

**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  
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# Community Day Services Program Manual

**Revised: 05/21/18  
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## **Emergency Plans** (site specific)

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## **A. Philosophy**

The Community Day Services Program is designed to serve individuals who have a developmental disability, which includes a diagnosis of intellectual disability, autism, cerebral palsy, and/or a seizure disorder.

Services are provided to prepare participants to live and function in integrated social settings. The Community Day Services Program is structured to promote independence in daily living and economic self-sufficiency. The program strives to continually improve service provision in order that individuals served experience an enhanced quality of life.

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

The Community Day Services Program operates from 8:30 a.m. to 3:00 p.m. Monday through Friday from the Hancock Center location and 9:00 a.m. to 2:30 p.m. Monday through Friday from the Pike Center location for a minimum of 240 days per year.

The facilities have been designed to provide access to individuals with physical disabilities. The agency endeavors to accommodate individuals with special needs, or refers to providers equipped to meet their needs.

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

The Community Day Services Program provides 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 facility
- show need for support and supervision to maintain or improve level of functioning
- demonstrate interest in and cooperation with the program, as well as evidence that services will be beneficial
- require maintenance in the program necessary to live as independently as possible
- show need for instruction and support in obtaining and maintaining the least restrictive living environment
- have no impairment or behavior that could be or has been dangerous to self or others

Exclusionary criteria includes:

- under the age of 18
- requires services that are not available to meet the needs of the individual

In the event that our program is at capacity, a waiting list will be maintained. Individuals on the waiting list will be accepted into the program based on the following criteria:

- chronological order in which each person applied
- ability of the agency to meet the individual's needs
- motivation to attend
- availability
- transportation

The Community Day Services Supervisors are responsible for maintaining the waiting list and 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**

Each person who participates in the Community Day Services Program has the opportunity to participate in a daily program designed especially to meet his/her needs. Training may include any or all of the following.

### **Work Services**

Work services are specifically designed to provide paid work experience for the individuals served for the purpose of helping maintain or increase their level of productivity and earnings. Specialized training areas within the work services include:

- Lawn Care
- Janitorial
- Workshop/Recycling
- Shredding
- Miscellaneous

The Mental Health Centers of Western Illinois complies with all applicable United States Internal Revenue Service rules and regulations, as well as other applicable local, state, federal or provincial laws and regulations in regards to the work services program. When an individual receives less than the minimum wage, governmental requirements for work measurement and wage payment are followed, including documentation of how the person's disability affects his/her productivity; performance levels based on work measurements; commensurate wages paid; and changes made based on annual prevailing wage studies.

The Department of Labor has issued a certificate to the Mental Health Centers of Western Illinois authorizing special minimum wage rates under Section 14(c) of the Fair Labor Standards Act. The certificate allows MHCWI to pay commensurate wages according to productivity measurements. Meaning, the wages paid to you will be reduced from the prevailing wage rate by your quality and quantity of performance in the various work services areas.

Individuals and/or their guardians will be informed of which tasks they receive pay for and how the rate is determined. On some work tasks, individuals will be paid by **piece rate**, which means the more work completed, the more money earned. On other work tasks, individuals will be paid an **hourly rate**. Paychecks are distributed to individuals every other Friday for all work completed.

Your job performance will be evaluated within 30 days of employment and a minimum of every six months thereafter.

### **Functional Training**

Individuals receive training and perform tasks in janitorial and domestic skills, self-improvement areas of fitness, sensory-motor and cognitive skills, daily living skills, and behavior modification. Many tasks are paid training activities such as dishwashing, janitorial, and shredding. Individuals performing other tasks may earn prizes.

### **Individual Training**

The individual services and training objectives developed at the Individual Service Plan meeting are carried out in one-to-one training sessions with staff members as instructors.

### **Group Training and Programs**

Services in the group training component help participants better prepare for life and work in the community. These programs are selected by the group members and include (but are not limited to):

- health and safety skills
- exercise and fitness
- leisure activities
- social skills
- current events
- nutrition skills
- training in appropriate social conduct and etiquette
- diet and menu planning and preparation
- hygiene and grooming skills
- motor skill development
- cognitive skill development
- shopping and purchasing skills
- use of community resources and access
- swimming and water activities
- sports and recreation
- gardening

### **Counseling**

Counseling is available from the Mental Health Centers of Western Illinois to assist clients in dealing with personal problems and needs.

### **Outside Services**

Individuals who need or desire services that are not available through our agency should discuss the matter with his/her QIDP. The QIDP can make the necessary referral arrangements or advise and assist the individual in obtaining additional services. The QIDP has an updated listing of community resources available.

## **F. Lunch / Breaks**

Lunch is not provided by the Community Day Services Program. Our program provides coffee, and water daily. Soda may be purchased out of a machine in the building. Refrigerators, microwave ovens, dishes, and silverware are available for your use. Staff will assist you if needed. Lunch is not considered part of the program unless you have an individual program/goal concerning lunch and training is taking place.

