



MOVING FORWARD DAY PROGRAM

A unique and individualized program for adults with special needs

Moving Forward Day Program Parent Handbook

Contacts:

Leanne Boulevard Landline: 905-822-5083

Program Supervisor, Rosalia Toro: 905-466-3871 (cell)

Mission Statement

To promote and support an environment that allows individuals with developmental disabilities integration and participation within their community.

Philosophy

Drawing on the community, we strive to provide services to our clients based on individual needs and interests.

Goal

Our goal is to ensure that the Moving Forward Day Program will be in the best interest of the young adult, as we work with parents and clients to meet performance expectations.

The goal of this program is for each individual to become as independent as possible by developing and expanding his or her potential to the fullest extent possible.

Program Information

This day program is intended for adults with developmental and physical disabilities. The program is staffed by qualified and CPI-trained caregivers. Moving Forward Day Program is overseen by COTA which is an accredited, not-for-profit, community-based organization that has been supporting adults with mental health and cognitive challenges to live well within their communities for over 45 years. Working with COTA, the Moving Forward Day Program and its related activities are designed to be compliant with the Ontario Regulation 299/10, also known as Quality Assurance Measures (QAM). The new regulation is part of the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*. This legislation outlines the rules service providers must follow. Specifically, QAM ensures service providers deliver high quality services and supports that meet set standards.

The emphasis of the Moving Forward Day Program is on the following, and elements are scheduled into weekly programming:

- Life skills workshops and safety awareness
- Socialization and integration in the community: volunteering, library visits, shopping outings and field trips

- Participation in recreational activities such as: swimming, picnics (summer), bowling, dance, cardio, basketball, YMCA Oakville and YMCA Mississauga, and exploring local parks (summer)
- Interest-based participation in activities such as computer time, music class, art, looking at books during personal activity time

**The program offers the possibility of 1:1 staffing support offered to clients for an extra fee.*

Philosophy of Behaviour Management

At Moving Forward Day Program, we aim to ensure the physical safety, emotional security and opportunities for personal growth of every individual. The goal of our approach is to provide an environment that:

- promotes respect for the rights and dignity of all clients, staff, parents and peers
- promotes interpersonal skills of co-operation, negotiation and decision making
- supports individuals in expressing their feelings while helping them to be sensitive to the needs and feelings of others
- encourages individuals to take responsibility for their actions and to realize that there are consequences for inappropriate behaviour
- enables individuals to practice making choices within defined limits and to learn to accept there are set boundaries
- promotes feelings of self-worth and acceptance

Staff will guide the clients in these pursuits by:

- providing a positive learning environment
- providing clear and consistent limits and expectations
- using a variety of intervention techniques ranging from re-direction to logical consequences for inappropriate behavior *
- we use verbal de-escalation techniques and are trained to observe signs of distress/anxiety in order to mitigate any behaviours before they occur whenever possible
- modeling through their own attitudes and actions of caring, acceptance and respect

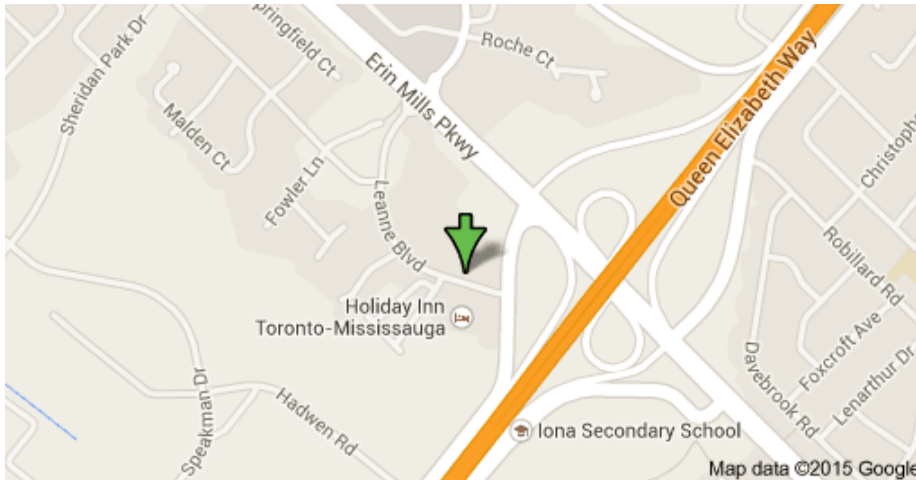
All staff are qualified in CPR/First Aid and CPI de-escalation techniques, which they will apply as needed while working with clients. We are a hands-off facility and do not restrain; brief and gentle restriction of movement, physical redirection or physical prompting may be used as part of a behaviour teaching program.

