



Support Services for Adults

Handbook of Information

PROGRAM MISSION

To support adults with disabilities in achieving their full potential.

SERVICES

Support Services for Adults offers outcome-based day services to adults with intellectual/developmental disabilities.

We provide a productive and meaningful day by offering training and support in various skill areas including communication, socialization, community access, community volunteerism and behavioral supports. Services include:

- ON-SITE ACTIVITIES
 - Personal Development
 - Socialization
 - Volunteer Projects
- OFF-SITE ACTIVITIES
 - Community Access
 - Community Volunteerism
- BEFORE AND AFTER CARE
 - Private Pay
 - Hours: Before Care starts as early as 7 a.m. and After Care can go as late as 6 p.m.
 - Not outcome-based
 - Limited to individuals whose families, *because of their work schedule*, need extended care beyond regular hours.
 - May not be suitable for participants requiring accommodations requiring a staffing ratio higher than 1:4.
 - i.e., participant needing 1:1 supports in restroom.

HOURS OF OPERATION

The centers are open Monday through Friday, 8a – 4pm. Hours may vary depending on Before and After Care.

STAFFING

Staffing patterns are based on the needs of the person served, typically with a staffing ratio of 1:6 at the center and 1:4 in the community .

ENTRY CRITERIA

- Referral from a DMH or DDRB Case Manager
- Diagnosis of a developmental or intellectual disability
- At least 18 years old

- Able to benefit from participation in the program.
- Free from ongoing severe maladaptive behaviors that are dangerous to self or others and/or infringe upon the rights of self or others and cannot be supported in a group setting.
- Able to participate in an environment with non-medical personnel.

PROGRAM ENTRY PROCESS

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

- Referral from Case Manager
- Review of ISP or IEP by DSSA
- Tour of facility with DSSA and/or Center Manager
- Placement on the waitlist (If necessary)
- Transition visits
- Completion and return of participant forms.
- Intake Meeting
- Start date.

REFERRAL PROCESS

The Department of Mental Health (DMH) or the Developmental Disabilities Resource Board (DDRB) Case Manager must contact Community Living to start the referral process. The DMH/DDRB Case Manager will submit a Referral for Services form and a copy of the most recent Individual Support Plan (ISP) or Individualized Education Plan (IEP) to the Director of SSA for review. The Director of SSA will share the SSA Handbook and virtual tour links with the family and coordinate an in-person tour at the center(s) of interest.

PARTICIPANT TOURS

The Director of SSA or Center Manager may give tours to individuals interested in enrolling in day habilitation. In-person tours with the participant are required before placement to allow for the participant, family, and agency staff to meet prior to transition visits.

Virtual Tours are available for each center and may be utilized in lieu of or in addition to in-person tours.

TRANSITION VISITS

Transition visits are scheduled to help an individual become more familiar with a typical day at the Center. Someone who is close to the individual (parent, guardian, teacher, para-professional, etc.) and familiar with their support needs must stay during the visit, which typically lasts from two to six hours. The number of visits will depend on each individual and their support needs.

Transition visits are essential as they promote dialogue, relationship-building, and security during a time of routine change. These visits allow for the participant, family,

and staff to ensure that the center is a good fit before moving forward with program intake.

The SSA policies and guidelines, release of information forms, physical form, personal history and interests form will be given to the individual/family during the first transition visit to allow for time to review, complete and sign all necessary documents prior to the Intake Meeting. Release forms will be updated on an annual basis.

INTAKE MEETING

Before an individual begins attending a Center an Intake Meeting is required. This gives the individual and family members the opportunity to reflect on the transition visits and ask questions about the SSA program. This is also an opportunity to share additional information about the individual's care such as medications, diet, behavioral supports, and other pertinent information. The Intake Meeting must be attended by the participant, guardian, case manager and agency staff.

START DATE

Once the scope of services and supports are mutually agreed upon by all participating parties, a start date is established contingent upon the following criteria being met:

- Funding identified and secured.
- Assurance that the Support Services for Adults program has adequate staff, equipment, space, and any adaptations in place to deliver specified services.
- Any other related, necessary supports and services are in place, e.g., transportation.
- Successful completion of Transition Visits
- Necessary documents have been obtained.

EXIT CRITERIA

Individuals may leave the program in the following ways.

- Transferring to another program
- Voluntarily leaving the program
- No longer meeting the Entry Criteria

PICK-UP/DROP-OFF TIMES

Arrival and departure times should occur as close to your scheduled hours as possible. Those providing transportation are asked to abide by these times. If individuals arrive before their start time, the person bringing them may be asked to remain with them until their scheduled start time.

ABSENCES

If you are going to be absent, we ask that you contact the Center and let staff know as soon as possible.

INCLEMENT WEATHER

In the event of inclement weather that affects safe travel we will decide as quickly as possible regarding opening the Centers. If we determine it is safest to close, open late or close early, the closure information will be reported to the following local news stations: 4 KMOV and 5 KSDK. Our listing will say COMMUNITY LIVING DAY PROGRAMS. This will be included with School and Other Business Closings.

