

Virginia Waiver Management System (WaMS)

demo(On behalf of: Gibney, Grover)

Person: **Mary Mallon** Age: 34 ID: 1039424AM318121 DOB: 10/23/1984

Part V: Plan for Supports - Summary

Status: Complete

Instructions

We encourage the use of the Form Notes module to communicate reasons for the requested changes to the Support Coordinator. If an Outcome is changed or added, then the Support Coordinator will have a chance to review these changes and make edits as needed, but making them aware of the changes might speed up the approval process.

Service and Outcomes

Effective Date*11/01/2020

ProviderRESIDENTIAL SERVICES OF AVALON

Service*Group Residential Supports 4 or Fewer Person Homes(H2022/UA)

Comment

Desired Outcome*

Mary's hair and nails are done monthly.

Life Area*Community Living

Key steps and services to get there:*

Go to Z-Spa (GH).

Start Date11/01/2020

End Date10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
1.a. Mary's hair and nails are professionally done.	Mary goes to the Z Spa each month throughout the planning year.	Each month record the date of the visit to Z-Spa.	No	Monthly	10/31/2021
1.b. Mary chooses her nail color.	Mary utilizes her communication device to make choices.	Did Mary express a preference when offered choice of nail color?	Yes	Monthly	10/31/2021

Desired Outcome*

Mary is understood.

Life Area*Meaningful Day

Key steps and services to get there:*

Link with SLP (SC), obtain AT recommended by SLP (SC), work with SLP to implement device into Mary's daily routine (GH, CE, SN), provide opportunities for choices and decision making throughout the day (GH, CE).

Start Date 11/01/2020

End Date 05/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
2.a. Mary is evaluated by a speech therapist.	The evaluation is completed.	Date of the evaluation.	No	One occurrence by	01/31/2021
2.b. Mary receives speech therapy in order to use her communication device.	Mary is discharged from speech therapy.	Dates of therapy.	No	Weekly	05/31/2021
2.c. Mary communicates her choices	Mary does not require assistance to communicate	How Mary's preferences were determined	No	Daily	10/31/2021
2.d. Mary and her support partners learn how to use her communication device.	Mary can use her communication device to make a request or respond to a question 5 times within a day.	Dates DSP were trained on the use of the device. Did Mary use her device as instructed by her SLP?	Yes	Daily - Once communication device is obtained.	05/31/2021

Desired Outcome*

Mary has activities that match her interests in order to identify skills or interests that could be transferred to a job skill/task.

Employment

Life Area*

Key steps and services to get there:*

Expand community presence by discovering preferred locations (CE, GH), explore volunteer opportunities (CE), develop personal care plan for community settings (SN, CE, GH), explore AT/DME for overcoming barriers to accessing the community (SN, CE, SC), explore new activities to learn new interests (GH).

Start Date 11/01/2020

End Date 05/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
3.a. Mary shops at her favorite stores.	Mary shops at her favorite store each month throughout the plan year.	Dates Mary went shopping.	No	Monthly	10/31/2021
3.b. Mary chooses what to spend her money on.	Mary utilizes her communication device to make choices.	Did Mary express a preference when offered choice items to purchase?	Yes	Monthly	10/31/2021
3.c. Mary visits a location new to her in Avalon.	Mary visits a new location twice a month for 6 months.	Where did Mary go? What was her response to the location?	No	Twice a month	05/31/2021
3.d. Mary is referred to an OT to help	Mary is finished working with the OT.	Date of visits. Mary's response during the	No	As occurs.	05/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
discover new items Mary can hold and interact with that would be of interest to her and help increase hand strength.		appointments. OT recommendations.			
3.e. Mary's personal care needs are met in the community safely and with dignity.	A personal care plan is developed that support Mary to receive supports in the community safely and with dignity.	Progress towards developing a plan.	No	Every other week	05/31/2021
3.f. Mary stretches her arms while in her sensory room.	Mary stretches each arm 5 times for a month.	Does Mary stretch each arm 5 times?	Yes	Daily	10/31/2021

Desired Outcome*

Mary is an active member of a faith community which incorporates lots of music.

Life Area*

Social & Spirituality

Key steps and services to get there:*

Research then visit places of worship with music integrated into the service, revisit preferred locations, attend location of choice at least weekly. (GH)

Start Date

11/01/2020

End Date

10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
4.a. Mary visits several churches to find a preference.	Mary has shown a preference for a church by smiling and clapping when attending three services.	Church Mary attends and her response to the people and service.	No	Weekly	01/31/2021

Desired Outcome*

Mary spends time with her family.

