

REGION I OFFICE OF HUMAN DEVELOPMENT

CLIENT HANDBOOK

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GENERAL INFORMATION

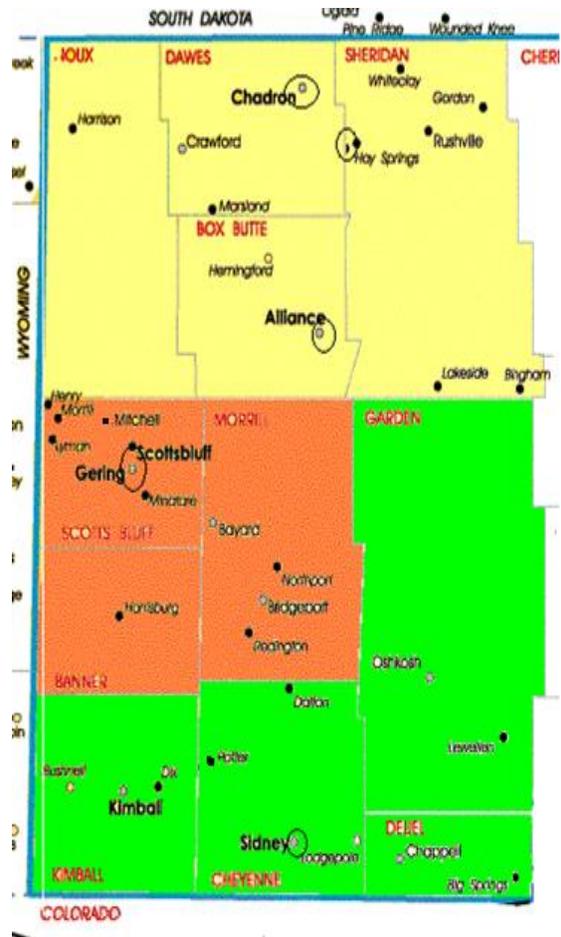
Agency Mission Statement

The mission of the Region I Office of Human Development is *to be a learning organization which believes in each individual's capabilities and adds value to the lives of the people with disabilities whom we support, our employees, and the community.* It is expected that every employee and every department will strive to meet the intent of the mission of the Agency.

Agency Description

The Region I Office of Human Development (OHD) provides supports and services to individuals with developmental disabilities in all eleven counties of the Nebraska Panhandle. The Agency's headquarters is located in Scottsbluff and services are delivered through three branch Area Programs which have offices in Chadron and Alliance (Area I), Scottsbluff (Area II), and Sidney (Area III).

Region I OHD is organized as a unit of local government created through an inter-local agreement and is governed by an eleven member Governing Board (one county commissioner from each county). A twelve member Advisory Committee representing the three Area programs through parents and other interested persons advises the Board and Agency staff. The Region I OHD Central Administration office provides centralized management services to the three branch Area Programs.



Client Rights Philosophy

To fulfill the mission, the Agency subscribes to a philosophy that:

- Every individual is capable of growth and development in all areas of his/her life;
- To the extent possible, services and supports should be age appropriate and provided in the least restrictive settings and environments that typify those utilized by all community members;
- Services and supports are designed in accordance with the individual's assessed opportunities to lead a productive, meaningful, and rewarding life and to increase the individual's independence, interdependence, productivity, and integration into the community;
- Every individual is considered to be capable of exercising his/her rights unless legally determined to be incapable of doing so; and
- That individuals receive services without regard to race, color, religion, sex, disability, marital status, national origin, or age.

In promoting this philosophy, the Agency will ensure that all persons receiving services have the right and necessary support to:

- 1) Be treated with dignity and respect;
- 2) Receive a program orientation;
- 3) Receive reasonable accommodations;
- 4) Make choices and participate in decision making (including personal financial decisions);
- 5) Receive services in safe and sanitary settings;
- 6) Receive appropriate medical treatment;
- 7) Have an appropriate and nutritious diet;
- 8) Be free from abuse, neglect, and harassment (physical, verbal, psychological, or sexual);
- 9) Learn appropriate skills and behavior and be free from aversive stimuli to manage or change behavior;
- 10) Be free from exploitation when engaged in training and productive work, in accordance with state and federal laws;
- 11) Maintain privacy;
- 12) Communicate freely by sealed mail, telephone, or others forms of communication;
- 13) Have personal possessions;
- 14) Exercise the same civil rights as other citizens;
- 15) Receive due process in the handling or grievances including the right to seek legal representation; and to the extent possible:
 - a) Live, work, and recreate with people without disabilities;
 - b) Develop and maintain personal relationships, choose friends, and select living companions;
 - c) Move about freely on and off the premises of their place of residence; and
 - d) Receive written notification of service termination

This philosophy is based on the belief that the success of an individual is a shared responsibility between the individual and the Agency.



