

# POLICIES AND PROCEDURES MANUAL

KEYSTONE COMMUNITY RESOURCES, INC.

KEYSTONE INDEPENDENT LIVING, INC.



**Policy Title:**

Communication with Support Staff

**Chapter:**

**Effective Date:**

7/1/1992

**Revision Date:**

11/25/2008

**Policy Number:**

**Executive Director**

## SCOPE:

- Chapter 6400 – Community Homes For Individuals With Mental Retardation

## INTRODUCTION:

1. A good working relationship between direct service and support staff is important for smooth day-to-day operations. A spirit of cooperation is needed in contacts with food service, housekeeping, office and maintenance personnel. Unlike direct service staff these individuals are usually not here to work with the consumers but to do a good job of cooking, cleaning and maintaining records, buildings and equipment. The presence of the residents may be an inducement or a deterrent to their work. In some instances spontaneous, helpful relationships have developed as a consumer meets someone he/she likes and admires. Nevertheless, the needs and tendencies of the consumers do complicate these workers' jobs. Direct service staff must expect that these workers may not understand consumers' behaviors which are destructive and may attribute damage to negligence on the part of the direct service staff.
2. The direct service staff in each residence is responsible for operating the home as economically and efficiently as possible. One way of doing this is to prevent deterioration by caring for the property and equipment as though it were your own, reporting needed repairs quickly before things are destroyed, lost or broken beyond repair, and acknowledges the contribution of these workers in creating and maintaining a therapeutic home environment.
3. All staff need recognition and support; other workers will respect your direct service work if (s)he feels that you respect his/hers.

## DISCUSSION:

