

**SYNAPSE HOUSE
INFORMATION PACKET**

We ENGAGE, EMPOWER and EMPLOY individuals affected by brain injury and stroke.

www.synapsehouse.org

MEMBER NAME: _____

INTRODUCTION

Welcome to Synapse House! Synapse House is a nonprofit organization that provides services to individuals and families affected by brain injury and stroke through community based and virtual services.

We are pleased to serve you. This packet is to provide valuable information about our services, the organization and required rules and regulations. Please review it completely. If you have any questions, do not hesitate to ask. Synapse House does our best to ensure that all the material contained in the packet is up to date but we cannot guarantee this so please check your mail or email for notifications of any changes.

A signed acknowledgement is required within 30 days of receipt for continuation of services for our current members. Thank you!

Important Information:

Clubhouse Address: 561 N. York Rd., Elmhurst, IL 60126

Telephone: 877-932-1120

Hours of Operation: Monday through Friday, 8:00 a.m. to 4:00 p.m.

For Clubhouse: erika@synapsehouse.org

For Transportation: vera@synapsehouse.org

For Billing: deborah@synapsehouse.org

For Employment Program: rebecca@synapsehouse.org

For Community Support Services: deborah@synapsehouse.org

Executive Director: Deborah Giesler, deborah@synapsehouse.org

Please see our website for more valuable information at www.synapsehouse.org

Primary Team Mentor: _____

Email: _____

Additional Info: _____

Our Vision:

That every individual and their family, through community-based virtual or in-person programs, can have a network of support and opportunities to maximize their recovery to lead a productive and most fulfilling life.

Our Mission:

To ENGAGE, EMPOWER and EMPLOY individuals affected by brain injury and stroke.

Our Core Values:

Connections: Making connections in the brain aids recovery, making connections with people aids the journey

Adaptation: One must adapt and compensate to maximize function and reduce loss.

Work: Work is healing and promotes self-respect and human dignity.

Ability: Abilities persist and are critical to best outcomes.

Hope: Hope is always present.

Holidays:

We are closed for all major holidays. This includes New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving (and day after), Christmas Day and New Year’s Day. Please see our calendar for any additional days related to the observance of these holidays.

Emergency Closing:

Members will be contacted if we are closed due to severe weather. In the event that threatening weather occurs during the day, we will close early. It is a good rule of thumb that we will be closed if the schools are closed. Please use good judgment and stay home if threatening weather exists

IN PERSON SERVICE INFORMATION FOR COVID

COVID INFORMATION

Synapse House will abide by the direction set by the State of Illinois and the IL Dept. of Public Health with regard to service delivery and infection control measures to take. Please contact Deborah Giesler, Executive Director OR Vera Kramer, Business Development Manager for most current information regarding COVID guidelines.

1. If you have tested positive for COVID recently, are experiencing any symptoms of COVID or have been recently exposed to someone who is positive or ill in the last 14 days or have traveled to a state that is currently surging in COVID cases, please DO NOT COME. Alert your team member and seek medical help as needed. We will happily see you when you are well or have quarantined for 14 days.
2. Please follow the current guidelines as set for wearing a mask in public buildings. You may be seated at a separate desk if you do not feel comfortable dining with others or if you are not vaccinated.
3. Please wash your hands and use hand sanitizer upon entry.

Intake & Admission:

You will be contacted to complete all required forms, set your orientation and schedule. Note that prior authorization must be obtained for Workmen's Compensation insurance, BI Waiver or if you are referred by the Dept of Rehabilitation Services prior to starting the program.

For continuing members, forms must be returned within 30 (thirty) days or services will be temporarily suspended. We ask that you complete our Satisfaction Survey and any other required assessments. Please carefully review and acknowledge receipt of this updated Information Packet.