Breaks are provided during the Community Day Services day as schedule and work tasks permit.

## **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-Hancock Site contracts with the Hancock County Public Transportation System for rides for consumers to the Community Day Services Program. The Mental Health Centers of Western Illinois-Pike Site contracts with the West Central Mass Transit System for rides for consumers to the Community Day Services Program. Consumers and/or their families will need to work with the appropriate agency for any arrangements. You are expected to be ready for pick-up each morning and notify dispatch at the appropriate transportation system when not riding. You must follow the rules/instructions of the Public Transportation System/driver.

The Community Day Services Supervisors at both Hancock and Pike Counties shall ensure that all who access transportation services will receive a fact sheet regarding safety guidelines/expectations.

If a client does use an agency vehicle on occasion, he/she must wear a seat belt.

## **I. Emergency Closings**

At times, emergencies such as severe weather, power failures, etc. can disrupt our program's operation or close it completely. The county transportation system may make determinations regarding delaying or cancelling transportation services due to hazardous roads conditions or other circumstances that may jeopardize the health and safety of MHCWI consumers. In addition, the Executive Director of MHCWI may determine to close the program based on emergency conditions.

## **J. Service Provision / Individual Service Plan**

Individuals found eligible for services must participate in a client orientation. The purpose of the orientation is to complete various agency documents and receive a Client Handbook in addition to this Program Manual. These documents provide information on agency policies, educational material, referral sources, program guidelines and emergency procedures. At this time you will be required to complete all necessary intake paperwork that are used to determine the appropriate types of services based on your needs.

In the Community Day Services Program, you, your parent/guardian(s), and the staff members who work closely with you will make up the Interdisciplinary Team to insure services and alternatives are designed to meet your needs. Other individuals able to identify your needs may be invited by the individual to join this team.

Within the first month of entering the Community Day Services Program, the Interdisciplinary Team will develop an Individual Service Plan that states your goals and objectives for the program. You and/or your parent/guardian(s) may have a copy of this plan if you wish. The original will be placed in your file. Monthly, staff will review the plan to make sure the services you wanted are being implemented, and that they continue to meet your needs or if they need to be changed to better meet your wishes.

A meeting about the programs you work on at Community Day Services and your progress is held at least once per year (within 365 days of their last ISP meeting). The Interdisciplinary Team will meet with you to discuss your strengths and needs, and the assessments completed by staff will be reviewed at this time. During the meeting, the objectives and training programs for the coming year will be set up with input from you and the rest of the Interdisciplinary Team.

## **K. Program Guidelines / Expectations**

- Consistent attendance to programming is essential to achieve goals according to your Individual Service Plan.
- Participation in all phases of the program is necessary unless excused for medical reasons.
- “Sleeping” or “laying down” while at programming is not allowed unless there is evidence of a medical or other problem.
- Obscene and/or abusive language or inappropriate behavior, including sexual, will not be tolerated.
- Threats of physical violence or displayed physical violence will not be tolerated.
- You are responsible for informing the Community Day Services Supervisor of any prescription or over-the-counter medication brought to programming.
- Individuals are responsible for disposing of all trash into the proper receptacles.
- No personal items, other than those necessary for programming may be brought to Community Day Services unless approval is given by staff.
- You may not take items or property that does not belong to you.
- You are to follow directions of all staff members, regardless of their relationship to you. If you feel you have been treated unfairly, you may utilize the steps established for the grievance procedure.

For your safety, the following will also be observed while at programming:

- You are required to participate in all emergency or evacuation drills as scheduled.
- You are to report all accidents, regardless of their nature, to staff as soon as they occur.
- If applicable, follow staff instructions using tools and equipment in the work areas. You may NOT start or use power equipment without the permission of the staff in charge.
- You are encouraged to lift loads properly by bending at your knees and using your legs. Get assistance for heavy loads.
- Protective equipment may need to be worn in some of the work areas.

The Community Day Services Program staff reserve the right to inspect all packages being carried in or out of the building and to remove any inappropriate items found.

## **L. Unusual Incidents and What to Do**

Staff and Clients are trained in Emergency Procedures and are to follow MHCWI policy and procedures related to all of the incidents below. In addition to the guidelines set forth in the Employee Handbook/Policy Manual, please follow guidelines established below:

**Sexual Abuse/Assault/Inappropriate Conduct/Rape:**

1. Tell someone you trust (like a staff person or counselor).
2. Stay calm and let someone help you.
3. Do not change clothing, shower, or move anything from where the abuse happened.
4. You will not be left alone.
5. Your guardian or family will be contacted to help you in this process.
6. Officials (police) may ask you about what happened.
7. Talking to a counselor and/or someone who deals with sexual violence everyday is available and may help you.

