



Supervision of Clients

BSM 2, 3, DTX 9, TS 1, 2

Effective – 02/05; Revision- 03/14, 06/16, 10/18

Policy

Boys & Girls Village is committed to the safety of all clients under its care through a systematic plan of supervision. Program staff is available during program operation to ensure the safety of each client in the program. Staff must keep clients within visual or hearing range at all times.

Procedure

Boys & Girls Village provides sufficient care and supervision to ensure client safety and service quality through the following:

- The Program Supervisor is responsible for ensuring appropriate staff-to-client ratios. Staff-to-client ratios increase during emergencies or to meet the special needs of clients during busier periods.
- Staff is to follow-up on any unexcused absence of a client by calling their legal guardian. Follow-up is documented in the record.
- Decisions to leave a client over the age of 1 home alone are made on an individual basis and with written permission from the parent/guardian.
- Staff does not allow clients to be under the supervision of non-agency persons unless authorized by the client's parent, legal guardian, or DCF or JBCSSD (if applicable). Under no circumstance is staff permitted to bring clients to their own residence.
- Two or more clients are not permitted to be in any room, except in cases of shared rooms in the residency setting, without direct supervision.
- A staff member (per treatment team decision and JBCSSD approval) must accompany clients for appointments off grounds.
- Clients must be escorted by staff during all off grounds activities.
- If an emergency occurs, such as a client running from the group, one staff member should follow the client and remain with the client until additional staff arrives. Other staff should remain with the group and immediately call for assistance via phone to ensure proper ratios.
- When transitioning clients from one area to another, staff must count the clients to ensure all are present/accounted for.
- Staff must always position themselves to view all clients at all times. When monitoring clients in a large area, staff must set up a perimeter of area for which clients are pre-taught to stay within. Staff should be positioned throughout that perimeter, not located together in one area.
- When in areas such as the gym, staff must be positioned near each exit in order to prevent elopement
- At no time will more than 1 client be permitted use the bathroom at the same time
- When a client needs to use the bathroom, they will ask for permission. No client is allowed to use the bathroom without staff permission. No client will be denied the right to use the bathroom, but they may be asked to wait for one of their peers to finish first.
- Whenever possible, same gender staff should monitor client's use of bathroom.