



### COVID-19 Phase 2 EIBS Service Plan - Public Posting

Vista Service Line	Vista Foundation Educationally Integrated Behavioral Services Program
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This COVID-19 Phase 2 EIBS Service Plan was developed in collaboration with the following:

1. Pennsylvania Department of Human Services
2. Bureau of Special Education, Pennsylvania Department of Education
3. Perform Care
4. Community Care Behavioral Health
5. Alicia Burger, Executive Director of Clinical Programs, Interim CEO
6. Candis Chubb, Executive Director of Educational Programs
7. Sabrina DeLong, Compliance Officer
8. Jennifer Muchmore, Behavior Services Manager
9. Violet Rush, Student Services Manager
10. Mathew Stilley, Behavior Technician Supervisor
11. Kevin Schwebel, Behavior Technician Supervisor
12. Joshua Teti, Behavior Technician Supervisor
13. Ashley Blauch, Special Education Supervisor
14. Jennifer Williams, Occupational Therapy Supervisor
15. Lauren Jones, Speech and Language Supervisor
16. Lisa Pellman, Transition Coordinator Supervisor

Goal of Plan
The goal of Vista's COVID-19 Phase 2 EIBS Plan is to provide meaningful behavioral treatment and services to Vista School students in the best means possible during this unprecedented time of community health needs and physical school building closure. The plan supports a careful plan of in person behavioral supports to students in their homes and, if progression allows, in the students' local communities.

### Overview of Plan

The Vista Foundation's COVID-19 Phase 2 EIBS Plan delineates essential components of student behavioral programming that will be treated with in-person intensive supports to support Vista School students. The intent of the plan is to further advance student skills, innovating in order to improve the lives of those we serve, and to inspire hope to individuals with autism and their families. Our hope is that the innovation of in-person home behavioral supports, paired with a continuation of distance learning and telehealth, will improve conditions for the student in need, provide greater stability, structure, and success in the home, and continue to develop skills as much as possible. Through the integration of a variety of behavioral instruction modalities and interventions, Vista is supporting the vision to become obsolete in the lives of those we serve.

### Expectations for Behavioral Treatment

The Vista Foundation and The Vista School have worked with regulators and determined the following:

1. The Pennsylvania Department of Education will not permit in-person instruction of school staff during the Governor mandated school closure. Therefore, school staff (such as Teacher, OT, SLP, PT, transition staff, etc.) are not allowed to go in homes or meet students in person to support educational lesson plans.
2. The Department of Human Services will allow in-person, in-home behavioral supports and direct care of individuals from an otherwise "school location" approved behavioral health services as follows: *"Children may need support when they are receiving education in their home environment as a result of schools being closed. If services are provided during the time the child is receiving education in the home environment, a new authorization is not needed for services to be delivered in the home, even if the support the child needs is different than the support the child received when the child was in school. However, the treatment team should review the existing treatment plan with the family and determine if any interventions need to be changed to accommodate the new service setting or the recommendations for social distancing. The review of the treatment plan can be completed through telehealth during the disaster emergency declaration period."*

Vista was already approved for in-home services per our service description. We are adjusting practices with our home model to meet the realities of the community health crisis, needs of the students, and realities in the home setting during this time.

The Vista School/EIBS students will be developing skills through prioritized treatment planning with the family. This will be supported through:

- Parent survey
- Team discussion with parent of prioritized needs being experienced in the home
- Team review of the above to identify treatment plan goals most appropriate in the home
- Prioritized skills and supplemental activities from the student week at a glance plan

Our Behavior Consultants will work to enrich and/or provide behavioral interventions related to the treatment plan goal(s) as well as prioritized skills to be improved in the home. The team, including the parent/caregiver, will communicate to help identify the prioritized skills from the treatment plan to continue to develop outside of the school setting. Supplemental activities from the Week At a Glance plan will provide a further level of structure to the student's day, predictability to the student and family, and meaningful activities while outside of a typical school day attendance.

Home services will start at 2 hours per day (unless a lower level is needed for gradual entry into the home). This service time will be re-evaluated by the BC after the first service delivery week to determine any need for adjustment of hours based on student need. Hours can increase, based on BC recommendation, to allow for up to 4 hours of service per day.

Treatment and data collection will focus on treatment plan goals and practice of health safety behaviors (such as mask tolerance, social distancing, handwashing). Supplemental activities will occur as the team recommended via activities listed in the Week at a Glance plan.

