

Dear New Team Member,

Welcome to our Habilitation Services team! We are thrilled to have you join us in supporting individuals with intellectual and developmental disabilities to live meaningful, empowered lives. Your role as a HAB Aide is essential in creating a safe, respectful, and person-centered environment where individuals can thrive.

As part of our team, you are not just performing tasks—you are building relationships, promoting independence, and protecting the rights and dignity of every individual you support. We value your compassion, your dedication, and your commitment to excellence.

This orientation will guide you through our mission, core values, policies, and the training necessary to perform your duties confidently and competently. We encourage you to ask questions, share your ideas, and embrace the opportunity to grow within this field.

Together, we make a difference—one person, one moment at a time.

With appreciation,

The Leadership Team

Program Overview

Our Habilitation Program is designed to support individuals in achieving greater independence, community inclusion, and personal fulfillment. Services are delivered in-home and in the community and are based on each person's unique strengths, preferences, and goals as outlined in their Individual Support Plan (ISP).

Key Program Features:

- **Person-Centered Planning:** Services are based on what is important TO and FOR the individual.
- **Skill Building:** We support individuals in learning life skills such as cooking, budgeting, hygiene, communication, and more.
- **Health & Safety:** Staff ensure a safe environment and support individuals in accessing healthcare and following medical protocols.
- **Community Participation:** We promote inclusion through volunteering, recreation, and social activities.
- **Documentation:** Staff record daily activities, progress toward outcomes, and any incidents or health concerns.

All services follow Pennsylvania's Office of Developmental Programs (ODP) guidelines and align with the principles of Everyday Lives, Positive Approaches, and Trauma-Informed Care.

Program Overview – Habilitation Services

Our Habilitation Services program, operating under the Pennsylvania Office of Developmental Programs (ODP), is designed to support individuals with intellectual and developmental disabilities in achieving greater independence, autonomy, and community engagement. Services are built around the principles of person-centered planning, Everyday Lives, and trauma-informed care.

► PURPOSE:

The primary purpose of Habilitation Services is to teach, support, and empower individuals in developing skills that promote self-determination, meaningful relationships, personal fulfillment, and active participation in their communities. Services are individualized, goal-oriented, and culturally respectful.

► CORE SERVICE PRINCIPLES:

- Person-Centeredness: Services reflect the goals, strengths, and preferences of the individual.
- Dignity and Respect: All interactions promote the inherent value and rights of each person.
- Least Restrictive Environment: Support is delivered in the most integrated, inclusive setting possible.
- Choice and Control: Individuals are supported to make decisions about their lives and services.
- Collaboration: Families, caregivers, and support teams work together to achieve shared outcomes.
- Accountability: Providers and staff are held to high standards of care, documentation, and ethical practice.

► SERVICE SETTINGS:

Habilitation services may be provided in the person's home, family home, or community settings such as libraries, gyms, stores, or volunteer sites. Services are flexible and designed to reflect the individual's preferred lifestyle and routines.

► TYPICAL SERVICE DOMAINS:

- Personal care skills (hygiene, grooming, dressing)
- Health maintenance and wellness (nutrition, appointments, exercise)
- Household skills (cooking, cleaning, laundry, budgeting)
- Community navigation (transportation, safety, communication)
- Social and emotional development (boundaries, relationships, self-regulation)
- Pre-vocational skills (time management, goal setting, team participation)

► STAFF RESPONSIBILITIES:

- Build supportive relationships and promote skill development through daily interactions.
- Observe and respect personal preferences, cultural needs, and behavioral cues.

- Follow the Individual Support Plan (ISP) and document progress accurately and promptly.
- Support health and safety at all times, including in emergency situations. 4
- Communicate proactively with team members, families, and supervisors.
- Participate in required training and ongoing professional development.

► DOCUMENTATION:

Direct Support Professionals are required to maintain accurate, timely records that reflect the services provided, progress made toward outcomes, any incidents or changes, and daily participation logs. Documentation is a legal requirement and an essential part of quality support.

► ALIGNMENT WITH ODP & DHS:

Our program aligns with the values of Pennsylvania's Office of Developmental Programs and the Department of Human Services (DHS). We operate in accordance with 55 Pa. Code regulations, ODP bulletins and communications, and Medicaid waiver requirements.

By embracing inclusion, honoring individuality, and committing to best practices, we support each person in leading a life that is meaningful to them. Your role in this process is invaluable.

Habilitation Staff – Job Description & Role Expectations

Job Title: Habilitation Aide (Habilitation Services)

The Habilitation Aide provides person-centered Habilitation services to individuals with intellectual and developmental disabilities. Habilitation Aides assist individuals in achieving their goals by teaching daily living skills, promoting independence, and supporting participation in community and home-based activities. All services are delivered under the guidance of the Individual Support Plan (ISP) and in compliance with the Pennsylvania Office of Developmental Programs (ODP) regulations.

Key Responsibilities:

- Provide direct support in skill-building activities (cooking, cleaning, grooming, budgeting, etc.)
- Encourage and facilitate community participation, inclusion, and relationship-building
- Support individuals in making informed decisions and exercising choice
- Follow and implement goals and outcomes identified in each person's ISP
- Maintain accurate and timely documentation of services provided and progress toward goals
- Ensure the health, safety, and well-being of individuals during all activities
- Respond appropriately to emergencies and follow safety protocols
- Report all incidents, concerns, or changes in condition immediately
- Protect individual rights, privacy, and confidentiality at all times
- Communicate effectively with supervisors, team members, and families
- Attend required trainings and participate in ongoing professional development

Qualifications:

- High school diploma or GED (required)
- At least 18 years of age
- Valid driver's license (if transporting individuals)
- Ability to pass background checks and health screenings

- Strong interpersonal and communication skills
- Compassionate, reliable, and adaptable to various needs
- Ability to lift, transfer, and physically support individuals when needed

Work Environment & Schedule:

Services may be delivered in the individual's home, family home, or in community settings. Schedules may include weekdays, weekends, evenings, or holidays depending on individual needs. Work may involve physical activity, travel, and exposure to varying environments.

