

Welcome to H.A.T.C.H.

An Introduction Handbook for Clients, Parents, Guardians and Facilities



H.A.T.C.H.

Help Another Toward Creative Happiness

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In this handbook you will find information concerning clients, parents, guardians and facilities. We welcome your input and support. H.A.T.C.H. appreciates the opportunity to provide services to those clients who would benefit from receiving unique and individualized services. If you find information within this handbook which needs further addressing please feel free to contact us. If you feel we have omitted any of your concerns, please also contact us and we will attempt to address them. Thank you for your interest in the H.A.T.C.H. program.

The Regional Center of the East Bay and Golden Gate Regional Center serve children and adults with developmental disabilities and their families. H.A.T.C.H. is a vendor of these two Regional Centers.

H.A.T.C.H. is a non-profit organization 501 (c) (3) which is a separate entity from the Regional Center. H.A.T.C.H. is responsible for the oversight of the Respite Providers, In Home Day Program Providers and other direct care staff, dependent on the specific services for which the client is designated to receive. It is important to know that H.A.T.C.H. is a client focused and activity based program. H.A.T.C.H. does not perform behavioral therapy or any other services that would be viewed as a medical service.

The employees of H.A.T.C.H. are expected to follow all policies and procedures. These policies and procedures apply to the employee even if the client, family member, guardian or facility refers the potential employee to H.A.T.C.H. We maintain the right to terminate employment if the employee fails to follow all policies and procedures that are in place.

The Regional Center oversees the client contracted services. Case Managers determine the services for which the client is eligible to receive. The Case Managers also determine the number of hours the client is given. H.A.T.C.H. does not have the ability to change this amount.

When the Case Managers send in a referral to H.A.T.C.H., we receive the client's Individual Program Plan (IPP), Annual Review (AR), and Health Care Checklist (HCC). We also may receive the client's Individual Educational Plan (IEP) (see glossary of terms). H.A.T.C.H. then reviews this information and shares the relevant information with the employee, who will be working with the client.

H.A.T.C.H. office staff can help with the following:

- Find a direct care staff if requested.
- Handle payroll, payroll taxes and worker's compensation.
- Follow up on any service concerns brought to our attention by involved others.

H.A.T.C.H. staff's primary purpose is to provide the specific services for which the clients are designated to receive. This can include, but is not limited to, the following: Maintain supervision of the client, participate in events in which the client has an interest, and numerous other client related activities.

H.A.T.C.H. staff is responsible for cleaning up after an activity that they participated in with the client and/or assisting the client with cleaning up anything that was used while in their care. Since it is important to concentrate on the supervision of the client, H.A.T.C.H. staff should not be requested to do housework or any other activity that would divert their attention from the client. The assigned employee can assist the client with cleaning or organizing their room, but it should not be their "ultimate" responsibility. Remember that H.A.T.C.H. is client focused at all times.

If the staff is providing respite care, the staff can prepare meals for the client if requested, but staff is not responsible for the cost. Also, staff is not responsible for the grocery shopping, unless it is used as an activity to show the client how to make purchases. H.A.T.C.H. employees are not to be held financially responsible for such activities. If the client is on any special diet or has any allergies to food, it is important to disclose this information. For example, if the client has trouble swallowing and requires a pureed diet which is normally overseen by trained personnel, our staff cannot be responsible for this task as they are not trained to perform any specialized feeding tasks or medical interventions.

Assigned Employee

H.A.T.C.H. generally assigns one employee to each client; we do not have a rotating staff. H.A.T.C.H. makes an effort to identify the best match for the client given the specific client needs to be addressed, the location and the availability of the employee and other service related requirements. The experiences that our employees possess vary as much as the specific needs of each client. If you feel that the employee is not a good match for the client, please let H.A.T.C.H. know and we will continue to work on supporting the existing employee within reason or identifying another employee.

If the employee that H.A.T.C.H. has assigned does not meet reasonable expectations of the client, family and involved others, please notify the office immediately and we will work on finding a replacement. Be aware of the fact H.A.T.C.H. must follow all state and federal laws that pertain to employment regulations.

