

MARTHA'S PLACE

A BED AND BREAKFAST FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

16235 SW Woodcrest Ave. Tigard, OR 97224 Phone: (503) 620-8288 Fax: (503) 968-6218
info@quietwatersoutreach.org www.quietwatersoutreach.org

PROJECT DIRECTION

Mission

Martha's Place (MP) is a bed and breakfast dedicated to providing overnight respite care to individuals with developmental disabilities (DD), ages 12 and older, allowing their caregivers a break from the 24-hour, 7-day-a-week, care-giving responsibility.

Vision

MP has the capacity to provide over 15,000 hours of respite care to over 500 guests per year in Oregon and SW Washington.

BUSINESS

Licensure and Regulations

MP is licensed by the state of Oregon as an Adult Foster Care Home. To maintain a high quality of services, MP follows the regulation governing Adult Foster Care Homes set forth by the state of Oregon, as well as, strong internal regulations guaranteeing the integrity of care. Certification is renewed annually.

Organizational Oversight

Quiet Waters Outreach (QWO), a non-profit organization dedicated to serving individuals with developmental disabilities, their families, and caregivers by providing services to restore their spiritual, physical, emotional, and mental health will manage MP, its finances, operations, and staff.

OPERATIONS

Number of Occupants

MP is licensed and has space for a maximum of 5 overnight guests at any one time.

Hours of Operation

The operating hours of MP are from 6 p.m. on Thursday to 6 p.m. on Sunday.

Holidays

MP is closed on all major holidays.

Maintenance Weeks

In addition to holidays, MP is closed two weeks during the year, one week at Christmas and one week to be determined by the organization.

STAFF

Overview

QWO's Respite Program Director is responsible for directing and managing MP. QWO's Office Administrator manages record and bookkeeping responsibilities. Administration of direct care to MP's guests is the responsibility of QWO staff called Guest Services Specialists (GSS).

Employment Requirements

All GSS are required to: (1) have at least 1-2 years experience in working with people with DD; (2) be over the age of 21, (3) pass a criminal background check; (4) pass a drug screening test; and (5) be unanimously approved by Quiet Waters Outreach's personnel committee and Board of Directors.

Training

All staff is required to complete a thorough training program, and be certified in CPR, First Aid, and medication administration. Further training is mandated and available on a regular basis. For safety assurance, medical professionals are available on-call for emergency situations.

Staff Communication

Management communicates with MP staff on a weekly basis to relay organizational information, discuss new guests, and open discussion on other issues regarding MP.

Guest Staff Ratios

The ratio of staff to guests is a minimum of 1:4 and a maximum of 1:5. In the case of a guest with special high level needs, management will assess each individual situation and determine an adequate staff/guest ratio to ensure the safety of the guests and the highest level of care.

Volunteer Involvement

MP welcomes and encourages all persons interested in helping MP serve its guests by sharing their time as a volunteer. Volunteers have the opportunity to help with various MP responsibilities such as entertaining guests, cooking, cleaning, and conversing with guests. Before volunteering, individuals are required to (1) pass a criminal background check, (2) attend QWO's volunteer training session, and (3) be over the age of 18, unless accompanied by an adult. All volunteers are supervised by trained MP staff and are not responsible for the direct supervision of the guests or be left alone with the guests.

LIVING ENVIRONMENT

Atmosphere

MP's staff strives to provide an atmosphere that is relaxing, safe, and fun. To best accomplish this, MP's living environment resembles all aspects of a home-style atmosphere. This includes an activity room with games, TV/Stereo center, and puzzles; a quiet room for individuals to relax, converse, and read; personal bedrooms for individuals to sleep, dress, and relax; a staff room, QWO's office, a kitchen; and property for outside activities like gardening, games, and enjoying the sun.

Wheelchair Accessibility

MP is fully equipped to accommodate guests in wheelchairs. The house is a single story dwelling with the following accessible features: a shower, backyard, recreation room, and per code ramps throughout the entire house. MP also owns a wheel-chair accessible vehicle.