Life Area*

Social & Spirituality

Key steps and services to get there:*

Has dinner with Frank at least monthly (Frank-brother), visit mom overnight at least once a month (Frank-brother), video chat with Brian weekly (GH, Brian-brother).

Start Date

11/01/2020

End Date

10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
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when...					
5.a. Mary video chats with Brian on Sunday evenings.	Mary video chats each Sunday night throughout the planning year.	Did Mary video chat?	No	Weekly	10/31/2021

Desired Outcome*

Mary eats preferred foods in order to remain free from choking/aspiration.

Life Area* Healthy Living

Key steps and services to get there:*

Follow nutrition and hydration protocol (GH, SN), follow g-tube care protocol (GH, SN), provide options each day for food by mouth (GH), provide training and oversight (SN).

Start Date 11/01/2020

End Date 10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
6.a. Mary eats a pureed diet following her eating protocol.	Mary is no longer able to tolerate food by mouth.	Complete intake log	No	Daily - as occurs	10/31/2021
6.b. Mary receives nutrition, fluids and medication via g-tube so that she stays hydrated, nourished, and minimizes bowel complications to stay healthy.	Mary's nutritional and/or medical protocols are changed or discontinued by a medical professional.	Initial MAR and Document observation of the g-tube site and any care that was needed. Complete specialized supervision logs	No	Daily - as occurs	10/31/2021
6.c. Mary goes grocery shopping to purchase preferred foods.	Mary goes shopping at least twice a month for one year.	Did Mary go shopping?	No	Twice a month.	10/31/2021

Desired Outcome*

Mary has smooth healthy and fragrant skin.

Life Area* Healthy Living

Key steps and services to get there:*

Follow ROM protocol (GH), provide training and oversight (SN).

Start Date 11/01/2020

End Date 10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
7.a. Mary receives gentle message with the use of lotion to complete her ROM	Mary's physician removes the protocol.	Initial checklist	No	Daily - as occurs	10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
exercises and minimize the severity of her contractures.					
7.b. Mary uses her voice, eyes or smile to inform DSP which lotion she prefers out of a choice of two.	Mary obtains her communication device.	Did Mary use her voice, eyes or a smile to make a choice?	Yes	Daily prior to ROM	10/31/2021

Desired Outcome*

Mary is free from hospitalizations.

Life Area*

Healthy Living

Key steps and services to get there:*

Develop transfer, seating and repositioning protocol (SN) Follow transfer, seating and repositioning protocols (GH, CE) develop pain protocol (SN), follow pain protocol (GH, CE), follow seizure protocol (SN, GH, CE), provide training and oversight (SN).

Start Date

11/01/2020

End Date

10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
8.a.Mary is repositioned and properly positioned throughout the day.	Physician orders or nursing protocols change.	Complete repositioning log.	No	Daily - as occurs	10/31/2021
8.b. Mary's personal care needs are met.	Personal care will be offered throughout the day per nursing protocols.	Any changes to Mary's skin (color, scratches, breakdown, etc.) and/or changes noted in her overall well-being. Bowel chart. Complete specialized supervision logs	No	Daily - as occurs	10/31/2021
8.c. Mary uses a wheelchair and other DME items to safety maneuver in her home and community.	Mary is able to use assistive technology to safely and independently maneuver in her environment.	Any challenges to helping Mary move around her home and community and initialing the DME checklist.	No	Ongoing throughout each day through	10/31/2021
8.d. Mary receives a bone density scan every other year in order to monitor her	Mary's physician removes this order	Date, Results, follow-up instructions	No	As scheduled	10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
osteoporosis					
8.e. Mary has rest after seizures following her seizure protocol.	Physician orders or nursing protocols change.	Complete seizure log.	No	As Occurs	10/31/2021
8.f. Mary lets others know when she is in pain.	Mary can utilize her communication device to communicate that she in in pain.	Were any indicators of pain noted? If yes, document follow-up and results.	No	Daily - as occurs	10/31/2021

Desired Outcome*

Mary is healthy, safe, and a valued member of her community.

Life Area*

Healthy Living

Key steps and services to get there:*

Follow daily routines (GH), identify changes in status (CE, SN, GH), maintaining a healthy and safe home and community environment (GH, CE), receiving routine supports and assessments to keep Mary healthy and safe (GH, SN).

