



Adult Services Handbook



United Disability Services
www.udsakron.org

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UDS Day Service Program Information

Agency Hours for all locations is 8:00 AM to 4:30 PM *program arrival prior to 8:00 is preauthorized and varies by location		
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Welcome to UDS Adult Day Programs

UDS, United Disability Services, is a private, nonprofit agency that has provided services to individuals with disabilities and their families since 1949.

Mission Statement: “To enhance the quality of life for people with disabilities and their caregivers by providing the highest quality, client-focused programs and services.”

UDS has held the highest level of accreditation through CARF, Commission on Accreditation of Rehabilitation Facilities, since 1991. CARF accreditation is evidence that UDS continuously meets rigorous quality standards for our program services, agency organization and operation.

UDS is a certified Provider under the Ohio Department of Developmental Disabilities meeting compliance standards set by the State of Ohio.

UDS supports every person’s right to live, learn, work and recreate in the community through individual membership and inclusion.

Providing quality, person centered services along with a variety of opportunities to target your individual goals is our priority. UDS has programs and services to support you at every point on your path to community life engagement and employment.

In addition to the Adult Services programs and service options outlined in this handbook, UDS has a wide array of programs and services addressing the needs of individuals and families who experience disability. Visit our agency website www.udsakron.org for comprehensive information about all agency news, events, programs and services. If you are interested in learning more about any agency service, a program representative can assist you with this. You can also connect with us through Facebook and Twitter.

Our Staff

UDS has a very thorough employee hiring process that includes reference checks, criminal background check, multiple human services database checks, drug testing and physical. Once employed, each staff completes a comprehensive orientation and training plan to include agency policy/procedures, health and safety training, specific waiver service implementation, and topics that enhance our employees understanding of their role in facilitating person centered planning, self-advocacy, self-determination, community inclusion and employment.

Staff are certified in American Red Cross First Aid and CPR, an approved crisis intervention program (PMT), and they meet all requirements set by OD/DD for working with persons with intellectual and developmental disabilities. Staff who drive agency vehicles have their DMV record checked and participate in agency vehicle training combining in class and on the road instruction.

Our staff demonstrate a high level of commitment to the provision of quality, outcome based services to program participants. Staff participate in ongoing training and professional development scheduled throughout the year. The agency holds (2) agency wide in-service days and on these dates no program services are offered. These dates are communicated to individuals/families through the annual agency calendar.

We hold our staff to a strict professional code of conduct in working with you and your support team. We are committed to ensuring your emotional/physical health and safety and that you receive the benefits of program participation. Staff will avoid any conduct or relationship with you/team that work in opposition to our commitment to you and that may interfere with your acceptance and/or participation in agency services.

Continuous Quality Improvement

UDS is committed to providing quality services to our consumers. Programs identify measurable goals for improving the effectiveness, efficiency, satisfaction and access of services. The data collected is used to monitor and improve service delivery. Your feedback through visits, phone calls, Individual Service Plan meetings and completion of an Annual Satisfaction Survey is critical to our ability to respond to current needs, improve quality of service delivery, progress towards future goals and strategies as well as fuel our innovation of new ideas.

Program Service Options

Our Adult Services programs are structured to provide you support with your vocational rehabilitative and/or habilitative goals as you move towards community life engagement. All of UDS day service programs provide goal-oriented services that support and encourage each person's desired option and right for personal growth, self-enrichment and self-determination.

Prior to your program admission, you and your support team evaluated program services offered and determined you would benefit from enrollment. If at any point program services are not beneficial, needed or UDS cannot support your needs, we will work as a team to discuss the reason, options and give you time (minimum of 30 day notice) in order to help you achieve a more appropriate service.

Individuals served must meet at minimum the following eligibility requirements to participate in our day service program options.

Program Eligibility

- The applicant is a minimum of eighteen years of age.
- The applicant can reside outside the county of service.
- The applicant has a medically documented physical, cognitive and/or developmental disability.

- A reasonable expectation must exist that the applicant will benefit from active participation in a day service program option.
- The applicant and/or legal guardian is willing to consent to admission.
- The applicant is approved for funding through local, state or other third party arrangements.
- The applicant is willing to provide result of current (within one year) medical evaluation to include a TB test.
- The applicant poses no safety risk to themselves and/or others.
- The applicant is willing to participate in the program and accept program goals.

No person is denied services because of race, religious belief, sex, disability, national origin, or age (except minimum requirement of 18).

Costs

Individuals who are found eligible for services through the County Board of Developmental Disabilities may receive local dollar, IO Waiver, or Level I waiver funding.

In a few cases, an individual's income may calculate a *Patient Liability* towards the Medicaid "cost of care" which would include day services funded through Waiver. It is the amount the individual is required to contribute (pay) each month for Medicaid services in order to maintain Medicaid eligibility. This amount is determined by Ohio Jobs and Family Services through information provided to them during the annual redetermination process. This amount in *Patient Liability* is paid directly to the provider.

UDS is informed of anyone required to pay *Patient Liability* from the County Board of DD. If you have a *Patient Liability* determined, it is your responsibility to pay that amount monthly in order to maintain your Medicaid eligibility for benefits and enrollment in UDS program services.

Private pay rate is also available and based on the Ohio Waiver reimbursement rates.

Individuals are responsible for covering a portion of the costs associated with community inclusion activities such as meals, events, admission fees, etc.

Programming Hours

An average program day is 5-7 hours. Your particular schedule would depend on your transportation arrangements. Customized schedules can be discussed however we prefer individuals to attend 5 or more hours to maximize the benefit of program services.

