



Consumer Handbook

Alberta Care Adult Day Program

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Welcome

Welcome to Alberta Care Adult Day Supports. This handbook is designed to provide you with valuable information about your services and activities while attending our program.

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Mission Statement:

The mission of Alberta Professional Services is to improve the independence & quality of life of all persons we serve by:

- Assuring their health & safety
- Considering their preferences, cultural backgrounds, & other personal traits
- Facilitating access to effective services designed to address their individual needs
- Providing mental health & habilitation services based on best professional practices
- Serving them in the least restrictive appropriate setting
- Maximizing their opportunity for integration into their home community
- Valuing them & their opinions, including their satisfaction with the services we provide
- Advocating for their inherent right to live with dignity and respect in the least restrictive setting appropriate for their needs and as independently as their psychological and development resources allows.

Description of Alberta Care Adult Day Supports: In our Day Program we serve adults with mental and physical challenges who receive supports including Day Supports and Supported Employment. Our Day Program serves as a hub for all activities, both community based and those based here in our facility. We have developed community partnerships as a way to provide special activities, instruction and volunteerism. We have regular classes in social skills, safety and other important facets of daily life. This program is designed to promote opportunities for continued learning and growth utilizing the strengths and interests of the individuals served. We strive to provide a place to develop friendships and network socially for the individuals we support. The individual's person-centered plan is the foundation from which we create opportunities to for independence and increasing decision-making skills. Utilizing Alberta Professional Service's Continuous Quality Improvement process, we meet frequently with our staff, the individuals being served, their guardians, and relevant stakeholders to review the efficacy of our program and ensure that services are being provided in the best possible way.

We provide facility based services Monday through Friday from 9am to 3pm. There is a Qualified Professional on-call 24 hours a day. Our facility has a large Multi-Purpose room with space for group activities including exercise classes, dance/movement, group games and other activities. There are learning centers with computers, literacy and math activities, and table games. We have a quiet area with casual seating, music and books for one on one relaxation and interaction. Our facility also has clerical/office equipment available to teach vocational skills to the individuals we support. We have a recycling program in place for our individuals to participate in as well. There are many opportunities for contributing to the community as a volunteer. These include The Blessed Table, Habitat for Humanity, Salvation Army and others. We are always seeking out new volunteer opportunities.

We have a comfortable gathering room for leisure activities and social interaction. It features comfortable seating, movies, and a space for table games. We also have a lunch room with a relaxed eating environment and space for light food preparation and clean up. There is access to a microwave, toaster, and other appliances that give opportunities for skill development.

Supported Employment Services at Alberta Professional Services:

In our efforts to fulfill the needs of the clients we serve when it comes to employment, Alberta Professional Services offer Supported Employment Services. This service is used to provide our clients the ability to earn income for services rendered in the least restrictive environment. This is done by assessing their areas of work interest as well as their abilities. This is done by the use of vocational and social assessment tools that allows us to see what areas we can better assist the clients in making an informed decision on what type of employment to look into.

We provide our clients with a one on one staff (supported employment coach) that will assist the client with job development skills such as resume development, job research, mock interviews, and application completion. Once employment is established, the Supported Employment Staff will assist the clients by supporting them while on the job and provide redirection as necessary. They will provide motivation, guidance, encouragement, and feedback so the client will be aware of the areas of improvement.

Now for our clients who desire to be entrepreneurs, Supported Employment can be used to assist them in obtaining all necessary to develop and operate a micro-enterprise. The one on one staff will assist the client in the development of a business plan and assessing what is going to be needed to operate a successful business.

Program Goals/Objectives:

Treatment modalities: Our facility uses a combination of behavioral and cognitive therapies in order to assist those we support to reach their goals. We believe that praise, positive reinforcement, and small rewards can encourage the development of alternative behaviors and coping skills in people with developmental disabilities.

With cognitive therapy our goal is to improve the individuals' cognitive abilities in several areas including attention, problem-solving, memory, and learning of functional tasks. We employ both restorative and compensatory approaches in delivering these therapies. Repetition, visual cues, written instructions, simplifying complex tasks, minimizing distractions and teaching self-monitoring are some of the techniques we employ in our facility.

Population Served: Alberta Care in Greensboro provides services to individuals with developmental disabilities (I/DD).

Resources: We are funded by Medicaid and receive referrals from the Managed Care Organization: Sandhills, Alliance, and Center point

CARF Accredited Service: Community Services: Community Integration, Employment Supports

Service Definition Requirements:

Philosophy:

I. Meaning, Purpose, and Hopefulness

We encourage the participants at Alberta Care to experience hopefulness, a sense of purpose for their lives, validation and respect for themselves, their culture, history, and traditions.

