

**Cottonwood, Inc.  
Policies and Procedures**

**SECTION:** Consumer Related

**POLICY NO:** 05-042

**SUBJECT:** Refusal of Service Intervention

**PAGE(S):** 1 of 1

**EFFECTIVE DATE:** March 1991

**Policy:**

Any consumer and/or guardian who refuses a particular intervention indicated by the support team or medical specialist (e.g. seizure control medication, dental or physical exam, particular behavior program) must be given written explanation of the consequences of this refusal. The preference of consumers and guardian (when applicable) with regard to intervention alternatives, must be elicited and considered in the planning process. If the individual and/or guardian refuses the proposed alternatives, or if no alternative exists to the intervention refused, Cottonwood, Inc. must consider the effect this refusal may have on the individual, other consumers, and if the service can continue to serve the individual. All efforts must be made by the support team to assist the individual and/or guardian to understand and cooperate in the legitimate exercise of the service plan. Chronic refusal of interventions and/or refusal of alternative intervention(s), when endangering to health and well-being, may result in the individual being discharged from Cottonwood, Inc.

**Procedures:**

1. Any consumer and/or guardian refusal of a particular intervention proposed by the support team or a medical specialist should be brought to the attention of the Case Manager. Direct contact staff should report these types of refusals to his/her supervisor and Case Manager in a timely manner.
2. Appropriate team members will discuss the refusal(s) and tentative alternative strategies in a timely manner. The Case Manager will reconvene the support team to discuss the refusal(s) and alternative strategies, if appropriate, in an effort to secure informed consent. If refusals of intervention(s) and of alternative strategies continue and are potentially harmful or life threatening to the consumer and/or others, the Case Manager will refer the individual to The Kansas Department of Aging and Disability Services, Adult Protective Services, Disability Rights Center or other agencies as appropriate.