SociAbilities

SociAbilities Program is a day habilitation program that emphasizes socialization, recreation, education, community inclusion and therapeutic activities. *We support and encourage each person's desire and right for personal growth and engagement at any age, physical or cognitive ability.* Services offered are participant driven, upholding an individual's personal preferences and choices.

The purpose of the SociAbilities program is to offer an engaging, meaningful day program to individuals who choose this non work option. Our goal is to provide supports that encourage appropriate social/peer interaction, recreation/education participation, community membership and involvement in these activities at a pace individualized to each person's choice and abilities.

Social, Recreational and Educational Activities

Activities with therapeutic objectives are developed based on weekly themes, special events and your interests and preferences. A variety of shared group activities, common interest groups and clubs are offered daily so personal choice and self-directed programming can be facilitated. We utilize community resources to provide additional programming such as drama, art, music, wellness, therapy dogs, library book club, and guest speakers to name a few. Activities are designed to encourage active participation for all ability levels.

Community Connections

Community Exploration and engagement occur daily as individuals can choose from a variety of scheduled options and rotate their participation through community based activities. The type of activities are determined by individual input, common interests, special events, recreation, wellness and meaningful opportunities to connect and explore community life. You and your team should assess the supports you need to stay safe and be successful in the community.

Nursing [Soc/Voc]

Nursing services are provided by trained delegated nursing program staff under the supervision of our agency Registered Nurse. Nursing services are provided on an as needed basis, and are limited to the procedures and treatments necessary for you to participate in your program day. **Program nursing services should not replace your family/provider or physician's responsibilities.**

Personal Care [Soc/Voc]

Upon entrance into our program, a personal care assessment will be completed with you to determine the supports you will require to meet your needs and ensure active program participation. Personal care services are provided by a trained staff for your comfort and safety.

Vocational Services

Vocational services is a time limited vocational habilitation program that provides habilitation and vocational readiness services to individuals who have identified community employment as their vocational goal.

The purpose of Vocational Services is to provide pre-vocational educational and work activity to individuals who are targeting a path to community employment and preparing their skills and behaviors for competitive employment. Program staff work to maximize each person's potential, create opportunities for growth and exploration, and help you to reach current and future employment goals.

Young adults, 24 years of age and younger, must have participated in an Opportunities of Ohioans with Disabilities (OOD) assessment and career counseling prior to program admission and being paid sub minimum wages. Our paid work is regulated through a Department of Labor Sub-minimum wage certificate.

Vocational Assessment

The first 30 days of your program are designed to assess your interests, abilities, work skills, work behaviors, productivity, and quality levels. The need for adaptations for work activity is also assessed during this time. Every six months your work skills, individual goals, productivity on work activity and your progress towards competitive employment will be assessed.

Pre-Vocational Education and Community Based Experiences

Work activity is only one way in which we promote improved personal growth and increased skill development. Each participant works on an individualized vocational goal that addresses work and/or social skills and behaviors, productivity, ability to transfer skills and/or learn new skills toward community based employment. Participation in unpaid programming to gain knowledge, learn skills and explore vocational options is essential to this program service. Work education topics will be offered for you to learn skills to help you move on your path to employment. Guest speakers and visits to community work sites are offered so you can determine the kinds of community jobs you may want to pursue.

Paid Work

Paid work is completed in accordance with the Department of Labor rules and regulations under a sub-minimum wage certificate. Individuals participate in sub-contract work activity such as sub-assembly, collating, and packing. Individuals will be paid at a piece rate or at an hourly rate for the work performed. Piece rate pay will depend on the type of work completed, the amount of work completed, and the quality of the finished product. Piece rate jobs are reviewed whenever methods of performing a work task are changed. Hourly rate jobs will be paid based on an individual performance evaluation. Hourly wages are reviewed on a semi-annual and annual basis in relation to the prevailing wage survey and to the production norms of non-disabled workers performing the same or similar tasks. Wages are adjusted as indicated by the

semi-annual and annual review, when a job assignment is changed, or whenever there is a significant change in an individual's job performance.

In Vocational Services, you are participating in a program under a Department of Labor certificate. You are paid at a special minimum wage rate for the hours you work. You will not be paid when: you are relieved from work, you are receiving habilitative or ancillary services, or you have the opportunity to participate in an alternative program or activity such as work education, guest speakers and community based experiences.

The agency requires that direct deposit is set up for earned wages. Paychecks are issued/deposited on the same schedule as agency personnel. All applicable federal, state and local withholding taxes are withheld. Statements of such deductions are included with each pay statement. Workers Compensation coverage applies to only the time that you are engaged in a work activity.

There are a variety of benefit programs for which an individual may be eligible. It is important to recognize that working may impact these benefits. A discussion of how, or if, your benefits will be affected should occur as part of the ISP team process.

Training

You are provided opportunities to train on new types of work, as available. The need for training may be identified through your ISP meeting; the addition of a new contract job, a personal request to try something new; or simply because you are new to the program. The program has a structured, documented process for training you on work. Procedure varies depending on whether the job is paid at a piece rate or is an hourly rate of pay.

