



## **Essential Points in the Enclave Service Agreement Starting July 1st, 2025**

### **Enclave Program Expectations:**

- Ability to be supported in a staff-to-member ratio of 1:6
- Expectation to follow all safety requirements

### **Attendance:**

- Late arrivals must arrive by 10:30a
- Early dismissals will start at 1:30p
- Enclaves are not a drop in service: there will be no pick ups and returns throughout the day
  - If this is needed, members will need to stay home for the day
  - The only exception to this is for case management meetings
- Absences or schedule changes must be communicated by 8am the day of. Notification should be directed to the following only:

**DanFoss cell: 515-291-7740**

**Hach cell: 515-815-9727**

- If you email our staff or supervisors and they are absent, they will not be able to notify the scheduled team member with scheduled needs so contacting these cell phones is essential for timely needs. Please email your Center supervisor (Sarah, Andrea, Amber) with any advanced planned vacations, time off, etc).
- Failure to communicate by 8am the day of will result in progressive feedback which could lead to termination of services.
- Progressive process if attendance falls below 80% each month

**MAINSTREAM LIVING, INC.**  
Enclave/Workstream Contract

Mainstream Living and (guardian), \_\_\_\_\_, agree to the following terms, conditions, and arrangements for providing services under the Home and Community-Based Services waiver program to \_\_\_\_\_ (member receiving services).

***I. Services and Charges for Services***

1. Mainstream Living will not charge the member for any waiver services that are not included in the Individualized Care Plan unless a private pay agreement has been determined and approved upon by all parties.
2. The member shall provide for the following items as it applies:
  - Personal hygiene items including briefs or any items related to personal hygiene
  - Lunch items and preferred beverages
    - This includes if the member wants to purchase lunches from their assigned site as it applies.
  - Safety shoes

***II. Enclave/Workstream Program Expectations***

**Funding:** Members must have access to appropriate funding sources.

**Staff support:** Members must be able to be supported in an environment with a staff-to-member ratio of 1:6.

**Emotional stability:** Members must show signs of emotional stability to ensure their services, or those of others, are not adversely affected.

**Personal care:** Members must demonstrate the ability to manage personal care tasks, such as toileting.

**Worksite navigation:** Members are expected to enter the building and make their way to their work station independently.

**Required items:** All members are required to wear a badge, safety shoes, safety glasses and follow the respective dress code as it applies:

- DanFoss - can wear shorts, long pants, t-shirts or long sleeves, ear plugs (these are provided by DanFoss)
- Hach - must wear long pants and minimum sleeve length of a t-shirt (no sleeveless tops may be worn)

**Behavior:** Members must refrain from harming themselves, peers, or staff, and avoid verbal or physical combativeness.

**Lunch supervision:** Members must be able to eat lunch under supervision with a 1:6 staff to member ratio. Members must also refrain from taking items from the cafeteria as payment for items is expected.

**Lunch preparation:** If food requires preparation, it must be provided ready-to-eat (e.g., pureed or cut into small bites). Microwaves are available at the enclave locations.

**Personal belongings:** Please limit the amount of items being brought to services. Mainstream is not responsible for personal items including but not limited to cell phones, tablets, wallets, purses, or extra money. We ask that members limit the amount of items they bring to one lunch box/bag, one purse type item and one additional bag but only if needed.

**Enclave expectations:** Members must comply with business rules, such as restrictions on bags and safe and appropriate interactions with others while at the business. Members may also be asked to avoid areas within those plants when access is not needed to participate in Mainstream services.

**Record updates:** Members must promptly notify Mainstream of changes in records, including:

- Case manager or MCO changes.
- Member, guardian, or service provider address or contact information.
- Changes in guardianship, representative payee, or supervisory contacts who would be in contact with Center.
- Medication updates (only if monitoring is required for interaction changes or if the change would impact the members participation in services.
  - Medication management is not provided at this program.

### **Health:**

1. Members should stay home if they are unable to fully participate in activities due to the following:

- A temperature of 100.0°F or higher.
- Fever must resolve without the use of fever reducers for at least 24 hours before returning to services.
- Vomiting and/or diarrhea, with symptoms resolved for 24 hours before returning to services.
- Cough, sore throat, fever, congestion, body aches, fatigue, or other relevant symptoms.

