

Core Competency Review

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 individuals on the Innovations 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** is a group of various individuals sharing an environment, regardless of their location or type of interaction.
 - iii. **Partnership** is relationship characterized by mutual cooperation and responsibility to achieve a goal.
 - iv. **Integrity** is a concept of basing one's actions on an internally consistent framework of principles.
 - v. **Commitment** is an action of being pledged to the people we serve.
 - vi. **Quality** is a high degree of excellence that determines if the services we provide meet the needs of our clients.

2. Elements for Incidents and Other Reportable Events

- a. Incidents include any situation, action, or result of an action that is not consistent with the routine care of a client, routine services provided by Dreamweavers, the routine operation of Dreamweavers, or the safety and security of environments in which services are provided.
- b. Incidents may include the following: medication errors, incidents involving injury, communicable disease, infection control, aggression or violence, wandering, elopement, vehicular accidents, or any other event that is out of the normal routine.
- c. Things you should know if an incident were to occur:
 - i. Incidents should be reported within 24 hours of the event
 - ii. You should be familiar with your client's personal information including their diagnosis, allergies, and contact information.
 - iii. Contact the client's guardian, emergency personnel (if needed), and your supervisor as soon as possible.
 - iv. You can only release information to emergency personnel (without a signed release form from the parent/guardian).
 - v. All incidents should be properly documented as soon as possible by completing an incident report form. You can request an incident report form from your supervisor, or by going on our website here: <https://www.dreamweaversnc.com/dwu-portal.html> and clicking "Incident Report."

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- vi. Incident report documentation should include a description of the incident, actions taken on behalf of the client, and the client's condition following the incident.

3. Elements for Client Rights

- a. Foundations of Client Rights
 - i. All individuals 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.
 - ii. Clients should be informed of their rights and ways they can exercise those rights.
 - iii. Individuals served have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice.
 - iv. Clients can be their own guardian, but if guardianship is appropriate, they must be appointed a guardian at the age of 18.
 - v. Individuals served have the right to privacy and confidentiality. Information may not be released without the client or guardian's written permission, except as law permits or requires.
 - vi. If you fail to maintain confidentiality, there can be jail time and/or a \$500.00 fine.
 - vii. Individuals served have the right to informal complaint and/or formal grievance regarding practices or decisions that impact their treatment without fear or concern for reprisal by the organization or its staff.

4. Confidentiality Rules and HIPAA Guidelines

- a. HIPAA stands for Health Insurance Portability and Accountability Act.
- b. Dreamweavers staff are trained on HIPAA guidelines at hire and annually.
- c. The HIPAA privacy officer for Dreamweavers is Betsy Short, Executive Director.
- d. The client/guardian must provide written consent to in order to exchange or disclose client's information.
- e. An Authorization for Use and Disclosure of Protected Health Information form must be signed prior to any exchange or disclosure of client's information.
- f. The Authorization for Use and Disclosure of Protected Health Information form is completed at time of client's initial admission to Dreamweavers as well as annually.
- g. The client has the right to amend or restrict any of their Protected Health Information (PHI).
- h. PHI should always be kept in a locked cabinet.
- i. When communicating regarding a Dreamweavers client, minimum necessary information should be shared. This means limiting information to only what is reasonably necessary to accomplish the purpose for the communication.
- j. Client names should not be used in emails or text messages. If you need to use a client's name when corresponding with a supervisor, then initials should be used.

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5. Overview of Developmental Disabilities

- a. Developmental disabilities can effect communication, self-help, and daily living skills. Clients should be offered choices regarding their daily activities regardless of whether they can communicate verbally.
- b. **Positive Approaches to working with individuals with developmental disabilities:**
 - i. Focus on the development of communication skills
 - ii. Use preferred strengths-based activities
 - iii. Provide opportunities for choice-making
 - iv. Teach useful, meaningful, functional activities
 - v. Plan for independence
 - vi. Provide needed prompts and supports to facilitate learning
 - vii. Developmental disabilities can affect communication, self-help, and daily living skills
- c. **Seizures:**
 - i. Seizures are classified into 2 main categories:
 - 1. **Partial:** have a specific area of onset in the brain; can remain in one half of the brain or can spread to the entire brain
 - 2. **Generalized:** involves both halves of the brain and are associated with a loss of consciousness

6. Elements of Person-Centered Thinking

- a. The client’s person-centered support plan is a “living document” based on what is important to the individual, their interests, preferences, etc. People should be learning things they would like to learn.
- b. The support plan is completed annually, but can be revised at any time.
- c. The client’s interdisciplinary team meets to create the support plan
 - i. This team consists of the client’s guardian, family members, care manager, client’s staff, QP, and other professionals that are familiar with the client and their needs.
- d. Person-First Language: identifying the person as a unique individual, not as his or her disability (i.e. instead of saying “she’s autistic,” you should say “she is a person with autism.”)

7. Elements for Role/Purpose/Philosophy of Services

- a. Staff should strive to help individuals reach their full potential.
- b. Staff should use clients’ strengths and interests to help them build new skills.
- c. Staff should offer meaningful choices to clients.
- d. It is staff’s responsibility to assist their client with their goals as outlined in the individual’s support plan.

