***Synapse House***

***Information Packet – 2025 Edition***

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

[www.synapsehouse.org](http://www.synapsehouse.org)

**MEMBER NAME:**

**PRIMARY TEAM MENTOR:**

**EMAIL:**

**INTRODUCTION**

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 provides valuable information about our services, the organization and required rules and regulations. Please refer to the Consent Form to acknowledge receipt of this packet. Thank you!

***Address & Phone Number***

Address: 3130 Finley Rd., Suite 520, Downers Grove, IL 60515

Telephone: 877-932-1120

## Hours

* Hours of Operation: Monday through Friday, 8:00 a.m. to 4:00 p.m.
* Clubhouse Day Program: Starts at 9:00 a.m. to 2:30 p.m.

## Holidays

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

## Emergency Closing

* Look for an email, text or call if we are closed due to severe weather which is typically when the schools are closed too.
* If threatening weather occurs during the day, we will close early.

For Admission Information: [admissions@synapsehouse.org](mailto:admissions@synapsehouse.org)

Clubhouse: [erika@synapsehouse.org](mailto:erika@synapsehouse.org)

For Transportation: [lashelle@synapsehouse.org](mailto:lashelle@synapsehouse.org)

For Billing & Other Matters: Deborah Giesler, [deborah@synapsehouse.org](mailto:deborah@synapsehouse.org)

Please see our website for more valuable information at [www.synapsehouse.org](http://www.synapsehouse.org)

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# **GENERAL INFORMATION**

## Vision, Mission & Values

***Our Vision:***

That every individual with a brain injury or stroke and their family, 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:** Connections in the brain and with others are critical for recovery

**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 are always present and aid in recovery

**Hope:** Hope is always present.

## Emergency Procedures

* If you are hurt, a staff person will immediately assess the situation and contact 911 as needed.
* You must keep your Emergency Information up to date. A copy will be given to paramedics.
* We cannot administer medications.
* Routine emergency drills are performed.

## Frequency of Services

* Dependent on the funding source.
* To achieve the best results, it is recommended to attend 2-3 times per week.
* The schedule is flexible to accommodate your needs to meet your own goals and situation.
* You can attend while receiving other rehabilitation services.

## Funding Sources & Payments

* Private pay. Discounted fees may be available.
* Authorization is required for:
  + Worker’s Compensation
  + Brain Injury Medicaid Waiver (DHS Home & Community Based Waivers, Long Term Support)
  + Department of Rehabilitation Services (DRS) for Vocational Services
  + Community Support Services for Veterans (CSS)
* *Both the Waiver & DRS Vocational Services take up to 90 days to open a case.*
* *Current funding for Community Support Services NeuroCommunity Care OR Neuro-Rehab Management is only available to post 9/11 veterans.*
* Billing and accounting are completed only monthly. Please allow us extra time to process payments.
* Invoices can be emailed or mailed.
* Payment is accepted through the invoice payment, authorization for auto pay or by check.

# **PROGRAM INFORMATION**

# **Clubhouse Program of Synapse House**

* Based on the idea that **WORK IS HEALING.**
* You will participate in the real work of the Clubhouse through the various Work Units –
  + Business Unit – using the computer, writing stories, practice emails, articles, research and presentations, organizational tasks.
  + Culinary Unit – prepare lunch daily, learn food service sanitation, work on endurance.
  + Community Integration – Monthly outings to volunteer, dine out or recreational.
  + Therapeutic Groups & Wellness Programs - Meditation, coping skills, cognition, diversity, advocacy, human rights.
  + KNZ Neuro-Fitness Gym – Exercise incentive programs and exercise groups in person and virtual that are Advanced OR Seated. Personal training & circuits are available. See our website calendar to sign up. These are additional charges and not covered by the Brain Injury Medicaid Waiver or Employment Program.
* Choose work to meet personal goals or to enhance quality of life.
* The Work of the Day is completed typically in the morning.
* The afternoon is primarily groups for exercise and other therapeutic activities.
* Write your restrictions for exercising on the consent form. Check with your physician.
* It is your responsibility to alert staff if you cannot participate in a certain activity.