Referral Sources & Collaboration of Services:

Synapse House collaborates with a variety of hospitals, rehabilitation programs and case managers to receive and give referrals to best serve the needs of our members and their families. Synapse House can assist in members initiating service requests. Many times, we work in conjunction with the referral source to provide services while the individual participates in both programs or we may be the next step in the continuum of care. We ask that you complete a Release of Information request so that we may communicate with these providers to offer the best care in the most effective manner. Please alert Synapse House staff to any services that you participate in so that the exchange of information can be the most beneficial to your recovery. This includes but is not limited to: counseling, occupational therapy, physical therapy, speech therapy, biofeedback, vision therapy, or personal trainers.

Schedule:

The doors open at 8:00 a.m. Do not arrive prior to the doors opening. The Clubhouse program begins at 9:30 a.m. ends at 2:30 p.m. The facility closes at 4:00 p.m. As some Paratransit transportation runs a little late, we suggest setting your pick-up time for 2:30 or 3:00 pm. If you have an individual appointment, please arrive on time. If you are meeting virtually, login to your computer at least 10 minutes in advance to ensure you are ready to go.

Funding Sources & Fees:

Please inquire for the cost per day for private pay. For those who qualify for Medicaid, you may be eligible for the Home Service Program (HSP) Brain Injury Medicaid Waiver which will cover the Clubhouse under Day Habilitation. Additional funding is available for some veterans and those who were injured on the job through Worker's Compensation Insurance. Discounted fees are available so please ask. No referral is needed for private pay however for all other funders, prior authorization is required.

Entry Criteria:

- Be at least 16 years old with a diagnosis of Acquired Brain Injury. Other diagnosis may be accepted on a case by case basis.
- Be able to transfer & care for personal needs with less than 50% help or attend with a caregiver.
- Take medications without assistance of another individual.
- Be medically stable and not at risk for wandering.

- Be able to participate without behavioral issues that are a threat to one's self, others or disrupt the program for others.

Transition Criteria:

Persons served may choose to transition to other programs after or in conjunction with the Synapse House Programs. We can assist in locating additional services or partner with other providers such as your speech therapist or vocational counselor. It is your right to determine how you use our services. The door is always open and we welcome your return. Members who have a desire to work can use the real work of the Clubhouse day as a way to fine tune any residual deficits and develop necessary accommodations. We also offer Work Readiness Group that will address the soft skills needed to be successful. We can assist you in opening a case with the Dept. of Rehab Services for Employment. ***We ask that you do not open your case until you have discussed it with your Clubhouse staff mentor. The expectation with Supported Employment Program (SEP) is that you are ready for job placement and have a goal to start work in 60-90 days.***

Exit Procedures:

Upon completion of your services, we request that you notify the organization in advance of your last day to complete your final paperwork. Recommendations will be made for any follow up services. Members and families of Synapse House can continue on with our organization through meet ups, special events and Family Support Group. This helps one stay connected to our community for socializing and support.

Service Ineligibility:

Synapse House reserves the right to terminate one's membership if the criteria are not met fully or funding has no longer been authorized or received. If a new member is not eligible for services, we will inform you, your family and case manager as to the reason why as well as resources that may be a better fit.

Service Availability:

Openings for services are typically available. If there is a waiting list, only persons with completed paperwork and current authorizations will be added to the list. Person served will be accepted in the order of the list. A cap on the number of persons served per funding type may exist.

PROGRAMS

Clubhouse Program – In Person

The Clubhouse Program is based on the idea that work is healing for people. Members participate in the real work of the Clubhouse through the various Work Units - Business Unit, Culinary Unit, Flour to Empower Bakery, Community Integration (outings & volunteering) and Wellness Programs. Members choose work to meet their goals or to enhance quality of life.

We have expanded our ***Wellness Program*** to include more challenging and robust physical exercise and activities such as yoga, boot camp or balance. Please indicate on your consent form if you have

any restrictions with regard to participating and check with your physician if you have questions. It is your responsibility to alert staff if you cannot participate in a certain activity. We also offer Adjustment and Acceptance groups that help individuals work through the many changes that have occurred following an injury.