Career Counseling

The purpose of these sessions is to provide education on employment options available to individuals who participate in our vocational services program. This is mandated by the Workforce Innovation Opportunity Act for persons working under a Department of Labor sub-minimum wage certificate. This training is conducted by an Opportunities for Ohioans with Disabilities (OOD) counselor who will lead an interactive discussion on **competitive employment opportunities**. A brief Power Point presentation which is used in the training can be viewed on our website at www.udsakron.org. Training sessions occur during the normal program day and participants are paid for their time and attendance. Trainings are held at various times throughout the year and you will be notified prior to your scheduled session day and time. Families, guardians, caregivers, and providers are also welcome to attend.

It is important to understand that this is a requirement of the Department of Labor and **attendance is required** by all participants who wish to participate in paid work activity. If your training certificate expires, UDS cannot permit you to work until you have participated in a career counseling session.

BraVo! Building relationships and Volunteer opportunities!

BraVo! Program is a day habilitation program that emphasizes volunteering, service learning, community education/integration, self-governance, social and recreational activities and recognition and appreciation. We believe that services offered should be participant driven so volunteers develop new skills through services to others.

The purpose of the BraVo! Program is to offer a community focused day program option to individuals who choose a nonworking option to advance their community life goals. Volunteers have the opportunity to enhance their lives through service to others, develop positive social skills, and create meaningful connections to their community.

Although this program is volunteer based, it provides an opportunity for individuals to engage in vocational exploration and develop appropriate work habits and social skills necessary to be successful in community employment. This program may be paired with employment for peer based socialization.

Because individuals go into community with (1) staff person, general supervision and independent personal care is needed.

Service Learning

Program staff procure the volunteer opportunities, along with teaching volunteers how to develop community relationships. Once those connections are in place, volunteer activities will be incorporated into the group's monthly schedule in the following ways:

- Relationships will be developed with agencies/businesses for regular volunteer opportunities that can be part of the weekly/monthly schedule. Ongoing volunteer work at these sites will lead to developing friendships, skill development, feeling of accomplishment and a sense of commitment to the needs of the source agency/business.
- Fundraising Projects, special event based, seasonal and/or time limited volunteer assignments will also be sought out to add variety to the volunteer schedule. These experiences will provide the opportunity for new and different ways of helping, adding new skills and abilities to their volunteer repertoire and exposure to the resources of a wider community.
- In-house volunteer activity, such as mailings, bag stuffing etc. can also be done at the club site in support of organizations, their clients and their cause.

Community Education/Awareness

The educational component of this program surrounds learning about the agencies/businesses within the community that the club volunteers in or wants to connect with. Participation in BraVo! assists its volunteers to be immersed in the community, understand the larger community and to develop relationships.

Social/Recreational Opportunities

Social and recreational opportunities will be part of the program focus for exploring new interests, maintaining health/well-being and developing social skills both in the community and at the program site. Participation in recreational activities will be the result of the group planning process and community exploration/access.

Self-Governance

BraVo! staff are community guides and group facilitators. The principles of self-direction and self-determination will be implemented. Program volunteers have structured time built into the monthly schedule to do program planning. Members will be actively involved in the planning, scheduling, review, and assessment of volunteer opportunities. Program volunteers setting the goals and direction for service projects is the key to their personal growth and sense of accomplishment.

Recognition and Appreciation

The primary focus of this program is to make volunteer work a meaningful, fulfilling life option for those who participate. The positive reinforcement of helping others and feeling good about the volunteer work that they have done will be incorporated into the structure of the program.

Program Orientation and Monitoring

Prior to admission, the intake process allows you and your support team to understand the expected outcomes for program services and specifically your goals for participation. The need for additional program supports, services and information is reviewed as applicable. An explanation of program policies, procedures, admission paperwork and a tour of the facility are completed. Following the intake, the program representative will be responsible for ensuring that your program participation progresses in a meaningful, self-directed manner.

On your first day, you will meet with your program representative. They will spend time with you explaining where and how things happen, introduce program staff, review rules and responsibilities, introduce you to others in the program and answer any of your questions you have about starting in a new program. They spend time orienting you to all the information you need to ensure a successful program start. The program representative's job is to help you plan and experience successful program participation, making sure your interests and needs are being met. They will assist you in the development of your individual program plan and coordinate other services needed, He/she will meet with you on a regular basis to discuss your progress and satisfaction. Any questions you have regarding programming, program records, referrals, problems or concerns should be addressed with your assigned program representative.

Individual File/Record

The program compiles all your program documentation in an individualized file maintained at the program facility. The agency maintains your information in a confidential and secure

manner. ***You have the right to access your file whenever you choose.*** If you need help accessing your file, please ask your program representative for assistance. They can also assist you by reading information or explaining what certain information means. Questions/concerns you have about documents generated by another provider (non UDS documentation) should be addressed, explained by that provider.

Information & Referral

Should you/family need a service that we cannot provide directly, we can offer assistance to you in finding and accessing the services and/or provide the information you need. Some of these community resources may be behavioral health services; home health care, respite, social/recreational; health professionals that accept Medicaid; transportation; adaptive equipment.

Service Plan

All participants in the program have an *Individual Service Plan [ISP]*. It summarizes the things you want out of life today and in the future, identifies the supports you need to achieve those things and who will help you with those supports and services.

This plan is developed by you, supported by those who work with you and coordinated by your assigned County Service and Support Administrator. It identifies your strengths, skills, abilities and preferences. As one of your Providers that you have chosen to support you with your goals, we contribute to the planning process with a summary of the ways in which we can support your success, health, safety and discuss the strategies for helping you reach your future goals. Your family, friends, program staff and others who help and advocate for you will be part of a working team to assist you as needed. Your “Plan” is reviewed by you and your team on a regular basis to discuss progress, additions or changes needed. Your team will want to meet with you at least once a year to update your plan.

