

# **Adult Day Services (ADS)**

## **At-A-Glance**

Please use the information on this page as a quick and easy reference for your questions about ADS.

**Mail Address:** PAI

1810 Rohrerstown Road

Lancaster, PA 17601

**Telephone Number:** (717) 519-6740 (8:00 am - 4:30 pm)

(8:00 am - 4:00 pm, June-August)

**Best Time to Contact Staff:** 9:30 am - 2:30 pm

**Website Address:** [www.paipartners.org](http://www.paipartners.org)

**Service Hours:** 9:00 am - 3:00 pm

**Program Director:** Conni Jones

**Associate Director:** Mary Bender

**Group Supervisor:**

**Instructors:**

**Program Specialist:**

**Case Manager:**

**Other Important Phone Numbers:** Red Rose Access - 291-1243

MH/MR - 399-7355

**Board of Directors Meetings:** Fourth Thursday of each month (except July and December) at 7:00 pm

November Meeting is Third Thursday

**Required to Enter ADS:** Physical examination

Medication orders

Names/phone numbers of emergency contacts

Medical services preferences

Information and photo release forms

In-person orientation

MH/MR referral

**Required Annually:** Physical examination

IPP conference

Update of emergency contact information

**Required as needed:** Prescription medicine refills

Medication change orders

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## Forward

### **“Partners in Achieving Independence”**

Welcome to PAI’s Adult Day Services. You and your individual are entering a new and exciting time of life. The Board of Directors and staff sincerely hope you will find the programs and supports that ADS provides both meaningful and helpful in encouraging your individual to live as independently as possible within the community.

The ADS staff has adopted a Vision Statement which they feel best describes the program’s philosophy and commitment to serving your individual:

Our vision is to enable each person with disabilities to live life to the fullest according to his or her wants, needs, and dreams through:

- ✓ **Respecting and promoting each individual’s dignity and happiness,**
- ✓ **Creating opportunities for choices, success, and independence**
- ✓ **Providing activities, which are interactive, fun, stimulating, and enriching in a bright, cheerful, and positive environment.**
- ✓ **Using a diversity of resources to enhance community interaction and to foster new relationships within the community.**
- ✓ **Encouraging family involvement and input in all aspects of the individual’s PAI experience.**

We are committed to excellence in every one of our actions and interactions with the individual we support.

This handbook will answer many of the questions you have about ADS. We encourage you to refer to it often and to seek information from the ADS staff whenever you have questions.

The PAI Services Committee appreciates the assistance we have received in developing this Handbook from parents Linda Fisher, Carol Levan, Marie Murani, and Sandy Rossman and staff members Amy Burkhart and Lynn Hubbs.

Services Committee: Elizabeth E. Brown, Mary E. Frey, Conni Jones, Laurie Kleynen, Victor Miller, and Lisa Rohde.

## Chapter I: Hours of Service/Attendance

### ✓ Hours

#### ❖ What are the hours at ADS?

ADS is open Monday-Friday, from 9:00am to 3:00 pm. ADS staff is available from 8:30 am to 3:30 pm to ensure there is proper support for individuals during arrival and departure times.

PAI office hours are Monday-Friday from 8:00 am to 4:30 pm.

#### ❖ What holidays does PAI observe?

PAI is closed for the following holidays:

New Year's Eve

Labor Day

New Year's Day

Martin Luther King Jr. Day

Thanksgiving Day

Friday after Thanksgiving

Good Friday

Christmas Eve

Memorial Day

Christmas Day

July 4th

### ✓ Closings

#### ❖ What other days does ADS close?

ADS closes periodically for staff training days. In June the staff sends out an annual calendar of holiday and in-service dates. Additional reminders are sent out about one week before training days.

#### ❖ What about closing for bad weather?

ADS rarely closes because of bad weather. If your individual uses Red Rose Access transportation you should check to see if they will be operating when weather is inclement.

If ADS closes early you will be notified. For individuals who live with parents, ADS staff notifies parents by phone. ADS also contacts the main provider where individuals live in a community residence.