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8. Elements for Service and Documentation

- a. All documentation should be entered electronically. If documentation on paper is necessary, it should be written legibly in **black ink**.
- b. If documenting on paper, errors should be corrected with one single line drawn through the incorrect entry, “err” written beside the incorrect entry, the employee initials, and the date. No white out or correction tape!
- c. All documentation must include the client’s first and last name, record number, Medicaid number, and birth date.
- d. Documentation should be completed within 24 hours of providing the service.
- e. Falsification of documentation can lead to TERMINATION.
- f. Staff should password-protect any device used to complete service documentation.

9. Elements for Interaction and Communication

- a. Staff should be able to communicate positively and effectively with clients, families, and other service providers or team members.
- b. 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. 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. At Dreamweavers, staff are trained to use de-escalation techniques as an alternative to restrictive interventions. Dreamweavers Unlimited, Inc. does not use planned restrictive interventions.

10. Health and Safety Practices

- a. When working with a client, it is important to know the individual’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. Only staff with proper medication-administration training can administer medication.

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- d. Client's medication must be listed on a physician-signed MAR prior to administration.
 - i. Medication must be administered exactly as described on the MAR.
- e. If you are working and there is a fire or severe weather, it is important to get somewhere safe.
 - i. In the event of a fire, evacuate the building you are in immediately. Be aware of exits when entering buildings with your client.
 - ii. If severe weather occurs, locate the safest and nearest shelter. If you are inside, this should be the most interior room with no windows or exterior walls, if possible. If you are outside, please get to an indoor shelter as quickly as possible.
- f. To protect yourself and others from bodily fluids, always wear gloves, wash your hands, and try to limit contact when possible.
- g. Medical Emergencies:
 - i. A medical emergency is any incident that requires interventions beyond simple first aid in order to stabilize the condition.
 - ii. Staff should contact emergency personnel if needed.
 - iii. Staff should inform their supervisor and the client's family or guardian as soon as possible in the event of a medical emergency.

11. Cultural Competency

- a. Cultural competency is an ongoing learning process that fosters acceptance, inclusion, and respect for diversity in all forms. For Dreamweavers, Cultural Competency is defined as an awareness of, respect for, and attention to the diversity of the people with whom it interacts (clients, staff, and other stakeholders) that are reflected in attitudes, organizational structures, policies and services.
- b. Diversity awareness and knowledge includes many areas such as:
 - i. Spiritual beliefs
 - ii. Observances and holidays
 - iii. Dietary regulations or preferences
 - iv. Clothing
 - v. Attitudes toward impairment and disability
 - vi. Attitudes toward behavioral health
 - vii. Language
 - viii. Health beliefs
 - ix. The role of family members in decision making
 - x. Experiences of bias
 - xi. Attitudes about sexual orientation, gender identity, and gender expression
 - xii. Overall acculturation
- c. Ways to be culturally competent:
 - i. Make attempts to understand the world from others' point of view
 - ii. Acknowledge your own prejudices

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- iii. Be flexible
- iv. Tolerate ambiguity
- v. Respect individuals from other cultures
- 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 can prevent backing accidents by:
 - 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 in which you intend to back
 - 5. Scan the area
 - 6. Stay alert and use all 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
- c. You should always pull over if you must answer the phone while driving.
- d. Please reference the Transportation of Persons Served Safety Guide found on our website for additional information on Defensive Driving.
<https://www.dreamweaversnc.com/dwu-portal.html>

13. Fire Safety

- a. Our safety officer, Blayke Turrubiarres, is responsible for oversight of emergency responses. She can be reached at 704-868-8551.
- b. Fire drills are conducted on a quarterly basis.
- c. Close doors to prevent spread of fire.
- d. Conduct practice drills with your client.
- e. Stop, drop, and roll if your clothing catches fire.

14. Safe Lifting

- a. Use your leg muscles (not back muscles) to safely lift.

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- b. Bend your hips and knees.
 - c. Keep your back straight.
 - d. Don't twist as you lift; turn your whole body.
 - e. Keep what you are lifting close to your body.
 - f. Use your brain – decide if something is too heavy and stay aware of your position.
- 15. Customer Service**
- a. Customer service is essential to making our clients and their families feel comfortable when selecting Dreamweavers as their service provider.
 - b. There are 5 basic needs of a “customer:”
 - i. **Friendliness:** 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:** Appreciate the customer's wants and circumstances. Practice active listening and respond appropriately to concerns and needs.
 - iii. **Fairness:** 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:** Our clients and families 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:** 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 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: <https://www.dreamweaversnc.com/dwu-portal.html>
- 17. Technology and Cyber Security**
- a. When sending emails or texts regarding persons served, no confidential information should be written (i.e. if you wanted to send an email about Betsy Short, you would reference her using only her initials, BS).
 - i. You should 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.

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- b. All devices used to complete service documentation 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 Hobbs if there are any suspicious pop-ups or notifications. This includes renewal notifications from Norton, our anti-virus provider.