

# **AUTUMN HOUSE**

**GROUP HOME**

**CLIENT HANDBOOK**



**ALBERTA PROFESSIONAL SERVICES**

**3107 SOUTH ELM-EUGENE ST.**

**GREENSBORO, NC 27406**

**336-373-3960**

**WELCOME TO ALBERTA PROFESSIONAL  
SERVICES: AUTUMN HOUSE GROUP HOME.**

**THIS HANDBOOK IS DESIGNED TO PROVIDE YOU WITH VALUABLE INFORMATION ABOUT YOUR SERVICES AND ACTIVITIES WHILE ATTENDING OUR PROGRAM.**

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**WELCOME TO ALBERTA CARE: AUTUMN  
HOUSE GROUP HOME. THIS HANDBOOK IS  
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**1. INTRODUCTION TO ALBERTA PROFESSIONAL SERVICES**

**A. OFFICIAL AGENCY TITLE: ALBERTA PROFESSIONAL SERVICES, INC.**

**B. GREENSBORO ADDRESS AND CONTACT INFORMATION:**

**MAILING ADDRESS:**

**ALBERTA PROFESSIONAL SERVICES  
P.O. BOX 14884  
GREENSBORO NC 27415**

**PHYSICAL ADDRESS:**

**ALBERTA PROFESSIONAL SERVICES  
3107 S. ELM-EUGENE STREET  
GREENSBORO, NC  
336-373-3960 OFFICE    336-273-6522 FAX**

**[WWW.ALBERTAKIDS.COM](http://WWW.ALBERTAKIDS.COM)**

**C. AUTUMN HOUSE ADDRESS AND CONTACT INFORMATION**

**MAILING ADDRESS AND PHYSICAL ADDRESS:**

**3902 DERBYSHIRE DR.  
GREENSBORO NC 27410  
336-288-7360 OFFICE AND FAX**

**D. AGENCY 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.

## **2 WELCOME AND INTRODUCTION TO THE PROGRAM**

- A. TYPE OF SERVICE:** AUTUMN HOUSE IS A SUPPORTIVE LIVING GROUP HOME FOR FOUR ADULTS LIVING WITH DEVELOPMENTAL DISABILITIES. FUNDING FOR THE SERVICES IS OBTAINED THROUGH CAP FUNDING.
- B. HOURS OF OPERATION:** TWENTY-FOUR /SEVEN DAYS A WEEK.
- C. NUMBER OF RESIDENTS: 4**
- D. LEVEL OF SUPERVISION:** TWO HABILITATION COUNSELORS ARE ON DUTY FOR THE FOUR CLIENTS DURING M-F, WHEN MEDICAL APPOINTMENTS AND THERAPEUTIC PROGRAMMING IS MOST LIKELY. CELL PHONE SUPPORT BY THE PROGRAM DIRECTOR IS AVAILABLE TWENTY-FOR HOURS/SEVEN DAYS PER WEEK. ONE AWAKE HABILITATION COUNSELOR IS ON DUTY AT NIGHT.
- E. PROGRAM GOALS:** THE FIRST GOAL IS TO DETERMINE AND MAINTAIN THE LEAST RESTRICTIVE PLACEMENT FOR RESIDENTS. THE SECOND GOAL IS TO MAINTAIN COMMUNITY INTEGRATION THROUGH PROGRAM ACTIVITIES, NATURALLY OCCURRING SUPPORTS AND FAMILY INVOLVEMENT WHEN POSSIBLE. THIS GOAL IS QUANTIFIABLE BY COMPLETING ACTIVITY SHEETS AND TRACKING COMMUNITY INVOLVEMENT.
- F. PROGRAM MODEL AND PHILOSOPHY:**
- 1. MEANING, PURPOSE, AND HOPEFULNESS**
- A. WE ENCOURAGE THOSE IN CARE TO EXPERIENCE HOPEFULNESS, A SENSE OF PURPOSE FOR THEIR LIVES, VALIDATION AND RESPECT FOR THEMSELVES, THEIR CULTURE, HISTORY, AND TRADITIONS.**