Sample Daily Schedule

MP guests enjoy the following sample schedule on a typical visit to MP:

- 9:30 am – Breakfast
- 10:00 am – Games or craft activities
- 12:00 pm – Lunch
- 1:00 pm – Walk to local park
- 3:00 pm – Quiet time
- 4:30 pm – Game time
- 5:30 pm – Dinner
- 7:00 pm – Movie Night
- 9:30 pm – Bedtime

Nutritional Plan

All guests enjoy meals created in accordance with the recommended dietary allowance of the Food and Nutrition Board of the National Academy of Sciences. Guests needing modified diets must provide a physician's prescription and a menu by a registered dietician.

Safety

All activities are provided in spaces suitable to individual guest's needs, with equipment that is in good repair, free of rust, safe, and age-appropriate. Exit floor plans for fire and disasters are posted beside the main entrance and bedrooms. Smoke alarms are installed in all rooms and are checked regularly. MP's staff is trained in evacuation procedures, fire containment, and the use of emergency phone numbers, and participates in quarterly fire and emergency drills conducted by the Executive Director. First aid supplies are accessible to MP's staff but securely stored away from guests in care.

GUESTS

Eligibility

MP services are available to individuals with developmental disabilities ages 12 and older. MP serves individuals living in Oregon and SW Washington. ***Guests with any current or past history (within the last five years) of violent behavior or inappropriate sexual behaviors will not be permitted.***

Special Needs Cases

MP strives to serve all people. However, there are some restrictions for guests with extraordinary needs (e.g. guests requiring extensive medical care, guests with behavioral challenges, etc.). These special cases will be handled on an individual basis by MP's management in conjunction with the guest's caregiver.

Medical Condition

Upon admission, an emergency medical treatment consent form and a completed medical information form listing all acute or chronic health problems, any known allergies, and all medications being taken by the guest at the time of admission, must be signed by the parent or caregiver. Conditions that would preclude a guest's immediate admission include, but are not limited to:

- Temperature of 100 degrees or above;
- Vomiting;
- Swelling of the neck, abdomen, genitalia, or joints;
- Broken bones;
- Open wounds requiring medical attention to close;

- Communicable diseases other than the common cold;
- Burns requiring medical attention;
- Any condition requiring medical intervention and monitoring in order to preserve the life or well being of the guest; and
- Any condition requiring medical equipment and expertise not available at MP.

Right to Refuse Services

To maintain the level of safety and to ensure the integrity of Martha's Place, Quiet Waters Outreach reserves the right to refuse services to anyone at anytime.

RESERVATIONS

Reservation Philosophy

At MP, the staff goes to great lengths to welcome and accommodate its guests, and in return, we expect MP guests to extend the same respect. MP policies may seem strict, but there are many reasons for these policies:

- MP is an all-inclusive Bed & Breakfast Resort. Rates include meals, accommodations, and 24-hour supervision;
- MP is the only Bed & Breakfast in Oregon that serves individuals with developmental disabilities and their caregivers by providing respite care;
- MP staff is hand picked by a group of parents, QWO staff, and Board Members. Each Guest Services Specialist is highly trained, experienced, and dedicated to making our guests safe, happy, and satisfied;
- MP & QWO are one small non-profit organization that relies heavily on the income produced by MP. We need you to help us continue our services.

Reservation Policy

Quiet Waters Outreach is limiting guests to four active reservation per six month calendar. Anyone wishing to stay more will be placed on a waiting list and contacted when additional space is available. All reservations are made on a first-come, first serve basis. We accept reservations for up to 5 individuals at any given time. To make reservations, you may call, e-mail or fax us with the requested dates.

Drop-In Requests

MP does not accept guests that are dropped off without reservations or without phoning in advance.

RATES & PAYMENTS

Rates

The rates for guests are as follows:

Day/Overnight Care

\$135 per guest per overnight stay (6 p.m. check in to 6 p.m. check out the following day).

Hourly (Subject to availability and overnight guests take priority)

\$15 per hour per guest or "day only" guests, not to exceed \$135 in one day.

Payments are due in full at check-in time. If you need assistance in paying for our services, please contact us for information on available outside sources of financial aid.

Deposits

A major credit card number (Visa or Mastercard) is required to secure any reservation, unless other plans are approved by QWO management.

Method of Payment

MP accepts checks, credit cards (Visa or Mastercard), and money orders.

Returned Check Policy

If a check returned for insufficient funds, a fee of \$25.00 will be charged to the guest. If this is not paid, MP has the right to refuse future service to the guest and caregiver.