Individual Finances and Property

Room and Board Fees: Individuals residing in group homes are charged for room and board. Each individual and his/her representative payee, will be notified, in writing, of any increase or decrease of fees, prior to that change occurring.

Money Management: Every month, an individual receiving services may be receiving checks from a pension fund, the Nebraska Department of Health and Human Services, Supplemental Social Security Income, or employers (Region I Office of Human Development or a community employer). If the individual wishes, the Area Director may be named as Representative Payee and a staff member will be assigned to assist the individual with his/her money management.

If a staff member assists in money management, all checks will be deposited into the individual's personal account at a local bank.

Checking and savings account signature cards shall require two signatures: the Area Director as Representative Payee, and/or the Vocational or Residential Program Director and/or the Supervisor where the individual receives services.

Recordkeeping: The staff member may help the individual make deposits and record them in his or her checkbook. The staff member will also help pay bills (including room and board, long distance telephone charges, and personal needs, etc.).

Accurate records of all transactions shall be maintained. All records may be scanned and maintained electronically. Account balances and records of transactions are provided to the individual or the individual's fiscal representative as requested, but at least quarterly. Records of individual funds are kept confidential and access to these records is restricted.

Upon discovery of missing monies (whether due to staff negligence, theft or error), an investigation will be conducted to determine responsibility. If it is not possible to recover the money within a week, the agency will make restitution to the individual in services, will continue to take steps to recover the money in a timely manner, and will assist in taking legal action against the person(s) responsible, if appropriate.

Purchasing: Agency staff is available to help individuals select clothing and personal items. As skills are developed in shopping, individuals will be encouraged to shop independently. Individuals may not be able to buy everything they want--choices will have to be made respective of need and available resources. As money management skills are developed, agency staff will offer less supervision. Any restriction of an individual's funds will be a part of his/her Individual Plan.

Personal Property: Each individual is responsible for his/her own possessions. When the individual resides in a group home, agency staff is available to assist individuals in maintaining, and keeping a current inventory of, personal possessions. Personal purchases or gifts, brought into the residential setting, should be brought to the attention of the Residential Supervisor, so that these items may be added to the individual's personal inventory.

Should an individual believe that his/her personal property has been damaged or is missing, due to mismanagement of such possessions, by persons other than the owner, restitution will be determined on a case by case basis, as outlined in the Consumer Complaint Process.

It is recommended, that individuals who reside in OHD operated facilities, purchase renters insurance, to cover their personal property.

It is also recommended, that individuals avoid bringing unnecessary personal items to day service programs, to avoid damage or loss of such items.



Individual Service Plan

All individuals served in Region I programs shall have an annual Individual Plan (ISP, IEP, IFSP). The written plan describes the interventions and actions proposed to address the habilitation and/or educational goals of the individual.

These goals are based on comprehensive assessments of the individual's abilities and personal goals and the Plan is modified, as needed.

The Plan is developed by the individual's Interdisciplinary Team, which may consist of the individual, the individual's parents or guardians, the individual's advocate, relevant Agency staff, appropriate private practitioners, and relevant staff from other agencies.

As Team members, the individual and the individual's parent, guardian, or advocate are encouraged to attend all Plan meetings. Their input is a valued and necessary resource, as is every Team member's.



Medications

Individuals who can administer their own medication are encouraged to do so. If appropriate, a training program to learn how to self-administer medications may be implemented. Those individuals who live semi-independently may receive some staff support in administering their medications.

All direct line staff are trained as Medication Aides if they are to assist in the administration and storage of medications. In licensed or certified facilities (group homes or day programs) all prescription medications are kept in the original container and stored under locks as required by the Rules and Regulations of the State Department of Health and Human Services. Careful records must be kept regarding each individual's medication as mandated by the State Department of Health and Human Services and the policies and procedures of the Agency. Any deviation of this must be approved by the ISP Team and recorded in the ISP staffing report.



Transportation

To reach the goal of self-sufficiency, everyone is encouraged to arrange for their own transportation to and from work and recreational activities. If this is not possible, the Agency will assist with or provide transportation to and from day programs and Agency-sponsored recreational/leisure time activities; however, there may be a fee for this service.

