



CAC

Individual Handbook

2017

welcome...

The Career Activity Community Services is excited to welcome you! Here at CAC, you make choices regarding everything about your services here. You are able to choose:

- When you want to be here
- Work opportunities
- What you want to do while you are here
- The things you would like to do or not do in the community
- Who you want to spend time with

You design the plan!

Individual feedback and input is always welcomed and encouraged...

So if there is anything you would like to do, just let us know!

We will do our best to accommodate individual choices, preferences, and goals towards community and employment.

Established in 2008, the CAC (Career Activity Community) delivers a variety of options for individuals to choose to work in community job, acquire new skills, have meaningful community experiences, and provide social opportunities to meet their person center plans.

CAC offers personalized plans and services through:

- Assisting with advancement on individual path to employment
- Finding, obtaining, and providing supports for employment in community settings
- Providing learning and work experiences
- Providing various volunteer opportunities in community
- Building community memberships and relationships
- Creating connections for friendships
- Establishing partnerships in the community
- Developing new skills, experiences, and sense of independence:
 - Explore creativity and art
 - Enjoy a multi-sensory experience in the sensory space
 - Develop a “green thumb” and nature activities in the greenhouse
 - Play sports & games in the multi-purpose gym
 - Learn about exercise in the movement space
 - Enhance your cooking skills in our kitchen
- Provide and support access to integrated community programs through events, civic groups, volunteer opportunities, activities and clubs.

Quality Assurance and Satisfaction

The CAC monitors the quality of its services through frequent satisfaction surveys of individuals, family members, staff, county case workers, and others. After each experience, the individual will have the opportunity to express their likes and dislikes. In addition, the CAC’s participation with CARF requires the agency to maintain a thorough system of measurement, analysis, and continual improvement of its service systems.

The CAC may survey individuals and guardians, family, employers and staff to ask about their priorities and level of satisfaction. Your opinions are important. From time to time you may be asked to fill out a survey or be interviewed in person to find out how

you think we are doing.

All training, policies, core practices, and interactions between individuals of Columbus Center for Human Services, Inc., and service providers will reflect a commitment to the dignity of each individual. Each individual will receive person center planning with consistent, structured training to enable him/her to live with as much self-determination, independence, and access to community as preferred.

mission:

CCHS prioritizes health, safety, and personal goals, and promotes positive community roles for individuals with disabilities.

core values:

1. Assure that choices for individuals and family direct a wide range of work, activity and community opportunities.
2. Provide a safe, inviting, and exciting environment with passionate, well trained staff.
3. Dedication to stability, consistency and relationship building for individuals and families served in the midst of change.
4. Explore meaningful relationships and employment opportunities in the community through collaborations, partnerships and referrals. Activities are provided to promote opportunities for the involvement of the general public and encourage individuals to invite friends and family.
5. Provide educational self-advocacy resources for informed choice and increasing independence.

eligibility & admission criteria/process

The county SSA directs referrals for day programs. CCHS cooperates with county boards for admissions. Individuals wishing to be enrolled at the Career and Activity Center must:

1. Have a diagnosis of DD
2. No longer be eligible for school services
3. Medical needs will be reviewed on an individual basis by medical team to make sure needs are able to be met
4. Have Behavior Support Plans that can be implemented safely:
 - No time out
 - Physical Restraints will be reviewed on individual basis for safety consideration
 - Aggressive behavior and PICA will be reviewed on an individual basis to consider the safety of the individual as well as his/her peers
5. Live within Franklin County or provide their own transportation
6. Provide their own food for lunches and snacks. Food must be within physician ordered diet and be prepared to the proper texture. The individual must provide his/her own adaptive equipment if needed.
7. Must attend enrolled sessions at a minimum of 75% per quarter. When attendance drops below this rate, a special interdisciplinary team meeting will be held to determine if the CAC is an appropriate fit for the individual. Excused absences will not be held against the 75% attendance rate.
8. Sign a copy of the admission criteria and appropriate consents before participating.

