

**North Metro
Community
Services, Inc.**

*Day Services
Handbook*

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Welcome to North Metro Community Services Day Program!

We are pleased to have you here at North Metro Community Services (NMCS). Please review this handbook. It will help you learn about what happens at NMCS. If you have questions, or need assistance with reading or understanding this handbook, please ask your Resource Coordinator or Program Manager.

This handbook is reviewed from time to time and is changed as necessary. If you would like to suggest any changes, speak to your Program Manager.

We hope that your experience at NMCS helps you to be the best that you can be!

Introduction

Background

It is the mission of North Metro Community Services to provide services for persons with intellectual/developmental disabilities which result in greater independence, social integration, and personal well-being.

NMCS is a private non-profit organization that serves people with intellectual/developmental disabilities who live in Adams County, Colorado.

The programs at NMCS will teach you about work and teach you skills that will help you live successfully in your community.

Board of Directors

There are 13 people on the NMCS Board of Directors. The Board of Directors hires the Executive Director and makes policies and plans for NMCS.

Right to Fair Services

NMCS treats everyone it serves fairly, regardless of race, age, religion, color, sex, national origin, veteran or military status, disability, sexual orientation, gender identity, marital status, or any other condition protected by Federal or State law.

Your Services at NMCS

Who are the NMCS Staff Members?

The NMCS staff members you will work most closely with are your Resource Coordinator and your Direct Support Professionals

Your Resource Coordinator will help you find out what you want to learn and are able to do. Then he or she will help you develop a Service Plan (SP) to reach these goals.

Your Direct Support Professionals (DSP) will be the people you work with every day. All the DSPs are trained in CPR and First Aid, Medication Administration, Rights, Prevention of Infectious Disease, Safety Care, Defensive Driving, and many other courses. North Metro's employees have also passed a thorough background check in order to be hired.

If you have any questions regarding the qualifications of your staff, please contact your Program Manager.



Service Plan

Every person served by North Metro Community Services has a Service Plan (SP) to identify and outline the services they receive. At least once a year, you will meet to develop your SP.

Your SP will be developed in a meeting with you, the people who are important in your life, the staff who provide services and supports for you (like your Resource Coordinator) and any other people you may choose.

These people may include: your parents, spouse, advocate, and Day Services and/or Residential Staff.

Together, these people are called your Interdisciplinary Team or IDT.

The SP is a written plan that focuses on these things:

- Your goals: what you want to accomplish this year and in future years.
- Supports and services you need to help meet your goals.

When we develop your SP, we can also talk about other things, such as problems you may want help with, things that are going well in your life and you would like to share, or any concerns you might want to talk about.

It is important that you help to develop your SP and that you know what is in it. You should ask for more discussion if there is anything you don't understand or have questions about. You and any legal representative you may have will be asked to sign your SP when it is written or changed. A person from NMCS will also sign the plan. You will be given a copy of the plan when it is written or anytime it is changed.

If you have questions about your plan, or you disagree with it, please talk to your Day Services Program Manager.

Program Information

Community Employment

Employment Services are a very important part of North Metro's Day Services, and we work towards competitive community employment for every person who joins our employment team.

- In order to receive assistance to work in the community, case management must refer you to the Department of Vocational Rehabilitation (or DVR). DVR will determine if you are eligible for employment services. They will do an assessment to help you find out what kind of job would be best for you.
- Once you are approved by DVR, they will assign you to an agency who will help you with job development. That agency might be North Metro, or it might be a different agency.
- If you are assigned to North Metro, you will then be paired with an Employment Consultant, who will help you with the next steps.
- The next step is job development. Your EC will help you begin looking for a job that you will like and do well in.
- Job placement happens when you have been hired by an employer. Your EC will be ready to help whenever your job begins.
- Follow-up is ongoing. This means that your EC will visit you at your workplace and continue to provide you with additional training and supports as needed.



Supported Community Connections

The goal of Supported Community Connections is for you to become familiar with the community, gaining comfort and some level of independence in this setting. You can still join Supported Community Connections even if you have a job. You may discuss these options with your team at your annual SP meeting.

North Metro has a small group model so that each person has more influence on their daily schedule. You will work with your Program Manager to find a group that makes sense for you. We have lots of activities that will help you learn skills in your community:

- Volunteer work: NMCS works with many organizations to allow individuals to give back to their communities. Some examples are: Meals on Wheels, Arc, & Sister Carmen.
- Exercise/fitness: We have choices such as swimming, bowling, summer biking, yoga, and light weight lifting where you can learn to access these opportunities independently.
- Skills Acquisition: NMCS presents classes to assist in daily life skills such as cooking, grooming, and money management.
- Educational Enrichment Activities: Day Program spends time at local museums of all types and tours a variety of businesses. We also have reading groups that utilize local libraries. Many groups have science & history clubs as well.



Specialized Habilitation

NMCS offers facility-based programs to those that require this level of service. The goal for all those that attend this service will be the gradual introduction of integrated activity in the community.

It's All About YOU!

Here at NMCS, we want you to have the very best programming possible for YOU. So we will help you work with your IDT to create a plan that will help you meet your goals. Every group here at NMCS creates their schedules based on input from you, and they make sure that you get a chance to choose what you would like to do. If you have ideas about activities that you would like to do here at day program, just let your DSPs or Program Manager know, and they will work with your DP team to see if it is possible.



Day Services Guidance

- *Absences/Calling In:* Whenever you will not be at day program for any reason, please call your DSP to let them know.
- *Illness:* If you have a high temperature, vomiting, loss of appetite, diarrhea, or a significant lack of energy, you should stay home from Day Program. Make sure to call to inform your DSP
- *Open Wounds:* If you have an open skin wound (breakdown), you will be asked to stay home until it is healed. We cannot provide adequate wound care at Day Program.
- *Personal Visits/Phone Calls:* You have the right to send/receive messages. Please notify staff if you require assistance in the completion of calls or if you are expecting a visitor.
- *Changes:* Any address, phone number, or medication changes should be reported to your Program Manager or DSP as soon as possible.
- *Appointments:* Any appointments should be scheduled during non-work hours when possible. If you need to leave day program during work hours, notify your Program Manager or DSP.

Mandatory Reporting

The state of Colorado requires any NMCS employee to report the mistreatment of an “at-risk adult” to the local law enforcement agency. This includes any adult with an intellectual/developmental disability. Mistreatment can be the following things:

- Causing an injury to someone (not an accident)
- Restraining someone or confining them unreasonably
- Any sexual contact that is a crime
- Neglect by a caretaker
- Exploitation

This means that if any of these things happen to you, you should expect a member of NMCS staff to call the police.

Fire Evacuation

Learn where the exits are in the area where you work. When the fire alarm sounds, leave the building immediately. Never use the elevator during a fire.

If you are on the second floor when the fire alarm goes off and you use a wheelchair or cannot use the stairs, you will need to go to the area at the top of the stairs in either building.

Please make sure that you do not block access to the stairs. A copy of the Fire Evacuation Plan is in each department. Fire drills are held regularly and we will practice getting out of the building many times each year. Your DSP will show you where you need to go in case of fire.

Tornado Awareness

The Tornado Evacuation Plan is posted in each area of the building. Tornado drills will happen during tornado season, and staff will help you practice evacuation procedures. If you are caught outside during a tornado, take cover in a ditch or any low ground. Lie flat with your arms over your head.

Lock Down Drills

NMCS also does drills to practice what to do in the case of an active shooter or other threat. This will be announced over the PA system and your staff will show you what to do.

Holidays

Each year, the NMCS Board of Directors approves a calendar for the agency. NMCS is closed for holiday on the following days when they occur on a workday:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Eve
Christmas Day

In addition, NMCS is closed for Inservice Days twice a year. Inservice Days are days when staff have extra time to go to trainings and other activities.

Your Rights

You have the same legal rights and responsibilities as every other person guaranteed under federal & state laws.