Notice of Non-discrimination:

Panhandle Developmental Disabilities Services, Inc./OHD is Public Transportation Provider

- Panhandle Developmental Disabilities Services, Inc./OHD offers its programs and transportation services without regard to race, color and national origin, in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with Panhandle Developmental Disabilities Services, Inc.
- For more information on Panhandle Developmental Disabilities Services, Inc. grievance procedure, please contact Linda Redfern, OHD Executive Director and Civil Rights Coordinator. Grievance procedures are also available online at our website: www.regohd.org.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with:
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor—TCR
1200 New Jersey Avenue, SE
Washington DC 20590



Individual Movement or Termination from Services

The Region I Office of Human Development recognizes that individuals may, for one reason or another, be terminated from all services. The ideal termination would be one reflecting individual growth and the philosophy of normalization which would result in an individual leaving services to live and work independently

in the community. The interdisciplinary team may determine other reasons for termination all services which may include, but are not limited to: the individual moving out of the service area; the individual voluntarily requesting to terminate services; the individual's physical or mental health needs; the individual refusing to attend programs; the individual's parent or guardian refusing to follow recommendations of the interdisciplinary team; the individual or his/her guardian or representative payee refusing to pay room and board fees; and/or funding is not available to provide appropriate services.

If an individual is terminated from all services involuntarily, he/she shall receive sixty (60) days written notice over the signature of the Executive Director.

General Rules and Regulations



First Aid: All direct line staff are trained in the proper procedures to administer first aid and CPR. Individuals and/or their families will be asked annually to authorize the Agency to seek emergency medical treatment for the individual, if and when necessary.

It is the policy of Region I Office of Human Development for all direct care staff to provide emergency medical care, in which they have been trained, in the event of a life threatening condition. As the agency is not a medical provider, regulations do not allow staff to follow "Do Not Resuscitate" (DNR) orders for individuals receiving services.



Smoking: Region I OHD adopted a no smoking policy July 1, 2008. This policy prohibits smoking in any area of Agency property, both private and common, indoors and within 25 feet of the building(s) to include entryways, balconies, and patios. This policy applies to all employees, individuals receiving services, guests, and service persons. A staff member will go over the Agency smoking policy with each individual and he/she will be expected to follow the policy rules while in Agency facilities.



Emergency Fire and Tornado Procedures and Natural Disaster Plans

Fires—when there is a fire or a fire alarm sounding, everyone must get out of the house or facility as fast as possible. Individuals should not try to put out the fire or take with them any personal belongings. If possible, the individual should alert someone else and then go to the nearest exit. If an individual uses a wheelchair,

is hearing or visually impaired, or has other severe disabilities, there will be someone assigned to assist him or her. There will be monthly fire drills with individual participation expected.

Tornado—each building or facility will have its own procedure for tornado warnings. When there is a tornado warning it is very important that everyone remain calm and listen to the directions given by the staff members. If an individual uses a wheelchair, is hearing or visually impaired, or has other mobility difficulties, there will be someone assigned to assist him or her. Monthly tornado drills will be conducted in the months of March through October. Individual participation is expected.

Natural Disaster—each facility has a natural disaster plan which outlines procedures addressing evacuation, re-location, etc.



Destruction of Property

Any individual, who deliberately breaks or destroys another's property, may be required to pay for its replacement, as approved through the individual's ISP team.

Consumer Complaints

From time to time, an individual or his/her family may have concerns regarding the Agency or its services. It is most appropriate to communicate those concerns informally. Should informal discussions fail to resolve the issues, individuals and/or their families may implement the following procedures:

Policy: Consumers, including individuals, family members, guardians, or advocates, have the right to submit complaints or objections with regard to Agency policies, procedures, or operations. Consumers and advocacy organizations shall be made aware of the existence of this policy and its procedures. All individuals will receive a copy of this policy upon admission into services and the policy will be reviewed annually at the individual's annual team meeting.

Procedures: Matters pertaining to human rights or behavior management shall be referred for review by the appropriate Program and Rights Review committee prior to the implementation of the following procedures.

Step 1 The complaining party shall initiate an informal verbal discussion with the appropriate Area Director if the matter relates to Area level procedures or operations. If the matter relates to policy or the Agency as a whole (Region), informal discussions should be held with the Executive Director.

Step 2 If the complaint or objection is not resolved through informal discussions, the complaining party may submit the complaint in writing to the appropriate Area Director or Executive Director. The complaint will include:

- 1) The name and address of the complaining party;
- 2) An explanation of the issue involved; and
- 3) The remedy sought.