PAI announces that ADS will be closed or delayed due to bad weather on WARM-103 FM and WSBA-910 AM radio and WGAL-TV8.

❖ **How do I find out if ADS is closed?**

You may also learn about ADS schedules by checking our telephone billboard. Just dial 519-6740 for an up-to-date listing of scheduled closings and other activities.

✓ **Absences**

❖ **What do I do if my individual can't attend ADS?**

Please call either your individual's Program Specialist or Group Supervisor at 519-6740 as early as possible to report an absence. You are welcome to leave a message on our Voice Mail.

❖ **What do I do if my individual must leave ADS early?**

Let the Program Specialist or Group Supervisor know as early as possible so we can be sure your individual is in the building and ready to leave on time.

❖ **When should I keep my individual home from ADS because of illness?**

If your individual is contagious, or if you suspect illness, please keep him or her at home. A number of people at ADS have ongoing medical conditions and may be seriously affected by an illness spreading from others.

❖ **Does my individual need a doctor's excuse to return to ADS?**

Yes, if he or she has had a contagious condition (such as pink eye). ADS needs a doctor's excuse along with information on when the individual may return to the ADS and regarding any precautions staff need to take to prevent the spread of the condition to others.

❖ **If my individual can't attend ADS for a long period of time, does someone else take his or her place?**

ADS we will retain your individual's space as long as there is a likelihood he or she will return. Please advise ADS if the individual will be absent for a long period of time.

Please note that PAI is not reimbursed by Lancaster County MH/MR for days your individual does not attend, so regular attendance is important.

## Chapter II: A Day at ADS

### ✓ Programming and activities

#### ❖ What is a typical day like at ADS?

Each day includes a schedule of both group and individual activities, including time for personal hygiene and lunch. While each day has structure, there is flexibility for activities in the community. The ADS staff works very hard to find activities which both meet your individual's interests and abilities and provide a varied and stimulating program for the group.

#### ❖ Who decides what activities will be part of my individual's program?

ADS strongly believes in person-centered planning. Each individual has a circle of support which can be made up of family, friends, and professionals, as well as ADS direct care staff, who work together to develop an Individualized Program Plan (IPP). The IPP includes activities based on your individual's abilities, interests, wants and dreams as well as goals for particular skills. With IPPs as a guide, ADS program staff work together to develop a varied and creative program of activities for your individual's entire group.

#### ❖ How do I take part in my individual's activity planning process?

Your individual's IPP is updated annually, based on input from him or her, the circle of support, and direct care staff. You are encouraged to be part of the IPP meeting. Generally these meetings are held yearly; however, you are also welcome to take part in quarterly reviews.

Prior to completion of the IPP, ADS staff will send you an assessment for the upcoming year for your input on such issues as skills, needs, and wants as well as changes in your individual's needs over the past year.

Of course, you are always welcome to discuss your individual's activities with either the Program Specialist or Group Supervisor at any time.

#### ❖ Will my individual receive the same type of personal attention at ADS as he or she did in school setting?

ADS provides individual support in a community setting, rather than education. As part of the adult social services system, ADS follows a different set of regulations and funding. Services address individual interests, needs and abilities in a group setting.

❖ **What else is different? What is similar to school?**

ADS is similar to school in that there is structure to the program, and activities are developed around individuals' IPPs to allow for continued personal growth and fulfillment.

ADS does not have an in-house therapy staff or psychologists; however out staff does carry out therapy prescribed by these professionals. If you have a concern about the need for your individual to receive such services, discuss this with the Program Specialist.

❖ **How is ADS different from other programs, such as EARS or Goodwill?**

EARS, Goodwill, etc. are designed to provide participants with either job training or supported employment. The focus of ADS is geared more toward people for whom work is not a realistic alternative at this time. Some individuals, however, may take part in a community work group where they acquire skills through volunteer opportunities in the community.

❖ **What do I do if I have concerns about my individual's activities or program plan at ADS?**

Contact your individual's Program Specialist or Group Supervisor. If your concerns are not addressed, contact the ADS Director. There is a formal grievance process for issues that cannot be resolved through the normal procedure.