North Metro shall provide you a copy of these rights upon enrollment and then annually thereafter.

No person receiving services, their family members, guardian or authorized representatives, may be retaliated against in their receipt of services or supports or otherwise as a result of attempts to advocate on their own behalf. That means that you won't get in any kind of trouble for advocating for yourself.

You have the right to:

- Be treated with respect and dignity. To have humane care & treatment.
- Personal privacy. To send & receive personal & private communications.
- Personal relationships. To visit with family, friends, & other visitors.
- Personal property.
- Be free from discrimination due to your race, national origin, gender, religion, disability, or sexual orientation.
- Your own religion.
- Receive services to ensure good health.
- Sterilization rights.
- Be paid according to the law for any work you do.
- Register to vote and to vote in elections with help as needed.
- An annual service plan (SP) that describes the services and supports you want or need.
- You have the right to influence policies that affect your

supports & services.

- A record that is confidential & secure; to read and review your file.
- Notification: to have explained to you any rules and regulations you must follow and if changes in services occur.
- Appeal: you have the right to appeal if you are not treated fairly, if you are hurt or mistreated by the staff working with you, if you do not get the services agreed upon in your SP, or if you do not agree with a decision made about you. Following are the procedures you can use if you have any of these problems.

25.5-10-218 through 231 CRS, and 10CCR 2505-10 Section 8.604.2

Grievance Process

The following is an explanation of the process for the timely resolution of grievances or complaints of the person receiving services, parents, guardian, and/or authorized representative. Use of this procedure shall not prejudice the future provision of appropriate services to the person applying for or receiving the services or supports. This process is in accordance with 10 CCR 2505-10 Section 8.605.5

The individual/parent/guardian/authorized representative is protected from retribution, coercion, intimidation, threats, or retaliation by NMCS personnel.

This process shall be provided to all persons receiving services, parents of a minor, guardian, authorized representative at the time of enrollment and then annually thereafter.

GRIEVANCE PROCESS:

An individual in services/parent/guardian/Authorized Representative may address a complaint regarding day program services in the following manner:

- You may bring any written or verbal complaint to your Day Services Program Manager or to the Associate Director, and they will work with you informally to find a solution & document it in our Complaint Log.
- If you cannot find a satisfactory solution, you may bring a written and/or verbal complaint to the Day Services Director (Robert Hunter). You may choose to have an external agency or contact assist with the completion of a letter, call, and/or visit as you request or desire. The complaint may also be provided anonymously if you so choose.
- The Day Program Director, or their designee, will arrange to meet with the complainant to resolve the issue(s) informally within 15 days of receipt if the complainant is willing to review.
- Individuals may contact external agencies/contacts, at any point

during the grievance process to provide assistance.

- A document of resolution will be attached to the Grievance and filed in the appropriate Complaint Log. The same document will be mailed to the complainant. This resolution should be completed within 15 days of the receipt of the grievance.
- In the event that the grievance process is waived or the grievance cannot be resolved, the complainant may request the mediation process be used.

MEDIATION PROCESS:

NMCS Administration will schedule a meeting between the disputing parties, persons who initiated the action, Resource Coordination, Executive Director, and an Impartial Mediator. Notice of the meeting date, time and location must be given 15 days prior to the meeting.

The grievance process can be waived only by the mutual consent of each party, which must be documented in writing.

A list of qualified mediators is available through the Colorado Department of Healthcare Policy and Financing.

Resources to assist you with a grievance include the following advocacy agencies:

Arc of Adams County: 303-428-0310

Disability Law Colorado: 303-722-0300

Dispute Resolution Process

The following is an explanation of your right to dispute a decision regarding your services or action taken if those services are reduced, changed from what your SP says, or if your services are to be terminated. This process is in accordance Section 25.5-10-212 CRS and 10 CCR 2505-10 Section 8.605.2.

This is the procedure required to file such a dispute. Use of this procedure will in no way prejudice the future provisions of appropriate services to you.