It is important to keep H.A.T.C.H. informed of any concerning issue, as we find that it is better to handle a smaller problem before it becomes a bigger issue. If you would like to refer someone to our agency, the referred potential employee is still required to meet the minimum qualifications:

- Be over the age of 18.
- Cannot reside with the client.
- Must pass a background check (no criminal history will be accepted).
- Must have CPR/First Aid certification (can be arranged through H.A.T.C.H.)
- Must have a recent Tuberculosis test to start employment and then have a follow up test every two years. If a chest x-ray is needed because of the initial test indicated a positive response, then an x-ray should be done every five years. H.A.T.C.H. can suggest low cost clinics to have this test completed.

Mileage Reimbursement

H.A.T.C.H. employees may drive a client in their own car if they meet the following requirements: They must have a valid driver's license and current automobile insurance on file with H.A.T.C.H. If the parent/guardian or other involved persons request that the H.A.T.C.H. employee drive their car, the requesting person must also have current automobile insurance on file with H.A.T.C.H. that specifically covers secondary drivers. The parent/guardian should reimburse the staff at the recommended rate by the Internal Revenue Service if the employee uses their own vehicle for transportation. This information can be found at: <http://www.irs.gov> (use the search to find mileage reimbursement). Parent/guardians are not responsible for mileage reimbursement for the miles that are driven from the employee's home to the client's home.

Activity Costs

H.A.T.C.H. does not have the funding to pay for community based activities. Activities such as going to theme parks, movies, and restaurants, should be paid for by the family or client. We do ask that our employees do not ask for money from the client and that receipts should be saved and given to the parent/guardian.

Meals

Meals for the client should be provided by the family. Our staff can do a cooking project together but the food costs should be covered by family. It is important to provide adequate meals for the client.

Parent/Guardian/Facility Activity Suggestions

It is helpful for the parent/guardian/facility manager to provide some direction to H.A.T.C.H. staff as we find that it improves the interaction between the client and staff. If the client has particular interests and preferred activities, we encourage you to list these for the staff so that the time spent together is more meaningful. We encourage educational and social activities. For example, while watching television is not always considered appropriate, some television shows or movies foster conversations and role modeling opportunities. Our employees are always encouraged to expand any activities utilizing all teaching and learning methods.

Feedback and Open Communication with Employees

H.A.T.C.H. employees should have the opportunity to openly communicate with the client's parent/guardian and facility administrators. Employees are required to write a monthly report that includes activities participated in and any notable difficult behaviors that were encountered throughout the month. Parents/guardians/facilities or involved others are encouraged to read these reports or talk directly with the worker. Any serious incidents or concerns should be reported immediately to all involved persons and to the H.A.T.C.H. staff. Special Incidents Reports are also required by the Regional Center within 24 hours of a reportable incident. H.A.T.C.H. employees are given these reports at the initial meeting and are responsible for filling these reports out. Employees are then required to turn the reports to the H.A.T.C.H. office and the office staff will forward the reports to the client's Case Manager. Special Incident Report Forms (SIR) can be found on the Regional Center's website (www.RCEB.org).

Emergency Information

It is important to make sure that all relevant information is written on the client application regarding allergies, medications and diagnosis. If there are any changes, please inform the employee who is working with the client, and send the documentation to the H.A.T.C.H. office, so that our information is current. This information is important to disclose in case of an emergency.

If there is a specific protocol in handling a medical emergency with the client, it is important to review this with the provider working with the client and post it where it is accessible in case of an emergency. **If the client has a history of seizures, the family or facility must have a seizure plan in place. The seizure plan is the written protocols that a physician has written out specifically for the client. The protocols written by the client's doctor must be followed.**

We strongly advise keeping a copy of your telephone numbers along with all other emergency contact information on the refrigerator or other designated place so that if needed, it is accessible. We also recommend that the H.A.T.C.H. employees provide

parent, guardian or facilities with their emergency contact information and that parent, guardian and facilities keep the H.A.T.C.H. employees name and contact information accessible at all times.

You may also want to consider signing an agreement that authorizes the employee to seek medical treatment for the client and writing down the client's doctor/hospital in which to seek emergency medical treatment.