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

HAB Aide – Mandatory Trainings & Completion Record

This form must be completed for all Habilitation Aides employed under the Office of Developmental Programs (ODP). All listed trainings are required to be completed before unsupervised service delivery and must be refreshed according to regulation and agency policy.

Staff Name: _____	Start Date: _____
Trainer/Supervisor: _____	Position: _____

Training Topic	Date Completed	Trainer Initials	Staff Initials
ODP Mission & Core Values			
Person-Centered Practices			
Individual Rights			
Abuse, Neglect & Mandated Reporting			
Emergency Preparedness			
Incident Management (IM) System			
ODP Regulations & ISP Process			
Health & Safety (including recognizing medical emergencies)			

CPR & First Aid Certification (valid and current)			
Medication Administration (if applicable)			
Fire Safety & Emergency Drills			
HIPAA & Confidentiality			
Cultural Competency & Disability Awareness			
De-escalation & Behavioral Support Techniques			
Positive Approaches / Positive Behavior Support			
Documentation Standards & Daily Progress Notes			
Infection Control & Universal Precautions			
Recognition and Prevention of Exploitation			
Transportation & Community Safety (if transporting individuals)			

Provider-Specific Policies and Procedures			
Job Duties & Role Expectations			

I acknowledge that I have completed or will complete all mandatory trainings required for my role and understand the importance of maintaining current certifications and compliance with ODP regulations.

Staff Signature: _____ Date: _____
Supervisor Signature: _____ Date: _____

Emergency Contacts & Phone List

This template is to be completed and maintained in the orientation and service records for all individuals providing and receiving Habilitation Services. It includes emergency and non-emergency contacts such as family, guardians, providers, and medical personnel. This form must be updated regularly and stored securely.

► Individual Information

Individual's Full Name: _____
Date of Birth: _____
Address of Residence: _____
Phone Number (if applicable): _____
Preferred Language or Communication Method: _____

► Emergency Contacts

Primary Emergency Contact (e.g., Parent/Guardian/Advocate): _____
Relationship to Individual: _____
Phone Number(s): _____
Email Address: _____
Address: _____ _____
Secondary Emergency Contact: _____
Relationship to Individual: _____
Phone Number(s): _____
Email Address: _____
Address: _____

► Support Coordinator (SC) Contact

Name of Support Coordinator: _____

Phone Number: _____

Email Address: _____

SC Organization/Agency Name: _____

SC Supervisor Contact (if applicable):

► **Primary Care Physician & Healthcare Providers**

Primary Care Physician (PCP) Name:

Phone Number: _____

Fax Number: _____

Office Address: _____

Psychiatrist or Behavioral Health Provider:

Phone Number: _____

Email Address: _____

Dentist Name: _____

Phone Number: _____

Address: _____

Specialists (e.g., Neurologist, Cardiologist):

Name: _____

Phone Number: _____

Office Address: _____

► **Provider Agency Emergency Contact Information**

Program Supervisor/Manager: _____

Phone Number: _____

Email: _____

After-Hours Emergency Line (On-Call):

Medication Administration Certified Staff (if applicable):

Name: _____

Phone Number: _____

► **Additional Contacts**

Preferred Pharmacy Name & Phone Number:

Transportation Provider Name & Contact:

Emergency Medical Consent on File: (Yes / No)

Advance Directives or DNR Orders (if applicable):

Notes or Special Medical Instructions:

ODP Mission, Vision, and Core Values

► Mission

The mission of the Pennsylvania Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice, and opportunities in their lives. ODP works to ensure that individuals have access to high-quality, person-centered services that are delivered in the most inclusive and respectful manner possible.

► Vision

ODP envisions a service system where all individuals with intellectual and developmental disabilities live everyday lives—lives that are no different than those without disabilities. This includes full participation in community life, meaningful relationships, employment, lifelong learning, and self-determination in every aspect of life.

► Core Values

- Person-Centeredness – Services are driven by the individual’s goals, preferences, and strengths.
- Dignity and Respect – All people have the right to be treated with dignity and respect.
- Inclusion – Individuals have the right to participate fully in their communities.
- Self-Determination – People should be empowered to make their own choices and decisions.
- Collaboration – Families, providers, and individuals work together as equal partners.
- Accountability – Providers and professionals are held to high standards of quality and ethical responsibility.
- Innovation – The system embraces new ideas, technologies, and practices that improve outcomes.
- Safety and Well-Being – Physical, emotional, and psychological safety are priorities in all services.

Individual Rights & Person-Centered Support – Habilitation Services (ODP)

This policy outlines the rights of individuals receiving Habilitation Services and the expectations for person-centered support. It is based on the Pennsylvania Office of Developmental Programs (ODP) regulations, including 55 Pa. Code Chapter 6100, and reflects our agency's commitment to dignity, choice, and self-determination. All staff must uphold these rights and implement services consistent with person-centered values.