**EXPECTED RESULTS OF THE CLUBHOUSE PROGRAM**

* Your outcome is based on the goals that you set.
* There are no limits to challenging work opportunities.
* Goal areas can include:
  + Improve communication, speech, & writing.
  + Continue your rehabilitation goals.
  + Improve daily living skills like cooking or using transportation.
  + Work on time management, speed of thinking and being able to be productive.
  + Work on the quality of your work to be able to locate and correct errors.
  + Enhance quality of life through volunteering & social connections.
  + Improve physical endurance, balance, cardio or using your hands better.
  + Practice skills needed to go back to work or be in the community.
  + Provide and receive support to help with the journey.
  + Create a new network of support & friendships.
  + Research has indicated that cognition and mood may show signs of improvement following exercise + fall prevention.
  + Transition from being a patient to what your new life looks like.
* Goals can be modified at any time.

# **Transportation Services of Synapse House**

* Transportation is a critical component to being more independent and to getting to work.
* We urge you to apply for your Pace Paratransit card as soon as possible.
* Information is available about drivers’ evaluation programs.
* For the Synapse House transportation
  + No food or drinks may be consumed in the van.
  + Be ready to go at least 15 minutes prior to your pickup time and location.
  + Allow a window for 20 minutes for traffic.
  + Seatbelts must always be worn.
  + Minimize distractions to the driver.
  + 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. or earlier + leave a message to cancel your ride.**
* **Three (3) no shows will result in transportation being discontinued.**

# **KNZ Neuro-Fitness Program of Synapse House**

* This program is designed to specifically provide an atmosphere that is accepting, safe and knowledgeable about the needs of persons with neurological deficits as it applies to fitness.
* Classes offered in person and virtually.
* Advanced and Seated Classes are provided.
* Classes include:
  + HIIT (High Intensity Interval Training)- which increases oxygen consumption, trains coordination, improves mood, increases strength, power, balance, and endurance.
  + Yoga- which trains strength, muscular endurance, increases proprioception, increases flexibility, balance, includes vestibular training, eases back pain, improves stress management, improves sleep, increases focus and concentration, improves breathing, increases heart health, and eases arthritis symptoms.
  + Kickboxing – which increases cardiovascular endurance, decreases stress, tones upper and lower body, increases hand-eye coordination, increases proprioception, increases scanning abilities, trains balance, increases body weight strength, and endurance.
  + Strength training- increases muscle tone, increases strength, improves flexibility, increases muscular endurance, improves concentration, improves focus, increases balance and improves body composition.
  + Cardio Dance- improves mood, increases coordination, increases proprioception, increases bone density, improves cardiovascular endurance, boosts memory, increases flexibility and strength.
* Group classes promote social interaction, friendship and motivation while building stronger bodies & minds and all exercises can be modified to increase or decrease the level of intensity with individualized goals to maintain or improve skills, overall health or to build endurance to return to work.
* Members can work out individually using equipment such as the NuStep.
* Exercise challenges are included to increase engagement and endurance both individually and/or to work together as a team.
* In-person classes are included in the daily fee for the Clubhouse Day Program.
* You do not need to attend the Clubhouse Day Program or receive Employment Services to be able to participate.
* Personal training sessions are also available.

**EXPECTED RESULTS OF THE KNZ NEURO-FITNESS PROGRAM**

* Your outcome is based on the goals that you set.
* There are no limits to challenging exercise opportunities.
* Goal areas can include:
  + Improve and/or maintain endurance, flexibility, mobility, balance, and strength.
  + Continue to address your rehabilitation goals.
  + Improved cognitive functioning, and memory due to Brain-derived Neurotrophic Factor (Brain-derived neurotrophic factor (BDNF) plays an important role in neuronal survival and growth, serves as a neurotransmitter modulator, and participates in neuronal plasticity, which is essential for learning and memory.) is a well-known benefit to exercise.
  + Enhance quality of life through social connections.

# **Community Support Services of Synapse House**

* This program focuses on moving towards independence in the home and community, building social capital, volunteerism, and engaging in physical and recreational activities.
* This program is currently for veterans who have sustained some type of acquired brain injury.
* Goals are set in junction with the case management agency, NeuroCommunity Care or Neuro-Rehab Management.
* Authorization determines the number of hours per month for services.
* Virtual sessions are approved in limited number.
* A referral to the Independence Program for Wounded Warrior Project can be made if you are a wounded veteran and would like to participate.