Household Chores

H.A.T.C.H. employees are not supposed to do any household chores that are not related to the client. If the team works on a cooking project or any other activity, then it would be the team's responsibility to clean up after the project. If one of the client's goals is to become more independent, work on organizational skills, then employees can help advise client on how to improve those skills.

Invasive Procedures

The law prohibits H.A.T.C.H. employees from performing any invasive procedures, or within the scope of nursing care which includes, but is not limited to the following:

- Injections
- Enemas
- Wound care
- Tube feedings
- Nail clipping
- Tracheotomy care
- Colostomy or Ileostomy care
- Urinary catheter care

Medications

If the client is capable of taking their own medication, H.A.T.C.H. employees are permitted to remind clients to do so. H.A.T.C.H. employees cannot administer any medication including over the counter drugs. All medications should be placed out of reach of the client and should not be accessible to either the client or employee. H.A.T.C.H. employees are not responsible for charting medications. It is important that H.A.T.C.H. employees know what medications the client is taking, so that in case of an emergency, employees can relay this information to emergency workers. Please call to discuss further if needed.

Discipline

H.A.T.C.H. employees are never allowed to use any form of physical contact to discipline clients. Time-outs can be used by having clients sit in a chair where they can be seen at all times by the employee. The client should never be out of the H.A.T.C.H. employee's sight. For example, the client should never be sent to another room or place where they would not be visible to the H.A.T.C.H. employee. Positive reinforcement techniques should always be in place and used first. Reprimands and redirection might be used on occasion if needed. Please let the employee know if you have a positive behavior plan or motivation chart in place for the client, so that the employee can consistently support the plan that has been developed. Please advise the H.A.T.C.H. employee of any other positive techniques that you would encourage the employee to use with the client during their time together.

Hour Usage

The client receives a set number of hours for variety of services through the Regional Center. H.A.T.C.H. can only bill the hours used. Therefore, it is important to use the hours to the fullest extent as possible. If the Purchase of Service (POS) is written for a monthly number of hours per month, please use these hours. If these hours are not used, they are unbillable and cannot be transferred to another month. If the POS is written for on a quarterly basis, it is important to keep track of the hours used as the hours can vary by month within the quarter. Any overage of hours should be reimbursed directly to the H.A.T.C.H. employee at the same rate of pay that the employee is paid by H.A.T.C.H.

Scheduling of Hours

Some of our clients need flexibility in their schedules, H.A.T.C.H. will make an attempt to accommodate the needs of the client however, H.A.T.C.H. cannot provide rotating staff nor do we have a large pool of employees that are on call to provide emergency coverage. H.A.T.C.H. teams are set up with a 1:1 ratio unless there is a prior arrangement made. Many of our employees have other clients and/or employment so the best scenario is to set a schedule that everyone agrees upon. Please call the H.A.T.C.H. office directly if the H.A.T.C.H. employee is unable to set a regular schedule or changes their schedule with their client which makes it inconvenient to the client. There should be some allowance of flexibility for emergencies but if a pattern develops, we would like to address the situation.

Cancellations

If a parent/guardian or involved others needs to cancel a visit, please call the H.A.T.C.H. employee who works with the client directly at least 24 hours in advance. If there is a sudden illness or an emergency, please call the employee who works with the client as soon as possible to cancel the visit. If the H.A.T.C.H. employee becomes sick or has an emergency, we request that they call the parent/guardian or involved others directly to cancel the visit and to reschedule. Voice to voice contact is vital! From past experience, we find that texting and emailing is not reliable means of communication as there is no assurance that contact has been made.

Absences

If the H.A.T.C.H. employee is more than fifteen minutes late for work with the client, feel free to call the employee directly to verify that they are planning to work the scheduled visit. The H.A.T.C.H. employee has also been directed to call the parent/guardian or involved others under such circumstances. If being late or calling in sick becomes a pattern, call H.A.T.C.H. so that we can address this issue with the employee. If the employee needs to leave the visit early, we request that they notify the client, parent/guardian or the facility administration at the beginning of the scheduled visit and before they leave.

Serious Illness Notification

We require that if the client or employee becomes sick with a serious communicable illness immediate notification of all parties involved is mandatory. Services will need to be placed on hold until there is a full recovery.