Pre-admission Collateral: Current ISP/IPP, 20-20, AAI, current TB test and current physician's orders

Pre-admission Protocol:

Interested individuals will be scheduled for a tour during which a pre-admission interview will be conducted by a Career Activity Community employee. This interview includes interest, needs, and wants of individual. If after the tour it is agreed for the individual to be enrolled, an admission meeting will be held to determine if CAC can meet the goals, needs and interests of the individual. If admission committee agrees to admission, an intake meeting will be scheduled. During the intake process, the individual will develop their PATH TO SUCCESS and consent documents will be signed. Upon admission, the first 30 days will be considered a trial period. At the end of the first 30 days the individual will either have goals developed or will be discharged according to the criteria listed below.
(Refer to Path to Success document)

Discharge Criteria:

1. Behavior becomes a health and safety risk to self or peers, destructive to the equipment, or unwilling to comply with behavior plans
2. Attendance falls below 75% for 3 consecutive months. (This does not include medical absence.)

3. Medical condition changes and needs are unable to be met.
4. Hygiene becomes safety issue (even after attempts for programming)
5. The individual requests discharge

process for acceptance

Admission committee consisting of CAC administration team decide who can be admitted. There will be a 30 days trial for all individual admitted to CAC. After 30 days, a meeting will take place.

cost of services

Please reference Waiver Funding on ORC. Private pay may request cost of services supplement.

waiting list procedures

All admissions and intakes are reviewed through the assigned CCHS program team. At times, it is necessary for CCHS, Inc. to suspend or postpone new admissions to waiver programs due to staffing, building or equipment capacity limits, or other miscellaneous circumstances.

The determination to suspend or postpone new admissions is directed by the Program Manager.

In the event, that an individual cannot be admitted due to the above, they will be placed on the waiting list. The waiting list will be maintained by the Program Manager or designee to establish an order of acceptance in the future.

The individual and the program team will be notified that the individual has been placed on the waiting list. CCHS, Inc., will also refer the individual to the county board SSA for assistance in seeking out other providers of specific services at the individual's request.

Individuals on the waitlist will be accepted based on the order in which they were received and according to the specific vacant service slot.

Individuals and their service teams will be notified when there is a foreseen opening for the individual for admission. The team will then follow the intake and admission procedures outlined in policies 8.09.

accessibility:

CCHS promotes accessibility and the removal of barriers for all of our individuals and other stakeholders. The barriers might be physical, environmental, financial, communication, transportation, community integration, employment, or in attitudes. If you identify a barrier that we can assist in removing, please let us know.

CCHS is an equal opportunity employer and service provider. We do not discriminate on the basis of race, color, creed, sex, orientation, age, national origin, or handicap.

schedule & shifts

The CAC is open Monday through Friday, 8:30 a.m. to 3:30 p.m; each individual may choose any of the days and times they wish to attend. First Shift is 8:30 a.m. to 1:30 p.m. Second shift is 10:30 p.m. to 3:30 p.m. Sessions rotate every 40 minutes to allow individuals to experience different opportunities with CAC and in the community. Individuals have the opportunity to participate in work, community and activities of their choice and can also choose to change or refuse experiences at any time. Individuals drive the experiences offered and the community experiences.

The CAC is closed for all major holidays.

CCHS Employee Requirements:

All employees at CCHS must meet the following requirements:

1. Acceptable BCI background check
2. Acceptable BMV background check
3. Ohio Abuse Registry background check and all other regulatory exclusion databases
4. Substance Free Drug screening
5. Acceptable physical
6. Extensive orientation training
7. CPR/First Aid Certification
8. On-the-job Training
9. Participation in annual training schedule
10. Completion of Positive behavior support Training
11. Proof of auto liability insurance
12. Certification through DODD for adult services
13. Individual Specific Training-Ask Me/Path to Employment

Training

Our staff are hired based on their qualifications to provide the best services to you. We require our staff to complete many trainings that will benefit your service delivery. Each staff receives training on your individual person centered and Path to Success.

Person Centered Plan Process

The Career Activity Community Services staff and administration work together to ensure compliance with all areas of the Person center plan for all individuals. When an individual begins to attend the CAC, they will be assigned a Career Activity or Community Coordinator based on their individual choice.

