

Develop Staff Training Tools



Community Cards

Community Cards are designed to work similarly to a business card – the likelihood of behaviors taking place in the community is very high. While dealing with a behavior, i.e. performing a restraint, staff will not be able to educate members of the public who may become concerned. The Community Cards are designed to hand to anyone who may become concerned in these cases or anyone one who has questions about how a staff handles a particular situation or has a complaint. The Community Card will have contact information including: a name, telephone number and an email address.

Process for use:

1. All employees, going out on outings, will be given cards to distribute as necessary
2. Employees are to print their name, in the space provided, on all of their cards
3. The Lead staff will maintain extra cards for distribution and pick-up from staff
 - ✗ All supervisors should pick up more cards from the Supervisors
 - ✗ Supervisors will be responsible for reordering their supply
4. Employees should distribute the cards for any of the following reasons, this is not an all inclusive list:
 - ✗ After a consumer experiences a seizure
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 - ✗ As part of the Community Damage reporting process
 - ✗ After any type of alternation or need for clarification
 - ✗ **If you feel you should hand out the card... give it out!**

After the outing

1. Staff will inform the Supervisor if they disturbed any cards during the outing
2. The Supervisor will e-mail the Director informing them of the situation including date, time, what occurred, where and staff and consumers involved
3. The Director will add the contact to the tracking tool