



CVN4 COMMUNITY LIVING LLC

Pre-Solicitation HCBS Settings Rule Leadership Questions

Provider Responses -DHHS Contract DHHS91172

Provider	CVN4 Community Living LLC, 1474 S 760 W, Provo, Utah 84601
Leadership respondent	Chinedu Bishop N Ihenkoro, Owner and Program Director
Contact	801-404-3389 801-473-2280 cihenkoro@yahoo.com www.cvn4cl.com
Submitted to	Emma Anderson, CHES, Community-Based Services Reviewer, Utah Department of Health and Human Services, (385) 499-1284, emmaanderson@utah.gov
Date	October 5, 2026
Sections completed	All DHHS 91172 service codes (Questions 1–25); Facility-based day provider services (Questions 1–3), as CVN4 provides Day Supports – Group (DSG); and Residential services provider (Questions 1–8), as CVN4 provides RHS, HHS, and PPS

CVN4 understands that this interview is not an all-encompassing list of the requirements in DHHS91172, and CVN4 commits to comply with all aspects of the DHHS91172 contract and the federal HCBS Settings Rule. References to the “Manual” are to the CVN4 Policy and Procedures Manual, and references to Forms are to the CVN4 DSPD Forms and Logs Packet, both submitted to the Office of Service Review.

ALL DHHS 91172 SERVICE CODES

1. Where will programming take place?

CVN4's services take place in the Persons' own homes and, to the greatest extent possible, in the broader community. Residential services (RHS, HHS, and PPS) are delivered in integrated community-based homes, beginning with CVN4's residence at 1474 S 760 W, Provo, Utah 84601. Day Supports and Supports Living activities take place at the community places each Person chooses, such as libraries, recreation centers, parks, restaurants and stores, classes, faith and civic organizations, and volunteer and employment sites. CVN4 does not operate a segregated, disability-only program site.

2. What areas of the state do you intend on providing services in?

CVN4 intends to provide services in Utah County, including Provo, Spanish Fork, and the surrounding communities. CVN4 will consider referrals from other areas only when it can meet the Person's choices and the staffing, transportation, and licensing requirements of the contract.

3. What services will you provide?

CVN4 will provide Residential Habilitation Supports (RHS), Day Supports Group (DSG), Professional Parent Supports (PPS), Host Home Supports (HHS), and Supported Living, as described in Section 1.3 of the CVN4 Policy and Procedures Manual.



4. Do you have cameras in any areas where services will be provided?

No. CVN4 does not have cameras in any area where services are provided and does not plan to install any. CVN4 will not use cameras or electronic monitoring for staff convenience or general monitoring.

If a safety needs ever led a Person's team to propose electronic surveillance, it would be treated as a privacy rights modification under R539-3-7. It would require CVN4's Human Rights Committee (HRC) approval based on an individualized assessed need, the Person's informed consent, the least intrusive approach, and the additional approval of DSPD's Division Human Rights Council before it is put in place (Manual Section 7.5.3).

5. What types of community activities do you intend on offering as options for individuals to consistently participate in (e.g. volunteering, social activities, competitive employment, etc.)?

Each Person chooses from options such as:

- Volunteering with community organizations such as food banks, animal shelters, libraries, and faith or civic groups;
- Social and recreational activities, including clubs, sports and fitness, movies, concerts, community events, and outdoor recreation;
- Faith and spiritual services of the Person's choosing;
- Classes and learning opportunities, such as adult education, library programs, art, and music;
- Everyday community life, including shopping, dining out, errands, voting, and civic participation;
- Visiting family and friends and attending family events; and
- Exploring and pursuing competitive integrated employment.

These are options, not a fixed program. A Person may try, change, or stop any of them at any time.

6. How frequently will individuals have opportunities to go into the community?

Opportunities are available every day. Each Person decides how often to go out, and that frequency is recorded in the Person's PCSP and Support Strategies rather than set by CVN4's schedule. CVN4 will not limit community outings to a fixed number per week or to times when a group outing happens to be scheduled; individual outings are offered at the Person's choice.

