

DEVELOPMENTAL DISABILITIES ADMINISTRATION
RESIDENTIAL HABILITATION CENTER
STANDARD OPERATING PROCEDURE

TITLE: EMPLOYEE CONDUCT PROCEDURE 102.2

PURPOSE

To establish requirements and expectations for how Residential Habilitation Center (RHC) employees interact with clients.

SCOPE

This procedure applies to all RHC employees, contractors, volunteers, interns, and work-study students.

PROCEDURES

A. **Employee Conduct**

To promote a client's growth, development, and independence, all RHC employees must:

1. Support the client's independence, while also supporting the client to learn new adaptive and functional skills;
2. Support the client to maintain skills and independence as much as possible also considering any degenerative diseases that may impact their ability to learn new skills;
3. Interact with clients in a consistent, positive, and professional manner.
4. Hold a conversation privately if it is about a client or the client's care;
5. Discuss any concerns with a client in a positive and private manner;
6. Encourage the client, and model how, to interact with others in a manner that promotes positive socialization;

7. Provide reasonable safeguards to prevent a client's injury while promoting their independence;
8. Support the client's daily decision-making, emphasizing self-determination and self-management without external coercion or direction to the greatest extent possible;
9. Respect the client's right to have both freedom of movement and normal access to their body while protecting privacy and promoting dignity; and
10. Refrain from interacting with the client in a way that is known to create a conflict.

B. Client Involvement

1. All clients may participate in the development of policies and procedures, including house rules, about conduct.
2. House rules must not violate client rights.
3. House rules must not replace a client's individualized programs or plans.
4. Policies and procedures about conduct, including house rules, must be available in the residential and the program areas. Paper copies are available upon request.

C. Facility Responsibility

The RHC management must:

1. Ensure employees complete required training and understand client rights.
2. Follow due process before implementing a restrictive procedure.
3. Ensure that employees protect and promote client rights while the client is in the RHC's care.

AUTHORITY

42 CFR 483.450

42 CFR 483.10

[Chapter 71A.20 RCW](#)

DDA Policy 5.06

Client Behavior and Facility Practices

Resident Rights

*Developmental Disabilities-Residential
Habilitation Centers*

Client Rights

DEFINITIONS

Conduct means how an RHC employee interacts with a client.

TITLE:

EMPLOYEE CONDUCT

PROCEDURE 102.2

Self-Determination means free choice of one's own acts and decisions without external coercion or direction.

Self-Management means control of one's own routine and daily responsibilities.

SUPERSESSSION

None.

Approved: /s/ Donald Clintsman Date: May 15, 2018
Deputy Assistant Secretary
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