Days and Hours of Operation

Moving Forward Day Program operates five days per week. The program site is open Monday to Friday from 9:00a.m. to 4:00p.m.

Location: 2065 Leanne Boulevard, Mississauga, Ontario. The program meets on the lower level of the Chartwell Wenleigh building. Entrance is located at the right side of the facility.

On-site phone number: 905-822-5083



Arrangements for extended hours may be available for an additional fee, dependent on staffing. Please contact the supervisor to discuss your needs.

Moving Forward Day Program will be closed on the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Christmas Day*
- Boxing Day*

*Program is closed the week between Christmas and New Year's Day

Please note that Moving Forward Day Program may close early on Christmas Eve.

Snow Day/Weather Policy: Moving Forward Day Program follows the ruling of the Peel District School Board when it comes to weather-related closures. During the winter

time, if Peel District School Board closes their schools due to weather conditions, Moving Forward Day Program will also be closed. In such situations, the program supervisor will send an urgent email notice and follow up with parents regarding the program closure for the day.

Regular monthly fees apply regardless of the above closure dates. Any additional days that Moving Forward Day Program will be closed will be posted with sufficient notice to parents/guardians and fees will not apply. (Ex: a planned renovation or building maintenance.)

Admission Procedures

Parents are invited to tour the facility and meet with the program supervisor. For those parents interested in registering, a scheduled appointment will be made to discuss the program, routines and specific areas of development for their young adult. Health concerns and pertinent information will be discussed at this time. It is imperative that caregivers provide as much honest/accurate information as possible to ensure a smooth transition into the program. A series of trial visits will be arranged with the prospect client. It is important that the program be a good fit for clients, their families and the program. To participate in the trial day/visits, parents will be asked to sign a waiver and fill out an emergency contact form.

Once a trial visit(s) has been successfully completed, the program supervisor will assess the suitability of the program for the client and discuss their review with the client's parents. When a decision to proceed has been made, parents will be directed to register their young adult and be sent an email with the link to register and a copy of the parent handbook. Parents are required to complete the online form prior to admission and sign and return the last page of the parent handbook to the program supervisor. These forms include providing emergency contact details and medical background.

Once the client has begun attending the program, a 1-month review, a 3-month review and a 6-month review will be scheduled for the client, their parent(s) and the program supervisor to discuss how the client is doing. These concerns will address any concerns there may be and how things are progressing with the client at the program. During this 6-month review period, Moving Forward Day Program reserves the right to discharge a client with short notice.

Withdrawal Notification

Notification of client withdrawal from the program must be given with **30 days written notice** prior to the client's last program day. **30 days written notice** is also required for changes in program, specifically reducing or switching permanent program days.

Dismissal Policy

To protect the best interest of clients, staff, and parents, Moving Forward Day Program reserves the right to discharge individuals for the following occurrences:

- an individual whose behaviour risks the safety and well-being of clients, staff and Moving Forward Day Program property may result in immediate dismissal
- use of inappropriate language i.e. degrading, foul, abusive, etc. and disrespecting staff and/or other clients may result in immediate dismissal
- any form of violence may result in immediate dismissal
- repetitive defiance towards staff
- inappropriate behaviour on outings
- concerns brought forward regarding the program being unable to meet the needs of the client in question during the 6-month review period (this could happen at the 1, 3 or 6 month review period)

Non-immediate dismissals will be given by the program supervisor in the form of a 30-day written notice to the client and his/her parents (their caregivers). Additionally, if financial accounts are delinquent or invoices are outstanding, the program reserves the right to refuse further services, with two weeks written notice, until such time as the account is in good standing

Moving Forward Day Program strives to ensure safety and satisfaction to all its employees, clients and guests. As a result, we reserve the right to dismiss a client based on any actions that may threaten the objectives outlined in our mission statement.

Holidays

Moving Forward Day Program does not offer refunds for any days missed. Notice of any intended vacations/holidays is appreciated.

Sick Days

If a client will be absent, please call and inform our staff. Should a client be absent due to a contagious illness (ex: H1N1 virus, flu, strep throat, shingles, etc) it would be appreciated if you would notify the Moving Forward Day Program administration staff thus allowing for precautions to be taken.

If an individual is not well enough to participate in all aspects of programming, he/she should not attend until he/she is feeling better.