The Program Manager reviews each Person's community participation monthly with the Person. If a Person is going out less than they want, the team problem-solves the cause (transportation, staffing, interest, or cost) and documents the plan.

7. Will there be any activities that Individuals are required to attend or participate in?

No. No activity is required. People may decline any activity without consequence. Declining is never treated as a behavior problem and is never used to restrict privilege. Participation is always by choice, and each Person's choices are documented in shift notes.

8. How do you plan to actively gather information from individuals about what community activities or groups they would like to be involved in?

- Documented preference conversations between each Person and direct support staff at least monthly, and more often for Persons who use alternative communication or need more support (Manual Section 2.3);
- Each Person's preferred communication method, whether spoken language, an AAC device, pictures, sign language, or a trusted interpreter;
- Interest and strengths inventories and the Discovery Process at intake and at least annually;
- A standing agenda item at every PCSP meeting for the Person to say what is working, what is not, and what they want to try;
- Shift notes that capture the choices a Person expresses and how staff responded;



- Satisfaction check-ins at least twice a year conducted by a manager rather than the Person's regular staff, so a Person does not feel pressure to give only positive answers; and
- Exploring options together, such as visiting community groups, reviewing community calendars, and trying an activity before committing.

9. How will you act as an agency, facilitate friend and family engagement?

- Visitors of the Person's choosing are welcome at any time. There are no visiting hours (see Residential Question 7);
- Staff support phone calls, video calls, texting, cards, and social media in the way the Person chooses, and support transportation to visit family and friends and to attend family events, holidays, and celebrations;
- Family and friends, the Person chooses are invited to PCSP meetings and, with the Person's consent, to community events and activities;
- With the Person's consent, CVN4 shares information with guardians and family, and it notifies guardians of significant events and incidents within the required timelines; and
- Staff help Persons keep existing relationships and make new friends by supporting participation in clubs, faith communities, classes, and volunteer activities, and by respecting each Person's choices about relationships and privacy.

10. What processes will you use to build an individual's independence and autonomy?

- Every PCSP goal has a Support Strategy that builds a specific skill, and staff reduce their support as the Person's skills grow;
- Staff are trained in Person-centered thinking and practices within 90 days of hire (SOW 1.8(5)), and in the HCBS Settings Rule within 30 days;
- Everyday routines are used as teaching opportunities, including cooking, laundry, shopping, budgeting, banking, and using public transportation;
- Medication support is matched to each Person's assessed ability, and the Person is supported to move toward greater independence over time (Manual Section 3.3(a));
- People are supported by making their own choices, including the right to take reasonable risks, with information about benefits and risks; and
- Progress toward each goal is reported to the Support Coordinator in the quarterly summary.

11. How will you explain options and choices to individuals? Can individuals leave the premises as they choose?

Options and choices are explained in plain language using each Person's preferred communication method (spoken language, pictures, an AAC device, sign language, or an interpreter), including the benefits and risks of each option, so the Person can make an informed choice. Persons are trained on their rights at intake and at least annually (Manual Section 7.1), and staff use teach-back to confirm understanding.

Yes. People can leave the premises whenever they choose. No Person is locked in or out of any room or the home, and no Person is required to ask permission or sign out to leave. If a Person's team identifies a safety concern, supports are developed through the PCSP, and any individualized limit is a rights modification that requires HRC approval before it takes effect.

12. Describe your process for accommodating individuals who choose not to participate when community group activities are planned? How will your problem solve when there is limited and/or shared staffing available?

Participation in a group activity is always a choice. A Person who prefers not to join is offered an alternative of their own choosing, such as an individual outing, time at home, or a different activity, and is never required to attend or penalized for declining.



