

**Brown Site**

700 SE Cross  
Mt. Sterling, Illinois 62353  
Phone: 217-773-3325  
Fax: 217-773-2425

*Day Program Building*

210 Country Lane  
Mt. Sterling, Illinois 62353  
Phone: 217-773-3958  
Fax: 217-773-2339

*Sterling Apartments*

211 Country Lane  
Mt. Sterling, Illinois 62353  
Phone: 217-773-2903  
Fax: 217-773-2907

*Country Lane Apartments*

213 Country Lane  
Mt. Sterling, Illinois 62353  
Phone: 217-773-3926  
Fax: 217-773-3476

*Harvest House Apartments*

608 SE Cross  
Mt. Sterling, Illinois 62353  
Phone: 217-773-3515  
Fax: 217-773-9001

*Curry Lane Apartments*

510 Curry Street  
Mt. Sterling, Illinois 62353  
Phone: 217-773-4710  
Fax: 217-773-4049

**Hancock Site**

607 Buchanan Street  
Carthage, Illinois 62321  
Phone: 217-357-3176  
Fax: 217-357-6609

*Randolph Lane Apartments*

30 Randolph Lane  
Carthage, Illinois 62321  
Phone: 217-357-0590  
Fax: 217-357-0591

**Pike Site**

120 N. Williams Industrial Drive  
Pittsfield, Illinois 62363  
Phone: 217-285-4436  
Phone: 217-285-4930  
Phone: 217-285-6111  
Fax: 217-285-2804

# Day Program

# Community Support-

# Group

# Manual

**Reviewed: 07/17**  
**Next Review: 07/18**

# TABLE OF CONTENTS

- A. Philosophy
- B. Hours/Days of Operation
- C. Admission/Re-Admission Criteria
- D. Ineligible Individuals/Alternative Services
- E. Program Description
- F. Lunch/Breaks
- G. Hygiene and Dress
- H. Transportation
- I. Emergency Closings
- J. Program Guidelines
- K. Absences
- L. Behavioral Intervention
- M. Discharge Criteria
- N. QMHP Supervision

## **Emergency Plans** (site specific)

- Fire Plan
- Natural Disaster Plan
- Evacuation Route

## **A. Philosophy**

The Day Program is designed to serve individuals with impaired functioning who would benefit from a structured program to assist them in the development and practice of skills which they can utilize in their home and community settings.

Services are provided to build resilience, and to support the recovery or well-being of individuals and the integration of individuals served into the community. Through service provision, symptoms or needs will be reduced and individuals will experience an improvement in level of functioning in their environment. The Day Program is structured to improve the ability of individuals served to reside in the community. The program strives to continually improve service provision in order that individuals served experience an enhanced quality of life.

## **B. Hours/Days of Operation**

At the Brown site, the Day Program building operates from 9:30am to 11:45am on Mondays, Wednesdays, and Fridays. Programming at the Hancock site operates from 9:00 a.m. to 11:00 a.m. Tuesday through Friday at the Hancock Center location.

## **C. Admission/Re-Admission Criteria**

The agency provides Day Program services to individuals who meet the following admission/re-admission criteria:

- 18 years of age or older
- resident of the geographic area served by the agency
- primary diagnosis of a psychiatric disorder
- limited independent living skills
- do not require a skilled level of care
- behaviorally appropriate for a group-structured program
- willingness to cooperate with treatment recommendations and adhere to the rules which govern client behavior

Exclusionary or ineligibility criteria includes:

- under the age of 18
- requires services that are not available to meet the needs of the individual
- refusal to adhere to rules which govern client behavior

The Clinical Supervisor at the Brown site and the Associate Director at the Hancock site are responsible for providing the final determination for eligibility.

## **D. Ineligible Individuals/Alternative Services**

Individuals determined ineligible will be provided with the reason(s) for ineligibility and a referral to alternative services. In addition, the referral source will be informed of the reason(s) for ineligibility with the consent of the individual. All documentation of ineligible individuals is maintained by the agency in various binders.

## **E. Program Description**

The Day Program offers the following services to individuals served in order to meet established goals and objectives:

- Services and supports necessary to assist the client to achieve and maintain rehabilitative, resiliency and recovery goals.
- Services consisting of therapeutic interventions that facilitate illness management, skill building, identification and use of natural supports and use of community resources.

## **F. Lunch / Breaks**

Lunch is not provided by the Day Program. Breaks are provided during the day as schedule and work tasks permit. Our program provides coffee and water daily.

## **G. Hygiene and Dress**

Good grooming, cleanliness and appropriate dress are considered important for group learning and may have an impact on others. Individuals should be free of excessive body odor, have clean clothes and groomed hair. The following are guidelines to follow when selecting clothing for the day:

- Clothes should be loose-fitting so as not to restrict movement or reveal undergarment lines.
- Shorts should be longer than mid-thigh.
- Sleeveless shirts are allowed, but NO tank or muscle shirts.
- T-shirts may be worn, but logos must be appropriate.
- Clothes should be appropriate for the weather and work schedule, as well as the individual's age.