The Area Director or Executive Director shall set a time and place for meeting with the complaining party within fifteen (15) working days after receipt of the written complaint. A written response to the complaint will be issued within ten (10) days following that meeting.

Step 3 If the complaining party is not satisfied with the Area Director's response, complaints may be appealed to the Executive Director. Such appeals must be presented in writing to the Executive Director along with a copy of the Area Director's response within six (6) days of receipt of that response.

Step 4 If the complaining party is not satisfied with the response to complaints addressed directly to or appealed to the Executive Director, the complaint may be appealed to the Governing Board. Such appeals must be presented in writing to the Chairman of the Governing Board with a copy to the Executive Director within six (6) days of receipt of the response from the Executive Director. The Governing Board may schedule a special fact finding meeting or consider the complaint at its next regularly scheduled meeting. All parties involved shall be entitled to the right of counsel, presentation of evidence, cross examination, and confrontation of adverse witnesses. The action of the Governing Board will be final and a written reply will be issued within six (6) days following the Board's meeting.

Utilization of this complaint mechanism is voluntary and in no way denies or delays a person's right to access legal due process.

SERVICES AND SUPPORTS

DAY SERVICE OPTIONS

Adult Day Habilitation

Adult Day Habilitation services provides continuous staff support in the acquiring/maintaining of skills, reinforcement of positive social interactions and assisting the individual with exploring options. Adult Day Habilitation may take place in the community or in an agency operated facility, with staff present at all times. Services provided may include scheduled activities, formalized training programs, and staff supports and may be prevocational in nature, or may be provided to individuals not currently seeking to join the work force.

Prevocational activities focus on teaching the importance of attendance, task completion, compliance, problem solving and safety. At times, OHD provides the workforce, for other businesses, to complete various tasks on a contract basis. Such contracts allow individuals in Adult Day Habilitation to experience and explore job options. Individuals receiving Adult Day Habilitation may receive some compensation while working on such tasks, but these services are generally not job-task oriented, but are directed at addressing other goals, such as attention span and motor skills.

Workstation Habilitation

Workstation Habilitation services are delivered continuously and provide paid work experiences in preparation for competitive employment. Areas assessed and addressed include self-help, adaptive skills, appropriate work behavior and work skills.

Habilitation may include teaching such concepts as compliance, attendance, task completion, problem solving, accessing transportation, and safety, in order to support the individual in working toward attaining or maintaining maximum inclusion and personal accomplishment in the working community.

Vocational Planning Habilitation

Vocational Planning Habilitation services provide staff support, with the goal of preparing for, attaining, maintaining, or advancing integrated community employment. Vocational Planning Habilitation may take place in a business or community setting, with staff providing instruction on work-related responsibilities, work skills and appropriate work behavior. Individuals are able to attain work experience through career planning, job searching and paid and unpaid work opportunities.

Formalized training and supports focus on teaching the importance of attendance, task completion, compliance, problem solving and safety, but also may include areas such as, accessing employment services, accessing transportation and specific work objectives. Work experiences may include volunteering, apprenticing, job shadowing, or paid part-time or OHD-contracted work.

Staff members, working with the individual, assess skills, abilities and personal goals, in order to support the individual in identifying a career direction and developing a plan for achieving integrated community employment.

Integrated Community Employment

Integrated Community Employment services provide intermittent training and staff support, with the focus on acquiring, maintaining and/or advancing, paid employment positions in the general workforce. Training and supports are

provided at the individual's work site, or may be provided at home, if the individual has his/her own home-based business.

OHD staff members provide supervision and training, based on the assessed personal and career goals of the individual.

Child Day Habilitation

Child Day Habilitation services provide service for individuals who usually attend school. Services are provided, in the same manner as Adult Habilitation, with age-appropriate training and activities, but take place only during times that the individual is not attending school, due to school not being in session (summer break, school holidays and in-service days.)

Transition Services are provided for youth, ages 16-21, to provide continuity from children's services to adult services.

Day Habilitation Sites



Adult Vocational Centers

Adult Vocational Centers provide age-appropriate activities and training, with continuous staff support, for individuals receiving services. Individuals may participate in contracted work duties and receive compensation for work performed. Individuals have the opportunity for social interaction, community integration and preparation for community employment.

On-site activities include crafts, current events, cooking, laundry, relaxation center, and opportunities to exercise.