**EXPECTED RESULTS**

* The outcome for this program is to primarily increase independence and build social capital.
* The service plans are individualized to each warrior and the outcomes about these personalized goals will vary.

# **Family & Caregiver Services of Synapse House**

* Virtual Book Club is scheduled for the 3rd or 4th Thursday of the month at 6:30 p.m.
* Family Meet-Ups are scheduled two- three times a year.
* Please see the website for details.

**EXPECTED RESULTS**

* To expand your network of support, reduce feelings of isolation, improve knowledge related to care
* To provide an event for not only spouses but children to have to enjoy time together with others in a similar situation.

# **Employment Program of Synapse House**

* Employment is more than just looking for a job.
* Assess current skills and deficits to determine how this affects your career path.
* Discuss your return-to-work goals with the team and your family.
* Everyone must know what is expected of them and agree.
* Review benefits to understand earned income amounts.
* Employment Development Services (known as Work Readiness) can include these assessments as well as safety, conflict management, customer service, benefits, time management, money management, job seeking skills, personal hygiene, and attendance.

**WORK READINESS PARTICIPANTS – PREPARE TO RETURN, NOT JOB SEEKING YET**

***NO OPEN CASE with the Dept. of Rehabilitation Services (DRS).***

* Attend the Clubhouse Program at least 2 times per week.
* Be active and engaged in activities at **least 4 hours per day or it will be hard to maintain a job.**
* **Attend the exercise groups and work out in the gym for endurance.**
* Set goals to address barriers to employment. This may be endurance, transportation, working on a memory system, bettering computer skills, fine tuning cognitive skills, or communication.
* Attend Work Readiness Program and the Return-to-Work Program sessions.
* Show up on time in professional clothes and practice your job skills.

**SUPPORTED EMPLOYMENT OR MILESTONE - READY TO JOB SEEK**

***ACTIVE CASE with Dept. of Rehabilitation Services (DRS), authorization received by Synapse House.***

* Complete an Employment Assessment.
* Meet with your case manager and the Employment Coordinator for the initial staffing.
* Be ready to apply for jobs and have some identified already.
* **Participate 2 times per week in person or virtually until you are placed in a job.**
* **Send at least 5 leads** to the Employment Coordinator weekly.
* Work out in person or virtually to maintain **stamina for at least 4-6 hours of work**. **FREE!**
* **Participate in staffings every 8 weeks. MANDATORY! Even if you are not yet employed.**
* Continue to attend the Clubhouse Program to maintain skills & endurance.
* Show up on time, be professionally dressed and practice work skills. Please be shaved, haircut and styled, nails trimmed, and a set of clothes for interviewing ready to go at any time!

**SUPPORTED EMPLOYMENT OR MILESTONE - EMPLOYED**

* **Immediately inform us of the offer of a job.**
* Give the start date, rate of pay, hours per week, the manager’s name and contact information.
* **Complete and sign the Job Placement Report.**
* **Participate in the Job Placement staffing (Within 5-7 days of your start date).**
* Ensure you have what is needed. This includes clothes, shoes, perhaps outdoor wear, and transportation ready to go. If you need anything, work with your Employment Coordinator to obtain these items. A Voucher may be available.
* Meet with staff and your employer to address any work accommodations, orientation process and if any job coaching is needed.
* The Employment Coordinator will complete 1-3 job site visits.
* Communicate with your Employment Coordinator weekly for job updates.
* ***Continue the 8-week staffings. YOU MUST ATTEND even if the job is going well.***
* **Immediately notify us on any issues on the job, a change in the job, or you lose the job.**

**EXPECTED RESULTS OF THE EMPLOYMENT PROGRAM**

* Agreed upon career path and defined expectations of requirements to return to work
* Paid competitive work in an integrated setting.
* Improvement in work readiness skills like time management, and quality & quantity of work.
* Updated resume.
* Improvement in skills to interview, job search & advocate.
* Analysis of benefits for earned income.
* Individualized plan for support for job retention such as job coaching or aid in accommodations.
* If the placement is not successful, we will assist, to remedy any issues or locate resources.

## Benefits Education and Assistance

Understanding and obtaining benefits is critical. Prior to returning to work, a thorough explanation of the impact of earned income on public entitlements will be offered.