❖ **Can I visit my individual's day program? Take part in activities?**

ADS staff encourages you to visit and be part of activities. Please check beforehand to verify your individual will be in the building and not out in the community. When you visit ADS, please check in first with the receptionist on the second floor for security purposes.

✓ **Personal property and supplies**

❖ **What type of clothing should my individual wear to ADS?**

The dress code requests that individuals dress modestly (no tube tops or halters) and appropriately for the weather. Shoes must cover the entire foot.

❖ **What supplies should I send?**

Please make sure that your individual has an extra change of clothing and send any personal hygiene supplies (e.g. Attends, toothpaste) he or she will use on a daily basis.

Your individual's possessions will be kept in his or her locker. ADS staff makes every effort to safeguard each person's property, but PAI is not responsible for loss or theft of your individual's belongings. Individuals should not bring large sums of cash or valuables to ADS. It is always helpful to put your individual's name on his or her personal property.

## ✓ **Lunches**

### ❖ **What is appropriate to send for lunch? Are there facilities for keeping food cold? Warming it?**

Send anything your individual likes to eat for lunch. Refrigeration space is limited, so ADS staff suggests that you send a cold pack with lunch. If your individual's food must be pureed or finely chopped, we ask you to do that at home while packing lunch.

Each group's room is equipped to heat food. Occasionally, we may send a note home asking you to send a cold lunch because the group will be going on a community outing where refrigeration and heating facilities are not available.

### ❖ **In what community activities can my individual participate?**

Your individual can participate in the same types of activities which are available to anyone else. It's up to him or her. Please feel free to share ideas with ADS staff of what he or she enjoys.

## Chapter III: Transportation

### ✓ Arrangements

#### ❖ If I don't transport my individual to ADS, how will he or she travel there and home?

Individuals who do not use private transportation generally ride to and from ADS in Red Rose Access vehicles. This service is contracted and funded through the County Office of Mental Health/Mental Retardation.

#### ❖ How do I find out the transportation schedule?

Contact Red Rose Access at 291-1243.

### ✓ Late Services

#### ❖ What do I do if transport is late or cancelled?

You should discuss transportation issues directly with Red Rose Access. If you know your individual will arrive late, ADS staff would appreciate a phone call to alert his or her Group Supervisor.

#### ❖ What do I do if I have other concerns about my individual's transportation?

You should go directly to Red Rose Access to discuss your concerns. ADS staff should also be informed in order to provide any information you may need to resolve your concerns. Also contact your MH/MR Case Manager because MH/MR pays for this service.

### ✓ Safety

#### ❖ When at ADS, how is my individual transported for community activities? How do I know if vehicles are safe and if drivers are adequately trained?

PAI maintains its own fleet of vans, many of which accommodate wheelchairs, to use in travel to community activities during the day. All vehicles are properly maintained and operated by staff who have been trained to drive them.

ADS staff are required to check that all individuals are either wearing seatbelts or have wheelchairs secured before they start a vehicle

**❖ How do I know which lane to use if I transport my individual myself?**

You will be advised which lane to use when your individual enters the program.

## Chapter IV: The People at ADS

### ✓ Staffing

#### ❖ Who provides support for my individual when he or she is at ADS? Who will be the primary caregivers?

A variety of people are directly involved in your individual's day-to-day activities at ADS. Each group includes a Supervisor and several instructors.

Contracted program enhancement professionals (e.g. music therapists) may also be part of the program.

In addition, your individual has an MH/MR Case Manager who works with the ADS staff to make sure that his or her needs are being met.

For the protection of your individual, all PAI staff are carefully screened, including use of a criminal background check, before they are hired. They must also undergo periodic, random drug tests. Their work is evaluated on a regular basis.

#### ❖ What is the staff to individual ratio?

It is generally about one staff person to three individuals.

### ✓ Staff training

#### ❖ What training do ADS staff receive?

Each staff member must complete 24 hours of training each year.