The Program Manager will conduct a career profile with the individual for his career, activity and community goals. The individual will choose which activities and experiences they choose to participate in. A path to employment will be developed outlining what the individual career choices. Program Manager and/or Coordinator is responsible for attending person center meetings and providing updates on the individuals' progress. At the end of each month, the Coordinator will forward the monthly summary of documentation outlining all experiences to the individuals or to the residential provider as requested.

Whenever there is a need identified at the CAC which is not outlined in the plan, the assigned Coordinator assigned will call the respective guardian, residential provider agency, SSA, and any other team members to request an addendum meeting to the ISP/IPP. In addition, if therapy services or evaluations are needed at the CAC, the residential provider and therapy referral will be made.

If an individual has a concern about their CAC experiences or daily needs, he or she can talk with any CAC staff to discuss the concerns during their day.

Specialized Services and Supports

The Career Activity Community services goes above and beyond to ensure all individuals receive specialized services and supports throughout their experiences.

Examples of specialized services offered by CAC are listed below:

- Opportunity to be evaluated by Speech, Occupational, and Physical Therapist
- Stores the adaptive equipment for each individual as outlined in their plan so that the individual or provider do not have to take items to and from day center
- Ensures that individuals are transferred from their wheelchairs daily for up to 45 minutes when outlined in their plans
- Allows sensory activities for those who desire sensory stimulation
- Provides for dietary restrictions, texture modifications, thickened liquids, and monitors intake
- Can provide bolus tube feedings and flushes, monitors participants with oxygen
- Opportunities for community memberships and partnerships
- Opportunities to explore money making opportunities in shredding, kitchen helpers, creative vocational opportunities
- Behavioral specialist works with staff and participants to develop guidelines to decrease target behaviors and increase socialization and independence
- Staff also works with ICFDD or Nisonger for formal behavior plans data provided monthly
- A Nurse is available on-site when individuals are present

Transportation

Transportation from home to CAC and from CAC back to home can be provided for qualifying residents in Franklin County through NMT services. CAC has a variety of vehicles equipped with wheelchair lifts and tie downs which promote safe, accessible transportation for all individuals. CAC will also assist with arrangement for other transportation providers, public transportation, etc, per individual choice and preference.

Money Making Opportunities

Interested individuals may explore money making opportunities that are incorporated into the different activities throughout the day. CAC provided Career services assisting individuals in all aspects of career development, job search, interview process, job training, job coaching, and job retention. CAC works collaboratively with OOD to complete services as well as waiver career services. CAC promotes community employment opportunities for all individuals. Individuals may explore money making opportunities that are incorporated into the different activities to help promote their work skills.

Shredding; Available for a job skills assessment and task analysis. Individuals shred documents in a secure and monitored environment. The paper scraps are then recycled. Individuals are paid minimal wage up to 4 hours a month.

The CAC Art Studio Individuals who participate in art activities can also contribute to items for a retail at Open Door art studio and other community venues. Items can be sold online or at fine art and craft fairs/galleries around the state. Individuals earn commission from the items sold per agreement. If art is a possible future career for an individual, referral to Open Door art studio will be made.

Kitchen Helpers: wash and dry dishes, take out trash, wipe down tables and chairs throughout the kitchen, dining room, CAC, and corporate offices, and sweep and mop as needed. Pay rate is at minimum wage.

Remember:

- You are not paid for class time, recreation or therapy.
- You are not paid for time when you refuse to work or do not work.
- You are not paid for days you are absent.
- Your pay may go up or down according to the amount of work available, your speed, and quality.
- At times so you may be assigned to work samples which are used for testing or training purposes.

The center will receive no benefit from this work. You will not receive payment for this type assignment, and will be advised of this when you are assigned. Another copy of the information above will be given to you for sign off and for your records.