Due to the community health need and areas of high risk, the following student skill development programs will not be supported through physical assistance during the initial implementation of Phase 2 Services:

- Toileting/wiping programs
- Showering programs
- Toothbrushing programs
- Feeding/swallowing programs

The above may be reassessed by Vista administration if the community health need allows for relaxed restrictions.

Vista EIBS services will adhere to the school calendar. Services will not operate on holidays. Services will operate on standard break weeks with a maximum of 15 hours over a full break week, based on prescription from BC (ie: an individual prescribed 2 hours per day will get 10 hours over break week. a student prescribed 4 hours a day will get the maximum of 15 hours). If services were to continue in Phase 2 for Extended School Year, services will follow the school calendar, with services being rendered Monday – Thursday.

Staffing will be assigned based on parent participation interest, student intensity of need, staffing availability, and other variables related to success of the student. Staff will be assigned when possible, by common phase county/region as well as by best matched needs for the student. As Vista is following the yellow phase of operations for Dauphin County, staff may report to Vista or homes that are in a different phase than where the staff lives. For example, a staff may live in a red phased area but report to work at Vista which may be in a different phase. Similarly, staff may live in a different phased area than the home where services are being provided. If the staff is in a more restrictive phase than the home of the student, the parent will be alerted and must approve the assignment before services can start.

Staffing will be scheduled with one Behavior Technician assigned to one student so as to avoid multiple home locations, with the exception of emergency subbing. There may be unique situations where multiple Vista staff, no more than 3, are in a home due to the intensity of student needs. In a call off occurrence, staffing will not be able to be replaced that day but will be attempted to be arranged for the remainder of the absence as staffing availability allows. If there is a potential conflict of interest, blurred therapeutic lines (such as staff already providing babysitting or habitation aide services to the student/family), that Vista staff will not be able to provide the assigned Vista in-home services to that family.

In the event of a possible or positive case of COVID-19, Vista will contact the Department of Health (DoH) and follow all directives from DoH in relation to worksite (Vista and home where services were

provided) and employee actions. Vista will communicate with the impacted staff and family per directives within our internal policies and DoH directives.

#### **Communication Tools and Strategies**

- Parents will receive bi-weekly communication from Vista administration
- Telehealth and distance learning will continue to occur using Zoom and other mediums as defined in telehealth permissions and The Vista School's Continuity of Education Plan
- Zoom platform will be used for parent videoconferencing
- Teleconference lines will be used for parent phone call conferencing
- Parent consultation sessions with the full team (BC, OT, SLP, Teacher, PT – if applicable) will occur once weekly unless the need is less
- Behavior Consultants will continue to schedule telehealth sessions as agreed upon by BC and parent
- When needed, automatic phone and text alerts will also be sent to families
- Behavior Technicians will communicate with MDT via Microsoft Teams, Outlook, Zoom, and Phone
- Behavior Technicians will communicate with families via Outlook and phone. In some cases, BT's will also be supporting telehealth needs via Zoom

#### **Behavioral Technician General Expectations**

- Behavioral Technicians will create their schedules to support as best as possible a blend of staff and parent/caretaker availability.
- In-home sessions will not exceed 4 hours per day, 5 days per week:
  - Anytime 9AM to 5PM; hours will be delivered consecutively per day
  - Anytime Monday through Friday during the Regular School Year and Monday through Thursday during the Extended School Year
- Each family will begin with up to 2 hours per day with a potential increase of up to 4 hours per day. In-home hours will be assessed weekly during MDT/team meetings to determine if hours should be increased the following week.
- During the in-home sessions, an 18+ year old caregiver needs to be home and available if necessary.
- Behavioral Technicians will support telehealth or distance learning sessions as prescribed by team.
- Behavioral Technicians will join meetings a minimum of twice per week (such as weekly parent meetings, MDT/team meetings, and consult time with Behavioral Consultant).
- Behavioral Technician will dedicate at least 3 hours per week to review and prepare materials for the treatment plan and student Week at a Glance activities.
- Behavior Technicians and any individuals in the home will follow safety regulations and requirements. See **Health Safeguard Expectations for Vista Staff in Homes**.
- At the beginning of each in-home session, Behavior Technicians will read the disclosure statement reminding families of the Health Safeguard Expectations.
- The Behavior Technician will assist parent in taking students temperature upon BT's arrival.
- Direct service billing logs should be entered within 24 hours of service delivery.