## **2. SKILLS AND KNOWLEDGE**

**A. WE ENCOURAGE RESIDENTS 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. WE WILL ENCOURAGE THE DEVELOPMENT OF SKILLS AND KNOWLEDGE THROUGH BUILDING ON STRENGTHS WHENEVER POSSIBLE. WE WILL CELEBRATE SUCCESSES BY HIGHLIGHTING ACCOMPLISHMENTS AND “CATCHING RESIDENTS DOING RIGHT.” MISTAKES WILL BE VIEWED AS “TEACHABLE MOMENTS.”**

## **3. SECURITY, INDUSTRY, AND PERSONAL ENJOYMENT**

**A. WE ENCOURAGE RESIDENTS TO FEEL SAFE AND SECURE, AND WE UNDERSTAND THAT WITHOUT THIS SECURITY RESIDENTS 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!**

**B. 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 RESIDENTS. WE UNDERSTAND THAT RECREATIONAL EVENTS ARE IMPORTANT IN THEIR OWN RIGHT, AND THAT WE WILL NEED TO HELP RESIDENTS LEARN SKILLS TO PLAN AND ENJOY UNSTRUCTURED TIME.**

**C. 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 RESIDENTS TO DEVELOP RESPECT FOR THEIR OWN FEELINGS AND THE FEELINGS OF OTHERS IN THE CONTEXT OF RELATIONSHIPS.**

**D. STAFF WILL ENCOURAGE THE DEVELOPMENT OF APPROPRIATE CARING RELATIONSHIPS WITH RESIDENTS THROUGH ROLE MODELING OF APPROPRIATE SKILLS AND BEHAVIORS. STAFF WILL SERVE AS A “BRIDGE” TO ASSIST THE RESIDENT 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 OTHER WILL MODEL RESPECT FOR FEELINGS, AND THAT RESIDENTS WILL LEARN ABOUT THE IMPACT OF THEIR BEHAVIOR ON OTHERS. IN THE CONTEXT OF RELATIONSHIPS, WE HELP RESIDENTS IDENTIFY FEELINGS AND UNDERSTAND THE EFFECT OF FEELINGS ON BEHAVIOR.

#### **4. COMMUNITY- CENTERED LIVING**

A. WE ENCOURAGE RESIDENTS TO LEARN SKILLS FOR LIVING IN THE COMMUNITY OF THEIR RESIDENCE, IN ORDER TO REMAIN IN THE MOST “NORMAL,” FAMILY-LIKE SETTING POSSIBLE.

B. COMMUNITY-CENTERED LIVING IS ENCOURAGED THROUGH ACTIVITIES IN THE COMMUNITY, ENCOURAGING “NORMAL” INTERACTIONS WITH INDIVIDUALS IN THE COMMUNITY OF RESIDENCE, AND DEVELOPING RESIDENT SKILLS NECESSARY FOR SUCCESS IN THE COMMUNITY. OFTEN THE SPECIAL NEEDS OF RESIDENTS PROHIBIT THEM FROM REMAINING IN THEIR COMMUNITY OF ORIGIN. EVEN THEN, RESIDENTS CAN LEARN ADAPTIVE SKILLS TO BE A SUCCESSFUL MEMBER OF THEIR COMMUNITY OF RESIDENCE.

## **2. SERVICES PROVIDED**

### **A. ROOM AND BOARD:**

1. EACH CLIENT WILL BE AFFORDED THEIR OWN INDIVIDUAL BEDROOM WITH A BED, A CLOSABLE DOOR FOR SECURITY AND PRIVACY AS STATED IN AUTUMN HOUSE RULES. EACH CLIENT WILL HAVE A PERSONALIZED SETTING THAT ACCOMMODATES THEIR SPECIFIC NEEDS, PREFERENCES AND PERSONALITY. THEY ARE ALLOWED TO DECORATE THEIR ROOMS TO REFLECT THEIR INDIVIDUALITY, AS LONG AS IT IS IN ACCORDANCE WITH ANY PROGRAM SAFETY REQUIREMENTS.
2. CLIENTS WILL BE ENCOURAGED TO KNOCK AND ASK PERMISSION TO ENTER ANOTHER CLIENT’S BEDROOM.