When staffing is limited or shared, CVN4 problem-solves with the Person rather than limiting the Person's choices:

- Outings are planned from the Persons stated preferences at the start of each week so staffing can be arranged in advance;
- Cross-trained and on-call staff, and the mutual-aid staffing arrangement described in Section 9.7 of the Manual, cover additional outings;
- Public transportation, rides with natural supports, and staggered schedules allow Persons to go to different places at different times; and
- If an outing must be rescheduled, the Person is told honestly, offered the earliest alternative time, and the reason is documented.

Limited staffing is never used as the reason for removing a Person's choice, and repeated scheduling conflicts are reviewed by the Program Manager.

13. Do you have uniform policies for individuals in services or staff members?

No. CVN4 has no uniform policy for Persons or for staff. People choose their own clothing. Staff wear ordinary, work-appropriate clothing and are not required to wear anything that identifies them, or the Persons they support, as disability-service staff or recipients, including logo clothing or agency apparel (Manual Section 4.4).

14. Does your agency plan on helping with personal funds management or petty cash/activity funds management? How will you ensure these supports are individualized and encourage independence? How do you support individuals to choose what to buy with their money? How will staff support skills building with money management? Where will their spending money be stored?

CVN4 will assist with personal funds only when a Person asks for help or the Person's PCPT identifies a need, and CVN4 is not a Person's representative payee by default. Where CVN4 assists (Manual Section 4.7):

- Individualized and independent building: the type and amount of help is set by the Person's PCPT, and staff provide training, assistance, and opportunities to manage money to the maximum extent possible, reducing support as skills grow;
- Choosing what to buy: each Person decides what to buy. Staff offer information, options, and price comparisons, and do not approve or veto purchases unless an HRC-approved, time-limited modification is in place with the Support Coordinator's written approval;
- Skills building: Support Strategies include counting and carrying money, budgeting, comparing prices, using a debit card or bank account, keeping receipts, and saving for goals;
- Review with the Person: staff review deposits, spending, and savings with the Person at least monthly, and provide an account statement on request and at least quarterly;
- Where money is stored: spending money is kept in the Person's own possession or in a personal space the Person controls, such as a lockable drawer or box in the Person's own bedroom, or in the Person's own bank account. Money CVN4 holds at a Person's request is kept in an individual account that the Person can access on request. Funds are never pooled and are never kept in a staff-controlled lockbox unless an HRC-approved modification exists; and
- Limits: CVN4 does not lend money except in an emergency, accepts money from a Person only as the contract allows, and does not allow Persons to make purchases for or from CVN4 or its staff.

15. How will you ensure that direct support staff will support, monitor and enhance community integration for individuals in your services?

- Every Person has Support Strategies tied to PCSP goals, including community goals;



- Staff are trained on the HCBS Settings Rule within 30 days of hire, on Person-centered thinking within 90 days, and on Persons' rights annually;
- Staff document each shift's community activities, the Person's choices, and skill-building;
- The Program Manager reviews that documentation monthly, compares it with each Person's goals and choices, and works with the Person to address gaps;
- Progress is reported to the Support Coordinator in quarterly summaries;
- Managers conduct satisfaction check-ins and unannounced supervisory visits; and
- The quarterly self-assessment (Manual Section 8 and Form 14) reviews community integration, and corrective actions are tracked to closure.

16. How will your agency facilitate transportation? Company cars, staff vehicles? Will there be any company logos on vehicles?

CVN4 may use CVN4-owned or leased vehicles and staff members' personal vehicles used for agency business. Every driver must be at least 18, hold a valid license, and meet CVN4's Acceptable Driving Record Standard. Staff who use their own vehicles must have current registration and auto insurance that complies with Utah Code § 31A-22-304. Vehicles are inspected at least quarterly, and drivers are trained on the transportation safety requirements in DHHS91172 (Manual Section 4.3).

No. CVN4 vehicles carry no company logos, names, or other markings that identify disability services (Manual Section 4.4).

17. Are there public transportation options available in the State you will be serving? How will staff encourage access to/educational opportunities for Individuals to utilize public transportation options?