- If a Behavior Technician is physically involved in any SAPA procedures, the Safety Techniques and/or Emergency Procedures forms need to be completed and sent to the Behavior Consultant immediately.
- If an injury occurs in the home, the Behavior Technician must complete an injury report form and submit to Supervisor and HR, within 24 hours of the incident.
- If a session needs to be cancelled, the Behavior Technician must contact the following people, no less than 2 hours before a scheduled session: 1) the family, 2) Behavior Consultant, and 3) Behavior Technician Supervisor.
- In the event of a situation where safety of the student, parent/caregiver or staff is at risk, least (environmental arrangement) to most restrictive procedures will be used. Parent, guardian, or caretaker will take lead on any physical support for the individual in the event of a behavioral crisis. The Vista staff can support as needed and will complete appropriate documentation.
- Any responses to behavioral crises must be able to be maintained by the caregiver when the staff leaves the home.
- Parents, caregivers, or staff can stop services (immediately or for longer duration) if it is determined that in-home sessions are unsafe for the student, parent/caregiver, and staff. The team may need to reassess and possibly re-implement services when additional plans are developed to address the safety concerns. If services are ended due to a safety concern, BT must notify their supervisor and BC immediately.
- The team may need to end, reassess and possibly re-implement services when additional plans are developed if the following occur:
  - Staff, student, and/or family members are consistently experiencing a lack of safety and potential for injury while staff is in the home.
  - Three cancellations with less than two hours' notice
  - Inability to provide services due to lack of adherence to parent expectations for health safeguards in the home

#### **Behavior Consultant General Expectations**

- The Behavior Consultant will continue to schedule telehealth sessions as agreed upon by BC and parent.
- The Behavior Consultant will ensure appropriate documentation is ready for Behavior Technician to take into the home (i.e. home note with treatment plan goals and data to be collected)
- The Behavior Consultant will be available to the Behavior Technician to answer questions, review programming, coach/train, and provide recommendations either through Zoom meetings at times during in home sessions, or through phone or email outside of in-home sessions.
- The Behavior Consultant will review data from the in-home sessions on a weekly basis to determine next action steps or needed changes to programming.
- Parent consultation sessions with the full team (BC, OT, SLP, Teacher, PT – if applicable) will occur once weekly unless the need is less.
- Data related to prescribed duration of daily sessions will be analyzed weekly and discussed at each MDT/team meeting in order to determine the appropriate prescribed duration for each student.

- Development and oversight of additional programs to shape student use and tolerance of PPE, improved hygiene, and social distancing in coordination with families and MDT members.
- Collaborate with parent on any concerns related to any services in the home.
- If a Behavior Technician reports the use of Emergency procedures, the Behavior Consultant will conduct a debrief meeting within 5 service days of the incident and complete meeting notes. BC to follow same procedures for submitting debrief paperwork.
- The Behavior Consultant will provide consultation to all students to which they are assigned. The BC will not physically go out to more than one home within a two-week consecutive time frame.

#### **Educational MDT Member General Expectations**

- Parent consultation sessions with the full team (BC, OT, SLP, Teacher, PT – if applicable) will occur once weekly unless the need is less.
- The Educational MDT members will continue to schedule distance learning sessions as agreed upon by team and parent.
- Continued completion of the Week at a Glance document (adjusted accordingly to add to activities as needed based on student participation with Behavior Technician support in the home) and provision to families by Friday of the week prior.
- Development and oversight of additional programs to shape student use and tolerance of PPE, improved hygiene, and social distancing in coordination with families and Behavioral Consultant.

#### **Parent General Expectations**

- During the in-home sessions, an 18+ year old caregiver needs to be home and available if necessary, to respond to self-care needs and if any crisis situations arise. A caregiver/caretaker is defined as a non-Vista staff that is 18 or older and is able and available to provide supervision, safety assistance and general personal care for the student.
- The student should be present and available to participate during in-home sessions.
- If a session needs to be cancelled, please contact the Behavior Technician by phone to let them know at least 2 hours prior to the scheduled start of the session.
- If there are any concerns regarding in-home sessions and/or staff, please contact the Behavior Consultant.
- In the event of a situation where safety of the student, parent/caregiver or staff is at risk, least (environmental arrangement) to most restrictive procedures will be used. Parent, guardian, or caretaker will take lead on any physical support for the individual in the event of a behavioral crisis. The Vista staff can support as needed and will complete appropriate documentation.
- Any responses to behavioral crises will be able to be maintained by the caregivers in the home environment when the staff leaves.
- Parents, caregivers, or staff can stop services (immediately or for longer duration) if it is determined that in-home sessions are unsafe for the student, parent/caregiver, and staff. The team may need to reassess and possibly re-implement services when additional plans are developed to address the safety concerns. If services are ended by the parent due to a safety concern, parent must notify the BC immediately.