Medical & Medication procedures

A nurse is staffed at The CAC during operating hours to pass meds and monitor the health of the individuals. All CAC staff are trained and certified in Medication Administration, CPR and First Aid Certified. If an individual needs additional medical care, proper assistance will be obtained. Here are general guidelines that will help make CCHS's medical/medication procedures easier to follow:

1. You, your guardian, or your caregiver, should call the CAC anytime there are questions, concerns, or information that needs to be shared in regards to your medical condition, needs or treatment.
2. You must provide all of your own medications, including over-the-counter drugs.
3. A doctor's written orders must be on file before you can be given any medications. This includes all medications, including over-the-counter or supplemental medications.
4. Medication orders must be provided by the doctor annually.
5. Medication must be sent with all participants in the original containers.
6. When the medication supply is less than one week's worth, a new one month supply should be sent to CAC.
7. Be sure if you are planning on coming to the CAC late or leaving early that you have made arrangements to take your medications at the prescribed time as determined by your doctor.
8. Staff will check on you throughout the day, if you become ill, staff will help you decide if going home is the best thing.
9. If you are injured, CAC will provide first aid care to you and decide if emergency medical attention is needed.
10. If you to go home, staff will also help you call your family/guardian or caregiver to have them come pick you up.
11. All individuals are treated as a full code status until EMS arrives.
- 12.. If you have been away from the CAC for more than 3 days due to an illness, or if you have visited the ER/Hospital, you will need to have a "return to services" note from your doctor before you can come back to the program.
13. Please see the following page with information on common illnesses and what you should do if you become ill.

Health & Safety

The Career Activity Community strives to maintain a safe and healthy environment. To do this we have a safety committee that inspects our buildings, holds safety drills, and reviews any accidents we have. The CAC conducts Fire drills and tornado drills are practiced every quarter. Full facility evacuations are practiced two times a year. There are maps throughout the center outlining evacuation paths, as well as sign designating which rooms may be used as a tornado shelter.

communicable disease policy

If you have a communicable disease you will be required to have physician clearance to return to CAC. If you are absent from CAC for 3 or more consecutive operating days, you will need a medical clearance to return to the program. The clearance must be received before return so our team can: review any orders or restrictions, ensure we can meet the individual's needs, and complete any new training required. The clearance can be emailed or faxed over to the CAC. If you are out for an extended period of time (5 days or more), please keep the CAC informed of your status and possible return date. Please do not attend if you have any of the following symptoms:

- Temperature of 100°F in combination with any other signs of illness
- Diarrhea (more than three abnormally loose stools within a 24-hour period)
- Severe coughing
(causing them to become red in the face or to make a whooping or barking (croup) sound)
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye, obvious discharge, matted eyelashes, burning, itching
- Untreated skin patches, unusual spots or rashes (all open wounds must be covered)
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies, bed bugs or other parasitic infestation
- Vomiting more than once or when accompanied by any other sign of illness or not self-induced
- Sore throat or difficulty swallowing

Any individual demonstrating signs of illness not listed will be carefully observed for symptoms. If an individual does not feel well enough to participate, the guardian/service provider will be called. Individuals should return to the Center only after at least 24 hours of being free of fever and other symptoms.

Code of Conduct

Individuals are required to observe the Individual Code of Conduct for health, safety, and well-being of themselves and others. Violations of the Code of Conduct may result in meeting with the program team to discuss recommendations and follow-up. A pattern of violations may result in recommendation for 60-day notice to end services or 30-day notice to terminate day services with CCHS, Inc. Individuals are expected to:

Honesty - To disclose information accurately and give frequent feedback to ensure that concerns, questions and requests are addressed.

Confidentiality - To respect the privacy of others. Individuals should not talk about private business with other members of the community or disclose any information which is private about other individuals, agency or staff.

Respect for Self and Others - Individuals are expected to be honest, behave with dignity and treat others with respect and courtesy. Behavior of the individual should not interfere with the rights of others. This includes the use of appropriate language, actions and attire. Incidents of harassment, sexual harassment, and aggressive or verbal abuse towards other individuals and staff will not be condoned or tolerated.

Participation - Individuals are expected to participate to the fullest of their ability in Individual Service Plan development, meetings, implementation, and in decision making according to their service plan.

Free from Substance Abuse - Individuals are expected to be free from the influence of illegal drugs. Individuals are expected not to use, possess, or sell such illegal substances.