Start Date 11/01/2020

End Date 10/31/2021

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
9.a. Mary's home is clean and those supporting her know how to keep her safe in her home and community.	General supports will be provided each day throughout the planning year	When safety drills are completed. Overnight checklist. Safety concerns at home and in the community	No	Ongoing throughout each day	10/31/2021
9.b. Mary receives regular medical and dental care and her health is monitored daily.	Mary attends appts. as scheduled and is monitored for a change in status daily.	Complete specialized supervision logs. Changes in medical status. Dates of appointment. Medical appointment sheets	No	Ongoing throughout each day	10/31/2021
9.c. Mary dresses in an outfit that match from her hair scrunchie to her shoes.	Mary wears matching clothing each day throughout the plan year.	Did Mary wear a matching outfit?	No	Daily	10/31/2021
9.d. Mary picks out her accessories.	Mary obtains her communication device.	Did Mary express a preference when offered choice of accessory?	Yes	Daily	10/31/2021
9.e. Mary follows her daily routines.	Mary's support needs will continue.	How was Mary supported?	No	Daily	10/31/2021

General Schedule of Supports

The General Schedule of Supports is a general blueprint of activities and supports, based on the person's preferences and routine. The authorized support time allotted to each group of activities is included in the authorized hours and totals sections. The General Schedule of Supports can be developed in various ways, but must include: support activities and outcome numbers, time frames for activities, as well as authorized totals.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Monitoring h ...	Monitoring h ...	Monitoring h ...	Monitoring h ...	Monitoring h ...	Monitoring h ...	Monitoring h ...	Monitoring h ...
12:00 AM							
1:00 AM							
2:00 AM							
3:00 AM							
4:00 AM							
5:00 AM							
6:00 AM							
7:00 AM							
8:00 AM							
9:00 AM	9:00 AM - 11:00 AM Morning Routine Outcomes:8, 9,10						
10:00 AM		9:30 AM - 11:30 AM Morning Routine Outcomes:8, 9,7,10	9:30 AM - 11:30 AM Morning Routine Outcomes:8, 9,7,10	9:30 AM - 11:30 AM Morning Routine Outcomes:8, 9,7,10	9:30 AM - 11:30 AM Morning Routine Outcomes:8, 9,7,10	9:30 AM - 11:30 AM Morning Routine Outcomes:8, 9,7,10	9:30 AM - 11:30 AM Morning Routine Outcomes:8, 9,7,10
11:00 AM	11:00 AM - 1:00 PM Church Outcomes:11						
12:00 PM		12:00 PM - 2:00 PM Afternoon Routine Outcomes:8, 7	12:00 PM - 2:00 PM Afternoon Routine Outcomes:8, 7	12:00 PM - 2:00 PM Afternoon Routine Outcomes:8, 7	12:00 PM - 2:00 PM Afternoon Routine Outcomes:8, 7	12:00 PM - 2:00 PM Afternoon Routine Outcomes:8, 7	12:00 PM - 2:00 PM Afternoon Routine Outcomes:8, 7
1:00 PM	1:00 PM - 3:00 PM Afternoon Routine Outcomes:8, 7						
2:00 PM		Sensory Room Outcomes:1	Sensory Room Outcomes:1	Sensory Room Outcomes:1	Sensory Room Outcomes:1	Sensory Room Outcomes:1	Sensory Room Outcomes:1
3:00 PM	Sensory Room Outcomes:1						
4:00 PM							
5:00 PM	5:00 PM - 7:00 PM Evening Routine Outcomes:8, 9,7,10	5:00 PM - 7:00 PM Evening Routine Outcomes:8, 9,7,10	5:00 PM - 7:00 PM Evening Routine Outcomes:8, 9,7,10	5:00 PM - 7:00 PM Evening Routine Outcomes:8, 9,7,10	5:00 PM - 7:00 PM Evening Routine Outcomes:8, 9,7,10	5:00 PM - 7:00 PM Evening Routine Outcomes:8, 9,7,10	5:00 PM - 7:00 PM Evening Routine Outcomes:8, 9,7,10
6:00 PM							
7:00 PM							
8:00 PM	Video chat with Brian Outcomes:12						
9:00 PM							
10:00 PM							
11:00 PM							
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	2	2	2	2	2	2

Total Authorized Hours per Week: 46

This schedule is subject to change based on Mary's health, opportunities for community engagement, day support schedule and preferences. Mary's outcomes that occur less than weekly are not reflected on this schedule.

