



SOAR

(Social Opportunities and Recreation)

Handbook of Information

PROGRAM MISSION

To enhance the quality of life through recreational opportunities for individuals with disabilities.

SERVICES

SOAR provides pre-planned and pre-paid supported recreation activities with three program options. All three program options are provided within an engaging, fun, safe, and supervised environment where the children are encouraged to enhance their independence, as well as their communication, socialization, and job/life skills. The geographic areas served are St. Charles County and Lincoln County.

- **Teen Club** is an after-school program offered from the time school releases until 6:00 pm
- **Summer Camp** is a nine-week program, which provides a full day of preplanned summer activities and field trips in a supportive environment.
- **Break Camp** provides a full day of programming in a supportive environment when the school districts are on Fall, Winter, and Spring Break.

PROGRAM LOCATIONS

Locations are determined based on which school your child attends and which sites have openings. Our Teen Club and Summer Camp locations may change year to year based on space availability.

HOURS OF OPERATION

- Teen Club- hours vary depending on what time each school district releases their students. Typical hours are Monday through Friday from 2pm until 6pm. Therefore, if a school or district is closed, Teen Club will not be in session. In some cases, Teen Club can provide support for participants on early release days.
- Summer Camp- hours are from 7:30am to 5:30pm Monday through Friday.
- Break Camp – hours are Monday through Friday from 7:30am to 5:30pm during Fall, Winter and Spring Break. Occasionally, we are able to provide full day programming when schools are not in session for Professional Development days and other days the districts are not in session (this is dependent on the availability of staff and program facilities). These “one day camps” are only provided to those individuals that are enrolled in the Teen Club program.

ENTRY CRITERIA

- Has either a DMH or DDRB case manager with a DMH ID number. Or, has Information Coordination through the Department of Mental Health.
- Has a diagnosis of a developmental disability.
- Must be between the ages of 12 and 21 and/or enrolled in middle school (6th grade) or high school.
- Requires support to achieve personal leisure or recreational outcomes.
- Does not require skilled nursing care.

- Exhibits behavior consistent with available resources including staff's ability to manage the individual's behavior.
- Any threats or attempts of suicide will be evaluated for program entry.

PROGRAM ENTRY PROCESS

The process from start to finish for program entry consists of the following steps:

- Referral from Parents, Guardians, Case Managers
- Review of ISP if case management services are provided.
- Tour of facility
- Placement on waitlist (if necessary)
- Completion and return of participant forms.
- Intake Meeting
- Start Date

REFERRAL PROCESS

Parents, Guardians or Case Managers can make the initial referral to the program by completing the "I'm Interested!" section on the SOAR page of the Community Living, Inc. website.

INTAKE MEETING

Before an applicant utilizes the SOAR program, an intake meeting is required. This gives the applicant and family members the opportunity to tour the facility. This is also a great opportunity to share information on the individual's support needs such as medications, diet, and behavioral issues.

INDIVIDUAL PLAN

Annually we ask families to provide us a copy of the individual's Individual Support Plan (ISP) that is on file with the Case Manager at DMH or DDRB. Individuals that do not have case management will have a plan created for them by Community Living staff to help them identify and achieve their recreation and leisure goals. Plans will be developed with the involvement of the individual and other representative parties (family, primary care givers, etc.).

The number of goals you have will be directly related to the number of hours you spend in the program each week. This will be determined at your intake meeting.

Each individual's plan will be implemented, and the progress of their specific outcomes will be documented and shared with the individual's parent/guardian twice per year.

EARLY PICK UP

Individuals may be asked to be picked up early due to illness or behavioral challenges. Other circumstances may warrant early pick up and is at the discretion of program leadership, i.e., inclement weather, power outages, facility issues.

EXIT CRITERIA

- Graduating from high school.
- No longer meets the entry criteria.
- Unable to pay or access funding for services.

PROGRAM COSTS

All programs are billed on a pre-payment schedule.