Responsibility - Individuals are expected to take responsibility for what he or she says or does.

Tolerance - Individuals will demonstrate awareness and acceptance of the diversity by being polite and considerate to others. Individuals will accept others regardless of race, gender, culture or religious background. Discrimination of any form is in dire opposition to the Code of Conduct.

Complaints/Feedback - Is appreciated and acted upon to upgrade the performance of CCHS services. A daily representative/advocate can be included in the Individual Service Plan. A grievance form may be submitted at any time to report any complaint, concern or issue to be addressed.

Respect for Property - Individuals is expected to treat all property belonging to the facility and to others with care.

Respect for Authority - Individuals is expected to comply with all program rules and obey all laws. Individuals are expected to behave in a respectful manner while under the jurisdiction of the program and while participating in program-sponsored activities. Adhere to CCHS, Inc. values and policies, professional standards, and regulatory standards and practices.

Freedom from Fear - Individuals are expected to contribute to a safe environment free from fear. Acts of violence and possession of weapons and contraband are forbidden.

Accountability - Each individual is accountable for own actions and progress towards outcomes.

Cellphones, Radio, Electric Devices are advised to keep kept at home. However, we understand the need to be able contact an individual. Cellphones may be used for emergencies and may be kept on as long as they are not causing a disturbance in classroom. CCHS will not be responsible for lost or damage items.

Positive Environment - Individuals will continuously develop and demonstrate behavior that fosters a positive living, working and teaching environment.

Dress Code

Everyone's style is unique and different. CAC honors and respects all of our differences, but does ask that each participant is respectful of the dress code guidelines. These guidelines are in place to protect everyone.

Here are the easy steps to follow for CAC:

1. Everyone should avoid wearing "hoop" or "dangling" earrings. Other individuals may accidentally pull on them or they may get snagged during activities.
2. Everyone needs to wear something on their feet. If you ambulate-then you'll need to wear shoes. If you mostly use your wheelchair for transport then booties, socks, medical boots, or something similar is perfectly fine. The most important thing is that your feet are covered and protected.
3. Please do not wear clothing that is too low cut or high cut (shirts, skirts, & pants or shorts), see-through, or allows private areas to be seen in any way. This is to protect you and protect all of our individuals, so that everyone can enjoy a fun carefree day!
4. Attire should be appropriate for activity that individual as choose to participate in for the day, such as career exploring should be employment clothing.
5. It is important to remember dress according to the weather, for example. Such as wearing coats, rain gear, etc. as the weather demands.
6. All participants are encouraged to have a spare set of clothes to change, if needed. There are individual spaces in laundry room to hold extra clothing.

Emergency Closure Procedure

When weather is bad enough that it makes travel dangerous, all of Columbus Center for Human Services day programs: The Career Activity Community Center, Open Door Art Studio, Employment Services, and Transportation services may change or cancel services for the day. Any changes in services due to weather will be posted on **ABC Channel 6, CBS Channel 10, and NBC Channel 4**. However, if you are unsure or need immediate clarification, please contact per area of service. Some possible changes may include:

- a) Adult Day Services will determine an early dismissal time. If this happens, participants may attend services at their adult day services site, but they will have to provide their own transportation.
- b) All Adult Day Services are closed. In this case, you would not go to CAC.

Please refer to ABC Channel 6/NBC Channel 4 for further clarification on those questionable weather days.

Final Note: Transportation services will determine on a case by case basis if neighborhoods and driveways are sufficiently cleared of snow and ice for safety. If areas are not cleared enough, transportation will need to be cancelled for that individual. Transportation services may not be available based on weather conditions; however, all Adult Day Services may remain open without transportation services. Participants will be notified directly in these situations.