Signatures

Signer Type	Signature Type	Signature	Print Name	Relationship / Service	Date Signed	Organization Unit Name
Person	Written	No Signature Uploaded	Mary Mallon	Signature on File	09/06/2020	RESIDENTIAL SERVICES OF AVALON
Substitute Decision Maker	Written	No Signature Uploaded	Peach Mallon	Signature on File	09/06/2020	RESIDENTIAL SERVICES OF AVALON
Provider	Written	No Signature Uploaded	Grover Gibney	Signature on File	09/06/2020	RESIDENTIAL SERVICES OF AVALON

Safety Restrictions

As your provider, we have identified something you want to do that might create a risk. We need your input to develop a plan that supports you to have what you want in a safe way. We have determined that this restriction is necessary to achieve a therapeutic benefit, maintain a safe and orderly environment or to intervene in an emergency and that all possible less restrictive options have been tried. [12VAC35- 115-100].

I understand that I will not

This is necessary because

The outcomes in my plan related to this restriction include

The following is to be completed by a qualified professional.

Describe your assessment, to include all possible alternatives to the proposed restriction that take into account the individual's medical and mental condition, behavior, preferences, nursing and medication needs, and ability to function independently

Describe other less restrictive, positive approaches that have been attempted to meet safety needs based on the person's medical and mental condition, behavior, preferences, nursing and medication needs, and ability to function independently

Is this proposed restriction necessary for effective treatment of the individual or to protect him or others from personal harm, injury, or death

☒ Yes ☐ No

Describe how progress toward resolving the restriction(s) will be measured

Describe how often restriction(s) will be reviewed

Describe conditions for removal of restriction(s)

I understand that taking the actions listed can create a safety risk. I understand the reason for the restriction, the criteria for removal, and my right to a fair review of whether the restriction is permissible. When utilized, I understand that the proposed restriction will not cause harm and give my consent to participate.

Signer Type	Signature Type	Signature:	Print Name	Relationship / Service:	Date Signed:	Organization Unit Name
No data available						

Part V. Support Instructions – Sample 2

Provider: Residential Services of Avalon Service: Group Home Residential

What other need to know.

- **Maintain a calm atmosphere around Mary.**
 - Mary prefers a calm atmosphere and in such an atmosphere, Mary has a higher success rate for learning, interacting and being engaged.
 - Mary enjoys greeting people as they come over to her home, especially for holiday parties and other social events, however, Mary likes to be able to go to another part of the house when the festivities get too loud.
- **Pay attention to what Mary has to say.**
 - Mary lets us know her preference by smiling, making eye contact, clapping and humming with her body relaxed. Mary's body is relaxed and she is observed to be smiling when she is outside and actively engaged around familiar people. Mary responds with humming and clapping her hands when she is getting lotion on her hands and feet, her purse is put in her lap as she is leaving the house and when entering her sensory room.
 - Mary lets us know something is not her preference by looking away, yelling and/or putting her hand in her mouth with her body tense. When Mary becomes overwhelmed she hums with her hand in her mouth and if the stimulus is not removed she may cry or yell. When you see Mary put her hand in her mouth, try to identify the stimulus, remove it, and support her to dry her hand.
 - When Mary interacts with people who are not familiar with her, help Mary engage in conversation by encouraging people to speak directly to Mary.
- **Mary does not want to be bored.**
 - Some of Mary's favorite things to do are listening to music on her iPod, the radio or on the television, having books read to her, interacting with animals, spending time in her sensory room, and watching the birds and squirrels eat from the bird feeders.
 - Mary has consistently shown a preference for spending time outdoors. This should be offered as frequently as possible. There are chairs on the back porch where Mary enjoys sitting for her pressure release. Mary's sunscreen is kept with her lotions and for chilly days, she has extra blankets in the top of her closet. If the weather is not permitting for outdoor exposure, Mary may enjoy sunbathing through a window.
 - When a new activity is tried with Mary, document the activity and Mary's response.
- **Mary likes to listen to music and wear her favorite slippers after dinner.**
- **Mary typically shows that she is ready for bed by rubbing her eyes and starting to nod off in her chair.**
- **Mary lights up when she is around animals.**
 - Mary attends Community Engagement twice a week with Engaging Avalon to learn to work with a therapy dog. Maintain contact with this provider and offer assistance as needed to support Mary to integrate into this service.
 - Consider this when looking at new places for Mary to explore in her community.
- **Mary is prone to skin break down, has an active seizure disorder, and utilizes a g-tube to receive most of her nutrition.**
 - All DSPs must be trained in how to support Mary with her exceptional support needs before independently assisting her.