► Rights of Individuals Receiving Services

- To be treated with dignity, fairness, and respect
- To receive services free from abuse, neglect, exploitation, and discrimination
- To make choices, including where and with whom they live and work
- To privacy, including in communication, personal care, and information
- To participate in the development and revision of their Individual Support Plan (ISP)
- To access and review their service records
- To voice grievances and file complaints without fear of retaliation
- To refuse services or supports unless mandated by law
- To associate with others and participate in community life
- To access medical, legal, and spiritual services of their choosing

► Staff Responsibilities to Uphold Rights

Habilitation Aides must:

- Be familiar with and respect the rights of all individuals they support
- Interact in ways that promote dignity, choice, and independence
- Avoid any action that may restrict or violate a person's rights
- Support individuals in understanding and exercising their rights
- Document rights-related issues and report concerns to supervisors
- Follow ODP's due process procedures before implementing any rights restrictions

► Person-Centered Support

Person-centered support is grounded in the belief that individuals are the experts in their own lives. Services must be tailored to their preferences, culture, and goals. Staff must:

- Learn about what is important TO and FOR the individual
- Respect cultural, spiritual, and personal preferences ¹⁵
- Encourage and support informed choice and risk-taking
- Provide support in ways that promote self-direction and capability
- Use positive communication, visual supports, and technology when helpful

► **Supporting Self-Determination and Decision-Making**

Staff must presume competence and support individuals in making decisions about their lives. This includes explaining options clearly, respecting choices (even when different from staff preferences), and involving trusted supporters. Use of Supported Decision-Making (SDM) principles is encouraged.

► **Rights Restrictions**

Any restriction of rights (e.g., locked doors, denied communication, behavior-based consequences) must:

- Be reviewed and approved through the ISP team
- Include a positive behavior support plan
- Be time-limited and reviewed regularly
- Be reported in HCSIS as a rights restriction
- Never be used as punishment or for staff convenience

Acknowledgment of Individual Rights & Person-Centered Support

I acknowledge that I have read, understand, and agree to uphold the rights of individuals and provide services that are person-centered and respectful. I understand that failure to do so may result in disciplinary action and/or state compliance issues.

Staff Name (Print): _____

Staff Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Agency Policies & Procedures – Habilitation Services (ODP)

This document outlines the comprehensive agency policies and procedures that guide the delivery of Habilitation Services under Pennsylvania’s Office of Developmental Programs (ODP). These policies are grounded in federal and state regulations and reflect our commitment to quality, safety, person-centered practices, and ethical responsibility. All Habilitation Aides must review, understand, and comply with these policies before providing services.

1. Person-Centered Practices

All services must prioritize the individual’s preferences, values, needs, and goals as identified in their Individual Support Plan (ISP). Person-centered planning is an ongoing process that must be reflected in all supports, documentation, and staff interactions.

Habilitation Aides are required to:

- Empower individuals to make choices about their daily lives and routines
- Involve individuals in decision-making regarding their services
- Respect personal routines, cultural preferences, and communication styles
- Use active listening and offer meaningful opportunities for engagement

2. Rights of Individuals

Individuals with disabilities have the same legal rights as all citizens, including the right to privacy, dignity, freedom of expression, and protection from abuse or discrimination.

All staff must:

- Review and understand the Individual Rights described by ODP
- Avoid any action that could be perceived as restrictive or punitive
- Support individuals in exercising self-determination and informed consent
- Report any suspected rights violations immediately

3. Confidentiality and HIPAA

Staff are legally and ethically obligated to protect all Protected Health Information (PHI) in compliance with the Health Insurance Portability and Accountability Act (HIPAA). This includes written, spoken, and electronic communications. Staff must:

- Keep all documentation secure and locked when not in use
- Never share personal information about individuals outside of the care team
- Use password-protected systems for all digital documentation
- Avoid discussing client information in public areas or on personal devices

4. Mandated Reporting

All Habilitation Aides are mandated reporters under Pennsylvania law. If staff witness, suspect, or are informed of abuse, neglect, exploitation, or abandonment, they must:

- Immediately report to ChildLine (if under 18), Adult Protective Services, or appropriate hotline
 - Notify a supervisor within the agency
 - Complete an Incident Report in accordance with ODP's Incident Management system
- Failure to report may result in legal consequences and termination.

5. Emergency Preparedness

Staff must be familiar with emergency procedures for fire, severe weather, medical emergencies, and behavioral crises. All staff are required to:

- Complete fire and emergency drills on schedule and document participation
- Follow the agency Emergency Preparedness Plan and evacuation procedures
- Know the location of first aid kits, AEDs, and emergency exits
- Contact 911 when necessary and notify supervisors immediately

6. Health and Safety

The physical and emotional well-being of individuals is a top priority. Staff are required to:

- Provide supervision according to the ISP
- Use safe lifting, transferring, and positioning techniques
- Monitor for illness, injury, or changes in condition and report immediately
- Adhere to safety protocols in the home and community settings
- Complete incident reports for accidents, injuries, or unsafe conditions

7. Incident Management

All reportable incidents must be documented through the HCSIS/ODP Incident Management (IM) system. Staff must:

- Identify and report incidents within 24 hours or sooner if urgent
- Complete detailed and objective documentation
- Participate in investigations and follow-up reviews
- Avoid tampering with evidence, discussing ongoing investigations, or retaliating against reporters

8. Documentation and Progress Notes

Timely, accurate documentation is required to maintain funding, monitor outcomes, and ensure continuity of care. Notes must:

- Be completed daily using the agency's approved format
- Reflect services provided, goals addressed, participation level, and progress

- Use objective, factual language and include date/time of service
- Be stored securely and submitted according to agency timelines

9. Medication Administration

Only staff who have successfully completed ODP-approved Medication Administration

Training may administer medications. Procedures include:

- Verifying the 6 Rights of Medication Administration
- Logging all medication administration on MARs (Medication Administration Records)
- Reporting any missed, refused, or incorrect doses immediately
- Safely storing all medications in a locked area and following disposal protocols