The Synapse House Therapeutic Programs are offered during the Clubhouse day, typically in the afternoon. These groups address a variety of topics including money management, emotional wellness, work readiness & food service sanitation.

Synapse House has its own bakery that bakes delicious breads, fluted cakes and cookies. The bakery is a great place to work on fine motor skills, endurance, standing balance and work skills such as customer service. The bakery orders are received online and we encourage families and members to order from us. This provides a job for a member for the day and a fundraising opportunity. Flour to Empower Bakery takes the show on the road and participates in local pop up markets. Members and families are encouraged to participate in these pop up markets as a great way to be a spokesperson for the organization and to work on skills. **COVID:** The bakery is only baking for our Sweet Success Program as most community events are cancelled.

The Clubhouse Program can be accessed both in person and virtually. We use Base Camp for the Job Board and you will receive access to this to choose your jobs and read announcements. Due to the increasing use of technology, the Clubhouse Program has increased its training on computer skills, use of email, Zoom and proper and safe use of Internet.

It is recommended that you attend at least twice (2) weekly to achieve the best outcome. It is difficult for most people to follow through consistently with goals for only once per week attendance. Members will have an Individualized service plan with goals set.

Employment Program – In Person & Virtually

Employment is more than just looking for a job. Following an injury, many individuals need to have a complete assessment of skills and how this will relate to returning to a prior career or if a new career path needs to be identified. Barriers will need to be assessed and addressed such as transportation or accommodations. Employment Development Services can include these assessments as well as safety, conflict management, customer service, benefits, time management, money management, job seeking skills, personal hygiene, and attendance.

It is expected that participants work independently at home as determined by their service plan under the direction of the Employment Coordinator. For most, this is actively searching for jobs and have these leads prepared to communicate to the Employment Coordinator. Having an appropriate email address, updated resume and being able to generate professional emails is an important part and will be addressed prior to job searching. Participants should come to appointments on time to practice time management and with proper clothing and be well groomed. This includes showering daily, shaving and have hair clean and styled.

It is highly recommended that individuals attend the Clubhouse Program in conjunction with Employment Program to be assessed within a work environment, to practice skills in a real-life setting and address any barriers such as transportation.

Community Support Services – In Person

Synapse House assists with life skills as it relates to the home and community through our Community Support Specialists. Goals may be set in junction with a case management agency. Goals could include home management, return to school or work, community involvement and building social capital. This service is funded for wounded veterans. We can assist in making a referral to the Independence Program for WWP if you are a wounded veteran and would like to participate. Virtual sessions and Virtual Groups are currently not approved at this time but may be should circumstances require. Synapse House staff will confirm with the case manager.

Therapeutic Programs – In Person & Virtual

Synapse House offers a variety of Therapy Programs that are offered both in person and virtually. Members can access these groups via Zoom links that are sent out weekly. Members have the option of choosing any of the offered groups. No registration is required unless it is a closed group. Closed groups are limited due to the content and typically are progressive in nature.

Family Program – Virtually Only at this time

Synapse House offers a Virtual Family Group that is held on the 2nd Saturday of the month at 10:30 a.m. We also offer a Virtual Family Book Club on the 3rd or 4th Thursday of the month at 7:00 p.m. **COVID:** At this time, Family Meet-Ups are on hold until we can meet safely in larger groups. Family Meet Ups are open to the whole family including children. It is for families to meet other families in an enjoyable setting to share, support and have some fun.

Leadership Roles & Advocacy:

We encourage participation in activities that involve our community through planned outings and our events. We also encourage persons served and families to get to know each other and socialize outside of the organization. Isolation, depression and feeling overwhelmed commonly occur after an injury. Our events are excellent opportunities for people to get to know each other!

We encourage everyone to advocate for the needs of persons with brain injury and stroke by spreading the word about what services are needed and how Synapse House can help.