Time Sheets

H.A.T.C.H. employees send in their time sheets once a month, after they have worked the last day within that month. Please be sure to check and verify the hours. On the occasion, mistakes have been made such as the wrong date was written down. H.A.T.C.H. may call to follow up to check to make sure the dates are accurate. If the parent/guardian or responsible person agrees to the hours that were worked, please sign the time sheet. It is our suggestion to keep a calendar and/or post the time sheet in a place where visits can be tracked easily and time discrepancies can be kept a minimum. If the parent/guardian or facility administrator is unable to sign the time sheet, it is important to designate someone who will be responsible to verify the time sheet. If the client resides in a facility, board and care home or with supported living staff, H.A.T.C.H. recommends having the home or facility administrator, social worker, or a staff person in charge, sign the time sheets. However, if there is another staff person who sees the H.A.T.C.H. employee on a regular basis and you feel comfortable

designating that person, please let us know. It is the employee's responsibility to turn in their time sheet to the H.A.T.C.H. office by the deadline specified so that H.A.T.C.H. can bill the Regional Center on the required day. Therefore, it is important for the designated signer to sign the time sheet in a timely manner so that the H.A.T.C.H. employee can be paid as scheduled. If the deadline is missed, the employee will have to wait until the next billing cycle to be paid.

Expired POS

If the Case Manager is unable to renew the POS by the end date but is working on having it renewed, H.A.T.C.H. will need to put a temporary hold on providing the services until the POS is reauthorized. You can review the start and end dates on your copy of the POS.

Ending Services

If services provided by H.A.T.C.H. are no longer needed, we ask that a 30-day notice is given by the Regional Center Case Manager.

HOLIDAYS OBSERVED UNDER IN HOME DAY PROGRAM AND RESPITE

New Year's Day
Martin Luther King Jr. Day
Presidents' Day
Memorial Day
*Independence Day
Labor Day
Columbus Day
*Veterans' Day
Thanksgiving Day
*Christmas Eve
*Christmas Day

***If the holiday falls on a Saturday, the holiday should be observed on the Friday before. If the holiday is on a Sunday, the holiday should be observed on the Monday after.**

HOLIDAYS OBSERVED UNDER SOCIALIZATION/TUTOR GROUP

New Year's Day
Martin Luther King Jr. Day
Cesar Chavez Day
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans' Day
Thanksgiving
Day after Thanksgiving
Christmas Eve
Christmas Day
Day after Christmas

If the holiday falls on a Saturday, the holiday should be observed on the Friday before. If the holiday is on a Sunday, the holiday should be observed on the Monday after.

These days may change in order to follow the Department of Developmental Services rules and regulations.

If you have any questions, please feel free to contact the office. You may also check the Regional Center's website for updates on the mandatory uniform holidays. Their website is www.rceb.org.

Glossary of Terms

AR	Annual Review written by the Regional Center Case Managers provides updated client focused information and services.
HCC	Health Care Checklist written by the Regional Center Case Managers and provides and updated health issues or medication changes.
IEP	Individual Educational Plan is developed at the school level often involving the Regional Center Case Managers. It identifies the specific learning expectations and outlines how the school will address these expectations through appropriate accommodations and modifications. This information often supports the development of a service request made through the Regional Center.
IPP	Individual Program Plan is written by the Regional Center Case Managers and is designed to reflect the unique and specific needs of the client.
One Time POS	This type of Purchase of Service gives the client a specific amount of hours over a course of a year.
POS	Purchase of Service is the contract between the Regional Center and H.A.T.C.H. written by the Case Managers. This contract specifies the hours that are given to the client usually on a monthly basis. The renewal date is based on the policies within the Regional Center.
Quarterly POS	This type of Purchase of Services specifies hours that can be used within a quarterly basis. For example, the first quarter of the year is January, February and March. If the POS specifies 90 hours per quarter, the client can use 25 hours the first month, 35 hours the second month and 30 hours the next. The hours can vary however, it is important to keep track of these hours and not go over the limit.
SIR	Special Incident Reports are a Regional Center requirement. The form should be filled out by the H.A.T.C.H. employee and faxed into the H.A.T.C.H. office within 24 hours. SIR forms can be found on the Regional Center's website.