**Public Entitlements for Synapse House Members and For Employment Program Participants**

* Work incentives for SSDI and SSI
* SGA, IRWE, Subsidy, PASS, Expedited Reinstatement, Extended Period of Eligibility
* 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 and far more economical option than paying Medicaid Spend Down.
* SNAP benefits are decreased when earned income is introduced.
* For Section 8 subsidy (housing) recipients, you can disallow earned income during the first two years of returning to work. Both HUD workers frequently misunderstand this work incentive.
* Pace Paratransit or similar programs and how to qualify for reduced fare cards.

***List of Acronyms of Benefits Programs***

* HUD Housing & Urban Development, administers Section 8 subsidies,
* SGA Substantial Gainful Activity for SSDI
* EID Earned Income Disregard for Section 8 recipients in first & 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.
* 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

# **RULES & GUIDELINES FOR BEST PRACTICE**

**DRESS CODE**

* Dress should be modest and appropriate for the gym OR for the job setting.
* Clean hair, body, teeth and clothes are expected on a daily basis.
* **Shoes should be gym shoes, nonslip and with NO OPEN TOE SHOES**
* **Shirts must have sleeves to be in the Culinary Unit.**
* Members will be asked to wear an apron, gloves, hair net and beard net (if applicable).
* Long hair should be tightly secured.

**BELONGINGS**

* Leave large amounts of money or expensive personal items at home.
* We are not liable for any lost or stolen items.
* ***Label lunches, bags, jackets, water bottles tablets and to prevent loss***.  **EVERYONE HAS A BLACK JACKET. Please label yours to stand out.**
* Locker room for items to store during the day.
* Use your phone only when needed, such as setting alarms.
* Refrain from checking your phone or making personal calls during work time, especially during meetings.
* If you need to have a staff person’s personal number, please do not contact them during their time off or share it without permission.
* Keep food & beverages away from the Business Areas, computers and do not consume in any of the vehicles.
* **NO WEAPONS ARE PERMITTED**
* **NO ILLEGAL DRUGS, MARIJUANA OR ALCOHOL is allowed in the facility or to be utilized/consumed during community outings.**
* **Bring only those medications that are prescribed to you by your doctor that must be taken during the time at the program. Staff will not administer these. If possible, make arrangements to take medications at home.**

**CONDUCT**

* Be kind, patient, respectful and conduct yourself in a professional business-like manner.
* Help support others in their journey by providing encouragement and a positive space to work.
* Utilize the Serenity Room as needed if you are frustrated or need a break from the noise.
* No fighting, hitting, yelling or pushing is ever allowed
* Do not make any discriminating or insensitive comments on race, gender, religion, sexual orientation.
* Do engage in any type of Harassment, including criticizing or making fun of another person
* Maintain confidential information about any person and the business of the organization
* Touching someone without permission, hitting on someone or making sexual advances
* Displays of public affection
* Stealing or destroying property from any person or the organization is not allowed.
* Come to the program well rested and not under the influence of any substances that can impair your ability to participate.
* Violations of policies or behavioral issues will 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.**
* **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.**

**FOOD, BEVERAGES & BREAKS**

* Lunch is at 12:00 p.m., however you may access snacks & beverages as needed in the Dining Room only.
* Microwave & refrigerator are available for use. **LABEL YOUR ITEMS**
* A prepared lunch is available for the requested $4.
* Smoking is allowed at the back entrance only.
* Do not share cigarettes.
* Dispose of all cigarette butts responsibly in the provided receptacle.
* Minimize cigarette breaks or go as a group to minimize disruption.
* **Alert the staff and include it on your Emergency Information Form of any medical concerns, food allergies or swallowing difficulties. Please provide thickened liquids if needed.**
* The food that is prepared by Synapse House is of an Easy to Chew diet.