We will encourage this experience through self-determination and choices for the participant and family whenever possible, with age and developmentally appropriate spiritual development, with service activities to benefit others, through moral and character development activities, and through artistic or creative activities. The participant's religious traditions will be respected. The use of ritual and symbols will serve as reminders of the participant's search for meaning in life.

II. **Skills and Knowledge**

We encourage participants to develop, practice and use skills for daily living, adaptive behaviors, or independent living. In addition, we believe that learning is an important process for all, but especially for youth who should experience the joy of learning in an academic setting.

We will encourage the development of skills and knowledge through building on strengths whenever possible. We will celebrate successes by highlighting accomplishments and “catching participants doing right.” Mistakes will be viewed as “teachable moments

III. **Security, Industry, and Personal Enjoyment**

We encourage participants to feel safe and secure, and we understand that without this security participants will not be able to develop other life skills. We believe that all people need to feel industrious – that their time is used wisely, and that all need to develop skills for managing their time and finding personal enjoyment and joy!

We will encourage security through maintenance of a safe environment as free as possible from harm, and with a predictable schedule that is appropriate to the developmental level and needs of participants. We understand that recreational events are important in their own right, and that we will need to help participants learn skills to plan and enjoy unstructured time.

We encourage the development and maintenance of caring relationships with family, adults and peers. Mutually satisfying relationships are required for happiness and successful maintenance of inter-dependent relationships. We encourage participants to develop respect for their own feelings and the feelings of others in the context of relationships.

Staff will encourage the development of appropriate caring relationships with participants through role modeling of appropriate skills and behaviors. Staff will serve as a “bridge” to assist the participant in development and maintenance of family relationships and surrogate family relationships. Skills necessary to develop and maintain relationships will be taught, and feedback about relationship behaviors will be provided. It is through interactions that staff and others will model respect for feelings, and that participants will learn about the impact of their behavior on others. In the context of relationships we help participants identify feelings and understand the effect of feelings on behavior.

IV. **Community-Centered Living**

We encourage participants to learn skills for living in the community of their residence, in order to remain in the most “normal,” family-like setting possible.

Community-centered living is encouraged through activities in the community, encouraging “normal” interactions with individuals in the community of residence, and developing participant skills necessary for success in the community. Often the special needs of participants prohibit them from remaining in their community of origin. Even then, participants can learn adaptive skills to be a successful member of their community of residence.

Hours of Operation:

Alberta Care operates **Mondays through Fridays** and our doors are open from **8:45 am – 4:00 pm**. Your day will consist of six hours of services between **9:00am** and **3:00pm** each weekday and activities will begin promptly.

We observe all federal holidays and will be closed for each of the following:

New Years Day

Martin Luther King Jr. Day

Good Friday

Memorial Day

Fourth of July

Labor Day

Thanksgiving Thursday

Thanksgiving Friday

Christmas Eve

Christmas Day

In the event of **bad weather** (snow, ice and heavy fog) we will notify our local news on its plans for cancellation, delays. So, remember to watch the news any time the weather is in question to stay aware of when Alberta Care thinks it's too nasty outside to have you travel; but rest assure, our staff will call you by 8:00am just in case.

Our Staff:

In efforts to make sure that the services provided to you are superior, Alberta Care has made sure that everyone working with you has received Developmental Disabilities Competencies training. We too desire to ensure your safety; therefore, all employees have Medication Administration, First Aid, CPR and North Carolina Intervention (NCI) trainings, and have valid Driver's License. Lastly, for your protection, all employees have had their criminal record checked, a healthcare registry check, and is insured with an acceptable level of automobile liability insurance.

Alberta Care employs a Qualified Professional (QP) who provides on-going supervision of its direct-care staff members. The QP is the program director of our facility. You will see the program director during your day and he/she will make sure that you know him/her and establish a working relationship you.

On most occasions, you will work with the same staff member(s) daily. If you are in need of one-on-one support through-out your day, Alberta Care will provide you with your very own staff member. If you participate within a group setting; there will never be more than ten consumes assigned to one direct-care staff (this will be your assigned lead staff member).

We at Alberta Care encourage a positive, healthy, and caring relationship with you and our staff members. You will be treated with respect and dignity at all times while we assist you in the activities of your day.

And by the way, all employees will keep all they know about you confidential.