New staff members receive training in program planning and implementation, first aid and CPR, and medication administration (as applicable) as well as an orientation to the PAI and MH/MR systems and person-centered planning.

All staff training stresses PAI policies regarding abuse prevention and the supervision of individuals.

#### ❖ What training do staff receive to deal with any unique medical physical, or behavioral problems my individual may have?

All staff are trained in the MANDT techniques to proactively address challenging behavioral situations. Staff are trained on a case-by case basis to meet individual needs and have access to support and information from PAI's Treatment Specialist.

❖ **Can I participate in teaching staff to provide support to meet special needs?**

Yes, you know your individual better than anyone else, so you are welcome to provide input on how ADS can best meet his or her unique needs.

✓ **Other individuals**

❖ **What other people will be part of my individual's daily activities at ADS?**

Volunteers frequently help out in ADS. They may include parents, friends, and individuals from the community.

ADS also serves as a place for special education students and graduate interns to get hands-on experience and provide resources for ADS.

All volunteers who work regularly in the ADS must have a bi-annual physical exam and meet certain requirements. They are trained on how to support ADS participants before they work in the program and are always supervised by ADS staff.

❖ **What types of people will be in my individual's program? Do they have similar interests and needs? Are they close in age or ability to my individual?**

Just like the community at large, our ADS community includes a variety of individuals of different ages and abilities. Of the five groups, one is oriented specifically to older men and women.

❖ **Do I need to be concerned about potential problems or dangers from other individuals?**

Every effort is made to keep individuals safe in a secure environment. You do not need to be overly concerned about their safety.

## Chapter V: Medical Concerns

### ✓ Medical emergencies

#### ❖ What emergency medical procedures are in place at ADS?

PAI considers the following as medical emergencies:

Accidents involving severe injury

Respiratory failure or obstruction

Circulatory system failure

Ingestion of a foreign object or substance

Uncontrollable bleeding

Unconsciousness not related to predictable seizure activity

Behavior which cannot be controlled and results in danger to oneself or other

#### ❖ If your individual suffers a medical problem of such a serious nature, ADS staff will automatically call 911 and inform you as soon as possible.

The ADS staff includes a nurse who provides support for staff when medical issues arise.

#### ❖ Will I be contacted immediately if there is a medical emergency?

Yes. We ask you to provide a list of emergency contact numbers when your individual enters ADS so that we can contact you or another responsible person if we can't reach you immediately.

#### ❖ How do I express my preferences for care if there is an emergency?

We ask for your hospital preference when your individual enters ADS. If you have other preferences for care you should discuss these with the ADS staff.

#### ❖ What care can staff provide without my permission?

Staff is allowed to provide emergency first aid and CPR. They may also check vital signs and do a physical assessment if they suspect an individual is ill.

## ✓ **Physical exams**

### ❖ **Must my individual receive an annual physical exam to attend ADS and if so, when?**

Yes, your individual must have a physical exam prior to entering ADS and every year thereafter. These exams can occur not later than 15 calendar days after the anniversary of his or her last physical. A Mantoux (tuberculosis) test is required every two years.

ADS staff will remind you of the need for a physical about a month ahead of time by sending home a physical exam report form.

## ✓ **Medications**

### ❖ **My individual must take medication while attending ADS. How do I make sure this occurs?**

You must send an order with doctor's signature. This order must include the name of the medicine, the required dosage, and time(s) when it must be given.

### ❖ **How do I send medicine to ADS?**

State regulations require that you send medication only in a pharmacy bottle filled and labeled by the pharmacist. Blister packs and other unit dosage containers are allowed if a pharmacist packs them and each dosage is labeled.

### ❖ **ADS staff are not allowed to give medicines sent in baggies or tin foil.**

ADS staff request that you send a supply of medication to stay at ADS until it is used up. They will notify you when a refill is needed.

If medication cannot be passed from hand to hand, please notify ADS staff where to find it so the medication can be located and locked up immediately.