10. Cultural Competency & Disability Awareness

Our agency is committed to equity and inclusion. Staff must:

- Respect all cultural, racial, gender, and religious identities
- Avoid stereotypes, assumptions, or discriminatory language
- Use inclusive communication techniques and visual supports when appropriate
- Understand disability not only as a medical issue, but also as a cultural identity

11. De-escalation & Behavioral Support

Challenging behavior is a form of communication. Staff must:

- Apply Positive Approaches principles
- Recognize early warning signs of escalation and respond calmly
- Use non-physical de-escalation methods such as redirection, choice offering, and providing space
- Follow any behavior support plans and ensure documentation of behavioral incidents

12. Training & Professional Development

All staff must complete mandatory training prior to service delivery and maintain annual training hours. This includes:

- Initial orientation and annual refresher trainings
- CPR/First Aid, Incident Management, HIPAA, and Abuse Reporting
- Agency-specific training and any ISP-required training
- Documenting training participation and completing knowledge assessments

13. Transportation & Community Safety

If transporting individuals, staff must:

- Maintain a valid driver's license and insurance
- Ensure all passengers use seat belts
- Follow approved community access plans

- Never leave individuals unattended in a vehicle
- Report accidents immediately and complete all required forms

14. Use of Technology and Social Media

Staff may not:

- Share photos, videos, or stories about individuals on personal devices or social media
- Use work devices for personal purposes
- Communicate about individuals through unapproved channels
- Violate privacy policies in any digital form

Acknowledgment of Policies & Procedures

I acknowledge that I have read, understood, and agree to follow the agency's policies and procedures for Habilitation Services. I understand that failure to adhere to these policies may result in disciplinary action, up to and including termination of employment.

Staff Name (Print): _____

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Cultural Competency Resources

This guide provides resources and expectations for promoting cultural competency within Habilitation Services. Aligned with the Pennsylvania Office of Developmental Programs (ODP) regulations and the values of person-centered planning, cultural competency is essential to providing respectful, inclusive, and effective support.

► What is Cultural Competency?

Cultural competency is the ability to understand, appreciate, and interact respectfully with people from cultures or belief systems different from one's own. It involves ongoing self-reflection, education, and commitment to equity in service delivery.

► Staff Responsibilities

Habilitation Aides must:

- Respect the customs, language, values, and preferences of each individual
- Avoid assumptions or stereotypes based on race, ethnicity, gender, religion, age, or disability
- Use person-first, inclusive language unless otherwise requested
- Ask respectful questions and offer culturally relevant choices
- Participate in annual cultural competency training
- Document services that reflect individual cultural needs and supports

► Understanding Disability as a Cultural Identity

Some individuals identify strongly with the disability community as part of their cultural identity. Staff must:

- Recognize disability pride and self-advocacy movements
- Avoid portraying disability as something to be 'fixed'
- Support communication preferences, assistive technologies, and adaptive behaviors
- Validate the individual's experiences and identity

► Inclusive Communication Tips

- Use plain language and visual supports when needed
- Ask about preferred pronouns and names
- Offer interpretation or translation services if appropriate
- Be aware of cultural norms regarding eye contact, touch, and space
- Avoid slang, jargon, or idioms that may not be universally understood

► **Supporting Cultural Identity in the ISP**

The Individual Support Plan (ISP) should reflect the individual's cultural background and support needs. This may include:

- Religious observances or dietary restrictions
- Language preferences and interpreter services
- Family roles or cultural traditions
- Holidays and celebrations that are meaningful to the individual

► **ODP Regulatory Alignment**

ODP regulations (55 Pa. Code §6100.181-6100.184) require providers to promote dignity, respect, and culturally appropriate service delivery. Our agency adheres to these regulations and supports staff in maintaining cultural awareness through training and supervision.

► **Ongoing Learning & Training Resources**

- Annual cultural competency training (mandatory)
- Self-directed learning modules on disability justice, intersectionality, and inclusion
- Opportunities to engage with diverse communities and cultural celebrations
- Reflection exercises, journaling, and case reviews to identify and address bias

Acknowledgment of Cultural Competency Policy

I acknowledge that I have read, understand, and agree to support culturally competent service delivery. I will actively respect the identities, traditions, and voices of the individuals I support and will seek training or guidance as needed.

Staff Name (Print): _____

Staff Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Incident Management & Reporting Procedures – Habilitation Services (ODP)

This document outlines the policies and procedures for Incident Management and Reporting, specific to our agency and compliant with the Pennsylvania Office of Developmental Programs (ODP) requirements. All staff are responsible for recognizing, responding to, reporting, and documenting incidents involving individuals receiving Habilitation Services. Failure to follow these procedures may result in disciplinary action and state non-compliance citations.

► What is an Incident?

An incident is any event or situation that could potentially or actually compromise the health, safety, rights, or welfare of an individual. Incidents may also include any violation of ODP regulations or agency policy.

► Types of Reportable Incidents

- Abuse (physical, sexual, verbal, emotional, or psychological)
- Neglect (failure to provide necessary support or supervision)
- Misuse of restraints
- Death (expected or unexpected)
- Hospitalization (unplanned or psychiatric)
- Emergency room visits
- Psychiatric crisis or emergency
- Law enforcement involvement
- Medication errors (missed, wrong dose, etc.)
- Rights violations or exploitation
- Serious injury
- Fire requiring response
- Any situation that results in risk of harm or harm to the individual

► Staff Responsibilities

All Habilitation Aides must:

- Immediately respond to protect the individual's safety

- Notify emergency responders (911) if necessary
- Contact a supervisor immediately upon discovering or being informed of the incident ²⁶
- Complete a written incident report before the end of the shift
- Participate in incident review, investigation, or retraining if requested
- Cooperate fully with internal and external investigations

► **Internal Reporting Protocol**

1. Ensure the individual is safe and provide immediate support.
2. Contact your immediate supervisor or the on-call manager.
3. Complete the agency's Incident Report Form (paper or electronic).
4. Submit the report to the designated Incident Management Coordinator.
5. Follow up as directed for additional documentation or statements.