Services & Activities:

As mentioned before, Alberta Care's goal is to provide assistance with the gaining, maintaining or improving your self-help, socialization and adaptive skills. We seek to do this by first providing a good learning environment which includes:

- *Consistency, but not ridged, will allow options
- *Active Treatment
- *Organization/Structure
- *Comfortable environment (lighting, temperature ext.)
- *Modeling
- *Expression and Receptive Communication
- *Positive Reinforcements

Upon your first month after having enrolled in Alberta Care, an assessment will be completed to determine your strengths and weaknesses in the areas of pre-vocational abilities, basic knowledge& skills, social skills, and recreational/leisure habits. The assessment is a tool in which will give us the competency in how best to assist you with reaching your highest potential and your ultimate goal for improved self-help.

Here's how.

As Alberta Care consults, plans, and meets as a part of your treatment team, we'll develop day support goals. Your goals will be incorporated in the following domains of activities that will take place at the facility *and* in the community. All activities will maintain age-appropriateness.

Pre-vocational activities will involve training to increase your ability to work and volunteer in the community. This training will target appropriate work related behavior and basic knowledge & skills. You will be encouraged to work or volunteer according to your ability. There are some activities that may present the opportunity to earn income, using "real work" as a primary job training tool.

We have invited a staff from Guilford Technical Community College's Compensatory Education program to spend time with you in efforts to provide you with educational opportunities as well. The staff person will provide you with opportunities to learn functional compensatory skills in math, language, and socialization.

Social skills activities will involve addressing personal safety, life skills, privacy practices and peer acquaintanceship. Monthly you will have the opportunity to be involved meetings to discuss topics important to you such as advocacy, client rights, and community integration.

Recreational / leisure activities will involve individual and group participation. These activities are intended to increase (as needed) your:

Alberta Care has designed an individualized template just for your schedule. You and your staff will work together in arranging your daily schedule. The individualized template ensures that you have a choice in the activities in which you will participate. The individualized template does however; prescribe involvement in all the domains listed above. But for your convenience there will be posted a Standard Facility Schedule. It will lay out the times of group activities and times for individualized training or enrichment activities. Limited changes will be made to this schedule to provide continuous consistency and structure. The following schedule is just a brief overview of what you might see posted.

<i>Times →</i>	9:00am - 9:30am	9:30am- 11:45am (10:10 Break)	12:00pm- 1:00pm	1:00pm-2:45pm	2:45pm- 3:00pm
<i>Day ↓</i>					
Monday	Greetings & Today's Agenda	Compensatory Education/ Group planned activities	Lunch	Individualized/Group planned activities	Prepare for departure
Tuesday	Greetings & Today's Agenda	Compensatory Education/ Group planned activities	Lunch	Individualized/Group planned activities	Prepare for departure
Wednesday	Greetings & Today's Agenda	Compensatory Education/ Group planned activities	Lunch	Individualized/Group planned activities	Prepare for departure
Thursday	Greetings & Today's Agenda	Compensatory Education/ Group planned activities	Lunch	Individualized/Group planned activities	Prepare for departure
Friday	Greetings & Today's Agenda	Compensatory Education/ Group planned activities	Lunch	Individualized/Group planned activities	Prepare for departure

Example of Activities:

Prevocational: Comp Ed (language, community living, mathematics, vocational education, consumer education, social science)

Volunteering, Work Books, Manipulative Tasks, Differentiation Tasks, Attention Span Tasks, Sensory Tasks etc. (Real Work: Simple... packaging, assembly, collating, etc. for outside vender)

Enrichment: Computer/Internet, Horticulture, Music, Reading, Writing, etc.

Arts&Crafts: Painting, Drawing, Coloring, Scrap Booking, Candle Making, Pottery, Baskets, Wood Crafting, Weaving, Mosaics Tiles, Creative Accessories, etc.

Competitive Games: Bingo, Board Games, Card Games, Karaoke, Name That Tune, etc.

Community Sports: Bowling, Basketball, Fishing, Tennis, Miniature Golf, Horse Shoes, Track Walks, Table Games, etc.

Local Group Community Outing: Public Library, Shopping, Museums, Restaurant Dining, Parks etc.

For Your Information:

Behavior Management: Alberta Care's staff has been training in both NCI parts A and B and will always use preventative measure and redirection to assist you in the de-escalation of inappropriate behaviors. Alberta Care will follow the instructions of your Behavior Support Plan, Behavior Guidelines and /or PCP's Crisis Plan provided to us by you. Authorized and approved methods of therapeutic hold will be done only as a last resort to prevent you from hurting yourself and others. This was discussed with you upon your admission to our facility.