### ❖ **What happens if medication is not given, or is given late?**

We make every effort to give medications properly and on time, but mistakes can occur or medicine can be given late due to unforeseen circumstances (e.g. A group on a community outing can get caught in traffic). When errors do happen, ADS staff will call the individual's doctor for instructions. If the doctor tells ADS staff to modify the next medicine administration, they will inform you. If the doctor does not respond to ADS, staff will tell you they have asked the doctor to contact you directly.

❖ **If my individual's medical or medication needs to be change, how do I notify ADS? Do they need a doctor's written order?**

You must send a written doctor's order or have one faxed to ADS. Because the ADS staff are not medical professionals, they cannot accept verbal orders from anyone, not even a doctor. We request that if your individual is taking new medications outside of ADS, staff be advised so they can watch for physical or behavioral changes that should be reported to the doctor.

❖ **What procedures must I follow if my individual needs to take over-the-counter medications?**

In order for your individual to take an OTC medication, ADS staff must have a signed order from the doctor. At the time the individual's blank physical exam for is sent home we also send an OTC drug form which the physical must review. This form must be updated at least annually. If you send in an OTC medication to be given without a doctor's authorization staff will not be able to give it to your individual.

OTC medications must be packaged in the same manner as prescription drugs. All must be kept locked up at ADS. All staff are required to enter on a medication log every dose of any medication that is given to an individual.

## Chapter VI: Individuals' Personal Funds

### ✓ Individual accounts

#### ❖ Will my individual need cash to participate in ADS activities? If so, how much?

Individuals may need cash to take part in community outings such as bowling or going out to lunch, or for snacks or soft drinks. If your individual does not have a petty cash account at ADS, staff will send a note home when cash is needed. The average amount of cash your individual will need each month is \$15. When sending in a check, please make the check payable to "PAI".

#### ❖ May my individual have his or her own cash account at ADS?

Yes, he or she can keep a petty cash account at ADS. Money (no more than \$35 at a time) is deposited in the account and withdrawn as needed. A receipt must justify each withdrawal from the account.

#### ❖ How do I send money?

You are welcome to send either cash or a check made out to PAI and designated for your individual's account. ADS will send you a receipt for any deposit.

### ✓ Deposits

#### ❖ Who manages the account?

The Group Supervisor is in charge of your individual's petty cash account. The account is balanced monthly; receipts must match withdrawals. The Supervisor will notify you when funds should be deposited.

### ✓ Reporting

#### ❖ How do I know how the money is spent? May I get regular reports?

If you request it, ADS will send monthly reports. You can get a general idea of how funds are being spent by reading your individual's daily logbook.

#### ❖ What do I do if I have questions?

Call the ADS Director, Conni Jones, 717-519-6740 ext 225.

**❖ What do I do if cannot afford to send money as needed?**

ADS staff will try to find opportunities for your individual to earn small amounts of spending money.

If money for community activities is an issue, ADS staff urges you to discuss this at the time of your individual's IPP conference. You are welcome to suggest alternatives or to reject proposed activities, which you feel might create a financial hardship.

## Chapter VII: Forms

### ❖ **It seems like I sign a lot of forms related to my individual's services at ADS. What are they?**

You are required to sign the following if you are your individual's Legal Guardian:

Emergency medical authorization,

Permission to allow PAI to share or request information regarding medical and program services from other agencies,

Permission for your individual to be photographed.

If you are part of individual's circle of support you may be asked to sign forms related to the annual IPP process, including requests to be included in IPP conferences.

### ✓ **Signatures**

#### ❖ **Why do I have to sign these forms? Why are they important?**

Your signature means that you have read and understand the information contained in those forms. You are asked to sign to protect your individual's rights and well being. The documents are also important because they help in planning an appropriate program for your individual.

#### ❖ **What happens if I don't sign? Will my individual be penalized?**

You must sign those documents required by state law or your individual may be refused entry to ADS. Where you refuse to sign, the matter will be referred to the PAI Board of Directors who will decide whether your individual may be admitted to or continue in the program.

## Chapter VIII: Communications

### ✓ Log books and other notices

#### ❖ How do I communicate on a daily basis with the ADS staff? If I have general questions? What if I have specific concerns?