For those individuals who have Transportation Services, you will want to call your transportation provider as well to see if they are providing transportation that day or to cancel your ride if the Center is closed.

LEAVING THE PREMISES

Once you arrive at the Center you will not be permitted to leave the premises without supervision from staff unless specifically outlined in your plan. Anyone who arrives to pick you up must be listed on the release form for Consent for Release of Persons Served form kept in his/her file.

CENTER CLOSING DAYS

- **Holidays**
The Centers observe the following nine holidays: New Year's Day, President's Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day. If a holiday falls on a Saturday, we will close on the Friday before, if the holiday falls on Sunday will we close on the following Monday.
- **Workdays**
The Centers will close one day per month for the purpose of staff development and facility cleaning. Typically, the workday will fall on the fourth Wednesday of each month. Some months will have exceptions due to holidays or staff training.
- **Week in December**
The Centers are closed annually during the week between Christmas and New Years.
- **Monthly Calendars**
Each Center will distribute a calendar for the upcoming month that indicates days closed and other events.

PHYSICAL

A current physical must be completed before entering the Support Services for Adults program. You must be free of communicable diseases as documented by a physician. A physical must also be completed annually and must include a list of medications, dosages, and reasons for taking the medication.

MEDICATIONS

Medications can be distributed during the day for those individuals who need them.

1. All medications must be in a pharmacy labeled container.
2. Medications will be recorded on a medication chart and signed off when given.
3. Any medication changes should be reported to the Center Manager or Coordinator as soon as possible.
4. Medications will only be given with a current doctor's order on file at the Center. Verbal orders will not be accepted.

A list of medication, dosage, and reason for taking the medications must be provided even if the medications are not given at the Center.

Individuals who self-administer medications must demonstrate the appropriate skills to take their medications correctly and a physician must agree in writing for an individual to self-administer medication.

RESTRAINTS

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

PHYSICAL RESTRICTIONS OR NECESSARY ASSISTANCE DUE TO MEDICAL PROCEDURES

In order to maintain a participant's health, safety and dignity, Community Living, Inc. will use the least intrusive methods of assistance during medical procedures. The participant and/or guardian will be asked for a written consent authorizing such assistance, if necessary.

ILLNESS

To maintain your own health and prevent the spread of illness, please 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 will need a note from your doctor clearing you to return. If you present with any signs of illness while at the Center, 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. Your home caregiver will be notified of such incidents.

MEDICAL EMERGENCIES

For more serious injuries or illness, we will call 911 and notify family/guardians immediately.

PERSONAL ITEMS

Unless necessary, personal items are discouraged at the Center to maximize the benefits of the day habilitation service and safeguard your belongings. Should you bring in personal items, you may be asked to put them in a safe place. Items will not be removed from you—unless they pose a danger to yourself or others—but you may be asked not to bring them in again. Personal items that are damaged or lost will not be replaced or compensated.

You will be asked to keep a clean change of clothing at the Center with your name discreetly marked on the inside tag for identification.

If you have any special needs regarding hygiene such as protective undergarments, toothbrush, etc. you will be asked to supply those.

FINANCES

You may want to keep a small amount of money on hand (no more than \$10) for incidental purchases that may occur during the support of your personal outcomes. Center staff will document the use of each participant's money.

EMERGENCY DRILLS

The Centers participate in emergency drills on a regular basis. Fire evacuation, tornado and earthquake drills will be held to make sure you are familiar with the procedures expected. During drills everyone will be encouraged to participate; however, it is not mandatory. It is, however, very important that you participate to the best of your ability.

MEALS AND SNACKS

You will be expected to provide your own lunch. At times the Center may arrange to order in, prepare lunch or take individuals out to lunch as a part of our support of a particular outcome. Notice will be provided ahead of time in these instances. Microwaves are available at each Center.

A break-time will occur midmorning in which you will be provided a drink (such as tea, lemonade, or water) and may bring a snack of your own choosing. On occasion, limited snacks may be provided by the Center.

INDIVIDUAL SUPPORT PLAN (ISP)

You will participate in the creation and implementation of your individual plan each year. Your DMH or DDRB Case Manager will get input from you, your guardian, the Center Support Coordinator, and other team members that you choose and use this information to complete your ISP each year. A meeting will be held and appropriate

outcomes and supports will be created and implemented. You may recommend new outcomes and supports throughout the year as well.

MONTHLY REPORTS

Progress towards meeting outcomes as well as any other pertinent information will be recorded on a Monthly Report written by the center Support Coordinator. This report will be reviewed by your case manager and a copy will be sent to you/your guardian monthly.

SECURITY

The Centers utilizes security cameras on site. The cameras are active 24/7 and monitor exit doors and the parking lot. We do not have security cameras in the bathrooms or main areas of the building.

CONTACT INFORMATION

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