Agency-Operated Retail Facilities (Bargain Bin, Play it Again

Sam)

These agency-operated retail facilities, allow individuals to learn and experience various aspects of retail sales, with supervision provided. Individuals work on social skills, and all aspects of running a store (pricing, organizing, creating displays and handling money).



Employment Centers

Employment centers work with the individual, using various types of resources, in seeking employment that best suits his/her skills and career objectives. Agency staff members assist with obtaining and completing applications, preparing for interviews, and accompanying the individual to the interview.

Once employment is secured, OHD staff members provide any assistance required, to help the individual learn required skills, retain the position, maintain a

relationship with the employer, and to provide assurance that all work expectations are met.

Day Habilitation guidelines may include:

- Training in the least restrictive setting;
- Work that is as appropriate for the community as possible;
- Training for work in the competitive marketplace;
- The best training possible from qualified professionals;
- Appropriate assessments;
- Opportunities to function at the optimum level;
- Regular progress reports;
- Participation in the decisions about training goals;
- Confidentiality of records;
- Job placement in a situation similar to that trained for;
- Follow-up services upon placement.

An individual's participation in work training and learning other skills is voluntary. His or her personal interest and motivation will greatly influence his or her progress and the amount of personal satisfaction he or she will receive.

Work schedule – An individual's daily work schedule and holidays will be determined in conjunction with the program setting where the individual is receiving services, or job where the individual is employed. Some jobs may require evening or weekend hours. Agency-operated Day Habilitation Centers will be closed on all Agency-recognized holidays.

Pay Periods – Individuals receiving compensation for jobs conducted through Agency contracts will be paid on the last working day of the month. Individuals will be paid according to the amount of work performed and in accordance with current Wage and Hour regulations.

Vacation -- Every individual attending an OHD day habilitation program shall be allowed vacation leave. All vacation leave must be scheduled in coordination with day habilitation contracts or an individual's job. Vacation leave will be counted for participation in activities out of town, such as People First conferences or Special Olympics.

Attendance and Tardiness -- It is important that everyone report to work on time. An individual's attendance is very important to succeed on the job. For the employee, poor attendance sets poor work habits and lengthens the time he or she must spend to complete the tasks at hand. If an individual finds it necessary to be absent from work, it is important that the supervisor is informed to obtain prior permission to be away. In the event of a death in the family, illness, or other emergency which prevents advance notice, the supervisor should be telephoned as soon as possible.

Good housekeeping – Each individual is responsible for keeping his or her work area, machinery, and other Agency property in clean, orderly condition. Sanitary facilities are cleaned daily and everyone is asked to do his/her part in keeping such facilities orderly. Scrap paper and rubbish should be deposited in receptacles which are provided. All spare parts and supplies should be returned to their proper place.

Safety Rules – The following are basic safety rules in the Day Habilitation Centers:

- a. Running, pushing, shoving, hitting, or engaging in any rough action is prohibited;
- b. Report spills, accidents, or injuries, however slight, immediately to the supervisor;
- c. Tools and machinery are to be used only with permission and direction of the supervisor;

- d. Purses, rings, bracelets, long dangling necklaces or neckties should not be worn when working on or around machinery. There is a chance of getting them caught in the machinery and causing serious injury. Do not wear sandals or open-toe shoes where something heavy may be dropped or something hot may be spilled. Closed shoes will better protect toes and feet;
- e. Aisles and doorways shall not be blocked:
- f. Floors shall be kept free of tools, scrap materials, and other debris;
- g. Safety glasses and/or ear protection are to be worn when working with power equipment such as saws or grinders;
- h. No one is to distract an operator of a machine;
- i. Paint and cleaning agents shall be stored in storage cabinets at all times, when not in use, and shall be used only when directed by the immediate supervisor;
- j. Follow safety and procedures rules designated for each area and activity;
- k. Region I OHD is an alcohol and drug free workplace for both staff and individuals in service. Alcoholic beverages and/or controlled substances have no place on the job. No alcoholic beverage and/or controlled substance will be permitted in the building or on the premises. Any individual suspected of using alcohol and/or a controlled substance on the job will be sent home.



Intergenerational Center (IGC) and Adult Leisure and Recreation Services (ALRS)

The IGC and ALRS provide continuous staff support, for age-appropriate opportunities, to enhance the quality of life for persons with intellectual and developmental disabilities. The services are directed at addressing the personal goals of individuals of all ages and specifically, those individuals for whom work training and employment services may no longer be appropriate. Services allow individuals to attend community events, and participate in music, game and craft activities.