Each year, the membership of the Clubhouse will elect 1-2 members to our Board of Directors. This is a one-year position and requires individuals to attend the Board meetings, be present at outside events and act as a liaison to communicate on behalf of the members.

Benefits Education and Assistance:

Understanding and obtaining benefits is critical to many of our members financial and medical wellbeing. Given the shortened length of stay in most rehabilitation settings, social workers may not

be able to fully assist members in applying for eligible benefits. We STRONGLY encourage you to speak to our staff to be able to choose and apply correctly.

Public Entitlements for Synapse House Members and For Employment Program Participants

For members interested in returning to work OR who have needs or questions related to benefits, a thorough explanation of the impact of earned income on public entitlements will be offered. For Clubhouse Members, we offer a one-hour free consultation. Additional assistance is billed by the hour. Please inquire if you need this type of assistance.

Work incentives for SSDI and SSI will be explained and members will learn about SGA, IRWE, Subsidy, PASS, Expedited Reinstatement, Extended Period of Eligibility and all aspects of extending and maximizing benefits while trying out a return to work. Below is a list of acronyms and their meanings. We will also cover HBWD, Health Benefits for Workers with Disabilities, which is a program for Medicaid recipients to buy into Medicaid coverage through the payment of a monthly premium. They will learn that this is a far more economical option than paying Medicaid Spend Down. There will be information presented on how SNAP benefits are decreased when earned income is introduced. We will explain the opportunity for disallowing earned income during the first two years of returning to work for Section 8 subsidy [housing] recipients. Both HUD workers and service providers frequently have inadequate understanding of this very significant work incentive. It is essential that service providers who offer assistance in returning to work are able to give relevant, current and accurate education on how earned income will change benefits for Social Security Disability Insurance and Supplemental Security Income, Medicaid, Section 8 and SNAP recipients. With careful planning and a benefits analysis that can be performed by WIPA staff, members can proceed with clear and comprehensive understanding. We will also assist members with learning about subsidized public transportation and how to qualify for reduced fare cards.

List of Acronyms of Benefits Programs

- HUD Housing and Urban Development, the program that administers Section 8 subsidies
- SGA Substantial Gainful Activity for SSDI
- EID Earned Income Disregard for Section 8 recipients in their first and second year of employment
- EPE Extended Period of Eligibility for Medicare and reinstatement of SSDI benefits
- SNAP Supplemental Nutrition Assistance Program
- WIPA Work Incentives Planning & Assistance, includes a comprehensive benefits analysis
- UWA Unsuccessful Work Attempts
- AWIC Area Work Incentives Coordinator, a specialist who completes an analysis of benefits and how earned income will affect you
- PABSS Protection and Advocacy for Beneficiaries of Social Security
- EIE Earned Income Exclusion for SSI recipients
- PASS Plan for Achieving Self Support
- IRWE Impairment Related Work Expenses

The above is a list of programs and work incentives that represent some, not all of the programs that are available for controlling and planning for the effect that earned income will have on a member's benefits. Depending on the combination of benefits a member receives, an analysis will be done by an AWIC to help them plan accordingly.

Service Capacity:

Services are based on YOUR individual goals. Give the program time as it is not like traditional therapy. Please be aware that many of our programs provide real opportunities, access to the community and at times, this may be associated with a small risk.

Service Delivery:

Clubhouse Program: The Clubhouse Program primarily operates within our facility with outside outings monthly.

Employment Program: For those participating in the Employment Program, you will be spending time in the Clubhouse, volunteer sites and the community to determine work readiness, address barriers and to provide opportunities for situational assessment.

Community Support Services: These services are provided within the home and community.

Virtual Programs: This is offered through HIPAA compliant Zoom.

Special Needs:

The organization recognizes that those with criminal histories may require additional coordination or screening for services. Note that any person with a history of sexual offenses may not be eligible. All information will be kept confidential and utilized to provide the best plan of care.