Arrival and Departure

Programming begins at 9:00 a.m. Clients are welcome to arrive as early as 8:50 am. Please plan to arrive no later than 9:15 a.m. to avoid interruption of routines and/or program. If, unexpectedly, your young adult will not be attending the program for the day please call to inform staff. If your call is not received by 9:15 am, we will assume the client will be absent for the day. Programming continues until 4:00 pm. Pick-ups are expected any time before 4:10pm.

Program Fees and Times

The rates below are per month and include \$16.50 to access YMCA facilities.

2-day week:	\$764.50
3-day week	: \$1138.50
4-day week	: \$1512.50
5-day week	: \$1776.50

Payment of Fees

Fees will be paid by post-dated cheques dated January through December for each calendar year. Please date the cheques for the first of every month (ex: January 1, February 1, etc). NSF (non-sufficient funds) cheques are considered as non-payment and a \$50.00 NSF charge will be applied to your account.

If extra services are provided such as 1:1 support for a client or after-hours care, these will be invoiced at the end of the month. Payment for these services are due by cheque, delivered to the office, five business days after the invoice.

Should you need to withdraw your child from the program, **30 days written notice** is required in order to avoid payment for the following month.

Additional Fees For Early Arrivals And Late Pick-Ups

Moving Forward's programming begins at 9:00a.m. Early arrivals must be pre-arranged in order to ensure adequate staffing.

Late fees will be charged if clients are not picked up by 4:15p.m. Late pick up times must be pre-arranged in order to ensure adequate staffing.

There will be a \$10.00 fee charged for every half hour prior to or following programming hours. If extended hours are required on a continuous basis, arrangements can be made with the program supervisor. You will be notified of any late fees on a monthly basis.

Incidents, Accidents and/or Injuries

Any accidents and/or injuries are reported to the supervisor as soon as possible. Any undesirable behaviors, irregularities, incidents, injuries, accidents or items of concern reported will be recorded in a written document called an Incident Report Form. These records are kept for documentation purposes at the program.

When and as appropriate, parents will be called directly for any urgent matters. Otherwise, parents will be informed by the program supervisor. As necessary, parents may be emailed a copy of the incident report or sent a general email discussing what happened and why a report was written.

Medication Administration

Moving Forward Day Program will administer medication, as needed for clients, provided the program has been given a written directive with instructions. If medication administration is necessary, the program supervisor will meet with the client's parents to go through the necessary forms and paperwork required. Moving Forward Day Program operates under Quality Assurance Measure (QAM) policies and as such has strict protocols regarding medication administration, especially if a PRN is prescribed.

Communication Books

Staff will be recording a brief and accurate summary of each client's day in a communication book provided by the program. This book will go home with the client and is requested to come back as a way of maintaining general communication with the client's family. Please keep in mind that these books are the property of Moving Forward Day Program and act as a means of documentation for the program. Parents are welcome to comment in the book, but please provide any directives to the Program Supervisor in person or via email so that no important directives get missed.

Clothing and Personal Items

All individuals should dress in casual, comfortable clothing. Clothing should be appropriate for the weather and season. Indoor shoes or slippers could remain on-site if you wish. On recreation days (swimming, exercising) please send in the appropriate attire as well as any toiletries as needed. Please note that staff will always try to keep client's clothing clean, however depending on planned activities, client clothing risks getting messy. Additionally, if spilling food is challenging for clients during mealtimes, we recommend bringing a bib or extra shirt as required.

Moving Forward Day Program is not responsible for any lost or misplaced items. It is recommended that client's label their items that they plan to keep at the program with initials to prevent items from being lost.

Parent/Family Involvement

All Moving Forward Day Program parents/guardians are encouraged to share any concerns and/or suggestions that may improve the program. It is important to us that you, along with your child, feel comfortable at Moving Forward Day Program.

We hope this handbook will provide helpful information and answers to your questions. If there are any additions/changes to the handbook they will be sent home with a note for addition to your handbook.

What to Bring the First Day

- Appropriate seasonal clothing (hat, gloves, sunscreen)
- Indoor shoes/slippers if you desire
- Change of clothes
- Toiletry supplies as needed
- Backpack
- Lunch – can be kept in the program fridge and heated in the microwave
- Snack for snack-time at 10:30a.m.
- Items for daily activities (ex. swimsuit, towels, running shoes etc.)
- Moving Forward contract/registration forms

Parent Handbook Contract

By signing the below, I confirm that I have read the parent handbook and accept the terms and information outlined therein.

CLIENT'S NAME: _____

DATE: _____

SIGNED: _____

PARENT/GAURDIAN NAME: _____

DATE: _____

SIGNED: _____