► **Documentation Requirements**

All incident documentation must be:

- Objective and factual (no opinions or assumptions)
- Detailed, including time, date, people involved, location, and actions taken
- Submitted within 24 hours of the incident (or immediately if urgent)
- Completed using the agency's approved forms and procedures

► **ODP Compliance & Incident Management System (EIM)**

Our agency utilizes the Enterprise Incident Management (EIM) system in accordance with ODP regulations. All reportable incidents must be entered into EIM within required timeframes and will undergo state-level review. Staff may be asked to assist in investigations, root cause analysis, or prevention planning.

► **Confidentiality & Non-Retaliation**

All incidents and investigations are confidential. Staff may not discuss incidents with unauthorized individuals. Any form of retaliation against someone who reports or is involved in an incident is strictly prohibited and will result in disciplinary action.

Acknowledgment of Incident Management Policy

I acknowledge that I have read, understand, and agree to follow the Incident Management & Reporting Procedures of the agency, including my responsibilities under Pennsylvania’s ODP regulations. I understand that failure to comply with these procedures may result in disciplinary action.

Staff Name (Print): _____	
Staff Signature: _____	Date: _____
Supervisor Signature: _____	Date: _____

Documentation Standards & Progress Notes – Habilitation Services (ODP)

This policy outlines the documentation requirements for staff providing Habilitation Services, in compliance with the Pennsylvania Office of Developmental Programs (ODP) regulations and agency protocols. Accurate, timely, and professional documentation is essential for demonstrating service delivery, tracking progress, maintaining funding, and ensuring the safety and well-being of individuals.

► General Documentation Requirements

Habilitation Aides must:

- Complete documentation daily for every shift where services are provided
- Record information in a clear, objective, and professional manner
- Use black or blue ink for handwritten notes (if applicable); no pencil
- Correct mistakes with a single line, initial, and date; do not use white-out
- Submit documentation by the end of each shift or within the timeline specified by the agency

► Required Elements of a Progress Note

- Full name of the individual receiving services
- Date and time services were provided
- Total time (units/hours) documented
- Activities performed that align with ISP outcomes
- Location of service (home, community, etc.)
- Level of participation and engagement
- Any significant events, changes, or concerns observed
- Signature and printed name of the staff completing the note

► Use of Objective, Factual Language

All documentation must reflect facts rather than opinions or assumptions. Use observable and measurable terms. Examples:

- Write: “John completed a load of laundry with verbal prompts.”
- Avoid: “John was lazy today.”
- Write: “Maria refused to attend the activity after being offered two alternatives.”
- Avoid: “Maria had an attitude.”

► Example of a Quality Progress Note

Example:

“Staff arrived at 2:00 PM. Provided support to Jason with cooking lunch and completing kitchen cleanup per ISP goal. Jason selected grilled cheese and used a visual recipe. Staff provided verbal prompts for stovetop safety. Jason independently cleaned his dishes. He declined the planned community walk due to rain. Discussed alternatives; Jason chose to complete a puzzle. No incidents or medical concerns reported. Services ended at 6:00 PM. - Jane Doe”

► Electronic Documentation Systems

- If using an Electronic Health Record (EHR) or agency-approved platform, staff must log in securely and log out when not in use
- Passwords must not be shared or stored in accessible locations
- All entries must meet the same standards of accuracy and timeliness as paper documentation

► Common Documentation Errors to Avoid

- Omitting the date or service time
- Using vague or unclear language (e.g., “Did some stuff with client”)
- Subjective judgments (e.g., “He was annoying today”)
- Failing to relate activities to ISP goals
- Late or backdated entries without explanation

Acknowledgment of Documentation Policy

I acknowledge that I have read, understand, and agree to follow the documentation standards for Habilitation Services. I understand that proper documentation is a requirement of my role and a critical component of compliance with ODP regulations.

Staff Name (Print): _____

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Fire Safety & Emergency Protocols – Habilitation Services (ODP)

This document outlines agency-specific fire safety and emergency response procedures in alignment with Pennsylvania's Office of Developmental Programs (ODP) requirements. All Habilitation Aides are required to follow these procedures to ensure the safety and wellbeing of individuals receiving services. Fire safety training and emergency preparedness drills must be completed as part of orientation and on a recurring basis.

► Fire Safety Policies

Habilitation Aides must:

- Ensure smoke detectors are functional and tested monthly
- Keep hallways, doorways, and exits free of clutter
- Know the location of fire extinguishers and how to use the PASS method:
 - P – Pull the pin
 - A – Aim at the base of the fire
 - S – Squeeze the handle
 - S – Sweep side to side
- Never leave stoves, candles, or space heaters unattended
- Immediately report any fire hazard to a supervisor

► Fire Drill Requirements

- Fire drills must be completed and documented at least once every 60 days (or as required by site license)
- Drills must include use of all available exits (over time), proper evacuation procedures, and support for individuals needing assistance
- Document the date, time, names of individuals/staff, total evacuation time, and any challenges
- Review each drill with staff and individuals to improve future responses

► Emergency Evacuation Protocol

In the event of a fire:

1. Remain calm and activate the fire alarm (if not already triggered)
2. Verbally instruct individuals to evacuate or provide prompts/support as needed
3. Use the nearest and safest exit (never use elevators)
4. Support individuals to evacuate using mobility devices or carry techniques if required (and trained to do so)
5. Escort individuals to the designated safe meeting area
6. Take attendance and confirm all individuals are accounted for
7. Call 911 if not already done and report the fire
8. Wait for emergency personnel instructions before re-entering the building

► Additional Emergency Situations

♣Medical Emergencies – Call 911 and follow First Aid/CPR procedures; document the event and notify a supervisor. 32

♣Natural Disasters (e.g., flood, snowstorm) – Follow the site-specific disaster plan; ensure all individuals are safe, and maintain communication with agency leads.