- Parents, caregivers, and individuals in the home will follow the safety regulations and requirements. See sections: **Health Safeguard Expectations for Vista Staff in Homes** and **Parent Safeguard Expectations in order to Permit Vista Staff in Homes**.
- As stated in the **Health Safeguard Expectations for Vista Staff in Homes**, parents/caregivers will need to physically support all activities of daily living that include known exposure to fecal matter, saliva, other bodily fluids (I.e., toileting, showering, teeth brushing).

#### **Student General Expectations**

- Present and available to participate in the session.
- When possible, follow CDC safety recommendations, such as frequent hand washing and wearing a mask.

#### **Health Safeguard Expectations for Vista Staff in Homes**

- At the beginning of each in-home session, Behavior Technicians should read the disclosure statement reminding families of the safety guidelines.
- Staff, as well as all individuals who are over age 2 and able, must wear masks.
- Staff should wash hands immediately upon entry, then assist the client in washing their hands at the onset of the session, when in contact with any bodily fluids, and when touching their mask or the mask of another. Staff should engage in frequent hand washing (gloves are available for use as needed, requested by the parent/caregiver, and as desired by staff). Staff will wash hands again at the end of the shift when departing.
- Wear oversized outer shirt (or other gown/material without offensive language or inappropriate content) to allow for decreased skin contact to fluids. Bring additional clothing to change into if needed. Put any soiled clothing in a bag when leaving.
- Pull long hair back off of collar of clothing (may wear a hat).
- Staff and student must maintain social distancing practices during any outings (if outings are permitted in the region/county location of the home AND the team has determined that the student can meet minimum community health standards).
- Staff are encouraged to minimize travel and to continue to practice social distancing practices outside of shifts. Travel restrictions and self-quarantine when returning from risk areas from the Department of State, CDC, Department of Health, and/or Governor's office will be upheld and staff must disclose if and when traveling to an area of the State Department's travel restriction.
- Staff may not come to work if showing symptoms. If displaying symptoms, staff are to contact parent/caregiver and supervisor in advance of shift.
- Staff may use hand sanitizer throughout shift.
- Staff should wipe down instructional materials (I.e.: before and after use) - ensure what you are using is approved in the parent home (and if not, use their provided cleaning materials that meet appropriate sanitation guidelines).
- Staff may wear gloves for specific activities in the home.
- Staff must take temperature prior to starting shifts (at home or at student's home if thermometer is available). If temperature is over 100 degrees notify the supervisor to report this information (i.e., staff must go home). Supervisor will work on different staffing arrangements for the next day (as staff must be fever free for 24 hours before returning to

work OR will need to comply with Department of Health's quarantine procedures if suspected COVID-19).

- Staff will not be able to directly and/or physically assist with activities of daily living that include known exposure to fecal matter, saliva, and other bodily fluids (I.e., toileting, showering, teeth brushing). Staff can coach parents/caregivers on the implementation of these programs in the home during this phase.

#### **Parent Safeguard Expectations in order to permit Vista Staff in Homes**

- Parent/caregiver must take the temperature of the student as well as all individuals residing in the household, each morning.
- All household members (other than Vista student) above the age of 2 must wear facemasks while Vista staff are present.
- Should anyone in the home display symptoms or have a fever over 100 degrees, assigned staff should end support and contact the supervisor.
- Student should be encouraged to wear masks, per parent/caregiver request, during sessions and during community outings.
- Parents are to disinfect commonly touched surfaces prior to the start of the session and at the end of session with CDC approved disinfectant.
- Staff should encourage students to wash hands frequently throughout session.
- Parent/caregiver must alert staff if anyone in the house is showing symptoms of COVID-19 or is unwell.
- Parents/caregivers must disinfect therapy materials regularly as they will be temporarily stored in the home.
- Parent/caregivers may ask staff if they are unwell, showing symptoms of COVID-19, or have come in contact with anyone who is/has.
- Families are strongly encouraged to follow all CDC recommendations for limiting travel and social exposure. Parent/caregivers must disclose if travel of a household member has occurred within a State Department travel restriction area during any time of Vista service in the home.
- Parents will ensure that non-household members are not present during Vista service delivery time (ie: siblings' friend, neighbor, etc.) excluding someone that is an already defined caretaker.
- If a family refuses to adhere to Parent Safeguard Expectations, one reminder will be given, then session will be discontinued for the day if refusal continues.