This ISP belongs to: Mary Mallon ID# 12345-6789-00-1 ISP Start: 11/1/2020 End: 10/31/2121 Revision: _____

Activity	When	How to support
1.a.	< daily	<ul style="list-style-type: none"> • Once a month Mary goes to the Z-Spa to have her hair and nails done. <ul style="list-style-type: none"> • Mary has a standing appointment for the first Wednesday of the month when the shop opens at 10:00 a.m. This time of day is typically not as busy so it provides a calm atmosphere for Mary to enjoy herself.
1.b.	< daily	<ul style="list-style-type: none"> • *Skill-building* Mary chooses her nail color. <ul style="list-style-type: none"> ○ Offer Mary choices of colors for her nails by holding them out in front of her and encourage Mary to choose the one she prefers. Mary lets us know her preference by turning her head and smiling, making eye contact, clapping and humming with her body relaxed. Document in the notes how Mary's preference was determined and what color she chose. <p>Document yes or no: Did Mary express a preference when offered choice of nail color?</p>
2.a.	< daily	<ul style="list-style-type: none"> • Mary obtains a communication device. <ul style="list-style-type: none"> • House manager, SC and Mary's mom are working together to identify a speech pathologist. Once the SLP is identified, the house manager schedules an appointment for an intake evaluation. House manager is responsible for scheduling any follow-up appointments. Once a communication device is obtained and a protocol for use is developed, all DSPs are trained on the implementation and the plan is updated to include the use of these tools to support Mary to communicate.
2.b.	< daily	<ul style="list-style-type: none"> • Mary obtains a communication device. <ul style="list-style-type: none"> • House manager is responsible for scheduling any follow-up appointments.
2.c.	All day	<ul style="list-style-type: none"> • Mary has control over her day <ul style="list-style-type: none"> • Throughout the day, DSP provides Mary the opportunity to make as many choices as possible. DSP gives Mary two options and encourage Mary to choose the one she prefers. Mary lets us know her preference by smiling, making eye contact, clapping and humming with her body relaxed. Document in the notes how Mary's preference was determined.
2.d.		<ul style="list-style-type: none"> • Mary obtains a communication device. <ul style="list-style-type: none"> • Once a communication device is obtained and a protocol for use is developed, all DSPs are trained on the implementation and the plan is updated to include the use of these tools to support Mary to communicate.
3.a.	< daily	<ul style="list-style-type: none"> • Mary goes shopping at her favorite stores. <ul style="list-style-type: none"> • At least monthly, DSP takes Mary shopping. Mary's favorite shops are Bath Solutions where she likes to smell and purchase lotions and body spray and Maggie's Closet where she likes to purchase clothes. Mary has become a familiar face at both of these locations. • Mary does not like to be in noisy or crowded places. She is best supported to go shopping when a store first opens or near closing.
3.b.	< daily	<ul style="list-style-type: none"> • *Skill-building* Mary chooses what to spend her money on. <ul style="list-style-type: none"> ○ After looking around, provide Mary with a choice of several items she showed an interest in. Offer Mary choice by holding the items out in front of her and encourage Mary to choose the one she prefers. Mary lets us know her preference by turning her

This ISP belongs to: Mary Mallon ID# 12345-6789-00-1 ISP Start: 11/1/2020 End: 10/31/2121 Revision:

		<p>head and smiling, making eye contact, clapping and humming with her body relaxed. Document in the notes how Mary's preference was determined and what item she chose.</p> <p>Document yes or no: Did Mary express a preference when offered choice of item to purchase?</p>
3.c.	< daily	<ul style="list-style-type: none"> • Mary is an active member of her home and community. <ul style="list-style-type: none"> • Mary runs errands such as going grocery shopping and going to the bank. Prior to leaving, Mary's purse is placed on her lap. • Mary visits locations new to her. <ul style="list-style-type: none"> ▪ Twice a month for 6 months, Mary is supported to visit a location in the community that is new to her in order to expand her community presence and explore new interests. Document location and Mary's response. Once completed, ISP is updated to include frequenting preferred locations.
3.d.	< daily	<ul style="list-style-type: none"> • Mary expands her interests. <ul style="list-style-type: none"> • House manager works with Mary's mother and physician to obtain a referral to an OT for an evaluation to help identify items Mary can manipulate that might help improve her hand strength and that would be in interest to her. House manager is responsible for scheduling any follow-up appointments.
3.e.	< daily	<ul style="list-style-type: none"> • Mary is an active member of her home and community. <ul style="list-style-type: none"> • Mary's time in the community is not limited by her support needs. <ul style="list-style-type: none"> ▪ House manager works with SC and Mary's nurse to work to develop a personal care plan to support Mary to be able to spend more than two hours in the community at one time. Updates on this progress is recorded at least every other week.
3.f.	Afternoon	<ul style="list-style-type: none"> • Mary loves soft soothing music with nature sounds, watching colors and smelling various essential oils. <ul style="list-style-type: none"> • Mary typically chooses to remain in the sensory room for 45 to 60 minutes, however this does vary. Mary communicates she is done by continuously turning her head away from DSP. It's important to pay attention to what she is communicating so she does not get frustrated. We know Mary is frustrated when Mary puts her hand in her mouth while humming. • Offer Mary a choice of two items. She shows a preference by either reaching for or looking at the item. When she is done with one item, offer her another. • One of Mary's favorite items in the sensory room is her light stick. Turn on the light stick and rub it on the back of Mary's hand so she can feel it vibrate. • *Skill-Builder* Mary stretches her arms. <ul style="list-style-type: none"> ○ Blow bubbles in front of Mary. Encourage her to reach out and pop the bubbles. <i>Do not offer physical assistance as this could hurt her.</i> Continue to encourage her to pop the bubbles using both arms until she has stretched each arm 5 times or until she is no longer interested in the activity. <ul style="list-style-type: none"> ▪ Document yes or no: Did Mary stretch each arm 5 times.
4.a.	< daily	<ul style="list-style-type: none"> • Mary attends several churches to see which one she prefers