♣Power Outages – Ensure safety lighting, maintain temperature control, use flashlights, and call the on-call supervisor.

♣Missing Individual – Begin immediate search, contact supervisor and 911 if not found within 10 minutes, complete incident report.

♣Behavioral Crisis – Use de-escalation strategies and protect all parties; evacuate others if needed and seek support per behavior plan.

► Documentation & Reporting

All fire drills and emergency events must be documented using agency-approved forms.

Documentation should include:

- Description of the incident or drill
- Response actions taken
- Staff and individuals involved
- Observations and outcomes
- Recommendations for improvement (if applicable)

Acknowledgment of Fire Safety & Emergency Protocols

I acknowledge that I have read, understand, and agree to follow the agency's fire safety and emergency response procedures. I understand that my role is critical in ensuring the safety of individuals during drills and emergencies, and failure to comply with procedures may result in disciplinary action.

Staff Name (Print): _____

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

HIPAA & Confidentiality Policies – Habilitation Services (ODP)

This policy outlines the legal and ethical responsibilities of staff to protect the privacy and confidentiality of individuals receiving Habilitation Services. It is based on the Health Insurance Portability and Accountability Act (HIPAA), the Pennsylvania Office of Developmental Programs (ODP) regulations, and the agency's internal standards for confidentiality and information protection.

► What is HIPAA?

The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that protects individuals' Protected Health Information (PHI). PHI includes any information related to an individual's health, healthcare services, or payment for services that can identify the person.

► Examples of Protected Health Information (PHI)

- Names, addresses, phone numbers, and email addresses
- Social Security numbers or Medicaid IDs
- Medical diagnoses, medications, and treatment information
- Behavioral health notes or support plans
- Progress notes or incident reports
- Conversations between staff about a person's care
- Photos or videos of the individual (even without names)

► Staff Responsibilities

All Habilitation Aides must:

- Keep all documentation in locked, secure locations when not in use
- Use agency-approved systems and devices for electronic communication and documentation
- Avoid discussing PHI in public areas, on personal devices, or with unauthorized individuals
- Never post or share any information about individuals on social media
- Log out of shared computers and lock screens when unattended
- Report any suspected breach of confidentiality immediately to a supervisor

► **Electronic Communication & Confidentiality**

- Use password-protected systems for documentation (e.g., EHR or agency platform) ³⁵
- Do not email or text PHI without proper encryption and authorization
- Do not save or transfer individual information to personal devices or USBs
- Avoid using personal email or messaging platforms to discuss services

► **Breach of Confidentiality**

A breach is any unauthorized access, use, or disclosure of PHI. If a breach occurs, staff must:

1. Report the breach to their supervisor or HIPAA compliance officer immediately
 2. Complete an incident report
 3. Cooperate with internal review and corrective action as needed
- Breaches may result in retraining, disciplinary action, or legal consequences depending on severity.

► **Individual Rights Under HIPAA**

Individuals receiving services have the right to:

- Receive a copy of their records upon request
- Request corrections to their records
- Receive a list of disclosures made
- File complaints without fear of retaliation
- Be informed of their privacy rights during intake and service delivery

Acknowledgment of HIPAA & Confidentiality Policies

I acknowledge that I have read, understand, and agree to follow the HIPAA & Confidentiality Policies outlined above. I understand that protecting the privacy of the individuals I support is a legal and ethical requirement and that any violation may result in disciplinary or legal action.

Staff Name (Print): _____	
Staff Signature: _____	Date: _____
Supervisor Signature: _____	Date: _____

Infection Control & Universal Precautions – Habilitation Services (ODP)

This policy outlines infection control and universal precautions procedures required by our agency and the Pennsylvania Office of Developmental Programs (ODP). All Habilitation Aides must follow these guidelines to prevent the spread of illness and maintain a safe, healthy environment for individuals and staff.

► Key Definitions

- Infection Control – A set of practices used to prevent the transmission of infectious agents.
- Universal Precautions – The assumption that all human blood and body fluids are potentially infectious, requiring protective measures at all times.

► Staff Responsibilities

- Wash hands thoroughly before and after providing care, handling food, or using the restroom
- Use gloves when in contact with bodily fluids, open wounds, or soiled surfaces
- Clean and disinfect surfaces, equipment, and frequently touched items regularly
- Follow respiratory hygiene (e.g., cover coughs/sneezes, dispose of tissues)
- Stay home and notify a supervisor when experiencing contagious symptoms

► Proper Handwashing Technique

1. Wet hands with clean, running water
2. Apply soap and lather for at least 20 seconds
3. Scrub all surfaces, including back of hands, between fingers, and under nails
4. Rinse thoroughly under running water
5. Dry hands using a clean towel or air dry

► Personal Protective Equipment (PPE)

- Use disposable gloves when there is potential contact with blood, body fluids, or soiled materials
- Wear face masks and gowns when required due to illness outbreaks or specific ISP instructions
- Dispose of PPE properly in lined, covered trash containers
- Wash hands immediately after removing gloves or any PPE