## **Staff Disclosure Statement**

***Staff will provide a daily disclosure statement to parent/guardian/caregiver prior to beginning each session.***

- Vista requests that I provide a disclosure statement before I can start providing services:
  - I have taken my temperature and confirm it is below 100 degrees
  - As an employee, I have to follow the use of appropriate health safeguards while in your home
  - As the home is a service delivery site, Vista is following DoH directives and requires the family to adhere to health safeguards stipulated in the informed consent (such as wearing masks in treatment area, being fever free, etc.)
  - Both you as parent/guardian/caregiver and myself as staff can cease services at any time if feeling unsafe



### INFORMED CONSENT AGREEMENT COVID-19 Novel Coronavirus Exposure

This agreement, made this \_\_\_\_\_ of \_\_\_\_\_, 20\_\_\_\_, between \_\_\_\_\_  
\_\_\_\_\_, parent(s)/legal guardian(s)  
of \_\_\_\_\_, an individual of Vista (hereafter  
called the individual), and Vista, (hereafter called Vista), modifies and supplements the parties' Contract  
Agreement for In-Home Services as well as any other services of Vista delivered during this time,  
including Employment and Community services.

The undersigned parties acknowledge that they have been informed and understand the risks associated with COVID-19 novel coronavirus, also known as coronavirus. Vista and Vista staff have implemented the following interventions to assist with managing the spread of this disease to the individual:

- Increased hand-washing and sanitation practices
- Temperature taking prior to scheduled session, Vista documentation of temperature
- Cancelling or ceasing session if Vista staff has a fever of 100 degrees or higher
- Disclosure statement at the start of each service session
- Wearing of masks during service delivery
- Wearing of an oversized outerwear (such as a shirt, smock, etc.) and extra clothing
- Allowance of hat wearing
- Pulling of longer hair up off of the collar
- Glove use at minimum used during planned bodily fluid support (such as cleaning up after bodily fluids, toileting, diapering, etc.)
- Drop-off and pick-up procedures that limit parents'/guardians'/caretakers' interaction with other individuals (if drop off/pick up is applicable)
- Support caretaker in the initial screening of individual's temperature on a daily basis
- Ceasing services for any individual if presenting with a fever of 100 degrees or higher
- Following CDC guidelines for quarantine of individual if they or a household member have a suspected or confirmed case of coronavirus
- Vista staff has the right to cease services at any time should they feel unsafe
- Recommendation to avoid travel to areas of State Department or CDC areas of travel restriction with a requirement to disclose travel to those areas to Vista and compliance with any Vista directed removal from in person work
- Recommendation of Limiting visits with family and friends, and not participating in gatherings of more than 25 people

Due to the heightened risk of infection through behaviors and decisions made by families outside of the individual's time at Vista, guardians/caretakers wishing to continue services with Vista acknowledge that they have been informed of and understand the risks associated with COVID-19, also known as the coronavirus. Guardians/caretakers agree to the following parameters to reduce their risk of exposure to the virus as well as any transmission to Vista staff:

- Increased hand-washing and sanitation practices
- Recommendation of limiting visits with family and friends, and not participating in gatherings of more than 25 people
- Drop-off and pick-up procedures that limit parents'/guardians'/caretakers' interaction with other individuals (if drop off/pick up is applicable)
- Verbal verification that the individual and household members are free of all symptoms on a daily basis.
- If pick up is applicable, pick up the individual within an hour should he/she become symptomatic (excluding residences that are more than one hour away from service. In those cases, pick up response should match the time from the call to the distance traveled to the service)
- Follow CDC guidelines for quarantine of individual's if they or a household member have a suspected or confirmed case of coronavirus.
- All household members over the age of 2 will wear masks while services are being delivered in the home, specifically when in the service treatment area or in open areas surrounding the treatment area. Those with medical conditions that prevent wearing masks are excluded from this requirement but should remove themselves from proximity of treatment as much as possible.
- All household members will have temperatures taken approximately 2 hours prior to service delivery session.
- Take temperature of individual with support of Vista staff at the beginning of service delivery to support the individual practice of temperature being taken prior to a service being delivered.
- Have parent, guardian or identified caretaker over the age of 18 present in service delivery domain (excluding employment, community services).
- Have parent, guardian, or caretaker available at beginning of session for brief check in, end of session for brief check out. In addition, available to physically assist any individual personal care that has planned bodily fluid potential exposure (such as toileting, diapering, etc.).
- Have parent, guardian, or caretaker available to take lead on any physical support for the individual in the event of a behavioral crisis. The Vista staff can support as needed and will complete appropriate documentation.
- Parent, guardian, or caretaker has the right to cease services at any time should they feel unsafe
- Daily sanitizing of any treatment, instructional materials both before and after service delivery
- Increased cleaning practices in the home environment, particularly sanitizing of commonly touched surfaces before and after service delivery
- Have parent, guardian, or caretaker available to take lead on administration of medications and any other prescribed medical treatments scheduled to occur during staff shift

By signing this agreement, you acknowledge your understanding that individuals serviced via Vista Autism Service cannot reliably be held to social distancing standards recommended by the Centers for Disease Control (CDC), and also that Vista cannot guarantee individuals receiving services will not be exposed to the coronavirus, or other viruses and diseases.

Consequently, the undersigned parties agree not to hold Vista responsible or liable, either legally or financially, for any injuries, pain or suffering, emotional distress, or financial loss, as a result of exposure to coronavirus or other viruses or diseases, except for a situation in which Vista has been adjudicated to have been grossly negligent. Vista will continue to monitor, assess, and implement interventions to reduce risk to the individual. Your signature on this agreement will serve as acknowledgement that you understand and approve the interventions listed. You are welcome to contact our Compliance Officer of Vista, Sabrina DeLong, or the Supervisor of the individual's Vista, at any time if you have questions, observations, or suggestions with respect to the individual's safety or the risk described above. This agreement will be reviewed annually and when there is a significant change to the care needs of the individual. When appropriate, amendments or updated interventions will be made. Also, in the sole discretion of Vista, an individual may have current services suspended should the individual or parent/guardian fail to comply with the terms of this document.

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Representative of Vista	Date
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Parent/Guardian	Date
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**TO: Individuals and Guardians participating in any Vista Autism Services program**  
**FROM: Alicia Burger, Executive Director of Clinical Services, Vista Autism Services**

*Alicia Burger*

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**UNIVERSAL INDIVIDUAL RIGHTS**

Admissions, the provisions of services, and referrals of individuals to any Vista program shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age or sex.

Individuals will not be discriminated against because of disability. Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Individuals have the right to choose a willing and qualified provider.

Individuals will not be abused, neglected, mistreated, exploited, abandoned or subjected to corporal punishment.

Individuals shall be treated with dignity and respect.

Individuals have a right to make choices and accept risks.

Individuals will be afforded the opportunity to participate in program planning that affects them.

Individuals have a right to control the individual's own schedule and activities and have the right to refuse to participate in activities and services the same as anyone that does not receive services.

Individuals have the right to choose where, when and how to receive needed services.

Individuals and their guardians have the right to offer comments and voice concerns about the services the individual receives.

Individuals have the right to assistive devices and services to enable communication at all times.

Individuals have the right of privacy and possessions.

Individuals have the right to receive, purchase, have, secure and use personal property.

Individuals have the right to practice the religion or faith of their choice.

Individuals have the right to be free from excessive medication.

Individuals will be not be required to participate in research projects.

Individuals who are of voting age will be informed of their right to register to vote in elections, if applicable. Individuals will also be informed of voting procedures and assisted to register and vote, if necessary.



Individuals have the right to reasonable access to a telephone and the opportunity to receive and make confidential calls with assistance when necessary.

Individuals have the right to move about their home and community the same as anyone that does not receive services.

Individuals and their guardians have the right to access the individual's record.

Individuals and their guardians have the right to know if they have been exposed to a communicable illness.

### **SPECIFIC RESIDENTIAL INDIVIDUAL RIGHTS**

Individuals have the right to receive scheduled and unscheduled visitors, communicate, associate and meet privately with family and persons of the individual's own choice at any time.