Entitlement & Advocacy

Application for benefits that you are entitled to and maintaining those benefits is often a confusing and complicated process. Our staff can help guide through the process and refer you to appropriate resources. Benefits and funding is reviewed as part of the individual service plan process.

Self-advocacy is an important skill to learn and use. We encourage and promote this skill in all aspects of programming and interaction with the individuals we serve. You are encouraged to select an advocate to support and participate with you at meetings so that your choices and decisions are heard and upheld. Advocacy skills are also taught as part of a formal teaching curriculum, as requested. We encourage you/families to participate in events and interface with agencies related to increasing your ability to self-advocate.

- People First Local Chapter
- The Arc of Summit and Portage Counties
- Ohio Self-Determination Association/Regional

Accommodations/Adaptive Equipment

Upon enrollment we discuss what types of accommodations you will need to be successful with program activity, whether it be related to work, social, recreational, personal/physical care and health/safety. As you begin to participate in programming and staff learn your strengths and abilities, they can create jigs, fixtures, and adaptations to enable you to perform activities better. Often times, it is you who comes up with the ideas for making things work better for yourself and what you are trying to accomplish. Creating a program environment that makes you independent and self-sufficient is our goal.

Our buildings, program areas and restroom facilities are fully accessible. We work closely with various adaptive equipment companies to address issues you may be having with your wheelchair, scooter and/or other assistive devices.

Diversity

We like to celebrate what we have in common as well as what makes us different. We focus on you as an “individual” with individual needs and goals. We tend to focus on needs in the areas of cognitive, physical, educational, social and personal care. At times, religious, ethnic, race, cultural or language considerations may impact or enhance your program participation. We encourage you to share with us the information you feel we should know in order for you to participate fully in our program while still respecting your individual preferences. Your ISP should reflect these important preferences.

Program Input, Satisfaction and Advocacy

Individual Implementation Plan

This is **your** plan for your own personal growth and development. Staff will work with you in developing an individualized plan that addresses your strengths, abilities, preferences, and personal goals for yourself. We encourage you to develop and direct your program plan. Your Individual Plan is developed after your 30 day orientation and reviewed on a regular basis with you for progress. Plan goals may be changed annually or whenever updates are appropriate.

Annual Satisfaction Survey

At the time of your annual Individual Service Plan meeting, you will be asked to complete a *Satisfaction Survey*. Information from this survey is used for program planning, review service quality and future goal development for the adult services programs. Satisfaction surveys are given to you every year you are in the program and upon completion/discharge/transfer from the program.

Speak Out

The purpose of this committee is to promote the independence and self-governance of program participants in program service planning and operation. Monthly meetings provide the opportunity for members to give input into delivery of services, highlights work skills and training

needed for various community based jobs, and meet with staff to share ideas/information. This is an opportunity to learn and demonstrate leadership and advocacy skills.

Participant Input Meetings [SociAbilities]

Each month you and fellow participants will meet with staff to discuss ideas for upcoming months. These meetings are designed for you to become directly involved in program development. Ideas are discussed for activities, community activities, guest speakers, special events, and special interest groups. From your ideas, the following months' activities will be planned.

Team Meetings [BraVo!]

The purpose of these meetings is to provide an opportunity for all volunteers to self-govern the program. Meetings are held monthly and input is generated on volunteer assignments, appreciation/incentives, team problem solving, responsibilities and suggestions.

Program Guidelines

Individual/Care Provider Responsibilities

- Call us if you aren't attending program services when scheduled to be here with reason for your absence.
- Inform us of any change in address, phone numbers, emergency contact information, health and medical information.**
- Follow through on ISP recommendations and procedures to which you have agreed or to specifically communicate your withdrawal of consent.
- Respect the privacy, safety and property of others that you may come in contact with at UDS.
- You and your parent/guardian have a responsibility to be aware of the information and requirements in this Handbook. If you need assistance reading or understanding the contents of the handbook, a program representative can assist you.

Dress Code

You should wear comfortable clothing so you can actively and safely participate in all program activities, including personal care. You are required to dress appropriately and have good hygiene. Body odor and distracting, inappropriate clothing can be disruptive to others attending the program. Discussing with you concerns about hygiene and appropriate dress is never a comfortable thing to do, however we will address it in the most respectful and dignified way possible.

Therefore, the following guidelines need to be observed:

- Blouses/shirts, shorts, skirts and dresses that are too short and exposing are not permitted. Clothing needs to completely cover all undergarments. [too short = 2+” above the knee]

- Appropriate clothing worn for program participation should keep your back, bottom, stomach and chest covered.
- Shirts need a regular sleeve or capped sleeve. No tube, tank, muscle or spaghetti strapped shirts.
- Finger nail length, jewelry and other accessories that might interfere with a safe working and activity environment will be discouraged.
- All clothing needs to be clean and free of stains, odors, rips and holes. Clothing should have finished edges/hems.
- Clothing/shirts with print need to have an appropriate message – prints, pictures, or language that has strong political, ethnic, or religious content that is offensive to others will not be permitted. Humorous t-shirts that could be perceived as disrespectful to others will not be permitted.
- No open toed shoes or sandals are permitted for safety reasons, including a foot covering if you use a wheelchair.
- Hats and sunglasses should be worn in appropriate settings and should not interfere with communication, participation or mobility.
- For personal care to be completed in a timely, efficient manner, please wear 2 piece outfits.
- If you have a catheter bag or bottle, it needs to be covered and attached to your wheelchair in a safe manner.