The prime method of communication on a daily basis is your individual's daily logbook in which the staff will send home notes reporting on activities and concerns.

They encourage you to reply with comments or questions and provide requested information by the same method. If the logbook system does not fill your needs for information ADS staff will work with you to design another means of daily communication. If your individual does not have a log book, ask staff how to start one.

ADS staff also send home general notices related to daily activities or PAI programs. Please be on the lookout for flyers, etc., in your individual's bags.

General information about ADS is always available by calling PAI at 519-6740 and connecting with the appropriate voice mailbox.

### ✓ Phone calls

#### ❖ What is the best time to call ADS? What do I do if I need information NOW?

You are welcome to call ADS anytime between 8:30 am and 4:00 pm. Sometimes it is not possible for ADS to respond immediately, but they will do their best to do so. The staff suggests that you call between 9:30 am and 2:30 pm.

#### ❖ Is it OK for me to call staff at home?

ADS staff would prefer that you not do so.

### ✓ Grievance Procedure

#### ❖ What do I do if I am unhappy with responses from staff?

If direct care staff does not provide the response you need or you are uncomfortable talking to them directly, contact the ADS Director. If the issue(s) that concerns you is/are still not resolved, you are encouraged to use the formal Grievance Procedure. The Board of Directors' Services Committee is also available if you cannot resolve concerns through conversations with staff.

ADS staff do their best to make sure that you individual receives the personal care and supports he or she needs. Please keep this in mind and treat staff in the manner you would expect them to treat you or your individual.

❖ **How do I find out about changes in this handbook?**

Any changes will be sent to you to insert directly into your handbook.

## Chapter IX: Individuals' Rights and Responsibilities

### ✓ Individual rights

#### ❖ What rights does my individual have while attending ADS?

#### ❖ Your individual has the right to:

Have control of his or her own life, including deciding to the best of his or her abilities, in what activities to participate,

Be treated with dignity and respect,

Be encouraged to be as independent as possible,

Receive respect from the community and other people who are part of his or her life,

Have a sense of belonging and

Receive quality professional services and be treated equitably at ADS.

PAI does not discriminate on the basis of race, color, religious creed, ancestry, national origin, age, gender, or disability.

#### ❖ What does an individual do if he or she feels those rights are being violated?

PAI encourages your individual to exercise his or her right to voice grievances or suggest changes in ADS policies and services. This is done through the established Grievance Procedure. The PAI Board of Directors and staff will make every effort to see that grievances are resolved in a fair and equitable manner. When this process does not resolve the grievance, an individual should contact the Executive Director of Lancaster County Office of MH/MR at 299-8021.

#### ❖ Who can act as his or her advocate?

Your individual can select anyone he or she wants as a representative. He or she can also contact the ARC at 394-5251 for assistance.

✓ **Individual responsibilities**

❖ **What responsibilities does my individual have while attending ADS?**

Your individual is expected to follow, to the best of his or her ability, all rules and regulations as they related to attendance, attire, behavior, medical exams and use of medications.

✓ **Advocates and appeals**

❖ **What happens if ADS is not able to meet the needs of my individual? Can he or she be asked to leave? Who will help find other services or supports?**

Every effort is made to help your individual to stay in ADS by adjusting the program to fit his or her needs. However, sometimes individuals' needs are just too complex for the ADS program to meet. If your individual's need cannot be met by the ADS program, staff will work with him or her, members of the circle of support, and the MH/MR Case Manager to find alternative, appropriate supports.

## Chapter X: Your Rights and Responsibilities

### ✓ Your responsibilities

#### ❖ As a caregiver, what are my responsibilities if my individual attends ADS?

If you have been declared by the court to be your individual's Legal Guardian you are responsible for assisting him or her to comply with all rules and regulations as they relate to the ADS program

You are also responsible for:

Attending IPP meeting held for your loved one,

Attending other meetings held to address issues specific to your individual,

Communicating regularly with ADS staff to provide requested information,

Making sure your individual receives the supports he or she needs to live a fully and independently as possible within the community.