Yes. In the Provo area, the Utah Transit Authority (UTA) operates local bus routes, the UVX bus rapid transit line (Route 830X) that connects Provo Central Station, the BYU and UVU areas, and Orem Central Station, and Frontrunner commuter rail from Provo Central Station. Frontrunners do not run on Sundays. UTA also offers accessible service, including paratransit for riders who qualify.

Staff encourage and teach public transportation use by:

- Introducing each Person to routes, fares (including reduced-fare options), trip-planning tools, and UTA's rider information line;
- Providing travel training: riding along at first, practicing routes, and reducing support as the Person gains confidence, with independent travel as the goal for Persons who want it;
- Including public transportation in Support Strategies when the Person chooses it as a goal; and
- Offering public transportation as an option every time a trip is planned, while respecting a Person who prefers a different option.

18. How will you facilitate Individuals access to and understanding of competitive, integrated employment job options or options to volunteer in the community?

- Informed Choice: staff explain, in plain language and the Person's preferred communication method, what competitive integrated employment is (work alongside people with and without disabilities, paid at or above minimum wage), the volunteer options, and the benefits and risks of each, including how work can affect benefits, with a referral for benefits counseling;
- The Discovery Process is used to identify each Person's strengths, interests, and ideal working conditions;
- Employment and volunteering are raised at PCSP planning meetings and revisited at least annually, and the Person decides whether to pursue them;
- CVN4 coordinates with the Support Coordinator, the Utah State Office of Rehabilitation (USOR), the Department of Workforce Services, and approved employment providers; and



- People can try job shadowing, informational interviews, employer visits, and short-term volunteering before deciding, with transportation and skill-building (such as interviewing and workplace skills) provided by CVN4.

19. What methods will be used to find jobs and/or volunteer opportunities specific to Individual interests?

- The Person's Discovery profile guides the search, so the opportunities match the Person's interests rather than what is easiest to arrange;
- Informational interviews and visits with local employees in Utah County;
- The Person's own network of family, friends, and natural support;
- USOR, the Department of Workforce Services, and approved employment providers for job development;
- Local nonprofits, food banks, animal shelters, libraries, faith organizations, and community events for volunteer roles; and
- Short trials of a job or volunteer role, after which the Person decides whether to continue, change, or stop.

20. How will you ensure individuals have access to their food at any time? Can they eat off site if they want to?

Persons have access to food at any time. Food and ingredients are stored in open kitchen and pantry areas, and Persons have kitchen privileges, including preparing their own snacks and meals (Manual Section 4.9.2). Food is not locked up. Kitchen privileges are limited only if CVN4's HRC approves an individualized, time-limited modification based on an assessed health need.

Yes. Persons can eat out or off site whenever they choose, and staff help with transportation and, if the Person wants, with managing money. Special diets and food preferences are supported, and Persons choose their own foods.

21. How do individuals request a change to their program, support, service provider, or direct support staff? How do you ensure individuals learn or know about this process?

Persons learn about this process at intake, explained in plain language and the Person's preferred communication method, with a signed acknowledgment of the grievance procedure (Manual Section 4.5.3). They are reminded at least annually and at PCSP meetings. A Person or guardian can ask for a change at any time by:

- Telling any staff member or the Program Manager, verbally, in writing, or through the Person's preferred communication method;
- Asking the Support Coordinator to convene the PCPT sooner than the annual meeting;
- Filing a grievance, which CVN4 investigates and answers within 10 business days;
- Asking CVN4's Human Rights Committee to review any support or service; or
- Contacting DHHS/DSPD or the Office of Licensing directly.

A Person may also choose to leave CVN4's services at any time without giving notice, and CVN4 will help with the transition. Requests for different direct support staff are reviewed promptly by the Program Manager and honored whenever staffing allows, with the outcome documented. No Person is retaliated against for making a request.