ON-GOING COSTS FOR SERVICES

Teen Club – based on full or part time attendance/enrollment.

Summer Camp - fees are based on our tier billing.

Break Camp – fees are based on our tier billing.

ANNUAL FEES

\$40 registration fee (non-refundable)

DISCOUNTS AND SCHOLARSHIPS

- 10% discount for families with multiple children enrolled in the program (applied to second child).
- Community Living's SOAR program has a system for adjusting fees for families who request assistance due to financial hardship. The fee adjustment will be on a sliding scale basis. Families are encouraged to apply as soon as possible after their initial intake. You may also apply at any time during the year, especially if your financial situation changes. Scholarship rates will only apply to services provided after the award date. If you would like to request a scholarship, please contact the SOAR Management team. Please note that limited scholarships are available for St. Charles County Residents only.

MISCELLANEOUS

- Lincoln County families please contact us for more information regarding your fees.
- If your child will be attending Camps or Teen Club under a DMH contract (EMAP), the rate is different from the private pay amount. Once your DMH funds are expended you will be responsible for full payment of any remaining balance and the full private pay amount going forward. If your child does not attend on a scheduled EMAP funded day you will be responsible for the fees associated with that missed day.
- Because we plan our staffing around the days your child is signed up for, refunds or credits will not be issued if you chose not to attend a scheduled day.

PAYMENT PROCEDURE

Annually parents/guardians will complete a payment agreement form. The agreement form states who is responsible for payment, where to send invoices, and offers two payment options. Those utilizing state funding must choose an alternate form of payment in the event funds are fully expended.

- Option One: Your credit card will be charged the current amount due during the week that payments are due, and you will be emailed a payment receipt.
- Option Two: You can make credit card payments 24/7 via our online payment website.

Please contact the finance department to make any changes to your payment agreement form.

CREDITS

In the event that programming is canceled, or your child is asked not to attend, you will be issued a credit to your account. Situations that may result in a credit to your account could be inclement weather to where we have to close particular locations, inadequate staffing, concerns for the health and safety of individuals served and employees.

ABSENCE OR LATE ARRIVAL

Please notify the SOAR Phone (636) 248-0471 if your child is scheduled to attend Camp or Teen Club and is sick or will not be attending for any reason one hour prior to the scheduled arrival time.

If you are going to be more than 30 minutes late we ask that you call the SOAR phone so that staff are aware of the situation. Frequent late arrivals may result in a change of schedule.

If you need to request time-off from services for a pre-planned vacation, we ask that you give two weeks' notice.

Miscellaneous Fees

Type	Amount
No Call / No Show	\$15 per day
Summer Camp – No Call /No Show on scholarship or other funding	Will be charged full rate for the day – no scholarship or funding will be applied
Break Camp – No Call /No Show on scholarship or other funding	Will be charged full rate for the day – no scholarship or funding will be applied
*Late Pickup – after 6PM	\$1 per minute up to 30 Minutes
Past Due Bills	\$15

* If after 30 minutes we are unable to reach parents/guardians/emergency contacts, the authorities will be contacted.

LATE PAYMENT/DELINQUENT ACCOUNT

If payment is not received by the due date, you will be notified and given an opportunity to pay the account. Services will be suspended the day following the payment due date and will remain suspended until we receive payment in full. After five instances of carrying an overdue balance on your account the need for services will be reviewed moving forward.

If your account is not in good standing for a period longer than 45 days your child will be discharged from the program.

ATTENDANCE

On any given day, your child must be in attendance at school to attend Teen Club. If your child is absent from school, they will not be eligible to attend Teen Club that day. Please notify the SOAR Phone, 636-248-0471 for school absence.

SCHEDULE

During the intake meeting, a schedule will be determined for your child. If your child is unable to attend during their scheduled days, we will contact you and discuss a new schedule with you.

If you need to take a break from your typical schedule due to your child's after school activities or commitments (sports, etc.) please inform us at least two weeks prior.