This ISP belongs to: Mary Mallon ID# 12345-6789-00-1 ISP Start: 11/1/2020 End: 10/31/2121 Revision: _____

		<ul style="list-style-type: none"> Based on conversation with Mary's mother and her expressed preference on TV, four churches have been picked for Mary to visit on a rotating schedule to help Mary pick a preferred location. Document her response upon arrival, during the service and after. If there is a place she does not respond favorably to, we will not return. The schedule and directions are in the front of her book.
5.a.	< daily	<ul style="list-style-type: none"> Mary stays connected to her mom and brothers. <ul style="list-style-type: none"> On Thursday night, Mary goes to her brother Frank's house for dinner. He picks her up around 5:00 and brings her home around 9:00. If this is not going to occur, Frank or his wife Sarah will call. Make sure Mary's backpack has been refilled prior to her departure. Once a month, Frank takes Mary for an overnight at her mother's house. Frank lets the DSP at the house know at least a week before the visit occurs so that the house manager/ RN can assure Mary has the medications and nutritional supplements that she needs to take with her. The house manager has developed a checklist of everything that needs to be packed for Mary's overnight shift. Mary should be ready to go with her bag and medications packed by 3pm on the identified day. On Sunday evening, at 7:30 Mary video chats with her brother Brian. This is accomplished utilizing the webcam attached to the computer in the office. The steps for connecting the webcam are on a laminated sheet posted on the corkboard behind the desk. While DSP remains with Mary, she does not require much support to remain engaged while her brother and his family talk to her.
6.a. 6.b.	Afternoon and Evening	<ul style="list-style-type: none"> Mary has a nutritional protocol so that she can eat food she enjoys while assuring she receives proper nutrition and hydration through her g-tube. <ul style="list-style-type: none"> Mary doesn't like salty foods or being supported to eat by people that she doesn't like/ is not familiar with. Document Mary's response to new foods that are tried so that Mary's preferences are known. Prior to supporting Mary with eating or with administering nutrition or medication through her g-tube, staff must complete specific training that requires observation by the RN. Protocols regarding how Mary's food and drink must be prepared, documented, and how to determine how much nutrition to supplement with are kept in the MAR.
6.b.	Morning	<ul style="list-style-type: none"> Mary has shown a preference for sleeping in and following a leisurely morning routine. <ul style="list-style-type: none"> Mary knows her daily routine. She has shown a preference for waiting until her housemates have left for the day before getting out of bed. Mary does not care for breakfast food. She has shown a preference for receiving her morning nutritional supplements, medication and hydration prior to getting out of bed. Staff must be trained by RN on all protocols and documentation requirements regarding Mary's g-tube prior to administering nutrition or medication.
6.c.	< daily	<ul style="list-style-type: none"> Mary is an active member of her home and community. <ul style="list-style-type: none"> Prior to going grocery shopping, Mary helps develop a shopping list based on her preferences for food and the upcoming menu. Document Mary's response to new foods that are tried so that Mary's preferences are known. Mary does not like to be in noisy or crowded places. She is best supported to go shopping when a store first opens or is near closing. Mary's family has requested that Mary purchase fresh fruits and vegetables when possible instead of canned or frozen as Mary seems to prefer the taste.