22. What is your process to train staff in the use of person-first language? How will you track staff training?

Person-first and respectful language is taught during orientation, within 30 days of hire and before a staff member works alone, as part of the DSPD philosophy, Persons' rights, and Person-centered training. It is reinforced in the 12 hours of annual training required from the second year of



employment. Competency is checked through a post-test and supervisor observation, and supervisors coach staff and review shift notes for language.

Training is tracked in each staff member's Training Record (Form 11) and a central training matrix that records the training area, completion date, trainer, competency method, and verification, so an external reviewer can verify it (Manual Sections 5.1 and 5.2).

23. How will you train staff to recognize opportunities to build skills with individuals?

- Person-centered thinking training within 90 days of hire shows staff how to see ordinary routines, such as cooking, laundry, shopping, and travel, as teaching opportunities;
- Each Person's Support Strategies tell staff which skills to build and how to reduce support over time;
- New staff shadow an experienced staff member and complete a supervised return demonstration before working alone;
- Supervisors observe, coach, and give feedback during visits; and
- Staff record skill-building opportunities and outcomes in shift notes, and the Program Manager reviews them monthly.

24. What is in place to train staff and monitor their understanding of the federal settings rule and the role of person-centered planning, and rights restrictions/modifications approval processes?

- Training on the HCBS Settings Rule within 30 days of hire and before working alone, Person-centered thinking within 90 days, and training on Persons' rights (R539-3) and behavior interventions (R539-4) at orientation and at least annually (Manual Sections 5.4 and 7.2);
- Training on the rights modification approval process, including how to recognize and report a restriction that has not been approved;
- Competency verified by a post-test and a supervised return demonstration, and recorded on each staff member's Training Record (Form 11);
- Each staff member signs an acknowledgment of the Provider Code of Conduct (R380-80) before working with a Person;
- Monitoring through the Program Manager's unannounced supervisory visits, monthly environment checks (Form 13), and the quarterly self-assessment (Form 14); and
- HRC review of rights issues and restrictions on an ongoing basis, with no restriction implemented without HRC approval (Manual Section 7.6.5).

25. What is your HRR/modification approval process, and how will your agency train staff on the HRR process? How will your agency ensure individuals understand their HRR and give informed consent?

CVN4 does not restrict any right through house rules or for staff convenience. A rights restriction or modification follows the process in Manual Section 7.5 and Form 9:

- Request: the request documents the specific right, the individualized assessed need, the positive supports used first, the less intrusive methods tried and why they did not work, a proportionate description of the restriction, a data plan to measure effectiveness, a time limit for review (at least annually), a teaching strategy to regain the right, and an assurance that it will cause no harm;
- Approval: CVN4's HRC, made up of at least three members with at least one not employed by CVN4, reviews and approves or denies the request before it is put in place. Emergency review may be done by phone and is ratified at the next meeting;
- Additional approvals: the Support Coordinator's written approval for changes to a Person's access to money, DSPD's Division Human Rights Council for electronic surveillance, and HRC approval for any Level II or Level III behavior intervention (R539-4-5(3)); and



- Ongoing review: data is reviewed regularly, the restriction is reviewed at least annually, and it ends when it is no longer necessary.

Staff training: staff are trained at orientation and at least annually on R539-3, R539-4, and this process, including their duty to report any unapproved restriction (Manual Section 7.2).

Understanding and informed consent: the restriction is explained to the Person and guardian in plain language, in the Person's preferred communication method, with visual supports where helpful. Staff check understanding through teach-back, answer questions, and give the Person a copy. Informed consent is documented on Form 9 before the restriction begins, and the explanation is repeated at each review. The Person may decline, ask for a review by CVN4's HRC, and appeal to the DSPD Division Human Rights Council.

FACILITY-BASED DAY PROVIDER SERVICES SPECIFIC QUESTIONS

Applies to CVN4's Day Supports – Group (DSG) service.