Late Fees

If an overnight or hourly guest is not picked up by check-out time, the guest will be charged \$15.00 per 15 minutes late.

Cancellations

If you must cancel your reservation, please bear in mind the following:

- We only have five spots available for guests. If you cancel and we cannot re-book your spot, we lose 20% of our income for that night.
- Our services are in high demand, which means that families plan quite far in advance for their "time off". If you cancel, the chance of us re-booking your room decreases with each passing day.
- Before the guests scheduled arrival date, we shop for the freshest and best products to serve them. We know who is to be here, and plan our meals accordingly.

If cancellation is indeed the only way to cope with your particular situation, a full refund will be issued if your cancellation occurs 7 or more days prior to the guests scheduled arrival. If the cancellation is made less than 7 days prior to the scheduled arrival date, no refund will be given unless otherwise approved by the Respite Program Director.

No-show Policy

If the guest does not show up for his or her reserved time, the full charge of services will be billed to the guest. If the bill is not paid, MP reserves the right to refuse future services to this guest.

INCLEMENT WEATHER POLICY

To ensure the safety of all guests and staff, if inclement weather is predicted during a weekend guests would be staying at Martha's Place, Martha's Place will be closed for that entire weekend.

If inclement weather is predicted while guests are staying at Martha's Place, parents will be notified to pick up the guests immediately.

Martha's Place staff will remain with all guests until everyone has returned safely home.

INTAKE PROCEDURES**MP Required Tour**

All new guests are required to tour Martha's Place at least two weeks before their stay. Tours are available Monday through Thursday only from 8:00 a.m. to 3:30 p.m. To arrange a tour, contact QWO for times of availability.

Intake Forms and Information

Before the guest's visitation, an information packet is sent to the guest and his/her caregiver. In addition, an intake form is sent and ***must be completed by the caregiver and returned no less than two weeks before the guest's stay.***

General intake procedures of individuals with DD consists of the following steps: (1) caregiving family interviewed by MP management; (2) completion of appropriate forms (e.g., personal and medical information, waiver, photo release, etc.); (3) individual with DD and their caregivers tour MP and are introduced to the staff; (4) reservations scheduled (except in crisis respite situations, however, please call in advance); and (5) individual with DD left in the care of MP's staff.

Special Cases

Understanding that for some guests and caregivers this will be a new experience, MP works closely with caregivers and guests to create and implement plans to increase a guest's and/or caregiver's comfort level according to their personal needs. Accommodation of these individuals may involve plans such as a series of increasing incremental stays or decreased caregiver involvement in transitions. MP staff makes it a priority to allow all guests and caregivers a painless and comfortable experience.

Check-in & Check-out

Check-in is at 6:00 p.m. for all overnight guests. Check-out time is 6:00 p.m. on the day of departure. Please be on time as our staff has work to complete before the guests arrive and after the guests leave.

GUEST RIGHTS

Privacy

All MP guests are treated with the utmost respect, including the strict observance of personal privacy. Each guest has access to a private bathroom, a private or semi-private bedroom, a private storage space, and the right to be "alone".

Visitation Policies

Immediate caregivers (parents, siblings and/or guardians) are permitted to phone or visit the guests between the hours of 9 a.m. to 8 p.m. ***For safety, MP does not permit any non-related people to visit (e.g., group home staff, friends, medical persons) without the pre-arranged approval of QWO's Executive Director.*** MP staff requests that all visitors contact QWO at least an hour before their visit to ensure the availability of the guest and the continued operation of MP. Any visitor causing trouble with MP's guests or staff will be asked to leave immediately.

Tobacco, Alcohol, and Drug Use Policies

The use of alcohol, snuff, and/or illegal drugs is strictly prohibited during a guest's stay at MP. Smoking is allowed outside MP.

Phone Use Policies

MP guests are allowed ***only*** to make local phone calls to parents, siblings, and/or guardians during visitation hours. Long distance calls are allowed if the guest is using a personal calling card or if there is an emergency.