Your Rights

1. To be treated with respect
2. To live in a safe place
3. To have food that is good for you
4. To pray or not to pray where I choose
5. To get medical treatment when I need it
6. To get extra help
7. To have people teach you
8. To be alone when you want
9. To talk to anyone you need to
10. To have your own things
11. To have friends
12. To do things you want to do
13. To work and make money
14. To be treated like everyone else
15. To not be hit or called names
16. To learn, make friends and do things in community
17. To make choices about your life
18. To ask someone to help you (advocate)
19. To buy things you want or need with your money
20. To say "yes" or "no" to people that want to learn about you or look at your personal files
21. To tell people if you don't like something
22. To not be restrained (tied down) or given medicine if you don't need it.
23. To have the right to vote
24. To say "no" if you don't want to be in a study or experiment

Understanding Informed Consent

Consent means knowing all there is to know about something, either a program, service or activity and then making decisions based on what you were told. Before any new services start, every individual is given the opportunity to learn all about their options and rights. This may be through a tour, a meeting, or in writing. That consent means you were told about the service and you know it is your right to choose if you want to participate or not.

Rights and options are also given to individuals annually, usually while at their IPP or ISP meeting. This is a wonderful opportunity to bring up questions, or discuss any services you do not like or would like to try. Individuals with disabilities have rights that are protected by Ohio and Federal law. The CAC strive to protect and promote those rights in every aspect of the services we provide.

Understanding the Grievance Process

The CAC works towards the advancement, satisfaction, and happiness of all the individuals we serve. Though this is our top priority, there may be times that people are displeased or want things done differently. At The CAC, everyone has a voice, and so we appreciate and encourage people to advocate for themselves. If you have concerns, completing a formal grievance is one way of advocating for yourself. Once a grievance is made, the social worker will set up a time to meet with the individuals involved. The social worker and the individuals will work together to make recommendations to resolve whatever issue is present. For details in the grievance process, please see your Coordinator.

Confidentiality and HIPAA

At CCHS, we take your personal information, health and safety very seriously. You can expect that all of our staff honor your privacy and never share your personal information without a release, expressed or signed, by you or your guardian.

All medical information is protected by the HIPPA Act of 1996. All information that is gathered will be used for specified purposes only, and only with you/your guardian's permission. Each Staff person has the legal responsibility to protect your personal information.

Exit Summary

In some instances, a positive working relationship between the individual and the agency is not achievable for a variety of reasons. In these cases, termination of services is the final action to be taken when no other efforts to reach a positive working relationship between the agency and the individual and/or guardian is possible.

If staffing or resources were to change dramatically preventing CCHS from delivering all the services as described on the ISP/IPP, termination of services would be discussed as a possible solution, giving the individual the opportunity to find a provider with the resources to meet all of their needs.

(Example: CCHS may no longer have a wheelchair accessible van that the individual requires for transportation.)

1. CCHS will make every effort to resolve differences between the agency and the individual and/or guardian through the dispute policy and grievance procedure.
2. If a resolution cannot be achieved, CCHS may terminate services according to the contract with the county served. In Franklin County a 60-day notice is required to discharge an individual from adult day services.
3. If the consumer or a guardian gives notice to terminate services to CCHS, the agency will cooperate with Franklin County Service Support Administrator to provide a positive transfer of information and collateral to the new Provider.

Discharge Criteria:

1. Behavior becomes a health and safety risk to self or peers, destructive to the equipment, or unwilling to comply with behavior plans
2. Attendance falls below 75% for 3 consecutive months. (This does not include medical absence.)
3. Medical condition changes and needs are unable to be met.
4. Hygiene becomes offensive even with programming
5. The individual requests to leave the program

Exit Summary:

A. CCHS will attempt to interview individual, guardian, family members, SSA, and other stakeholders frequently regarding satisfaction. All attempts will be made to resolve any issues identified on satisfaction surveys.

B. The individual has free choice of providers for both residential and day services, therefore, at any time can request a change in provider or agency. In addition, the individual has the right to have a combination of providers which allows them to participate in multiple day service settings according to outlined budget and ISP/IPP.

C. In the event that an individual chooses to leave any program, the CCHS program team or social worker will complete an exit summary outlining the reason for discharge. The discharge summaries will be maintained by the Director and Waiver Administrator and reviewed for patterns and trends.

D. The program team follows up with the individual in the first two weeks to ensure transition duties are complete and they are satisfied.