Phone Use

Personal calls made/received during program day using agency phones should be short in length and limited to lunch and non-programming times. Some calls must be made during the program day in order to contact people during normal business hours. Staff can assist you with making necessary calls and direct you to the appropriate area to make your call. No long distance calls.

Use of personal cell phones is permitted only during designated times/lunch. If use of phone becomes a problem during the day, the issue will be discussed with your team and restrictions will be put in place.

Eating/Drinking

This is permitted only during breaks and lunch in designated areas. Food and beverages are prohibited in the production areas due to exposure to work materials and only in activity areas at specific times. Vending machines are available. Staff cannot be responsible for keeping your money.

Smoking/Vaping/Chewing Tobacco

All of our facilities are smoke/vapor/tobacco free buildings. These products are permitted outside during designated program times and only in the designated smoking area at each location. Access to the smoking area is based on individual need and availability of staff supervision at certain times.

Drugs/Alcohol

The use of alcohol, un-prescribed drugs and illegal substances are strictly prohibited. Should you be found with any in your possession or if you are suspected to be under the influence during the program day, administrative action will be taken, including police involvement as applicable.

Leaving Program

Our agency staff is responsible for your supervision and wellbeing during service provision. Staff need to know where you are going if you leave your program area. If you are leaving the building before your normal departure time, we need to know when, with whom and how. When leaving the building you are **required** to sign out at the building reception desk.

Safety

Any injury or accident, no matter how slight, must be reported immediately. Mandatory safety drills are held monthly and it is your responsibility to follow the procedures identified by the safety code. Safety drills and procedures, location of first aid stations, fire pull stations and extinguishers are reviewed during orientation and on a regular basis thereafter.

Visitors and Appointments

We like families/advocates to share an interest in your program day and what you do. Upon arrival visitors must enter through the main door, sign in and wear an ID badge for safety purposes. Should you want to speak directly with a particular staff, please make an appointment in advance so that the person can be available for you. Supervised visits must be scheduled in advance and at the availability of staff. Community activity will have participants out of the building for parts of the day. Visitors should always call ahead to make sure you are at the program site or if a spot for your visit is available.

Lost, Stolen or Damaged Items

The agency is not responsible for the loss of personal items or damage of personal items due to regular use. The agency is not responsible for loss of personal items due to theft or vandalism. Personal items must be clearly marked with your name and should be limited to what is necessary for your program day.

Please do not bring large sums of money, credit cards or gift cards with you to program services unless used for community activities and program staff know your intention to use this form of payment.

Technology

The program cannot be responsible for the location, maintenance and charging of cell phones, tablets, computers, handheld video games, portable music devices, head sets and ear phones. Exceptions will be made on a case by case basis for devices necessary for communication that remain in the program environment.

Personal Conduct

You are expected to participate in programming and socialize with others following the behavior guidelines listed in this section. You are expected to treat others with courtesy and respect. When your actions and behaviors infringe on the health, safety and wellbeing of others you will be held accountable for those actions and individualized behavioral procedures will be implemented.

You are expected to participate completely and safely in activities. If you exhibit a behavior that prohibits this from occurring, a behavioral intervention may occur.

Behavioral strategies may be used for any of the following reasons:

- Stealing, damaging or disturbing other participants' personal property
- Refusal to follow program expectations to maintain healthy, safe and a respectful environment
- Use of abusive language or profanity
- Property destruction or misuse of equipment
- Arguing or aggression with fellow participants or staff
- Inappropriate sexual behavior
- Physical aggression
- Attempting to leave the property without permission when supervision, health and safety are at risk

If your behaviors create an emergency situation in which other people, staff or you will be hurt, crisis behavior strategies will be implemented including physical interventions using approved training program; removal from program; police or paramedics may be called.

If behavioral concerns continue to prohibit program participation and/or the safety of other participants, a special team meeting may be called, behavioral strategies, behavioral consultation, and/or a formal behavioral program may be implemented

Severe behaviors that cannot be addressed or supported programmatically may lead to discharge from program services or a transfer to another program that can meet your current needs and level of behavioral support. This action would be discussed as an ISP team process, with input from UDS Program Administration.

Attendance

We expect you to attend each day as scheduled unless you have an excused absence. If you know in advance that you will be absent, inform your program staff as soon as possible. **If you must unexpectedly be absent, call the Program to inform us of the reason for the absence.**

Extended absences for reasons such as vacation, behavioral issues or illness, must be communicated to the Program. Failure to discuss extended absences can jeopardize your placement.

Our goal is to have individuals maintain 85% or better attendance each month. Program staff will follow up with you if you are missing time that falls below this amount. We want you to maximize your benefits from program services. We will work with you on strategies to improve your attendance. This may be done by holding a special team meeting, initiating an attendance agreement or considering a reduced program schedule. If attendance continues to be consistently low, we will recommend discharge from the program service.

Lunch

You need to bring a packed lunch daily. It is preferred that you pack your lunch in an insulated bag or a small cooler to ensure that your food is safely maintained during transportation.

If you have special dietary requirements (mechanical soft diet, pureed diet, thickened liquids, for example), your food should be sent in according to prescribed dietary consistency and you must supply a thickening agent for liquids for staff to use.

Coffee, tea, and water are available to you free at lunch and break. Soda and snacks may be purchased from vending machines located in the cafeteria. Food in the vending machines is limited to snacks. Do not intend to purchase your entire lunch from the vending machine.