If you are not your individual's Legal Guardian, the ADS staff hopes that you will be an active part of his or her circle of support and provide assistance so that your individual benefits as much as possible from the ADS program.

### ✓ Your rights

#### ❖ What are my rights to decide in what types of activities he or she participates? To make other decision?

Unless you have been declared as your individual's Legal Guardian be he or she has judged by the Court to be incapacitated, you cannot legally make decision regarding his or her program and activities at ADS. However, we welcome your input as part of the circle of support and will try to honor your suggestions unless they violate the rules and regulations related to the program and supports ADS provides for your individual, or unless the individual himself or herself expresses an objection.

## ✓ **Advocates and appeals**

### ❖ **What are my rights of appeal if I feel my rights as a caregiver are being violated?**

You are encouraged to use the PAI Grievance Procedure.

### ❖ **How can I help support PAI?**

You can volunteer either in ADS or for other PAI activities. PAI also welcomes donations of funds or supplies from the community, as well as from you and other members of the individual's circle of support.

Equally important, from time to time PAI may ask for your help in advocating on behalf of PAI and the people who have disabilities. You, as the person most directly involved in caring for your individual, can be especially powerful in moving decision makers to act positively on his or her behalf.

### ❖ **What supports are available to me as a caregiver?**

The ADS staff and MH/MR Case Manager are always available to provide support or direct you to those services which can assist you as a caregiver.

For broader issues related to services or funding, the ARC of Lancaster County is also a valuable advocate.

Among the other advocacy groups you might want to contact for information and support is the Lancaster County Office of Aging's ombudsman program (for individuals age 60 and over).

## Chapter XI: PAI Rights and Responsibilities

### ✓ Health and safety

#### ❖ Who makes sure that PAI is safe? Provides appropriate services and personal care for my individual?

ADS follows rules and regulations set down by the Pennsylvania Offices of Mental Retardation and Aging. These rules govern everything that happens within the ADS including safety procedures, record keeping, staff training, and program planning. ADS undergoes rigorous licensing inspections each year from both agencies and consistently receives high scores from evaluators. The ADS staff is committed to seeing that high standards are maintained on a daily basis, not just at licensing time.

Regarding programming, key ADS staff trained in person-centered planning make sure that your individual participates in appropriate activities which encourage growth and fulfillment and are designed to meet his or her IPP. MH/MR case managers also monitor to see that your individual receives services as outlined in the IPP.

### ✓ Responsibilities

#### ❖ What are PAI's responsibilities as it provides services to my individual?

It is PAI's responsibility to assist your individual in fulfilling his or her wants, needs, and dreams through:

Respecting and promoting his or her dignity and happiness,

Creating opportunities for choices, success, and independence,

Providing activities which are interactive, fun, stimulating and enriching in a bright, cheerful, clean, safe and positive environment,

Using a variety of resources to enhance your individual's ability to be part of the community and build relationships within it, and

Encouraging involvement by family and other members of the circle of support in all aspects of the ADS program.

ADS is also responsible for obeying all state rules and regulations as they relate to providing support for your individual.

## ✓ **Rights**

### ❖ **What rights does PAI have as a service provider?**

PAI welcomes input from you as a caregiver. If asked to do something, which violates state rules and regulations, ADS staff have the right to refuse that request.

**Notes:**

## Glossary of Terms

**ADS -** Adult Day Service is the day program operated by PAI to provide services to adults who have mental retardation and developmental delays. ADS serves primarily those individuals whose complex needs may not be met by other service providers.

**Case Manager-** The employee of Lancaster County MH/MR who works with you and your individual to ensure that your individual receives the community services (ADS is just one) he or she needs to live as independently as possible in the community. The Case Manager acts as an advocate to find both services and funding for those services.

**Group Supervisor-** The staff person who supervises your individual's ADS group. The Group Supervisor makes sure that your individual's day-to-day needs are met, plans activities, and supervises other staff and volunteers in the group.

**Instructors-** The other ADS staff people in your individual's group who provide services and supports on a daily basis.

