

# DREAMWEAVERS UNLIMITED, INC.

## Core Competency Review for Initial Test

### 1. Elements for Core Values

- a. Core Values are a set of ideas and norms that have been established to provide a foundation in which services are to be created, implemented and delivered to all participants in the CAP-MR/DD waiver.
- b. **Core Values:**
  - i. **Empowerment-** supports participants to be empowered to make informed decisions about their lives, the services that they receive, the person's that serve them and how they are served.
  - ii. **Community-** a group of various interacting individuals sharing an environment, regardless of their location or type of interaction.
  - iii. **Partnership-** relationship characterized by mutual cooperation and responsibility to achieve a goal.
  - iv. **Integrity-** concept of basing one's actions on an internally consistent framework of principles.
  - v. **Commitment-** it is an action of being pledged to the people we serve.
  - vi. **Quality-** a high degree of excellence that determines if the services we provide meet the needs of participants.

### 2. Elements for Incident/Accident and Other Reportable Events

- a. Types of things you need to know if an accident occurs:
  - i. An accident should be reported within 24 hours.
  - ii. If an accident occurs you should know some of the consumer's personal information including, diagnosis, allergies, contact information.
  - iii. You should contact the guardian, emergency personnel, and your supervisor as soon as you're able to.
  - iv. You can only release information to emergency medical personnel.
  - v. You should always document, as soon as you're able, a description of the accident, actions taken on behalf of the consumer, and the consumer's condition following the accident.

### 3. Elements for Participant Rights

- a. Foundations of Clients Rights
  - i. All persons are guaranteed the rights of life, liberty and the pursuit of happiness under the constitution of the United States. All the staff, people whom we serve, their families and friends deserve respect and support.

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- ii. Consumers can be their own guardian but they aren't able to be then they must be appointed a guardian at the age of 18.
- iii. If you fail to maintain confidentiality there can be jail time and/or \$500.00 fine.
- iv. Every person has the right to privacy and confidentiality the only people you can release that confidential information to without a release is emergency personnel.

#### **4. Confidentiality Rules and HIPAA Guidelines**

- a. HIPAA stands for Health Insurance Portability and Accountability Act
- b. The guardian must provide written consent for Authorization for Use and Disclosure of Protected Health Information.
- c. The client has the right to amend or restrict any of their Protected Health Information(PHI)
- d. The authorization for Use and Disclosure of Protected Health Information is completed at the initial admission of the client to our company and annually.
- e. Staff needs to have updated training in all HIPAA regulations annually, if you are ever unsure of any policy or procedure related to HIPAA you should contact your supervisor.
- f. Dreamweaver's HIPAA Privacy Officer is Betsy Short the executive director.
- g. PHI is kept in a locked cabinet.
- h. Names should not be used in emails or text messages. If you need to use their name when talking to a supervisor then you use initials. Your supervisor is the only person you can talk to about your consumer.

#### **5. Overview of Developmental Disabilities**

- a. **Positive Approaches:**
  - i. Control competing stimuli when needed, Focus on developing communication skills
  - ii. Use preferred activities that are strengths
  - iii. Provide opportunities for choice making
  - iv. Teach useful, meaningful, functional activities
  - v. Plan for independence
  - vi. Provide needed prompts and supports to assure learning
- b. **\*Developmental disabilities can effect communication, self-help, and daily living skill.**

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### **c. Seizures:**

- i. Seizures are classified into two major categories; Partial-have a specific area of onset in the brain and can remain in one half of the brain or can spread to the entire brain. Generalized- involves both halves of the brain and are associated with a loss of consciousness.
  1. Tonic-clonic (grand mal)
  2. Absence (petit mal)
  3. Atonic (drop)
  4. Myoclonic (jerk)

## **6. Elements of Person Centered Thinking**

- a. The plan is based on what is important to the person.
- b. The interdisciplinary team meets to create the plan;
  - i. Family
  - ii. Medical Staff
  - iii. One-on-one staff
  - iv. QDDP (Qualified Developmental Disabilities Professional)
  - v. The person centered thinking plan is a living document that can be revised as much as needed. But it is always revised annually at their birthday. Everything about what the consumer dislikes and likes should be written in the plan.
  - vi. People should be learning what they want to learn; not only what others want to teach them.
  - vii. The plan becomes a road map for everyone who works with the person so they can understand what is important to him or her.
  - viii. Person-First Language
    - ix. Identifying the person as a unique individual, not as his or her disability. For example instead of saying she's autistic you should say she is a child with autism.