A microwave is located in the cafeteria to heat lunch items. All items to be heated must be microwaveable and packed in microwave safe containers. Staff are available to assist you with the microwave or to heat items for you.

If lunch is not sent in with you, a program staff will call and ask your family/provider to bring it in prior to lunch beginning. The program cannot supply a lunch for you.

You are expected to assist with cleaning up your lunch table and area after finishing lunch to the extent that you are able.

Personal Care Guidelines

From the personal care assessment completed with you prior to beginning the program, personal care services will be developed and approximate times for services will be discussed with you. Trained staff will assist you throughout the program day to meet your personal care needs.

Toileting – you are responsible for bringing in the supplies needed to have your briefs changed. If you use a Hoyer lift, you must have a properly fitted lift pad in good condition, (including bars) under you when you arrive at the program. Wipes will be provided.

Clothing – it is recommended that you keep an extra set of clothes with you (in your wheelchair bag) or here at the program. We ask that all clothing, including the coat you wear, have your name marked in it. Should you need to borrow clothing that belongs to UDS, we ask that it be washed and returned to us within the same week.

If you have a wheelchair bag to put items in, it needs to be cleaned out on a regular basis.

When a concern arises regarding the personal care services you are receiving, **please notify the program representative immediately.** It is more effective to follow up on issues the same day of your concern. If you feel your issue is not resolved to your satisfaction, please contact the program manager/supervisor.

Medical Information and Procedures

Our enrollment process requires that each person provide the program with a current medical evaluation and TB skin test. It is important to us that you are healthy for program participation and that the program staff, as needed and appropriate, is aware of any health conditions that need monitoring for your safety during the program day.

Anytime there is an update or change of any kind in your health/medical status, including medical consultations of any kind, tests and results, new conditions, doctor's orders changing medication in any way, etc., you are required to provide this information for your records. This includes medications that you take at home but not at the program for updating our emergency medical form.

UDS complies with the Health Insurance Portability Accountability Act (HIPAA) and the privacy regulations to protect the confidentiality and integrity for your personal health information.

Medication

The Adult Service Program encourages you to take your medication(s) at home, before or after your program day. However, when medication is required to be taken during program hours, you and your guardian are responsible for acquiring the needed authorization(s) from the physician before you begin the program or when a new medication is prescribed.

Participants receiving medication at the program need to have completed the **Medication/Treatment Authorization Form.** This form will be initiated for completion once a year or as needed by the program nurse. Your physician is required to sign the form and return it to the program as soon as possible. This form is required before we can give any medication or treatment. No exceptions will be made. We are mandated to follow the rule and law of the Ohio Board of Nursing and law and rule of DODD.

Medication **in the original updated pharmacy labeled container** is to be sent/carried with your driver/provider who is responsible to give the medication to a program representative who will see that all medications reach the clinic where they will be kept locked. **No medication may be carried by you unless you self-medicate.** You will be notified when medication supply is short and needs to be refilled. You, your provider or guardian will need to inform the program nurse or representative of any changes in physician, dosage and/or medication termination, etc. You,

your provider or guardian are required to notify the program regarding the use of any drug prescribed by a physician for the purpose of behavior management.

You and your team can discuss your ability to self-medicate during the program day. A self-medication assessment can be completed by your County Board SSA, your UDS designated program representative or the UDS nurse. The Program cannot be responsible for storing such medications.

Over the counter of PRN medications will not be given unless specific protocol is prescribed by your physician for when this medication is authorized to be administered. This is a DODD rule.

Illness Guidelines

United Disability Services Adult Services Programs will use the following guidelines to determine if your condition requires you to be sent home. The nurse or program representative will assess your symptoms.

- TEMPERATURE: Greater than 100 degrees.
- SEIZURES: Seizure activity will be assessed individually and based on the discretion of nursing staff, physician and/or agency protocol. (**Emergency situation)
- RESPIRATORY: Excessive coughing; change in normal consistency, color, or volume of nasal drainage.
- GASTRO-INTESTINAL: One or more episodes of vomiting; diarrhea – more than one watery bowel movement in succession.
- COMMUNICABLE DISEASE: Nurse will examine and use own judgement to disseminate case.
- PAIN: Any extreme expression of pain uncommon to the individual.
- WOUND: Drainage from wound.
- EMERGENCY SITUATION: Discretion of nursing staff.

Any participant sent home will have their primary provider contacted. The primary provider will be notified of program requirements that have to be met prior to return to the program.

Emergency Situations

If you have an accident, an injury or have a health crisis during the program day your family/guardian/provider will be notified promptly.

In the case of a *minor emergency or accident*, they will be contacted to: a) advise them of your condition: b) consult on further action to be taken and: c) if necessary, request their assistance in obtaining medical care.

In the case of a *major medical emergency*, we are required to call the local paramedics. The primary provider will also be contacted immediately. In the event that you are taken to the

hospital, a UDS staff member will accompany you and remain with you until they are in contact with a provider/guardian or when the provider/guardian is in contact with hospital personnel.

** If you have seizures and you have a seizure activity lasting longer than 5 minutes the local paramedics will be notified. At that time, the paramedics will determine if you will require transport to the hospital for further evaluation. This is agency protocol however if you have a special circumstance the program will need a letter from your physician stating your specific protocol.

In the case where you have a DNR order, UDS is not a health care provider and is required to provide emergency first aid until paramedics arrive and hand a copy of the DNR order to them upon their arrival.

Remember to let us know if emergency contact information or medical information changes!!!!