1. Will any individuals work in enclaves, segregated jobs, or volunteer activities? How will you ensure these opportunities meet Settings Rule standards?

No. CVN4 will not place Persons in enclaves, segregated jobs, or segregated volunteer activities. Employment will be in competitive integrated settings, where Persons work alongside people without disabilities and are paid at or above minimum wage or comparable to coworkers doing the same work. Volunteer activities will be with community organizations open to the public, in places where people without disabilities also volunteer, and chosen by the Person.

To make sure each opportunity meets the Settings Rule, the Program Manager screens it before a Person starts, using these criteria: it is integrated with people without disabilities, it is the Person's choice, it is individualized, employment is paid appropriately, and it is not a disability-only crew. The Program Manager repeats the review at least annually and consults the Support Coordinator if there is a question. An opportunity that does not meet these criteria is not offered.

2. How will your agency manage activities funds for individuals in your day program?

Activity money belongs to the Person. CVN4 does not pool Persons' money or keep a group activity fund that Persons must pay into. Each Person decides whether to attend an activity and pays costs such as admission, meals, and fees from their own funds, with help only as the Person requests and consistent with Manual Section 4.7.

If CVN4 collects money from a Person for a CVN4-organized activity, such as a dance, dinner, or party, it does so only with the PCPT's prior written approval, only for reasonable costs, with an itemized receipt, a separate ledger entry for each Person, and a monthly review with the Person. CVN4 plans free and low-cost activities so that cost is not a barrier to participation.

3. What are the jobs and/or volunteer opportunities? How much/how will Individuals be paid for these jobs?

CVN4 does not operate facility-based, sub-minimum-wage, or program-run jobs. Jobs and volunteer roles will be those the Person chooses in the community, based on the Person's Discovery Process. Examples include retail, food service, and office positions with community employers, and volunteer roles at libraries, food banks, animal shelters, faith and civic organizations, and community events.

People who work are employed and paid by the community employer, never by CVN4, at or above minimum wage or comparable to coworkers doing similar work, with equal access to advancement and benefits. Volunteer roles are unpaid, are chosen by the Person, and are reviewed regularly with the Person.



RESIDENTIAL SERVICES PROVIDER SPECIFIC QUESTIONS

Applies to CVN4's Residential Habilitation Supports (RHS), Host Home Supports (HHS), and Professional Parent Supports (PPS).

1. Is the residential settings provider owned? Who will Individuals be paying rent to-the provider or direct to the property landlord? What is included in the lease agreement expectations? Are there any "house rules" in the agreement set by the landlord? Under what circumstances will a landlord enter the residence?

Yes. CVN4 owns the residential home at 1474 S 760 W, Provo, Utah 84601, where Residential Habilitation Supports are provided, so there is no separate property landlord. Persons sign a written lease (RHS) or room-and-board agreement (HHS) with CVN4 and pay rent or room-and-board to CVN4, not to a third-party landlord.

The agreement is standard for the Provo/Utah County area and gives the Person the same responsibilities and protections from eviction that any tenant has under Utah landlord-tenant law and the Utah Fit Premises Act (Manual Section 4.9). It states the rent and due date, deposit terms, utilities, maintenance responsibilities, and notice requirements. It is reviewed with the Person and guardian before signing, and the Person receives a copy.

There are no extra "house rules" in the agreement. It includes only terms a landlord could lawfully apply to any tenant in the community, such as paying rent, not damaging the property, and following the law.

As the owner and landlord, CVN4 enters a Person's home or bedroom only as Utah law allows any landlord: with reasonable advance notice and the Person's consent for repairs and inspections at reasonable times, or without notice only in a true emergency, such as a fire, a flood, or an immediate threat to someone's health or safety.

2. How will you ensure individuals have a choice of roommates or housemates? How would individuals request new housing or a new roommate(s)? Will there be any paid staff living on the premises?