Objectives for the IGC and ALRS are:

- a. To assess the individual's skills/interests in the areas of socialization, recreation, leisure activities, and community awareness;
- b. To provide supervision, training, assistance, and transportation in integrating into the community through the utilization of generic community services and resources;
- c. To enhance the development of new opportunities for learning which are not related to employment;
- d. To transfer work related skills to new non-vocational activities;
- e. To assess the individual for level of independence in basic decision making;
- f. To provide training and assistance to the individual in decision making regarding participation in leisure and recreation activities;
- g. To encourage the individual to make decisions daily regarding involvement in leisure and recreation activities;
- h. To provide support to the individual in accepting the outcome of decisions he/she has made.

Participation and Attendance: Participation in recreation and leisure training is voluntary. An individual's personal interest and motivation will greatly influence

his/her progress and the amount of personal satisfaction received. Attendance at ALRS will be in accordance with each person's Individual Plan.

The IGC and ALRS programs will be closed on all Agency-recognized holidays.

RESIDENTIAL SERVICE OPTIONS



Group Home Residential Habilitation

Group Home Residential Habilitation is provided in an agency-operated home. Staff members are available at all times, while the individuals residing there are present. Services provide formalized training and staff support for learning, retaining or improving skills of daily living activities, such as personal grooming, household chores, social and leisure skills, meal preparation and eating, community inclusion and transportation. Except in an emergency, transfer from one residence to another is ordinarily made only with the prior knowledge and the consent of the individual and/or the individual's family.

Guidelines and House Rules:

- 1) Everyone is responsible for certain duties at their home. When a home is shared with other people, it is also necessary to share responsibilities. Duties are planned to help individuals learn to care for themselves and may include dishwashing, dusting, cooking, lawn care, etc.
- 2) The Agency is accountable for each individual's whereabouts. It is important to notify staff of plans before going out. Any restrictions of access to the community or community facilities will be a part of the individual's Individual Plan. The Individual Plan should also address circumstances when an individual may be able to stay home alone or leave on his/her own.
- 3) Parents and friends are encouraged to visit individuals at their home. As a courtesy to other persons sharing the home, the individual or his/her family will want to inform the Residential Supervisor, when guests will be coming.
- 4) Individuals may wish to visit with family or relatives at Thanksgiving, Christmas, and at other holidays or times in the year. Individuals or their family are responsible for informing the Residential Supervisor about plans, in advance, so that all arrangements can be made.
- 5) Laundry facilities will be available in the home or in community facilities.
- 6) Training in the domestic domain will be provided, based upon individual skill levels, as identified in the Individual Plan.
- 7) The schedule within each home will take into consideration the individual's age, and will allow for as much individual choice as possible. However, when people live together, it is necessary to schedule meal times, use of the washing machine, etc., so that each person can plan his/her own times accordingly.
- 8) Each person will be provided a place in his/her room for keeping personal belongings. It may be necessary to share a room. If needed, extra storage space is available for a person's belongings.



Extended Family Home Residential Habilitation

Extended Family Home Residential Habilitation is provided in a single family home setting with contracted individuals, who also live in the home, available when the individual is at home. Services provide formalized training and support for learning, retaining or improving skills of daily living activities, such as personal grooming, household chores, social and leisure skills, meal preparation and eating, community inclusion and transportation.



In-Home Residential Habilitation

In-Home Residential Habilitation is provided to the individual, intermittently, in his/her family home. OHD staff members are available to provide formalized training and staff support, in the family home or in the community, for learning, retaining or improving skills of daily living activities, such as personal grooming, household chores, social and leisure skills, meal preparation and eating, community inclusion and transportation.



Companion Home Residential Habilitation

Companion Home Residential Habilitation is provided to an individual, who owns or leases his/her own home, from someone other than OHD. Staff members may be available, either continuously or intermittently, depending on the individual's preference and assessed level of required assistance. Services provide formalized training and staff support for learning, retaining or improving skills of daily living activities, such as personal grooming, household chores, social and leisure skills, meal preparation and eating, community inclusion and transportation.

OTHER SERVICE OPTIONS



Respite

Respite services are provided to an individual, whose usual, non-paid caregiver(s) seek time to pursue personal, social, and/or recreational activities. Staff members provide temporary supervision and support, for tasks related to the individual's physical and psychological needs, and social/recreational activities, during the absence of the person(s) who normally provide care for the individual. Services may be provided in a group home, if space is available, and/or in the community.