INCLEMENT WEATHER

If the school district your child is enrolled in is closed due to inclement weather, the Teen Club site at that district will also be closed.

If inclement weather occurs during program hours, parents/guardians may be contacted to pick up their child early.

AUTHORIZED PICK UPS

A participant shall only be released to individuals listed on the approved pick-up list (as well as to the parent/guardian). If you are needing someone other than an individual listed on your authorized pick up sheet to pick up your child you must inform us in writing ahead of time with the individuals name and phone number. Please inform the authorized person to bring their ID into the site when picking up your child and show it to the Site Specialist or Lead Staff. There may be special circumstances that prevent an authorized pick-up from being able to enter the building.

STAFF ASSISTANCE IN RESTROOM

Female staff can assist both male and female participants in the restroom as needed. Male staff are only allowed to assist male participants in the restroom as needed.

PERSONAL CARE ITEMS

If your child uses incontinence supplies such as diapers, pull-ups, adult briefs, and/or wipes we ask that you supply those required items. We will place them in a bin with

your child's name on it and when we are running low, we will let you know so you can replenish the items.

Participants who wear pull-ups, diapers, adult briefs during the day must also wear disposable/reusable swim diapers on swim days. This is a requirement set forth by all the public pools. Unfortunately, if we do not have this item on swim days your child will not be able to participate in the swimming field trip.

Participants who use tampons must be able to do so independently.

MEDICATION

Only authorized staff who have completed the DMH approved Medication Administration class may administer medication to individuals.

- Prescriptions must be labeled with the original pharmacy label including the individual's name, physician's name, medication name, dosage, and frequency of administration.
- Any changes must be accompanied by a physician's order.
- Staff are not allowed to give behavior modification medications as a PRN without prior consideration, and approval, from our internal Human Rights committee.
- Over-the-counter medications must also be sent in the original packaging.
- Staff are not allowed to pass any medications that are in expired medication packaging.

ILLNESS

In order to maintain your own health and prevent the spread of illness, we ask that you stay home if you present any signs of illness including, but not limited to a fever of 100°F or more, diarrhea, vomiting, conjunctivitis (pink eye), impetigo, lice, or an undiagnosed rash. If you have a fever, you should stay home until you have been fever-free for *at least 24 hours without the need for a fever reducing medication*.

If you have had a communicable disease or serious medical condition, including hospitalization, you need a note from your doctor clearing you to return.

If you present with any signs of illness while at SOAR, you will be sent home. The agency nurse may be consulted with regarding some medical situations.

ACCIDENTS AND INJURIES

For minor incidents, such as scratches, scrapes, bruises, bug bites or stings, the appropriate first aid will be applied. The parent/guardian or approved pick-up person will be notified in-person or by phone of such incidents.

For more serious injuries, staff will call 911 and notify the parents/guardians and/or emergency contact(s) immediately.

HOSPITALIZATION

Parents/guardians must provide a doctor's note to release their child back to the program after surgeries or hospital stays.

RESTRAINTS/ MALADAPTIVE BEHAVIORS

SOAR staff are trained in MANDT techniques. Physical restraints may only be used in an emergency situation when a participant's safety or the safety of others is in jeopardy or when there is a need as indicated in a behavioral support plan (BSP). Any alternative restraints utilized will need to be approved by the parent/guardian and the Human Rights Committee prior to use.

If a participant requires physical restraint more than three times in one week, a re-determination of eligibility will occur. This may result in suspension of services until further investigation can be completed.

If an individual is displaying major acts of physical aggression or self-harm that cannot be safely handled by our staff, you will be contacted to pick up your child for their safety and the safety of our staff. In some cases, 911 may also be contacted for assistance.

Any inappropriate touching of self or others, that cannot be effectively redirected, may result in your child being sent home for the remainder of the day. This would include, but not limited to, masturbation, groping and exposing themselves to others.

