



## Compass Supported Living Services Family Assessment Handout

Because of our years of experience, Compass is at the forefront of Supported Living Service providers. In order to offer the most successful service, we have found it valuable to partner with the families of the clients we serve. We have also realized the importance of outlining what this partnership looks like. We look forward to sharing our expertise with you as we travel this journey together. When we align using the following guidelines, we will create greater opportunities for success in your loved one's Supported Living program.

Our promise is to strive for excellent service, resulting in optimal health, safety and happiness for our clients. Included with this letter is a copy of The Compass Values which define who we are. Our commitment to our clients is captured in our elevator speech:

“Compass helps adults with developmental disabilities live independently in their own home through our supported and independent living services. Our staff walk beside our clients offering education on choices and life skills, or companionship and personal care. Our service empowers our clients to make decisions about how and where they live their lives.”

Furthermore, we guarantee to uphold the following statements:

- All important meetings will be communicated to you.
- All phone calls and emails will be returned.
- Compass is committed to our service delivery aligning with Supported Living philosophy. Compass will always advocate for the client to meet the values and vision of Supported Living.
- Our intent is to be the primary care provider for the client to allow the family members to develop a more normative family role.

With this in mind, we request the following to mutually be set forth as our footprint of partnership:

- Communication will be professional and respectful at all times.
- Request for changes in the household routine need to be made to the Administration team (CF preferably).
- Compensation discussion is between Compass and employee only.

- Medications and medical routines will not be altered without a doctor's written order; this includes over the counter medication. The exception: when the client has an ISP goal of managing his/her own medications, and the proper documentation is filed for this.
- Compass is responsible for recruiting, screening and hiring new staff. Families who wish to be involved may provide input.
- Training of new staff must align with the training model developed for each client.
- The training and regular staffing schedules will be developed and maintained by the CF/CFA's.
- Confidentiality for our clients and all staff must be maintained.
- IHSS must be utilized and managed per Regional Center and Compass best practice and policies.

As we move through the assessment process, please contact your local District Service Supervisor with any questions or comments. Again, we look forward to a successful partnership with you.

Sincerely,

Sadie Hess  
Director and CEO