

DEALING WITH UNEXPECTED CIRCUMSTANCES

1. What if weather is very bad on a day that IDS service is scheduled? What happens if a planned activity or community opportunity is cancelled unexpectedly by the organizers or the community venue?

Every IDS provider should have a policy and procedure for developing last minute contingency plans in the event of inclement weather or unexpected cancellation/closing of a community venue. Service Coordinators and Teams should ask to see the IDS provider's policy and procedure during the Intake meeting and should review this with the person to ensure it addresses any concerns they may have. It is important that if staff cannot be present as expected there is a contingency plan to assure that the person's needs are met.

2. What if person receiving IDS does not want to go out every day or all day?

The development of the CIP must take this type of thing into consideration when it is being developed. Knowing the person includes knowing what they want to accomplish and what they can tolerate as far as time out. IDS can be authorized for a few hours or for partial days.

3. If a person is absent, can the staff do community exploration and mapping to benefit the person and bill for this time?

No. Billing cannot occur if the person is not present.