This ISP belongs to: Mary Mallon ID# 12345-6789-00-1 ISP Start: 11/1/2020 End: 10/31/2121 Revision: _____

7.a.	Afternoon and evening	<ul style="list-style-type: none"> • Mary prefers that fragrant lotions be used to stretch her arms and legs. <ul style="list-style-type: none"> • ROM is not a preferred activity of Mary, however, support partners have learned that if fragrant lotion is being rubbed on her skin while the range of motion protocol is being followed, her body is relaxed and when light massage is included she smiles. • Explain to Mary what you are doing prior to touching her. • Warm the lotion in your hands prior to applying it to her skin. • Follow training and protocol on completing ROM and initial ROM checklist kept in the MAR book.
7.b.	Afternoon and evening	<ul style="list-style-type: none"> • *Skill-building* Mary picks which lotions she would like on her skin. <ul style="list-style-type: none"> ○ Offer Mary two choices of lotion by supporting her to smell the lotion. This can be accomplished by opening the lid and placing the bottle near her nose taking care not to get lotion on her nose or rubbing some lotion on the top of her hand. Mary lets us know her preference by turning her head and smiling, making eye contact, clapping and humming with her body relaxed. Document in the notes how Mary's preference was determined and which lotion she chose. <p>Document yes or no: Did Mary express a preference when offered choice of lotion?</p>
8.a.	All Day	<ul style="list-style-type: none"> • Mary spends time out of her wheelchair every four hours for 30-60 minutes. She needs to be repositioned every 30 minutes during waking hours and every 2 hours when she is asleep to minimize the risk of skin breakdown. <ul style="list-style-type: none"> • Always talk to Mary prior to moving/repositioning her. During the overnight hours, provide as little stimulation as possible. • Offer Mary choices for her pressure release. Preferred locations include her swing on the back porch, her recliner and her bed. • Follow the repositioning, pain and seating protocols developed by the RN. Document support in the positioning log and pressure release log in the MAR. All DSPs are trained on these protocols.
8.b.	All day	<ul style="list-style-type: none"> • Mary relies on DSP to provide total physical assistance in all areas of daily living including bathing, washing her hair, cleaning her body, dressing, personal care (incontinence), tooth brushing, hand washing and shaving. <ul style="list-style-type: none"> • Explain to Mary what you are doing prior to touching her. • Use DME items (wheelchair, hooyer lift, parker tub, bath chair) to assist Mary with transfers and bathing per trainings and protocols developed by RN including pain protocol to assure Mary is comfortable. • Using the hooyer lift, the hygiene sling and the lift, transfer and seating protocols to support Mary to properly sit on the commode at least three times a day to facilitate proper bowel function and decrease the risk of constipation. • Complete bowel chart. Document abnormalities to Mary's skin or concerns and/or changes noted in her overall wellbeing. If any areas of concern are identified, document them in the specialized supervision log for nurse to review. Follow the protocols to determine when to notify administrator and/or RN on call and/or emergency services. For any emergency, call 911.
8.c.	All day	<ul style="list-style-type: none"> • Mary's osteoporosis puts her at an increased risk for broken bones. Mary uses a wheelchair and other DME items so that she can easily move around her home and community <ul style="list-style-type: none"> • Mary's wheelchair is an extension of her body. Prior to moving Mary or her wheelchair, talk to her and let her know what is going to occur.