ADDITIONAL BEHAVIOR SERVICES

Community Living has contracted Behavior Therapist that assists individuals with behaviors that may prevent them from maintaining services. If your child is exhibiting behaviors that may have the potential to keep them from services we will contact you and discuss additional behavioral services. If you agree, an intake meeting would be scheduled with a behavior therapist to discuss strategies in supporting your child to remain in our services.

BULLYING

Bullying will not be tolerated in our programs by anyone (including participants and parents/guardians) and could result in program suspension, discharge, etc.

FIELD TRIPS

We provide transportation to and from pre-planned field trips. Parents will be made aware of the time of the field trip and fees associated in advance and must sign a field trip permission form to authorize their child to attend the field trip. Field trip fees must be paid in advance.

Any changes to a pre-planned field trip will be communicated with the parent/guardian. We do our very best to arrive back at the program site at the scheduled time after field trips. At times there could be situations out of our control which would make a bus/van late in returning (traffic, behaviors, etc.). We will do our best to communicate if a bus/van is running behind.

If you arrive after the vehicles have left for the field trip, your child will not be able to attend the field trip but will be given choices of activities at the site.

WEATHER PRECAUTIONS

- Hot weather:
 1. A heat index of 95 – 99 outdoor activities are limited to 10 minutes with the exceptions of the pool where there will be a maximum timeframe of one hour allowed.
 2. A heat index of 100 or above will result in all outdoor activities being cancelled. An exception will be made if the field trip is swimming where the participants are in the pool. There will be a maximum timeframe of one hour allowed at the pool. If they will not remain in the pool the participants will be brought back to camp.
- Cold Weather:
 1. If the temperature is 32 degrees or below, we will restrict outdoor activities to 10 minutes.
 2. If the temperature is 15 degrees or below, no outdoor activities will be permitted.

DAILY SNACKS/BIRTHDAY TREATS

We provide a daily snack to all our participants. If your child has a food allergy, please inform the SOAR Management team. If your child has very specific dietary needs, you may be asked to provide your child's snacks. If it is your child's birthday and you would like to provide a birthday treat for all the participants at the site, please make sure it is store bought, individually packaged, and is enough for everyone.

ELECTRONIC DEVICES

SOAR participants may only bring personal items including electronic devices if they follow the facility rules for such items. Rules will be specific to the facility or program. During the SOAR program hours of operation, electronic devices may only be used if they are not disrupting and do not interfere with the individual's ability to benefit from the program. The item may be removed at any time for the safety of all involved. Community Living is not responsible for lost, stolen, or broken personal items.

This does not apply to communication devices.

FACILITY INFORMATION

The Family Center location utilizes security cameras on site. The cameras are active 24/7 in all main areas. We do not have security cameras in the bathrooms.

Lost and Found items will be placed in the facilities 'Lost and Found' container. We will return all lost and found items that are properly labeled with your child's name. Remaining items will be donated to charity periodically. Please make sure to label your child's belongings.

PROGRAM UPDATES OR CHANGES

You will be notified via email (e-blast) of any changes or additions to our program practices.

We understand all our parents are extremely busy throughout the day but occasionally we may need to get in contact with you. Please make sure your phone numbers and email addresses are always up to date as well as your emergency contacts.

CONTACT INFORMATION

Website: www.communitylivingmo.org

Director of Recreation Services

Brittney Moss

Phone: 636-614-1320

Email: bmoss@communitylivingmo.org

Recreation Managers

Lauren Bolte

Phone: 636-614-1302

Email: lbolte@communitylivingmo.org

Ashley Disman

Phone: 636-614-1306

Email: adisman@communitylivingmo.org

Nicole Edwards

Phone: 636-614-1337

Email: nedwards@communitylivingmo.org

Family Center Office

Liz Smith

Phone: 636-949-2546

Email: esmith@communitylivingmo.org

Finance Department (Payments)

Phone: 636-970-2800

Email: soarbilling@communitylivingmo.org