Individuals have the right to unrestricted access to send and receive mail and other forms of communications, unopened and unread by others, including the right to share contact information with whom the individual chooses.

Individuals have the right to unrestricted and private access to telecommunications.

Individuals have the right to manage and access the individual's finances.

Individuals have the right to furnish and decorate the individual's bedroom and the common areas of the home.

Individuals have the right to lock the individual's bedroom door, with access by program staff in the event of an emergency.

Individuals have the right to choose and wear their own clothing.

Individuals have the right to access food at any time.

Individuals have the right to make health care decisions.

### **NEGOTIATION OF CHOICES**

Individuals rights shall be exercised so that another individual's rights are not violated.

Individuals rights may only be modified in the formal written plan and to the extent necessary to mitigate a significant health and safety risk to the individual or others.

### **UNIVERSAL INDIVIDUAL RESPONSIBILITIES**

Communication: Individuals will have open communication with program staff if they do not understand information. Individuals will communicate honestly to their treatment team about the satisfaction with the program and communication received, or the refusal of treatment. Individuals will report concerns or dissatisfaction regarding treatment with their treatment team. If an individual does not feel satisfied with the outcome of communications with their team, the individual can file a complaint following the formal grievance process. Individuals should provide accurate information regarding health history that includes current and present illnesses,



hospitalization, medications, and/or treatment. Documentation: Individuals should submit required documentation by designated deadlines; including but not limited to annual physicals, insurance and other funding requirements.

Individuals and their guardians will immediately report any illness or contagion that could be passed to others including staff working with the Individual.

Respect: Individuals should maintain confidentiality regarding information about other individual's or participants in groups or programs conducted. Individuals will not use false statements to defame or intentionally harm the reputation of Vista Autism Services or community partners. Individuals will be respectful of others; including staff, volunteers, community partners and their peers.

Scheduling: Individuals will keep agreed upon scheduled events and adhere to rescheduling and cancellation communication expectations. In the event an individual chooses to discontinue services, advanced notice will be given to Vista Autism Services.

In the event a legal guardian has been appointed for an individual, the same standards would apply to the guardian.

**INVESTIGATING VIOLATION OF RIGHTS**

The Executive Director or designee will begin an investigation within 24-72 hours of receipt of any reported violation of individual rights. Within 10 days of the incident, a written summary of initial findings will be sent to the appropriate parties responsible for coordination of care. Investigations will be completed within 21 days of the first notification, unless otherwise granted an extension.

Any individual/individual legal guardian who feels they have been discriminated against or had their rights violated may freely bypass the Vista internal conflict resolution process and/or grievance process and file a formal complaint with any of the agencies listed on page 4 of this document.

**INDIVIDUAL ACKNOWLEDGMENT**

The undersigned does hereby acknowledge that he/she has received a copy of the Vista Individual Rights and Responsibilities and been informed of his/her rights and responsibilities upon admission and annually thereafter.

\_\_\_\_\_  
Signature of person if 14 years of age or older

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of guardian if under 14 years of age  
or otherwise applicable

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship to Individual



	The Vista School	The Vista Foundation (includes behavioral health services within the School program and Early Intervention Program)	Vista Adult Services
The Vista School – Provider 1021 Springboard Drive Hershey, PA 17033 717-583-5102	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pennsylvania Department of Education 1-800-879-2301 or the Bureau of Special Education 717-783-6913	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Vista Foundation – Provider 1021 Springboard Drive Hershey, PA 17033 717-583-5102	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vista Adult Services – Provider 24 Northeast Drive Hershey, PA 17033 717-835-1115	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CMU – Supports Coordination 1100 South Cameron Street Harrisburg, PA 17104 717-232-8761	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Service Access Management 717-368-1797 610-236-0530	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bureau of Vocational Rehabilitation 1521 North Sixth Street Harrisburg, PA 17102	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Department of Human Services Bureau of Equal Opportunity Room 223, Health & Welfare Building PO BOX 2675 Harrisburg, PA 17105	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PA Human Relations Commission Harrisburg Regional Office 333 Market Street 8 <sup>th</sup> Floor Harrisburg, PA 17101	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
U.S. Dpt. Of Health & Human Services Office for Civil Rights Suite 372, Public Ledger Bldg. 150 South Independence Mall West Philadelphia, PA 19106-9111	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>