People choose who they live with. Before a move-in or any change in housemates, CVN4 holds an informed discussion with the Person and guardian (when applicable) about who the Person will live with and any accommodations needed. CVN4 documents the discussion in writing, involves the Person in selecting a housemate, and, where possible, lets the Person meet a prospective housemate before a decision is made (Manual Section 4.9.1).

A Person can request new housing or a different roommate at any time by telling any staff member or the Program Manager, asking the Support Coordinator, or filing a grievance. CVN4 responds promptly, explores options with the Person (another bedroom, another home, or another provider arranged with the Support Coordinator), and documents the outcome.

No paid staff live on the premises in RHS homes; staff work shifts. In Host Home Supports, the host home provider lives in the home, as that service model requires, and the Person has a bedroom of their own unless the Person chooses to share.

3. Under what circumstances will a staff enter a private living area? When will a staff use a key to open a private living area (bedrooms, bathrooms)?

People control their private spaces. Bedroom doors lock, and the Person holds a key (Manual Section 2.1). Staff knock and wait for permission before entering a bedroom or bathroom. Staff enter only:

- When the Person invites them or asks for help;
- To provide personal care support that is in the Person's PCSP and that the Person has agreed to, in the manner the Person prefers; or



- In an emergency, such as a fire alarm, a medical emergency, or a reasonable belief that the Person is at immediate risk of harm.

Staff use a key to open a private living area only in an emergency, when there is a reasonable belief of an immediate risk to health or safety and the Person does not respond to a knock and call. The staff member notifies the on-call supervisor right away and documents what happened. Routine room checks or entry without the Person's permission would be a privacy restriction that requires HRC approval (R539-3-7) and are not part of CVN4's practice.

4. How will you ensure that Individuals are setting their own schedule for daily activities such as waking, bathing, eating, exercising, etc.,

Each Person sets their own schedule. There are no agency-set times for waking, bathing, eating, exercising, or going to bed. Each Person's routine preferences are recorded in the PCSP, and staff schedules adapt to the Person, not the other way around. Staff offer support at the times the Person chooses. Where a medical need sets a time, such as prescribed medication, the schedule is planned with the Person. The Program Manager checks during visits and in shift notes that staff are following each Person's chosen routine.

5. Are there designated meals and mealtimes?

No. There are no designated mealtimes. Food is available at any time. Menus and grocery lists are planned with the Persons, and each Person chooses what, when, where, and with whom to eat.

6. What happens when Individuals want to deviate from a pre-planned meal or scheduled activity?

The Person's choice controls. A planned menu or schedule is only a plan made with the Persons, and a Person may change it at any time. Staff adjust, offer other foods or activities, and do not penalize the Person. Staff document the Person's choice in the shift notes.

7. Are there any policies related to visitors? Who can visit? Where can visits take place? Are there any restrictions on when or where? Are there visiting hours? How long can visits last? Are there policies around visitors signing in/out?

Persons may have visitors of their choosing at any time. Anyone the Person invites may visit. There are no visiting hours, no limit on how long a visit may last, and no sign-in or sign-out requirement. Visits can take place anywhere the Person chooses, including the Person's own bedroom, with reasonable consideration for housemates' own rights and privacy, as in any shared home. A Person's overnight guests are treated as they would be for any tenant under the lease.

CVN4 places no restriction on visitors except one approved through the HRC process based on an individualized assessed need, or a court order, which CVN4 follows without adding any further restriction (Manual Section 7.6.4).

8. Will there be any house/facility rules set by your agency?

No. CVN4 sets no house or facility rules. The only terms are those in the lease or room-and-board agreement, which are limited to what a landlord could lawfully require of any tenant (Manual Section 4.9). Life-safety practices, such as working smoke detectors and evacuation drills, are safety requirements and not behavior rules. Any individualized limit on a Person's rights is handled only through the HRC process in Manual Section 7.

Respectfully submitted,

Chinedu Bishop Ihenkoro

Owner and Program Director, CVN4 Community Living LLC

801-404-3389 | cihenkoro@yahoo.com