# **NEW MEMBER & SERVICE PROVISION INFORMATION**

## Referral Sources & Collaboration

* We collaborate with a variety of hospitals and case managers to provide care.
* The last set of therapy notes, discharge summaries or neuropsychological evaluations are helpful to coordinate an easy transition to our services.
* Goals from therapy providers can be incorporated into your plan of care at Synapse House.
* Release of Information form may be needed.
* Those providers that collaborate with care and other visitors are welcome to meet with you at the facility. This is a convenient way to complete staffings.
* We can also provide a private meeting space and access to a computer should you need to have a virtual meeting.
* We do ask that any visitors to the facility abide by the current guidelines with respect to the pandemic including masks or social distancing.
* All individuals must adhere to the guidelines from the Department of Public Health about infection control and remain at home following any potential exposures or symptoms of illness.
* ***It is very important to alert the staff if you are receiving other services such as counseling, occupational, physical, or speech therapy, biofeedback, vision therapy, or personal trainers.***
* ***Please alert staff to any medication changes so that we may be aware.***

## Services Provided, Delivery & Qualifications

* Program services are provided by the staff of Synapse House within the facility, in the community or at a supported job placement site.
* Exercise groups and the Family Caregiver Book Club are provided virtually.
* Additional program services and staffings may be provided virtually as needed.
* Special groups may be provided by an outside vendor or volunteer.
* Services may also be provided by students through contracted university practicums.
* 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.
* Our staff includes Occupational Therapists and Speech Language Pathologists.

## Service Capacity & Duration

* **Services and goals are based on YOU as an individual person.**
* **Family input is highly valued in the plan of care and goals are set to help your family too.**
* 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.
* The Clubhouse Program, KNZ Neuro-Fitness Gym & Community Support Services do not have a set duration unless determined by the funder.

**Service Capacity - FOR THE EMPLOYMENT PROGRAM**

* Milestone clients – services will be provided up to 90 days following job placement.
* Supported Employment clients (SEP) – services will be provided up to 10 months following job placement.

## Service Availability

* No wait list at this time.
* All members MUST have completed up to date forms. Annual paperwork is due by the 15th of February for current members.
* Current and up to date authorization (if applicable)

## Entry Criteria & Special Needs

* Have some type of acquired brain injury. Exceptions such as developmental disabilities or mental health disorders are made for those that may still benefit and can be served well from the program.
* Take medications independently or prior to program time.
* Require no more than moderate assistance (50%) with help from one person for transfers.
* Be 16 years or older.
* Be able to stay within the facility until the program ends or your ride arrives.
* Be able to stay with the group when in the community.
* Be able to participate without being a threat to oneself, others or disrupting the program for others.
* Be able to follow the rules of the program to maximize your recovery and that of others.

**Entry Criteria - FOR THE EMPLOYMENT PROGRAM**

* Express a desire to work with both the member and family.
* Demonstrate a readiness to work and to address any barriers to return to work including participating in exercise to have the necessary endurance. Access to the KNZ Gym and the exercise groups is offered free of charge to those in our Employment Program.
* Successfully complete the Work Readiness Program (8 sessions) if deemed necessary.
* Successfully complete the Return-to-Work Program (8 sessions) if deemed necessary.
* Complete the American Stroke Association Return to Work Checklist without any scores of a 1.
* Complete an Employment Assessment and score appropriately on the Work-ability Support Scale Score.
* Be ready to apply OR have an open case with the Dept. of Rehabilitation Vocational Services.
* **Please do NOT open a DRS case until you have been assessed for readiness.**
* 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.

## Transition Criteria

* 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.

## Service Ineligibility & Alternate Service Options

* We reserve the right to terminate one's membership if the criteria are not met fully or funding has no longer been authorized or received.
* If you are not a good fit for our services, we will inform you, your family and case manager as to the reason why and provide resources that can best help. We can follow up with you in 6-12 months’ time to reassess and discuss further.
* Sometimes the services are no longer a good fit due to changes in one’s medical condition. We hope to aid in maintaining skills but if that is not the case, we will try to help in the transition to new services to obtain the support needed for all.

**Service Ineligibility - FOR THE EMPLOYMENT PROGRAM**

* You can participate in the Work Readiness Program (8 session program) for up to two consecutive times.
* If you are not ready to apply for work at that time, we will work together to develop the specific goals needed to be ready. These goals will be addressed in the Clubhouse Program. Once these are achieved, you will be re-evaluated.
* ***The Dept. of Rehabilitation Services (DRS) will discontinue funding after 3 failed job placements***.
* ***Refusal of 3 offers to accept employment will result in discontinuation of the Employment Program***. A reassessment of the willingness to work, the emotional readiness and the scope of the job searches will needed to be reviewed prior to continuing in the program.
* This is why we ask that members are as ready as possible prior to opening a DRS case.
* A doctor’s approval may be needed to return to work.