Health Practices

There are a number of valid health/medical reasons for absence. Good judgement and common sense will help you decide when you need to stay home. If you have a health condition that presents risks to others and/or prevents program participation, we ask that you do not attend. You must evaluate the possible risks and consequences for you as well as the risks and consequences to all people who will be interacting with you during your day. Some possible reasons for a medically excused absence might be:

- Communicable or infectious airborne disease that can be spread from close contact with others, such as influenza, diarrhea, measles, meningitis, mononucleosis, mumps, rubella, strep throat, whooping cough.
- Communicable skin to skin conditions that are spread from close contact with others, such as unknown rash, chickenpox, impetigo, ringworm, lice, pink eye, and/or scabies.
- Emergency room visit
- Hospitalization
- Accidents, injuries, fractures, unexplained bruising
- Side effect from medications or treatments

Following any of these circumstances, **a signed physician release is required prior to your return to the program.** If there are any restrictions for your program day they must be determined and written by a physician and communicated to the Program. Please make sure your physician understands the amount of contact you have with others throughout the program day.

If you experience an infestation, such as lice, fleas or bed bugs, you will be sent home from program services and expected to treat self and/or home environment prior to returning to program services. You will be required to show proof of environmental treatment from a professional exterminator for bed bugs. For lice, you must be free of all adult/nits on person and comply with environmental treatment to reduce the likelihood of repeat infestation.

You are required to report the presence of any communicable condition immediately, as well as not attend the program if any indication of a communicable disease is present.

The program is required to evaluate possible risks to others who might have been exposed. Upon confirmation of a communicable condition, the program will review the risks with medical personnel and make notification to program participants as applicable based on the exposure and risk. Notification will include signs/symptoms to monitor the disease.




Emergency Procedures

Emergency drills are conducted at program services on a monthly basis. This practice enables all persons to be prepared for all types of emergency situations. In addition to being a good safety practice, these drills are required of facilities such as ours. The staff will train you on all emergency procedures. The following are some of the guidelines:

- A. Fire Procedure: An audio and visual alarm will sound. When you hear or see this signal, please walk to the exit nearest to you. Guidance and assistance out of the building will be given to you, if you require it. Individuals will report to the program designated area.
- B. Severe Storm Procedure: For a tornado watch, you will be made aware that severe weather is in our area. If the watch progresses to a tornado warning, you will be directed to the designated evacuation area for your building.
- C. Bomb Threat Procedure: Immediately after a bomb threat is received, it will be called in to 911 and details of the threat will be given to safety personnel. The building will not be evacuated until directed to by safety personnel. If an evacuation is necessary, staff will assist you to evacuate.
- D. Power Failure Procedure: In the event of a power failure you and staff will remain in your work/activity area until guided to a central area or exit. If the power failure is due to severe weather, follow severe weather procedures.
- E. Lock down Drills: When emergency personnel or UDS management determine that there is a significant threat to a program when individuals are present in the building a lockdown status will occur. Individuals and staff will assemble in a designated area until all clear is given.
- F. Inclement Weather: Inclement Weather may cause agency transportation to not operate but **program services remain open** for individuals who feel safe transporting on their own to the program. **Only** in severe emergency weather conditions will program services shut down completely.

UDS will use media stations as well as an automated call system to communicate if program or transportation services are closed.

iAlert: Media Outlets

 TV	 Radio	 Web
<ul style="list-style-type: none"> • WKYC-TV3 NBC • WVIZ/PBS idea stream • News Net 5 	<ul style="list-style-type: none"> • WTAM 1100 AM • WMVX 106.5 • WMJI 105.7 • WGAR 99.5 • WAKS 96.5 • WMMS 100.7 • WHLO 640 • WKDD 98.1 • Radio Free Ohio 1350 AM • WCPN idea stream 90.3 • WCRF 103.3 FM • WCLV 104.9 FM 	<ul style="list-style-type: none"> • Wkyc.com • Wtam.com • Wmvx.com • Wmji.com • Wgar.com • Kisscleveland.com • Wmms.com

In order for our automated system to work for your needs, please make sure the program you attend is aware of any changes to your home phone or primary contact number.

Please call your program representative if you have any specific questions about any of these options for inclement weather notification.

Rights and Conflict Resolution

It is important to know what your rights are and how to exercise your rights during your participation in programming. This list of rights will be reviewed with you upon enrollment and annually thereafter.

Your Program Representative will review these rights with you in a way that you can understand them. The program may use a variety of different formats in order to ensure that the intent of each right is understood by you and/or your guardian/advocate. Our goal is to help enhance your rights as part of program participation.

Staff persons are trained on a regular basis on ways to respect and promote your rights in daily activities.

- The right to be treated at all times with courtesy and respect and with full recognition of your dignity and individuality.

- The right to an appropriate, safe and sanitary living environment that complies with local, state and federal standards and recognizes your need for privacy and independence.
- The right to adequate food which meets accepted standards of nutrition.
- The right to practice the religion of your choice or to abstain from the practice of religion.
- The right to timely access to appropriate medical or dental treatment.
- The right to access necessary ancillary services, including but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modification and other psychological services.
- The right to receive appropriate care and treatment in the least intrusive manner.
- The right to privacy, including both periods of privacy and place of privacy.
- The right to communicate freely with persons of your choice in any reasonable manner you choose.
- The right to ownership and use of personal possessions so as to maintain individuality and personal dignity.
- The right to social interaction with members of either sex.
- The right to access to opportunities that enable you to develop your full human potential.
- The right to pursue individual vocational opportunities that will promote and enhance economic independence.
- The right to be treated equally as citizens under the law.
- The right to be free from emotional, psychological, and physical abuse.
- The right to participate in appropriate programs of education, training, social development, and habilitation and in programs of reasonable recreation.
- The right to participate in decisions that affect your life.
- The right to select a parent or advocate to act on your behalf.
- The right to manage your personal financial affairs, based on your ability to do so.