This procedure will be provided to all persons receiving services, parent of a minor child, guardian, or authorized representative upon enrollment in Day Services, annually thereafter, and anytime services are reduced, changed, or discontinued.

NOTICE:

If you receive notice that services are to be reduced, changed from what your Service Plan says or discontinued, that notice must state the action to be taken, the effective date of the action, and the reason for the action. This notice will be provided to you, parent of a minor child, guardians and authorized representatives, if within the scope of their authority. If, after receiving notice, you disagree with the action and want to dispute it you must notify the Director of Day Services, Robert Hunter, by phone at 303-255-6525 or in writing within 15 calendar days from the postmarked date of the notice.

GENERAL INFORMATION:

You will receive a minimum of fifteen days' prior notice to the action. If the action is an emergency that risks your health or safety it will become effective without the fifteen days' notice. If the action is an emergency, you will still receive written notice of the suspension according to 10 CCR 2505-10 Section 8.604.3 A-B.

An impartial facilitator will assist you, your parents/guardians, or authorized representative in all aspects of the appeal, if requested.

All steps within this procedure will provide the opportunity for both parties to present information and/or evidence to support his/her position to an impartial decision maker, the Executive Director or his designee.

You/parent/guardian/authorized representative are protected from retribution – coercion, intimidation, threats or retaliation – by NMCS Administration.

INFORMAL RESOLUTION PROCESS:

Both parties staff will attempt to come to a mutually acceptable resolution of the dispute informally, whenever possible.

A meeting to informally resolve the dispute must be held within 15 days of the date that notice of a dispute has been received. This meeting will be scheduled by the Director of Day Services, Robert Hunter.

Informal negotiations can be waived only by the mutual consent of each party, which must be documented in writing.

FORMAL RESOLUTION PROCESS:

If the dispute has not been resolved during the informal dispute resolution process or that process has been waived by the parties, then the formal dispute process may be used. The disputing party must provide written notice of their desire to use the formal dispute resolution process within 10 days of the date that the informal dispute resolution process was waived or within 10 days of the date of the informal dispute resolution meeting was held.

The formal dispute resolution meeting must be held within 15 days of the receipt of notice of the disputing party's desire to use this process. The impartial facilitator shall provide written notice of said meeting, including its date, time and location, no less than 10 days prior to the meeting. The disputing party may waive the 10-day notification meeting but not the meeting.

The formal dispute resolution meeting shall include the disputing party, a person or persons representing the agency that initiated the action being disputed, an impartial Facilitator and the Executive Director of NMCS or his designee who will serve as the impartial decision maker. The decision maker will have no direct involvement with the specific decision being disputed.

Notification of the meeting must include the opportunity for representation by counsel, authorized representative, or another individual if the objecting party desires.

Both parties shall be informed either prior to the meeting or at the meeting, of the opportunity to ask or to respond to

questions from the opposing party.

Such proceedings shall be subject to electronic recording devices or transcription.

The impartial decision maker will furnish his written decision within fifteen days following the meeting and the reasons upon which the decision was reached.

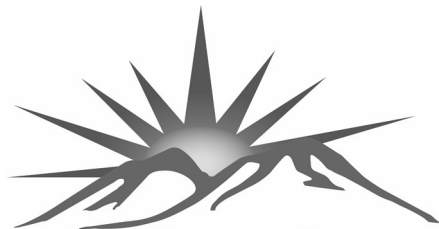
Throughout the Formal Resolution Process, you/parent/guardian/authorized representative are protected from retribution – coercion, intimidation, threats or retaliation – by NMCS Administration.

In the event that a dispute cannot be resolved through the Formal Dispute Resolution Process with North Metro, you may request a review of the decision by the Executive Director of the Department of Health Care Policy and Financing. To do so, you must follow the process outlined in the Regulation 8.605.2. You will be given a copy of this procedure, at any time, upon your request.

Other resources to assist you with a dispute include the following advocacy agencies:

Arc of Adams County at 303-428-0310

Disability Law Colorado at 303-722-0300.



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