Service Duration:

Our programs are available for both short term rehabilitation or long-term day care. The door is always open to return. Employment services are measured in 8-week intervals and may continue for up to five cycles to ensure that you have received adequate support on the job. For those participants of the Dept of Rehabilitation Services, you, your case manager and the Synapse House staff will have regular staffing to discuss your case and length of services required.

Expected Results:

Clubhouse Program: One's outcome is based on the goals that are set by you as the individual. Goal areas may include work skills, social skills, language, daily activities (i.e. cooking), use of computers, time management, money management, quality of life, or increased activity. Goals can be modified at any time.

Employment Program: The outcome for the Employment Program, for most, will be paid competitive work. For others, a rewarding volunteer position may be a good goal. Synapse House will assist with job retention, job coaching and any other service deemed necessary to ensure the highest chance of

success. If the placement does not succeed, Synapse House will assist with, as able, to remedy any issues or will assist in locating resources that can address needs.

Communications:

The Clubhouse Program holds a meeting each day to review the work of the day and any announcements. This information is posted in the Clubhouse and on Base Camp. Regular meetings are held with each member to review goals, progress and make any revisions to the plan. We will send emails, calendars and newsletters to our members on upcoming activities and announcements. Please make sure we have your correct contact information and that you have a working email address. Members and families may wish to connect with each other on social media and we ask that you “Like” our Synapse House Facebook page. Associates may choose how much outside interaction they would like to engage in with other associates, members or families and as an organization, we respect their right to privacy. If someone on staff would like to keep their private life more private, please respect that.

Qualifications:

The qualifications of our associates vary to best meet the job description. All associates receive initial and ongoing training on the services offered, best practices, positive intervention, advocacy, policies, regulations and acquired brain injury and related impairments. Synapse House will also maintain appropriate business licenses and adhere to the standards set forth for food service sanitation as determined by DuPage County and the State of Illinois.

Alternate Service Options:

Despite offering a variety of services, we may not be able to meet all of your needs. We can assist in locating services for you. Synapse House has Resource Binders that contain brochures from several local providers. Please feel free to view these Resources.

Individualized Service Plans:

Everyone at Synapse House has Individualized Service Plans that direct what you want to accomplish and the action plan to do so. These plans are based on each person’s needs, their strengths, and desires. The goals must be specific, measurable and should be able to be met within a 1-3-month period. The goals are reviewed regularly and as needed with progress reports generated. Your families, agencies, or case managers may have input into your plan and require participation in staffings.

Outcomes & Satisfaction:

Just as every person has goals, the organization sets goals each year to measure satisfaction, business performance and service delivery. These goals are set with input from all of our stakeholders including persons served, their families, case managers, donors, and our Board. We value your input and want to provide the best services possible while maintaining a strong and efficient business. Please alert a Director as issues arise or if you have comments or suggestions.

Transportation:

Transportation is a critical component in returning back to work and to being more independent. Staff

will assist in you in obtaining your Pace Paratransit card and this process should be started immediately as it can take several weeks. We can also assist in providing information about driver's evaluation programs.

During the course of your participation, you may be riding in one of our vans. The rules of the van are as follows:

- No food or drinks may be consumed in the van
- Be ready to go at your pickup time and location
- Seatbelts must be worn at all times
- Distractions to the driver must be minimalized. Do not call or text them while they are driving.
- Cannot be dropped off at any alternate locations
- Call 877-932-1120 by 7:00 a.m. to cancel your ride or earlier to leave a message

RIGHTS & RESPONSIBILITIES

The work that we do is based on a process of working together as a team. Both the organization and those we serve have rights and responsibilities to ensure that this process is successful and respectful. It should be understood by both the person served and the organization that this is a partnership. The goal of the organization is to provide services to those in need but no one has a right to receive such services nor can the organization sustain itself and provide services without assistance from all those in our care.