Cash on Hand Account: To ensure that you have money for planned activities, Alberta Care will keep cash on hand for this need. This will be your money that you have provided for this account. We would like to see your balance hang around \$12.00. You will be notified of when your account gets low from your spending in the community. All receipts will be kept when purchases are made and they will return with you home after QP makes a copy for your monthly statement, which will be provided to you at the end of the month.

Confidentiality: Alberta Care will not disclose any information about you without first receiving your written consent.

Field Trips: Periodically Alberta Care will schedule a group community outing that may take up the majority of your day. There will be occasions where you might leave the city of Greensboro. Field trips will never be out of state, North Carolina has many wonderful attractions in which to participate. You will be notified of the outing no less than two weeks in advance.

Injuries/Emergencies: As stated before, Alberta Care has provided CPR and first aid training to all of the people working with you. If by chance you obtain a minor injury, we will take appropriate measures to treat your wound. In the case you an emergency, medical attention will be sought by the hospital you've

documented as preferred unless a closer hospital is necessary. Alberta Care will contact persons listed in your record as emergency contacts (residential provider and/or guardian).

Lunch: Lunch and snacks are generally not provided. Please bring a bag lunch and preferably two snacks with you daily. A break room is located beside our facility. Lunch will be enjoyed there. It has a refrigerator and microwave for your convenience.

PRN (as needed) Over the Counter Medication: As part of first-aid treatment to you, or if you are just uncomfortable due to cold like symptoms, headache, allergic reaction, etc. Alberta Care will administer the appropriate oral or topical medication deemed okay by your physician and consented to in writing. We will document that the medication was administered or observed being taken by you.

Records/Documentation: Alberta Care will maintain a service record for you. It will include your profile and contact information, person centered plan and schedule, evaluations and reviews, medical information, admission packet, attendance and documentation of progress. Your one-one-one or lead staff person will document your progress. The QP will take that information and provide you with a progress report every three months (or as requested). Your service plan that is developed at the first treatment team meeting will be formally updated annually as a review of your progress. This will include a revisit of your day supports assessment mentioned earlier. Your records are kept under lock and key. Your one-on-one or lead staff member will have their own program book for you. This program book will be securely kept with them or locked in a vehicle when in the community.

Suggestion Box: In the lobby area of Alberta Care, there will be located a suggestion box. This will be for everyone to use. Please feel free to add any comments and suggestion for improvement. You may elect for your entry to be anonymous. At each staff meeting, the suggestion boxes contents will be reviewed by personnel and every suggestion, no matter how little, will be taken in consideration. Don't be surprised, you might see changes due to your insight.

Transportation: Currently staff's personal vehicles are used for transporting you to and from community activities. These vehicles are insured with an acceptable level of automobile liability insurance.

Visitors: There will be times when Alberta Care will have someone visit our facility. Your confidentiality is important to us. All visitors must sign an Acknowledgement of Confidentiality of Consumer Information Form upon their initial visit; thereafter, they then will be required to just sign in and out. This will include your visitors, Revolution Mill maintenance staff, people interested in services, etc. This means everyone that is not employed by Alberta Professional Services. Alberta Professional Services Staff that are not a staff member of Alberta Care Day Supports will sign in as well on their own page.

Wheelchair Accessible Entrance: There employee entrance facing the staff parking lot is wheelchair accessible.

Your Rights:

Upon your admission to Alberta Care, you were provided with Alberta Professional Services' Policy on Client Rights. For your conveyance, the following is a brief summary of the policy.

Rights Provided Every Client

- Basic Human rights, which include dignity, privacy, respect and humane care
- Right to freedom from mental and physical abuse, harm, neglect or exploitation
- Right to live as normally as possible while receiving care and treatment in the Area Program
- Right to treatment in the least restrictive, most appropriate environment
- Right to receive age appropriate treatment/habilitation
- Right to have access to medical care
- Right to individualized written plan for care within 30 days of admission
- Right to be informed in advance of potential risk and alleged benefits of treatment/habilitation choice
- Right to consent to, or refuse consent to any treatment offered in certain emergency situations
- Right to be informed of any emergency procedure
- Right to confidentiality
- Right to be free from unnecessary or excessive medication and that medication not be used for punishment, discipline or staff convenience
- Right to exercise all Civil Rights (right to dispose of property, execute instruments, make purchases, enter into contractual relationships, register and vote, bring civil actions, marry and divorce) unless client adjudicated incompetent.
- Right to be free from corporal punishment
- Right to be free from physical restraint or seclusion except when in imminent danger of abuse or injury self and others, when substantial property damage is occurring, or when necessary as part of treatment/habilitation
- Right to social integration and self governance while in programs
- Right to be free from threat of un warranted suspension or expulsion
- Right to file a grievance
- Right to contact services including the Disability Rights at 1-877-235-4210
- Right to be informed of any restrictions or interventions in which may be used
- Right to request notification after occurrence of use of an intervention procedure
- Right to request notification of the restriction of rights