## **7. Elements for Role/Purpose/Philosophy of Services**

- a. We are here to help individuals reach their full potential.
- b. We can use their strengths and what they like to build new skills with them.
- c. We should offer them meaningful choices.
- d. We are here to teach them the outcomes they have chosen in their plan of care.

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#### 8. Elements for Service and Documentation

- a. All entries must be typed or written in legibly in black ink!
- b. Errors should be corrected with one single line drawn through the incorrect entry, “err” written beside it, the employee initials, and the date. **NO white out!**  
All entries must include the month/day/year.
- c. All documentation must include the consumer’s first and last name, record number, Medicaid number, and birth date.
- d. Documentation should be written within 24 hours of providing the service.  
Falsification of documentation can lead to TERMINATION!
- e. Documentation is due EVERY Monday by 9AM, if it is late you will be paid in the next pay period.
- f. Documentation can be turned in to a person or to the drop box in the front office door but all documentation must be in a sealed envelope.

#### 9. Elements for Interaction and Communication

- a. Staff should be able to communicate positively and effectively with persons served, families, and other service providers or team members.
- b. Communication
  - i. As outlined in Dreamweavers’ Mission, staff should communicate with persons served, families, and all team members with **dignity** and **respect**.
- c. Building Therapeutic/Supportive Relationships
  - i. It is important to recognize the difference between social relationships and therapeutic/supportive relationships with people with disabilities.
  - ii. Social relationships do not have a specific goal or purpose. They can be friendships and parties equally seek and share advice. This relationship may be based on emotions like love and liking, regular business interactions, or some other type of social commitment.
  - iii. Therapeutic relationships are driven by a specific purpose and/or goal. There are boundaries and therapists facilitate, assist, and help to work towards an established goal.
- d. Early Crisis Prevention and Intervention
  - i. At Dreamweavers, staff are trained to use de-escalation techniques as an alternative to restrictive interventions. As stated in our Restrictive Intervention Policy, *Dreamweavers Unlimited, Inc. does not use planned restrictive interventions.*

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#### **10. Health and Safety Practices**

- a.** While working with a consumer, it is important to know the person's:
  - i.** Allergies
  - ii.** Triggers
  - iii.** Contact Information
- b.** You should always be aware of the location of the following safety items;
  - i.** Fire extinguishers
  - ii.** Exits
  - iii.** First Aid Kit
- c.** Medication- Only med certified staff are allowed to administer medication!
- d.** Only the medication that is listed on the MAR can be administered the exact way that it is written on the MAR sheet.
- e.** If you are working and there is a fire or severe weather, it is important to get somewhere safe. If severe weather occurs, always try and go indoors. If you are at the office, out meeting place for a fire is in the left corner of the back parking lot.
- f.** To protect yourself and others from bodily fluids always use gloves, wash your hands, and just try not to come in contact with it when possible.
- g.** Medical Emergencies
  - i.** An incident that requires interventions beyond simple first aid in order to stabilize the condition
  - ii.** Contact emergency assistance if required
  - iii.** Family
  - iv.** Supervisor

#### **11. Cultural Competency**

- a.** Patterns of human behavior that includes; thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social group.
- b.** Being Culturally Competent
  - i.** Make attempts to understand the world from others' point of view
  - ii.** Be open to new learning
  - iii.** Be flexible
  - iv.** Tolerate ambiguity
  - v.** Respect individuals from other cultures

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- vi. Approach others with a desire to learn