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		<ul style="list-style-type: none"> Mary uses her wheelchair and other DME items to easily and safely move around her home and community. Use the lift for all transfers. Mary is not to be picked up for transfers unless there is an emergency. Follow trainings and protocols developed by RN including pain protocol to assure Mary is comfortable.
8.d.	< daily	<ul style="list-style-type: none"> Mary receives a bone density scan every other year in order to monitor her osteoporosis. <ul style="list-style-type: none"> House manager works with nurse to assure this is scheduled.
8.e.	All day	<ul style="list-style-type: none"> Mary has an active seizure disorder. <ul style="list-style-type: none"> After Mary has a seizure she is tired and is ready to lie down in her bed. Each DSP must be trained on Mary's seizure protocol. The protocol and the seizure log can be found in the MAR book.
8.f.	All day	<ul style="list-style-type: none"> Mary is free from pain. <ul style="list-style-type: none"> Mary's nurse has developed a pain protocol to help everyone supporting Mary identify if/when she is in pain. This protocol is to be followed each time Mary is repositioned or transferred. All DSPs are trained on this protocol.
9.a.	All Day	<ul style="list-style-type: none"> Mary relies on the support of her DSP to complete all household tasks including dusting, vacuuming, laundry, cleaning her bedroom, etc. as well as identifying and removing and safety concerns in the home. <ul style="list-style-type: none"> Mary has shown a preference for helping to dust with the feather duster as observed by her smiling and relaxed body when assisting. Assist Mary to hold the feather duster putting your hand under hers. Do not force the movement on her arms as this could hurt her. Offer for Mary to assist with other activities around the house and document Mary's response. DSP completes quarterly fire-drills and supports Mary to participate in the drills <ul style="list-style-type: none"> Mary has an individual evacuation plan. Each DSP must be trained in how to support Mary to exit her home safely in the event of an emergency. Mary is monitored overnight for health and safety concerns. <ul style="list-style-type: none"> Mary sleeps at a 45° angle. DSP watches for change and status and report per medical protocols as written by RN. This occurs through 30 minutes overnight checks. Every two hours, check to see if Mary if personal care assistance is needed and reposition Mary following trainings and protocols. Personal care and repositioning is completed with the lights on dim to keep from disrupting Mary more than necessary. Document repositioning on the corresponding log. Mary has a full electrical bed with air mattress that provides some repositioning, however, Mary still needs to be repositioned from side to side every two hours. During the overnight hours, DSP inspects and cleans Mary's wheelchair, bed rails, and mechanical lift twice a week. This is documented on the DME Checklist. <p><u>Community Access</u></p> <ul style="list-style-type: none"> Mary is transported in her wheelchair while riding in a wheelchair accessible van. <ul style="list-style-type: none"> DSP provide physical assistance to secure her in both her wheelchair seatbelt and vehicle 5-point Q-hook locking system. Training and protocols must be followed. DSP is mindful of community locations and their wheelchair accessibility as Mary's mobility is a barrier for her.

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		<ul style="list-style-type: none"> Mary has a backpack filled with items she may require in the community. Make sure this goes as well. Upon returning, replace any items that were used.
9.b.	< daily	<ul style="list-style-type: none"> Mary is regularly followed by her PCP and dentist. <ul style="list-style-type: none"> Mary's house manager and nurse work in tandem to support Mary to maintain her regular medical appointments. DSPs take a medical appointment sheet to each visit and have the practitioner complete it.
9.c.	Morning	<ul style="list-style-type: none"> Mary smiles when she is complimented on her appearance. <ul style="list-style-type: none"> After Mary's shower, it is essential that she is completely dry prior to applying undergarments or clothing. Mary has long hair and has shown a preference for having her hair in a ponytail with a hair bow or scrunchie that matches her outfit. Mary likes to have her toenails painted. If her fingernails start to chip in between visits to the Z Spa, she enjoys having her fingernails painted as well.
9.d.	Morning	<ul style="list-style-type: none"> *Skill-building* Mary picks out her accessories. <ul style="list-style-type: none"> Mary smiles and claps when accessories are offered. Support Mary to choose which one she would like to wear. Offer Mary two choices of accessories to wear. This can be accomplished by hold a couple options up in front of Mary and encouraging her to pick one. Mary lets us know her preference by turning her head and smiling, making eye contact, clapping and humming with her body relaxed. Document in the notes how Mary's preference was determined and which item she chose. <ul style="list-style-type: none"> Document yes or no: Did Mary express a preference when offered choice of accessory?
9.e.	Morning	<ul style="list-style-type: none"> Mary prefers fragrant shampoos and conditioners. <ul style="list-style-type: none"> Mary bathes each day switching between a shower and a bath. When Mary takes a bath, don't forget the bubbles and don't forget to shave under Mary's arms and her legs. Mary does not wash her hair on days she takes a bath. When Mary takes a shower, take special care not to get water or soap in Mary's eyes. She does not like that. Mary is often relaxed after her bath. This is a good time to offer her assistance with trimming her finger and toe nails. If she is resistant, don't do it. Follow training and protocols for skin integrity checks and document accordingly.


Documentation Instructions

- During each shift, a shift note is completed in addition the completion of the skill-building log, support log, MAR and other logs/ checklists as identified in this ISP. When completing the shift note, the following questions should be answered: What was Mary's response to services? How was she supported? Where did she go and what did she do? Were any contacts made on Mary's behalf? Who was contacted? Did any new learning occur? Did anything out of the ordinary occur? Is there a change in status to report? Were there any observations made regarding health or safety?

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Signatures:

I have received and reviewed the Plan for Supports including WaMS Support Activities and Support Instructions.

Individual:  *Mary's Mark as witnessed by Grever Gibney 9/10/2020* Date: _____

Substitute Decision Maker: Peach Mallon Date: 9/10/20

Provider: Grever Gibney Date: 9/10/2020

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