- The right to confidential treatment of all information in your personal and medical records.
- The right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal.
- The right to be free from unnecessary chemical or physical restraints.
- The right to participate in the political process.
- The right to refuse to participate in medical, psychological or other research or experiments.

If you feel one of your rights has been violated during program services, your Program Representative will help you work through the process of advocating for yourself and resolving your concern. Many situations can be resolved and mediated by communicating your issue, sharing your feelings, listening to the viewpoints of others and participating in the process of creating a solution. Should you feel this issue is not resolved to your satisfaction, a special meeting request with the Program Manager or your ISP team may need to occur. A more formalized method of working through an issue is outlined in the grievance procedure later in the handbook.

The Program is mandated to investigate and report any rights violation that results in a reasonable risk of harm to health and safety [OAC 5123:17-02]. The rule includes misappropriation and exploitation of you as a person, your personal property, finances and/or other resources.

If you feel representation or action is necessary to uphold your individual rights, the agency will provide information, referral and advocacy, as appropriate on your behalf.

Complaint Procedure

Your Program has many structured and informal opportunities for you to voice your ideas for change and improvement. Sharing your ideas directly with staff or program supervision are excellent ways to initiate change.

If you are having a problem with a program service, another participant or a staff person, your assigned program representative is the best person to help you resolve these types of issues. He/she can help you examine the situation, come up with solutions or different ways of handling your concern. In some cases, your program representative will act as a mediator between yourself and the person you are having problems with to help bring about change.

If you feel that process has not been successful at resolving your problem, you should discuss your situation with the Program Manager or request a special team meeting be held with your ISP team.

There may be situations in which you feel you need a more formalized method of resolution. In these types of situations, you should use the United Disability Services Complaint Procedure.

A program representative will assist you with your understanding and access of the complaint procedure. Part of the process is communicating to you that this process is within your rights and will not result in any retaliation on the part of the agency or impact agreed upon service delivery.

Fair and prompt consideration will be given to the adjustment of misunderstandings and complaints on your part. Should differences or questions occur involving any decision regarding programming, you, your parent, legal guardian, or County DD representative will use the United Disability Services complaint procedure as a means of questioning the decision. All decisions regarding an enrollment in any agency program are also subject to the same procedure.

STEP ONE: The Consumer or his/her representative shall request an informal discussion of the problem with the Program Supervisor/Director within five (5) working days of the occurrence giving rise to the complaint. The meeting shall be scheduled within five (5) working days following the request from the consumer. The Program Supervisor/Director shall respond to the complaint no later than five (5) working days following the meeting.

STEP TWO: In the event that the matter has not been resolved to the consumer's satisfaction, the consumer may prepare a written statement of the complaint or complete the complaint form, for submission to the President/CEO within seven (7) working days after receipt of the decision from the Program. The President/CEO will conduct a meeting with the consumer, his/her representatives and any other interested parties, including non-biased sources, at the invitation of either the consumer or President/CEO within seven (7) working days after the receipt of the formal request and appeal.

At the conference, the President/CEO shall review the circumstances of the dispute and provide an opportunity to the party initiating the appeal to present reasons why the decision should be reconsidered. The President/CEO shall forward a written decision, including an explanation of the reasons for the decision, to the consumer within seven (7) working days following the conference.

STEP THREE: If issues remain unresolved upon completion of the due process procedures, the consumer may contact their funding/plan coordinator to discuss ongoing dissatisfaction.

Once all of the steps have been completed, the decision of the President/CEO is final and binding.

In addition, the following means are available to assist you in understanding your rights and provisions under the law:

- Lori Gonsiewski
EEO Officer
United Disability Services
701 S. Main Street
Akron, OH 44311
(330) 762-9755, x234

- Summit County Board of Developmental Disabilities
Service and Support Administration
89 East Howe Road
Tallmadge, OH 44278-1099
(330)-634-8958

- OR

- Portage County Board of Developmental Disabilities
Community Support Services
2606 Brady Lake Road
Ravenna, OH 44266
(330) 297-4100

- The Ohio Legal Rights Service
8 East Long Street
Columbus, OH 43215
1-800-282-9181

- The ARC of Summit and Portage County
3869 Darrow Rd., Suite 109
Stow, OH 44224
(330) 836-5863

- Ohio Department of Developmental
Disabilities (OD/DD)
40 East Broad Street
Columbus, OH 43229
1-800-231-5872

Thank you

We feel extremely grateful that you have chosen UDS as your provider of services. It is our goal to support you in your growth, ensure your health and safety and maintain your satisfaction.

Should you need any additional information or have questions about the content of the handbook, please call your designated program representative. A copy of this handbook and an agency calendar is always accessible on our website www.udsakron.org.

I believe it's our responsibility to show our communities the value of all people, to celebrate different, and to take a stand for acceptance and inclusion.

Julie Foudy, World Cup athlete and Gold Medalist

UDS stays committed to community life engagement and helping you live your best life.

Kay Shellenberger
VP of Program Services
(330) 762-9755 x327
kshellenberger@udsakron.org