**IPP-** The Individual Program Plan is the plan developed each year for ADS to provide your individual with the activities, services and supports needed to help attain his or her wants, needs and dreams. The IPP is developed by the Program Specialist in partnership with the individual and his or her circle of support and other PAI staff.

**Mandt -** A series of techniques developed by David Mandt to help staff manage, both through physical and non-physical interaction, and with the emphasis on least-restrictive activities, the aggressive behavior of both people in their care and themselves.

**Mantoux Test -** A skin test to determine whether a person has been exposed to tuberculosis.

**Program Director-** The PAI staff person who is responsible for the operation of all facets of ADS. Among the Program Director's responsibilities are supervision of staff, overseeing budgets, compliance with regulatory requirements, and planning and implementing staff training.

**Program Specialist-** The ADS staff person who is responsible for coordinating the supports and services from ADS necessary for your individual to live as independently as possible in the community. Among this person's responsibilities are the coordination of assessments and the IPP process.

# GRIEVANCE PROCEDURE

## ✓ **Policy:**

It is the policy of PAI to encourage individuals who are currently employed to bring to the attention of management their complaints about work-related situations. Employees will be provided with an opportunity to present their complaints and appeal decisions by management through a formal complaint and grievance procedure. All complaints or grievances will be resolved as promptly as possible.

## ✓ **Comment:**

1. A grievance is defined as an employee's expressed feeling of dissatisfaction concerning conditions of employment or treatment by management, supervisors, or other employees.
2. Employees should be encouraged to use the Grievance Procedure and will not, under any circumstances, be penalized for doing so. Management is responsible for ensuring that the grievance is fully processed until the employee is satisfied with the decision or until the employee's right of appeal is exhausted.
3. Whenever an employee believes that he or she has a work-related problem, the employee should bring the matter to the attention of the Supervisor of the program in writing within five (5) working days. It is the responsibility of the Supervisor to investigate the grievance and to communicate a decision to the employee in writing within five (5) working days of the grievance. If the employee's problem involves the Supervisor, the employee shall be permitted to discuss the problem first with that employee's supervisor in order to avoid an awkward situation.
4. If the aggrieved employee is not satisfied with the Supervisor's decision, he or she will be encouraged to appeal in writing to the Associate Director or Director of the program within five (5) working days from the Supervisor's decision. The Supervisor will provide written documentation of the decision to the Associate Director and Director.
5. The Associate Director and/or Director will discuss the matter with the employee and the Supervisor and will make a decision concerning the grievance within five (5) working days from receipt of grievance. The Associate Director's and/or Director's decision will be noted in writing, together with the reasons for the decision.
6. If the aggrieved employee is not satisfied with the Associate Director's and/or Director's decision, he or she will be encouraged to appeal in writing to the Executive Management Committee within five (5) working days of receipt of the grievance decision. The Associate Director and/or Director will provide written documentation of the decision to the Executive Management Committee.

7. The Executive Management Committee will review the grievance, the facts as recorded, and the decisions of the Supervisor, Associate Director and/or Director within five (5) working days of receipt of the appeal. A decision will be communicated to the employee by the Executive Management Committee.
8. If the aggrieved employee is not satisfied with the decision of the Executive Management Committee, he or she is encouraged to appeal in writing to the Personnel Committee within five (5) working days from the Executive Management Committee's decision.
  - a. The employee must state the reasons he or she believes the decision of the Executive Management Committee to be unfair.
  - b. The Personnel Committee shall review the appeal with the Executive Management Committee and any other individuals necessary to assess the appropriateness of the decision. The Personnel Committee shall render its decision within thirty (30) days from the date the matter was submitted. The decision shall be promptly provided to the aggrieved employee in writing.
  - c. On filing an appeal with the Personnel Committee, the employee shall be acknowledging the right of the Personnel Committee to review the employee's personnel records.
9. A decision on a grievance will not be precedent setting nor binding on future grievances unless they are officially stated as company policy.
10. Employees who do not exercise their right to express their complaints and problems within the specified time period, waive all future rights as outlined in this Grievance Procedure and accept the decision of the organization to be final and binding.