**Service Ineligibility - FOR THE KNZ GYM**

* A person may be ineligible due to medical concerns. Consult your physician for approval.

## Exit Procedures

* A Clubhouse Program is for long term, lifelong support. Our door is open for members to return as needed even those that are now working.
* Should you decide to leave the program, we will provide a summary of the services provided, a description of your level of performance and recommendations for further support.
* For those members that are absent for greater than 90 days, your case will be closed unless you inform us to place your case on hold. New forms and a new assessment may be required should you experience a change in status or are gone longer than 6 months.

**Exit Procedures - FOR THE EMPLOYMENT PROGRAM**

* Once you have been stable in the job placement, you will complete your final staffing with your case manager and the Employment Team at Synapse House.
* Your case maybe be closed following that staffing or within 90 days of the final staffing.

## Confidentiality & Medical Records

* 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 from 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.

## Leadership Roles, Involvement & Advocacy

* Participate in activities through Family Meet-Ups and our fundraising events.
* Get to know each other and socialize outside of the organization to reduce isolation, depression and feeling overwhelmed commonly occur after an injury.
* Serve on our Board of Directors. The members will elect 1-2 members for a one-year position. This requires individuals to attend the Board meetings, be present at outside events and act as a liaison to communicate on behalf of the members.
* 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.

## Communications

* The Clubhouse Program holds a meeting each day to review the work of the day and any announcements.
* Read the newsletters and calendars.
* Keep your information current with us and have a working email address.
* Follow us, connect and share on Facebook or Instagram.
* 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 the staff would like to keep their private life more private, please respect that.

## Individualized Service Plans

* Everyone at Synapse House has Individualized, Person Centered Service Plans that direct what you, the person served, want to accomplish and the action plan to do so.
* Plans are based on each person’s needs, their strengths, and choice.
* The goals must be specific, measurable and should be able to be met within a 3-6-month period.
* Reassessments are held every six months and in June and December to review goals, progress and make any revisions to the plan.
* In 2024, families and caregivers will participate in a staffing in person or virtually at least one time per year, likely at the 6-month reassessment, at time of admission OR at the year-end for new goals.
* Your case managers may have input into your plan and require participation in staffings.

## Outcomes, Satisfaction & Grievance

* 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.
* Any conflict of interest in a person’s participation will be disclosed at the time of admission
* 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.
* The Human Rights Committee meets on the 1st of every Wednesday of every month to address grievances.
* We encourage any issues to be brought to our attention immediately to provide quality services.

# **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.

RIGHTS

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

* The Right to be treated with respect and dignity that is without discrimination, abuse, neglect, exploitation, coercion, restraint and humiliation.
* The Right to receive care in a nurturing, positive environment that ensures privacy.
* The Right to access food, including snacks or beverages at any time, to contribute to the menu choices and to choose the meal selection or supply one’s own meal.
* The Right to control your personal resources.
* The Right to privacy, confidentiality, timely access of your records and personal information and to whom it will be released.
* The Right to make informed consent, refusal or choices regarding your services, engagement of age-appropriate activities and those you interact with including both staff and other members.
* The Right to make informed consent, refusal or choices to receive concurrent services with outside providers.
* The Right to make informed consent, refusal or choices for involvement in research projects. You will be given a clear explanation on the risks and benefits for participation in research studies. You will be assured that research will be conducted that adheres to guidelines and is ethical.
* The Right to make decisions about your goals, your participation, preferences and to refuse a service or appeal and if needed, assistance by a guardian or advocate.
* The Right to receive quality, effective, individualized intervention that makes efficient use of resources.
* The Right to express any concerns without fear of retaliation and to receive a prompt investigation and resolution of any alleged infringement of rights. This may be filed anonymously through the Grievance Form located on the community board.
* The Right to access or receive a referral to legal entities for appropriate representation, self-help support services, access or advocacy services.
* The Right to have guests or providers of care such as case managers be present within the facilities or at community-based activities.

**RESPONSIBILITIES**

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

* The Responsibility to provide accurate information needed to provide appropriate care.
* 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 follow the organization’s policies and procedures.

# **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, Milestone and Job Coaching
* Is licensed by the DuPage County Public Health as a Food Service Establishment
* It is staffed by an amazing team of individuals with many years of experience in the areas of neurological rehabilitation and employment services.

***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](mailto:deborah@synapsehouse.org).