## **H. Transportation**

The Mental Health Centers of Western Illinois has a van service which provides pickup and delivery for all individuals attending the Day Program at the Brown site. You are expected to be ready for pickup each morning and notify your driver when you are not riding. The van drivers will assist passengers as needed. Assistance could include help with boarding or exiting the vehicle, help entering or exiting the home, and the carrying of belongings. Eating or drinking on the van is at the discretion of the driver depending on the situation. You must wear your seat belt while riding in agency vehicles. The driver can assist you if you need help with your seat belt. Please keep personal belongings to a minimum to assure safe passage on and off of the vehicles and to keep aisles clear.

Transportation may be provided for outings planned for the Day Program.

At the Hancock site, individuals living in the community can access public transportation to attend Day Programming. Individuals requesting this service are asked to contact the Hancock Developmental Training Supervisor to assist with coordinating this transportation service with the Hancock County Public Transportation system. All rides will need to be scheduled at least 24 hours prior to the pickup date and all riders must be ready at least 10 minutes prior to the scheduled pick up time. If a ride needs to be changed or cancelled the individual should call the Hancock Developmental Training Supervisor who will coordinate changes through the Hancock County Public Transportation Dispatcher. Individuals living at Randolph Lane can access a ride to the Day Program by contacting the secretary at the center who will arrange for a center vehicle to come and pick them up. Individuals are asked to make the call between 8:00 a.m. to 8:30 a.m.

## **I. Emergency Closings**

At times, emergencies such as severe weather, power failures, etc. can disrupt our program's operation or close it completely. The decision to close the program will be decided by the Executive Director based on the weather conditions. In the event of such closings, the local radio station will broadcast this information and/or housing staff will notify you of the closing.

## **J. Program Guidelines**

1. Consistent attendance to programming is essential to achieve goals according to your individual plan.
2. If you reside outside of town and are dependent on external transportation to attend programming, it is expected that while you are at the agency you will participate in programming as outlined on your treatment plan.

3. "Sleeping" or "laying down" while at programming is not encouraged unless there is evidence of a medical or other problem.
4. You are required to participate in all emergency or evacuation drills as scheduled.
5. Obscene and/or abusive language or inappropriate behavior will not be tolerated.
6. Threats of physical violence or physical violence will not be tolerated.
7. You are responsible for informing the Day Program Coordinator or backup at the Brown site, and the Associate Director at the Hancock site of any prescription or over-the-counter medication brought to programming.
8. Food will be allowed outside of the cafeteria/kitchen/dining area at the discretion of the Day Program Coordinator at the Brown site and the Associate Director at the Hancock site.
9. Individuals are responsible for disposing of all trash into the proper receptacles.
10. The use of cell phones by clients during Day Program can be disruptive to the group process, and, therefore, is not allowed. Please ensure that your personal cell phone is turned off or set to the silent or vibrate mode.

## **K. Absences**

Attendance to Day Program is considered to be an essential clinical component of your Individual Treatment Plan (ITP). Therefore, staff asks that you keep absences from programming at a minimum.

If you are at programming and you need to leave unexpectedly, please discuss issue with the Day Program Coordinator at the Brown site or the Associate Director at the Hancock site. If the Day Program Coordinator at the Brown site and the Associate Director at the Hancock site is not present, then discuss it with a Day Program Facilitator prior to leaving.

## **L. Behavioral Intervention**

Violation of one or more of the program guidelines will result in the following actions:

1. For minor violations, staff will utilize the following positive intervention techniques:
  - A. Verbal redirection
  - B. 5-15 minute voluntary "time out"
2. In the event that the above interventions are not successful, the Day Program Coordinator at the Brown site and the Associate Director at the Hancock site will hold a consultation with you to discuss compliance with program guidelines.
3. If the violation reoccurs, you will participate in a clinical staffing with the Treatment Team (and others, if appropriate) to take one of the following actions:
  - A. Assessment/referral for appropriate, alternative services
  - B. Temporary suspension from the program
  - C. Discharge from the program

## **M. Discharge Criteria**

When clinically indicated, transition planning is initiated with the individual at the earliest possible point in the individual planning and service delivery process. An individual is discharged from the program when one or more of the following occur:

- individual request
- violation of the program guidelines
- behavioral manifestations are disruptive to the stability of the other participants
- individual requires level or type of service not provided
- non-compliance with agency policies
- goals are achieved

If an individual meets the discharge criteria, the Individual Treatment Plan will be revised and the Day Program goal(s) removed.

When an individual is discharged or removed from the program for aggressive and/or assaultive behavior, follow-up will occur within 72 hours to insure linkage to appropriate care.

## **N. QMHP Supervision**

At Day Program, for direct services staff to access QMHP supervision if the QMHP is temporarily out of the building, it is the policy of MHCWI to ensure that access is available to another QMHP either by telephone or in person. A list of QMHP's will be made available by the Associate Director, site specific.