Other Rights

While a MP guest lives in MP he/she has the right to be treated with the same dignity and respect as any other citizen. MP guest rights include:

- MP Staff will not physically punish a MP guest;
- MP Staff will not lock a MP guest in or out of any part of their assigned living arrangement;
- MP Staff will not talk about MP guests in a way that makes fun of them, threatens them, or forces them to do something that is against their will;
- MP Staff will not withhold meals, clothing, medication or other items that a MP guest needs on a regular, daily basis;
- MP Staff will not use any type of medication or restraint to immobilize a MP guest unless instructed to do so by a physician or in an emergency;
- MP Staff will allow MP guests to express their feelings. However the MP guests must do it in a way that does not damage the property or threaten or harm the MP Staff, other MP guests, or members of the community;
- MP Staff will assist MP guests in maintaining and cleaning the facility and in meal preparation;
- MP Staff will allow MP guests opportunities for deciding whether or not to observe and/or participate in religious practices;
- MP Staff will assist MP guests in maintaining and protecting their personal property;
- MP guests have the right to make a complaint or grievance about the way staff or other MP guests treat them. MP guests may make a complaint or grievance to the Respite Program Director. If the MP guest does not like the way the Respite Program Director handles a complaint or grievance the MP guest may share their concerns with QWO's Executive Director. If still not satisfied, a MP guest may present their complaint or grievance to the QWO's Board of Directors, and then lastly to the appropriate county case manager and/or legal counsel.

DAMAGE POLICY

Guests are responsible for payment of any damages to Martha's Place caused by their actions. If damages are not paid, MP has the right to pursue payment and/or refuse future service to the guest and caregiver.

UNHAPPY OR UNSAFE GUESTS

We hope that all our guests enjoy their stay at MP and will do our best to ensure that they are happy. However, in the event that a guest is unhappy, conflicting with other guests or staff, or compromises the safety of the staff, guests or themselves, MP staff will call the caregiver and request that the guest be picked up within 2 hours. If the caregiver does not arrive within this time, the caregiver will be charged \$35 per hour for each hour late.

VIOLENCE

Any guest that intentionally inflicts harm on other guests, MP staff, and/or themselves will be removed immediately. MP staff will call the caregiver and request that the guest be picked up immediately. If the caregiver does not arrive within one hour, the caregiver will be charged \$35 per hour for each hour late.

RECORD KEEPING

A record is maintained for each MP guest and includes all admissions data, a photo, medical information, discharge information, releases, and written notices regarding the guest. All MP's staff is responsible and held accountable for submitting an accurate record of services and any actions taken with the guest.

CONFIDENTIALITY

All information relating to any MP guest is held in strict confidence. Indiscriminate use of such information by MP staff is not acceptable and will be the basis of immediate termination.

MEDICAL

Emergencies

If a guest becomes ill while in care, the caregivers will be contacted and given the opportunity to take the guest to the usual family medical practitioner. In the case of an emergency, a conscientious effort will be made if possible to contact the guest's caregiver before medical attention is sought.

Medication Labels

All medications must be in their original containers with labels intact. Containers must be child-proof and protected from light and moisture. Prescription medication container labels must include the following:

- Guest's name
- Date issued or refilled
- Directions for administration
- Medication name and strength
- Physician's name
- Name of pharmacist and name, address and phone number
- Ancillary cautionary label, if appropriate.

Storage of Medications

All medications are kept in a locked cabinet or if refrigerated, in a separate, securely locked compartment. Only those persons authorized to administer medication have access to the stored medication.

Dispensing of Medications

Prescription medications are administered only according to the instructions on the pharmacy label. Immediately before or after any prescription or nonprescription medication is administered, the type, amount, and time is recorded on the guest's medication chart, as well as any adverse drug reactions or errors in medication. A list of persons approved to administer medications is maintained by the program. ***For safety reasons, All medications are to be dispensed by Martha's Place staff – self medicating is not allowed.***

Vitamins and Other "Over-the-Counter" Medications

In order to retain our state foster care license, all vitamins and other "Over-the-Counter" medications are required to have a physician's orders. If we do not have a physician's order, we won't administer the medications. NO EXCEPTIONS!

EXIT PROCEDURES

Customer Satisfaction Survey

Upon a guest's departure from MP, the guest and caregivers may be asked to complete a customer satisfaction survey. This information is reviewed by management and used to improve the quality of MP services, or rectify any problems experienced by the guests and their caregivers.

Staff Evaluation and Guest Documentation

Staff is required to complete evaluations on each guest after their visit with MP. Information is attached to guest's file to help staff improve or accommodate guests better in future visits to MP.