**Abuse/Neglect:**

1. Tell someone you trust
2. Remain calm
3. You will not be left alone
4. Your guardian or family will be contacted to help you in this process
5. Officials (police, OIG) may ask you about what happened
6. Talking to a counselor may help

**Death:**

If a death occurs at the Community Day Services Building or in a vehicle, report immediately to staff so they can deal with the situation.

**Physical Injury:**

1. Tell a staff member if you are hurt
2. Stay calm
3. Staff are trained in First Aid and CPR and will provide the necessary medical care
4. Your guardian/family will be contacted for injuries requiring follow-up care by ambulance/hospital.

**Assault/Criminal Conduct:**

1. Get away from the person who is upset.
2. Get help/report to staff.
3. Stay calm.
4. All clients may be asked to move away from someone who is upset and needs to regain control.
5. If you are getting upset, ask staff if you can move to a “safe area” before something happens.
6. If you get upset, we may ask you to move to a “safe area” to help you gain control back.
7. You will be asked to describe what happened.
8. If you acted out and hurt someone, the police may be contacted.
9. Staff will work to find ways to prevent this from happening again.

**Missing Persons:**

1. You are to stay at the Community Day Services site for the entire day unless you have permission from staff to leave.
2. If you leave without getting permission, staff will be looking for you.
3. Staff will look in places that you normally go.
4. If the staff can't find you, they will contact the police and tell them what you were wearing, general things about you, show them a picture, and give them ideas about where you might be.

**Theft:**

1. Tell someone you trust
2. Remain calm
3. You will be asked questions about what happened
4. Please tell staff or someone you trust.
5. If you took someone's things, the staff, police, etc will talk with you. You could be taken to the jail
6. Please return the item.

**Poison Control/Illness/Medical:**

1. Tell staff you are not feeling well
2. Tell how you feel
3. You will be asked questions to help figure out why you are not feeling well
4. First Aid and/or other medical help will be provided
5. If poison is suspected, the Poison Control Center will be called.
6. Your guardian/family member will be contacted

### **M. Behavioral Intervention**

Behavioral interventions focus on positive reinforcement and will be implemented as described in your Individual Service Plan. Please be aware that the program does not use corporal punishment, seclusion, restraint, abuse, neglect and exploitation of individuals in any of its behavioral interventions.

### **N. Committees**

The Community Day Services Program has a Human Rights Committee to review program policies, procedures and practices which may restrict an individual's rights. The Human Rights Committee will be informed of any complaints involving individual's rights, violations and any corrective actions.

A Behavior Management Committee will be established if special training procedures for managing maladaptive behavior are used by the program. Members of this committee will evaluate published behavior management studies and the technical adequacy of proposed behavior management interventions.

The Human Rights Committee and Behavior Management Committee shall approve special training procedures prior to their implementation and review those procedures as required.

### **O. Exit / Discharge Criteria**

Criteria for exit from the program shall be if the individual:

- performs four or more of the following skills: motor development, dressing, grooming, toileting, eating, language, productive capacity
- does not engage in maladaptive behavior more than 5% of the Community Day Services day (maladaptive behavior shall require staff intervention and shall be documented in the plan)
- desires to stop participation in the program
- has achieved all skills and meet exit criteria
- has a physical disability or medical condition which places him/her in danger
- exhibits maladaptive behavior that places self or others in serious danger

The Interdisciplinary Team shall evaluate individuals who have attained the exit criteria to determine whether they should continue in the program, or if they should enter a program more integrated into the community. The team shall document reasons for its decisions and place it in the individual's file.

Discharge, exclusion or suspension may occur due to:

- desire to stop participation
- attainment of exit criteria
- physical disability or medical condition which places the individual or others in serious danger



- maladaptive behavior that places the individual or others in serious danger

The Interdisciplinary Team will meet to determine whether the criteria for discharge, exclusion or suspension has been met, recommend alternative services, and determine reentry criteria. Before discharge, exclusion or suspension, a summary of this meeting will be placed in the individual's record including the date and reason for this action.

Individuals or their guardian will receive a 10-day written notice before discharge, except in situations where they are dangerous to self and/or others and these behaviors cannot be corrected through special training procedures.

Individuals have the right to appeal any discharge, exclusion or suspension actions using the agency's Grievance Procedure.

Once you and your Interdisciplinary Team have determined that you no longer require services from our agency, a Transition Plan/Discharge Summary will be completed. The Transition Plan/Discharge Summary form describes the progress you achieved during service participation and includes referrals or recommendations for continuing services.

The agency prefers that the discharge forms be completed in person; however, if you are unable to participate in this process, the forms will be mailed to your home for completion. Once returned to the Center, these forms will become a part of your clinical record.

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.