If a member arrives ill or becomes ill during the day, arrangements must be made for them to be **picked up within an hour** to prevent exposure to other members and staff.

2. If a member experiences any changes in their overall health—such as mobility, toileting needs, eating assistance, stamina, or behavior (including but not limited to dementia or Alzheimer's-related changes)—the member's team must promptly inform the enclave with relevant details to ensure services remain safe and appropriate.

### **III. Attendance**

#### **Attendance expectations:**

- Members are expected to follow their agreed schedule.
- The enclave program is not considered a drop-in program. Members arriving in the morning to then be picked up prior to 1:30p will result in the member being asked to not attend for the day. The only exception to this is case management meetings.
  - For late arrivals, members must arrive by 10:30a. Later arrivals will be asked to not attend for the day due to the disruption of the daily schedule.
  - For early dismissals related to appointments, we ask that members stay until at least 1:30p.
- Morning arrivals: Members will be expected to access their work site no sooner than 9:00a. We will not be open for members to arrive any earlier.
- Afternoon dismissals: Members will be at their designated pick up area starting at 2:50p. Afternoon pick up times should not be scheduled for after 3:00p.

#### **Reporting absences:**

- Funders now request reasons for absences. Failure to provide an explanation may result in reduced funding, affecting the number of days members can attend. Please share one of the following reasons when notifying their enclave:
  - Vacation (e.g., camp)
  - Medical appointment/illness
  - Weather
  - Other
- Planned absences should be shared as soon as possible as we may offer that opening to another member for just that occurrence.
- **Absences or other needed schedule updates for the day must be communicated by 8am the day of to the**

**DanFoss cell phone: 515-291-7740**

**Hach cell phone: 515-815-9727**

- **Please do not email schedule changes unless you need to share more information with your supervisor. If that is the case, please be sure to text/call the cell phone too as our staff need access to this information daily (regardless if supervisors are at work or not). Failure to communicate by 8am will result in progressive feedback which may result in termination of services.**

#### **Attendance protocol:**

- Members must attend at least 80% of their scheduled days each month.
- If attendance falls below 80%:
  - 1st offense: Verbal communication will be initiated to identify and address barriers with the responsible stakeholder.
  - 2nd offense: Continued low attendance will involve discussions with the case manager/service coordinator.

- 3rd offense: Scheduled days will be reduced.
- If attendance remains below 80% after a schedule reduction, discharge will follow.

#### ***IV. Suspension from Services***

##### **Suspension causes:**

Suspensions may occur due to actions that harm the member or others, including but not limited to:

- Verbal or physical fighting.
- Willful disregard for personal or community safety.
- Taking items that do not belong to the member, including items from the cafeteria which should be paid for.
- Engaging in unwelcome, sexualized physical contact.
- Bullying or harassing others.
- Failure to adhere to local business or community standards while in those venues.
- Making gossiping or defamatory statements that could harm others.
- Failing to comply with the enclave's safety guidelines, including but not limited to adhering to plant safety protocols.
- Failure to communicate absences and other needs related to services.
- The enclave hosting site reserves the right to suspend days if any of the above happened, prior to Mainstream's knowledge.
- The enclave hosting site reserves the right to remove members from their site.

#### ***V. Refusal of and Withdrawal from Services***

- The member retains the right to decline or terminate services at any time.

#### ***VI. Termination of Services***

- Enclave services are a voluntary service. We may terminate member services at any time; however, the need to change, suspend, or terminate services will be discussed with the member/their team.
- Situations which may result in termination of services include but are not limited to:
  - Continued aggression/physical force which creates an unsafe environment to self, other members or staff
  - Continued decrease or unwillingness to complete required work tasks
  - Inability to secure funding
  - Scheduling conflicts
  - Moved out of service area
  - Inability to secure transportation
  - Situations that result in a conflict of interest
  - Failure to communicate absences and other needs related to services.
  - Members level of care changes or progresses to a point that the enclaves are not able to provide care in a 1:6 ratio safely
  - The enclave hosting site reserves the right to remove members from their location.

I have reviewed the Enclave contract. I understand how this information applies to my participation in Mainstream Living's Enclave program.

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**Member/Member's Legal Representative**

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**Date**

An additional copy of this contract should be provided to the following provider to maintain consistent service and effective communication.

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**Name/agency**

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**Contact information**