► Cleaning & Disinfection

- Use agency-approved disinfectants for cleaning surfaces and equipment
- Disinfect shared items (e.g., phones, remote controls) between uses
- Clean bathrooms and kitchens daily and after soiling
- Follow any enhanced cleaning protocols during illness outbreaks

► Exposure to Blood or Bodily Fluids

If exposed to blood or body fluids:

1. Wash the affected area immediately with soap and water
2. Flush mucous membranes with clean water
3. Report exposure to a supervisor immediately
4. Complete an incident report and seek medical evaluation if necessary

► Handling Soiled Laundry or Waste

- Wear gloves when handling soiled items
- Place contaminated laundry in designated bags and clean promptly
- Dispose of bodily waste or incontinence products in sealed trash bags
- Wash hands immediately after handling waste

► Illness Prevention & Reporting

- Monitor individuals for symptoms of illness and report concerns immediately
- Do not report to work if experiencing fever, vomiting, diarrhea, or other infectious symptoms
- Follow agency guidance on return-to-work and quarantine procedures
- Cooperate with health department guidance during outbreaks (e.g., flu, COVID-19)

Acknowledgment of Infection Control & Universal Precautions

I acknowledge that I have read, understand, and agree to follow the agency's policies on infection control and universal precautions. I understand that these procedures are essential to protecting the health of individuals and coworkers, and failure to comply may result in disciplinary action.

Staff Name (Print): _____

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

De-escalation & Behavioral Support Tools – Habilitation Services (ODP)

This document outlines agency-approved tools and procedures for de-escalation and behavioral support, consistent with the Pennsylvania Office of Developmental Programs (ODP) regulations and trauma-informed, person-centered care principles. All Habilitation Aides must use proactive, respectful, and non-restrictive strategies to prevent and respond to challenging behaviors.

► Understanding Behavior as Communication

All behavior serves a purpose and communicates a need, want, or emotion. Behavior may be influenced by:

- Environmental stressors
- Unmet needs or pain
- Communication barriers
- Sensory processing difficulties
- Past trauma or adverse experiences

Staff must seek to understand the root cause of behaviors rather than simply trying to stop them.

► Proactive Strategies

- Establish predictable routines and clear expectations
- Offer choices throughout the day to support autonomy
- Use visual supports and communication tools
- Recognize early warning signs of distress (e.g., pacing, withdrawal)
- Reinforce positive behaviors with encouragement and praise
- Create calm, sensory-friendly environments

► De-escalation Techniques

When early signs of escalation appear, staff should:

- Remain calm and speak in a soft, steady tone
- Offer a break, alternate activity, or preferred coping tool
- Use redirection and distraction techniques
- Avoid power struggles and unnecessary demands
- Respect personal space and use non-threatening body language
- Acknowledge the person's feelings without judgment

► Responding to Behavioral Crisis

In the event of a behavioral crisis:

- Prioritize the safety of the individual and others
- Do not use physical restraint unless explicitly trained and authorized in the ISP (and only as a last resort)
- Remove bystanders and reduce sensory input if possible
- Call for assistance and contact emergency services if necessary
- Report and document the incident per ODP regulations

► Positive Behavior Support Plans (PBSP)

If an individual has a PBSP in their ISP, staff must:

- Be trained on the PBSP and understand the outlined strategies
- Implement the plan consistently and document progress
- Never apply restrictive interventions not approved in the plan
- Collaborate with the behavior specialist and team as needed

► Trauma-Informed Behavioral Support

Our agency follows trauma-informed care principles by:

- Recognizing the impact of trauma on behavior and communication
- Avoiding triggers that may re-traumatize individuals
- Empowering individuals to use their voice and self-regulation tools
- Building trust through consistency, respect, and transparency

► Documentation of Behavioral Incidents

Following any behavioral episode, staff must document:

- What happened before, during, and after the incident
- Interventions used and their outcomes
- The individual's response and recovery time
- Any injuries, witnesses, or follow-up needs
- Complete reports within 24 hours and submit per agency policy

Acknowledgment of Behavioral Support Policy

I acknowledge that I have read, understand, and agree to implement the agency's de-escalation and behavioral support procedures. I will use trauma-informed, person-centered strategies to prevent and respond to behaviors, and will follow agency and ODP requirements at all times.

Staff Name (Print): _____

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Medication Administration Guidelines – Habilitation Services (ODP)

These guidelines provide agency-specific procedures for safe, compliant medication administration in accordance with the Pennsylvania Office of Developmental Programs (ODP) Medication Administration Training Program and 55 Pa. Code Chapter 6100 regulations. Only staff who are fully trained and certified may administer medications to individuals receiving Habilitation Services.

► Staff Eligibility & Certification

- Only staff who have successfully completed ODP's approved Medication Administration Training (online and practicum components) may administer medications.
- Certification must be renewed annually and proof of completion maintained in the employee file.
- Untrained or uncertified staff may not assist with, administer, or document medications under any circumstances.

