable, or when instructed not to do so by the parent/guardian) and consistent with their needs and abilities. The social and recreational activities will be:

1. planned to meet the social needs and interests of the residents; and
2. listed on the program schedule that will be posted in plain view within the program at least one week in advance.

Social and recreational activities will include:

1. activities that require group and resident-initiated activities;
2. opportunities to interact with other people;
3. interaction, cultural enrichment, educational, or recreational activities; and
4. other social activities on-site or within the community.

G. Services Provided By External Providers

When residents are in need of services that Hope House is unable to provide, the Program Manager (or designee) will provide appropriate referrals to the resident or parent/guardian to external providers.