- Right to have medication administration only in accordance with accepted medical standards and upon the order of a physician

Alberta Care asks that you please submit a grievance at any time you feel concerned that any of the above rights have been violated. We will promptly investigate all complaints. If you feel the need to file a formal grievance, there is a current grievance procedure included in your handbook. At any time, another will be supplied to you upon your request.

Your Responsibilities:

- 1. Be On Time:** A day of activities awaits you and Alberta Care wishes that you don't miss a minute of them. We expect to see you at 9:00am every weekday morning (a little earlier is okay) to begin serving you.
- 2. No smoking:** Smoking is banned in all fully enclosed area of our facility. If you observed smoking inside the facility, you will be directed to extinguish any lighted smoking product.
- 3. Changes and updates to your PCP:** Alberta Care would like to ensure that the services we provide you are concurrent with your Person Centered Plan. If there are *any* changes to your plan between treatment team meetings and quarter updates, we required that you supply the QP with the recently changed or updated plan.
- 4. Respect for peers and staff:** Feelings are important. Words can hurt. Just as Alberta Care works hard to advocate for you to be treated with respect and dignity, we work hard for your peers to be treated with respect and dignity too. Please be polite. If you have a problem with a peer, we ask you to bring it to a staff member's attention. The staff member will do all they can to help you and your peer amiably solve the problem. And since, that staff member is working hard for you, being polite will show that their advocacy is appreciated. Respect for other's property is expected as well.
- 5. Cleaning:** Alberta Care cares that you have a safe, clean, and comfortable environment in which to spend your day. After any and all activities that you complete, we ask that you clean your space before beginning another activity or leaving for the day. Staff members will be happy to assist you as needed. We would also appreciate any volunteers to help with our weekly thorough cleaning of the facility. Cleaning materials are supplied by Alberta Care.
- 6. Personal Belongings:** Please be aware of where you place your personal belonging at the facility and in the community. Alberta Care will not be responsible for lost or stolen items. We will however; make efforts to assist you with finding an appropriate place for them to be stored. If any items are found, they will be placed in our lost and found box. As currently, we do not have a laundry area, any soiled laundry will be rinsed out and return with you home in a plastic bag.
- 7. Recreational Expenses:** As Alberta Care plans recreational activities in the community, we will identify the fee/admission for such. We will notify you ahead of time of the amount you will need to pay for the activity, which may include additional money for spending as needed (food, souvenirs etc.) It is your

responsibility to maintain funds in your cash on hand account. We will attempt to ask for reduced rates but this is not guaranteed. Alternative activities will be provided to you if you are not able to participate in planned activities. There may also be time where you may need to furnish items for a particular arts & crafts activity for the making of you individual project (ex. T-shirt).

8. Medications: Alberta Care requires that each day you bring with you any routine or PRN medications that you may need to take during the course of your day supports day. Upon your arrival, we will lock (double lock controlled drugs) the medication in a box specifically identified as yours. The medication should *always be labeled* with its your name, medication name, description, dosage, and time. We will then be responsible for the ensuring of administration, whether independent or with assistance. This includes watching you take the medication and documenting that you have taken the medication. We will keep on file a leaflet of the drug(s) so we will be aware of any side effects that you may encounter.

9. Communication: Upon your first day (and everyday thereafter) with Alberta Care, we ask that you bring with you a composition notebook. This will allow us to communicate with your residential provider or family. We will briefly notify them of how your day was, any problems that occurred, if you needed a prn medication, if you have an injury and if you have any needs. Sometimes there might be forms included that need to be read by them. It is your responsibility to bring it with you daily and return it to the responsible person. In turn we ask that responsible person to communicate with us. In the morning, there should be a note informing us of early departures, needed prn medication for the day, if maybe you had a bad start or a great start that morning and what we might need to be aware of in general.

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