RIGHTS

As a person receiving services through Synapse House, you have:

- The Right to be treated with respect and without discrimination, abuse, neglect, exploitation, or humiliation.
- The Right to receive care in a nurturing and positive environment.
- The Right to have access to your records.
- The Right to privacy and confidentiality of your records and personal information and to whom it will be released.
- The Right to make a choice in services provided to you and the team providing such services. You have the right to make a choice to receive concurrent services.
- The Right to informed consent in which you will be given a clear explanation on the services provided, their risks, benefits and any participation in research studies.
- The Right to make decisions about your goals, your participation and to refuse a service and if needed, assistance by a guardian or advocate.
- The Right to access or receive a referral to legal entities for appropriate representation, self-help support services or advocacy services.
- The Right to express any concerns without fear of retaliation and to receive a prompt investigation and resolution of any alleged infringement of rights.
- The Right to receive quality individualized intervention that makes effective and ethical use of the fees paid for services.

RESPONSIBILITIES

As a person receiving services through Synapse House, you have:

- The Responsibility to provide accurate and current information needed to provide appropriate care and services.
- The Responsibility to inform the organization of any changes or concerns related to medical conditions, rehabilitative needs, financial or funding status and contact information.
- The Responsibility to actively participate in a positive, respectful way to meet your goals and support the efforts of all others including the organization.
- The Responsibility to accept financial obligations for services rendered and to provide payment in a timely manner.
- The Responsibility to observe the organization's policies and procedures including reporting of any wrong doing.

It should be understood by both the person served and the organization that this is a partnership. The goal of the organization is to provide services to those in need but no one has a right to receive such services nor can the organization sustain itself and provide services without assistance from all those in our care.

RULES

Conduct:

We expect everyone to conduct themselves in a professional business-like manner especially at this stage of recovery. While we recognize the behavioral issues can occur with some brain injuries, we must maintain an environment that is safe and can allow for learning to occur. Violations of policies or behavioral issues can result in temporary suspension or discontinuation of services. We may request that counseling or behavioral contracts are an intervention prior to return. It should be known that in serious violations such as fighting, weapons, illegal drugs, stealing or abuse, the police will be contacted. Synapse House is a **weapon free zone!** No guns or weapons may be brought into the facility for the safety of all those we serve.

Unacceptable actions include but are not limited to:

- Fighting, hitting or pushing
- Bringing in any type of weapon
- Any discriminating or insensitive comments on race, gender, religion, sexual orientation
- Harassment of any kind, including criticizing or making fun of another person
- Reporting confidential information about any person or even the organization
- Touching someone without permission, hitting on someone or making sexual advances
- Displays of public affection
- Stealing from any person or the organization
- Destruction of property
- Consumption of alcoholic beverages on outings or in the facility
- Being under the influence of drugs
- Refusing to comply with safety rules, policies or procedures

- Any other behavior that disrupts the program or potentially harms people

Consequences include but are not limited to; contacting local authorities, suspension and/or termination, request for psychological / behavioral consultations or reimbursement for stolen or damaged goods.

Synapse House takes a zero tolerance policy to any weapon or illegal substances at our facilities. Police will be notified, no exceptions.

We want to make this a pleasant and productive environment for all. We will work together to address any potential issues but cooperation by all parties is required. If someone is discharged from a program, they may return once they can function within the criteria. An appeal process is available for disputes.

Dress Code:

Please dress appropriately for a work atmosphere. Clean hair, body, teeth and clothes are expected on a daily basis. Clothing should be modest and professional. Please wear nonslip shoes and short sleeve shirts, pants or knee length shorts if you plan to be working in the Culinary Unit or Bakery. Members will be asked to wear an apron, gloves, hair net and beard net (if applicable). Long hair should be tightly secured. Sleeveless shirts are NOT permitted in the bakery or kitchen. For those who will be participating in fitness or exercise in the Wellness Program, please wear appropriate attire and gym shoes. NO OUTDOOR HATS can be worn in the bakery or kitchen.