#### **12. Defensive Driving**

##### **a. Car Seats**

- i. Any child under 4 years old and under 40 pounds must ride in a 5 point harness
- ii. A child must be either 8 years old or 80 pounds to ride without a booster seat
- iii. It is recommended that only children above 12 years old ride in the front seat

##### **b. Backing up**

- i. Backing accidents are one of the most common types of motor vehicle accidents reported
- ii. You should:
  - 1. Choose a parking spot as carefully as possible, away from corners and driveways
  - 2. Slow down early
  - 3. Signal
  - 4. Stop the vehicle just beyond the area into which you intend to back
  - 5. Scan the area
  - 6. Stay alert and use all of your senses
  - 7. Check behind you
  - 8. Always look in the direction that you are moving
  - 9. Back slowly
  - 10. Steer in the direction you want to travel
  - 11. You should always pull over if you need to answer the phone while driving.

#### **13. Fire Safety**

- a. Safety officer is responsible for oversight of emergency responses
  - i. Blayke Turrubiarres
- b. Fire drills are conducted on a quarterly basis
- c. Close doors to prevent the spread of fire
- d. Conduct practice drills with the person you are working with

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- e. In case of a fire always keep all office door closed to prevent spread of the fire. In case your clothes catch on fire always Stop, Drop and Roll.

#### **14. Safe Lifting**

- a. Use your leg muscles, not your back muscles: bend your knees and hips.
- b. Keep your back straight
- c. Don't twist as you lift; turn your whole body
- d. Keep what you are lifting close to your body
- e. Use your brain
  - i. Decide if it is too heavy; stay aware of your position.

#### **15. Customer Service**

- a. Customer Service is essential to making our consumers and their families feel comfortable when selecting Dreamweavers Unlimited as their service provider.
- b. There are 5 basic needs of a "customer"
  - i. **Friendliness**
    - 1. Show courtesy and be polite. Be aware of how you speak on the phone, the words you use when texting or emailing, and how you communicate with words and body language in person.
  - ii. **Empathy**
    - 1. Appreciate the customer's wants and circumstances. Practice active listening and respond appropriately to concerns and needs.
  - iii. **Fairness**
    - 1. Remember to always give adequate attention to customers. You should not be texting while a parent is speaking to you regarding the needs of their child. Give reasonable answers to questions. If you do not know the answer, be honest and tell the customer you will find out from the appropriate person who can help them.
  - iv. **Control**
    - 1. Our customers need to know that their thoughts and opinions have an influence on the outcome of the situation. Validate concerns and express your desire to use their input in the solution.
  - v. **Information**
    - 1. Be aware of the services you provide at Dreamweavers. Understand the specifics of your job responsibilities so you can share appropriate knowledge when needed. Remember to share

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information in a time sensitive manner as to respect the time and needs of the customer.

#### **16. Workplace Violence**

- a.** Please refer to the Community Based Services Safety Manual for important information on how to stay safe across all work environments. This manual is given to all employees at hire and can also be found in the “DWU Portal” section on our website: [www.dreamweaversnc.com](http://www.dreamweaversnc.com).

#### **17. Technology**

- a.** When sending emails or texts regarding persons served, no confidential information should be written. For example, if you wanted to send an email about Betsy Short, you would reference her using only her initials, BS. You never include birthdates, full names, addresses, or other unique and identifying information in an email or text that is not secure. Whenever possible, the safest way to electronically send information is using a secure email.
- b.** All devices used to do reports, documentation, etc. should be password protected.
- c.** Be cyber aware!
  - i.** Do not open emails, texts, or direct messages with attachments from people you do not know.
  - ii.** Do not visit websites that are not secure
  - iii.** Use secure, confidential email as much as possible
- d.** Documents stored on any device should be deleted if you are no longer an employee of Dreamweavers Unlimited.
- e.** You should not post any pictures or videos of persons served on social media. Additionally, no pictures or videos should be shared with anyone without a signed consent from the parent/guardian.
- f.** When on an office computer, phone, or other device – notify Sarah if there are any suspicious pop-ups or notifications. This includes renewal notifications from Norton, our anti-virus provider.