► Medication Administration Requirements

When administering medications, certified staff must:

- Follow the 6 Rights of Medication Administration:
 1. Right Person
 2. Right Medication
 3. Right Dose
 4. Right Time
 5. Right Route
 6. Right Documentation
- Always verify medication against the Medication Administration Record (MAR)
- Use clean technique and wash hands before and after administering
- Monitor the individual for side effects or unusual reactions
- Never crush, split, or mix medication unless specifically indicated
- Secure medications immediately after use

► Medication Storage & Documentation

- All medications must be kept in a locked, secure location that is inaccessible to individuals
- Refrigerated medications must be stored in a locked container within the refrigerator
- Staff must document medication administration immediately after delivery using the MAR, including any refusals or missed doses

- Errors must be reported immediately following agency protocol and documented thoroughly

► **Reporting Medication Errors**

Medication errors include wrong dose, wrong person, missed dose, wrong time, wrong route, or failure to document. In the event of a medication error:

1. Ensure the individual is safe and call 911 if needed
2. Notify the supervisor or on-call administrator immediately
3. Document the error using the agency Medication Error Report form
4. File an Incident Report per ODP's Incident Management protocol
5. Participate in retraining or review, as directed

► **PRN (As-Needed) Medications**

- PRN medications must be clearly listed in the ISP and on the MAR with specific instructions and physician approval
- Staff must obtain verbal consent from a supervisor or nurse (if required by policy) before administration
- The effect of the PRN must be monitored and documented

► **Medication Refusals**

- Individuals have the right to refuse medication unless legally restricted
- Staff must not force or coerce medication compliance
- Document the refusal on the MAR and notify the supervisor
- Follow up with the nurse or medical provider as directed

► **Medication Disposal**

- Expired, discontinued, or refused medications must be disposed of per agency and pharmacy policy
- Disposal must be witnessed and documented
- Medications may not be flushed unless specifically directed by the pharmacy or manufacturer

Acknowledgment of Medication Administration Guidelines

I acknowledge that I have read, understand, and agree to follow the agency's Medication Administration Guidelines. I understand that failure to comply with these guidelines may result in disciplinary action and may place individuals at risk.

Staff Name (Print): _____

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Professional Development Plan

This Professional Development Plan is designed to support the ongoing growth, competence, and compliance of Habilitation Aides providing services under the Pennsylvania Office of Developmental Programs (ODP). Our agency is committed to offering training, feedback, and advancement opportunities aligned with ODP regulations and person-centered values.

► Development Goals

The purpose of the Professional Development Plan is to:

- Ensure staff maintain compliance with ODP-mandated trainings and certifications
- Support high-quality, person-centered service delivery
- Enhance knowledge in specialized areas such as behavior support, trauma-informed care, and cultural competency
- Provide a path for career advancement and increased responsibility
- Foster a culture of continuous learning and reflective practice

► Mandatory Training Requirements

- Completion of initial orientation training before providing unsupervised services
- Annual completion of core ODP trainings (e.g., Rights, Abuse Reporting, Fire Safety, HIPAA, etc.)
- CPR & First Aid certification (renewed per schedule)
- Medication Administration training (if applicable)
- Annual performance-based refresher training on person-centered practices

► Individualized Development Focus Areas

Staff are encouraged to strengthen their skills in the following areas based on feedback, interest, or role expansion:

- Positive Behavior Support / De-escalation Techniques
- Documentation & Compliance Accuracy
- Communication with Nonverbal Individuals / Assistive Technology
- Community Integration & Safety
- Cultural Responsiveness & Disability Awareness

► Coaching, Feedback & Supervision

Supervisors will provide:

- Regular feedback through observations and check-ins
- Performance reviews at 30, 90 days, and annually
- Access to remedial training or mentorship if needed
- Recognition of excellence in service through verbal and written praise or advancement opportunities

- **Documentation of Development Activities**

- Staff must sign attendance logs for all agency and external trainings ⁴⁷
- Copies of training certificates are kept in the personnel file
- Staff must complete self-reflection or evaluation forms as required
- Development progress may be reviewed during team meetings or audits

Acknowledgment of Professional Development Plan

I acknowledge that I have read, understand, and agree to participate in ongoing professional development as required by my role and the agency. I will pursue opportunities to grow in my knowledge and skillset, and remain in compliance with ODP regulations.

Staff Name (Print): _____

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Professional Development Goal-Setting Worksheet

Instructions: Use this worksheet to set meaningful and achievable professional development goals. Goals should support your growth, improve service quality, and align with ODP regulations and person-centered practices.

Professional Development Goals:

--- Goal 1 ---

Goal #1: _____

Steps to Achieve: _____

Resources/Support Needed: _____

Target Completion Date: _____

Progress Notes: _____

--- Goal 2 ---

Goal #1: _____

Steps to Achieve: _____

Resources/Support Needed: _____

Target Completion Date: _____

Progress Notes: _____

--- Goal 3 ---

Goal #1: _____

Steps to Achieve: _____

Resources/Support Needed: _____

Target Completion Date: _____

Progress Notes: _____

Supervisor Evaluation Form – Professional Development Review

Instructions: Supervisors should complete this form during periodic staff reviews (e.g., 30/90 day, annual). Use this to document strengths, areas for growth, and recommended development activities.

Compliance with ODP-mandated trainings and agency policies Rating
(1-5): _____ Comments: _____

Use of person-centered practices and support strategies Rating (1-5):
_____ Comments: _____

Communication with individuals, families, and team members Rating
(1-5): _____ Comments: _____

4. Documentation accuracy and timeliness

Rating (1-5): _____ Comments: _____

5. Professionalism and ethical conduct

Rating (1-5): _____ Comments: _____

Ability to manage challenging behavior and follow support plans Rating

(1-5): _____ Comments: _____

7. Engagement in ongoing training or skill-building

Rating (1-5): _____ Comments: _____

Supervisor Comments & Recommendations:

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Notes & Questions – Orientation Binder

This section provides space for staff to take notes, record important information, or write down questions during their orientation process. Supervisors are encouraged to review and address any questions or concerns with the staff member as part of reflective supervision.

[illegible]

Reflection Prompt:

What are two things I learned during orientation that will help me support individuals effectively?

1. _____

2. _____

Questions I Still Have:

1. _____
-

2. _____
-

3. _____
-

4. _____
-

5. _____
-