Personal Belongings:

Do not bring large amounts of money or any expensive personal items. We are not liable for any lost or stolen items. ***We request that you label lunches, bags, jackets, tablets and other items to prevent loss.***

Smoking:

Smoking is not permitted in any facility or on any job placement. A smoking schedule is posted. We ask that smokers try their best to minimize the number of breaks required as it disrupts the program and limits the time that is spent in productive activity and well frankly, it is not good for your health! Smokers must follow the rules set by the landlord and city and state ordinances. No smoking will ever be allowed at the front door. Please place all cigarette butts in the appropriate can. We ask that you do not pick up any used butts, share cigarettes or ask others for cigarettes.

Cell Phones:

Personal cell phones should be silenced or turned off. Texting, checking email and personal phone calls can be made on the lunch break unless urgent. If you use your phone for an alarm or memory device, please do so. If you have difficulty putting down your phone, we recommend you leave it at your home so that you can focus on your goals. Communication with our associates should occur through the Synapse House telephone or via email. If you need to have an associate's personal number, please do not contact them during their time off or share it without permission.

Lunch:

A refrigerator and microwave are available. Please label lunch bags and beverages.

No beverage or food item can be next to open computers. Any special dietary issues such as diabetes, religious restrictions or food allergies should be reported to the Director. The Culinary Unit provides a daily lunch prepared by the members as part of life skills training. The menus can be found on the calendar. If you would like to have our lunch, we ask for a \$3 donation. We can easily add the meals to your end of month bill to eliminate need to bring cash. Please let our staff know if you would like to do this.

Involvement:

Social Media: Follow and “like” us on Facebook, LinkedIn and Twitter. Social media involvement helps those in need find us as well as increasing our involvement in fundraising efforts. Synapse House is a community and we highly encourage everyone to actively engage. Choose Synapse House as your charity of choice on Amazon Smile for a % of your purchase to be donated to us!

CONFIDENTIALITY

Synapse House maintains confidentiality of all personal information, medical history, and records of all persons served, all associates, our donors and the organization. At no time can information be shared with those that do not need to know or without proper consent. Confidential information is protected by Federal Law and extensive fines and legal action can result in noncompliance.

Members may view their own personal chart upon request only in a designated area. You cannot remove your personal chart or any documents in it. If you wish copies or need to have documents sent to another provider, please fill out the Request Form and we will assist you.

For those who are funded through Worker’s Compensation Insurance or governmental funding, your reports must be shared with any relevant provider as a condition of the receipt of funding.

GRIEVANCE POLICY

Synapse House has a formal Grievance Policy that can be used to handle any complaints. Grievance forms are posted and readily available. If assistance is needed in completing the form, please ask. We encourage any issues be brought to our attention immediately to provide quality services.

Conflict of Interest:

Any conflict of interest in a person’s participation will be disclosed at the time of admission.

EMERGENCY PROCEDURES

If someone is hurt, an associate will immediately assess the situation and contact 911 as needed. An Emergency Information Sheet is completed by each member in advance and a copy given to the paramedics. We cannot administer medications. Routine emergency drills are performed.

OUR ORGANIZATION

- Is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF)
- An active member of the International Brain Injury Clubhouse Alliance (IBICA)
- Complies and promotes the Clubhouse Standards set by IBICA
- A service provider for the Home Service Program (HSP) Brain Injury Waiver
- A service provider for the Dept. of Rehabilitation Services (DRS) for Supported Employment and Job Coaching
- Is licensed by the DuPage County Public Health as a Food Service Establishment
- Is staffed by an amazing team of individuals with many years of experience in the areas of neurological rehabilitation and employment services. Our team includes licensed occupational therapists, speech pathologists and an exercise physiologist / personal trainer.

Our goals for the organization are available for review and determined by input by all stakeholders including the families, members, Board of Directors, associates, donors and referral sources.

We thank you for the opportunity to serve you! If you have any questions or feedback, please do not hesitate to contact our Director, Deborah Giesler, at deborah@synapsehouse.org.