### **B. CLEANLINESS:**

1. CLIENTS WILL BE ENCOURAGED TO KEEP PERSONAL AREA TIDY AND RECEIVE STAFF ASSISTANCE TO DO SO BY TAKING OUT

GARBAGE, KEEPING UP WITH LAUNDRY, NOT ALLOWING MEALS IN THE BEDROOM, ETC.

2. CLIENTS WILL BE ENCOURAGED TO SHOWER EVERY DAY, WITH STAFF ASSISTANCE AS NEEDED, UNLESS OTHERWISE STATED BY A PHYSICIAN.
- C. **TRANSPORTATION:** STAFF PROVIDES ALL NECESSARY TRANSPORTATION TO INCLUDE DOCTORS, CLINICS, AND OTHER COMMUNITY ACTIVITIES DEEMED TO BE INDIVIDUALLY APPROPRIATE FOR THE RESIDENT, AS WELL AS TRANSPORTATION TO DAY PROGRAMS, VOLUNTEER OPPORTUNITIES, AND RECREATIONAL ACTIVITIES.
- D. **RECREATION:** GROUP HOME STAFF ENCOURAGES GROUP ACTIVITIES ON WEEKENDS AND SOME WEEKDAYS AS APPROPRIATE TO PERSON CENTERED CARE TO PROMOTE INTEGRATION INTO THE LOCAL COMMUNITY.
- E. **A THERAPEUTIC APPROACH USING BEHAVIOR MANAGEMENT:** AUTUMN HOUSE STRESSES POSITIVE REINFORCEMENT FOR ANY STEPS TOWARD INDEPENDENCE AND LIVING IN THE COMMUNITY. STAFF VERBALLY PRAISES COMPLETION OF DAILY CHORES, ADLS, AND ANY MOVEMENT TOWARD INDEPENDENCE. **IT IS GROUP HOME POLICY THAT STAFF NEVER USES ANY RESTRICTIVE INTERVENTIONS, CORPORAL PUNISHMENTS, OR AVERSIVE METHODS.**

#### **4. PROGRAM POLICY AND PROCEDURES**

A. **EQUIPMENT AND PROPERTY:** AS PART OF THEIR ROOM AND BOARD, RESIDENTS USE ALL GROUP HOME FURNITURE, EQUIPMENT, AND PUBLIC SPACE TO ENGAGE IN ADL'S, RECREATION, RELAXATION, ACTIVITIES. ANY PROPERTY DAMAGE, BEYOND NORMAL WEAR AND TEAR, IS REIMBURSED BY THE CLIENT THAT DID THE DAMAGE, ACCORDING TO THE STIPULATIONS OF THE HOUSE RULES, SIGNED UPON ADMISSION.

B. **FAMILY VISITS:** THE PROGRAM ENCOURAGES FAMILY VISITS BY HAVING AN OPEN DOOR POLICY IN WHICH ANY FAMILY MEMBER OR FRIEND MAY ARRIVE UNANNOUNCED FROM 9 A.M. TO 9 P.M. A QUIET AREA IS AVAILABLE FOR FAMILY VISITS IN THE FRONT LIVING ROOM. THERAPEUTIC LEAVE WITH FAMILY MEMBERS IS ENCOURAGED.

C. **JOBS:** GROUP HOME STAFF ENCOURAGES RESIDENTS TO PARTICIPATE IN VOCATIONAL TRAINING OR VOLUNTEERING.

**D. MEDICATIONS:** ALL PRESCRIBED AND OVER-THE-COUNTER MEDICATIONS ARE DOUBLE-LOCKED IN THE STAFF OFFICE. STAFF IS TRAINED TO PROPERLY ADMINISTER MEDICATIONS. STAFF MAINTAINS THE SUPPLY OF MEDICATIONS AND THE MEDICATION ADMINISTRATION RECORD.

**E. MONEY:** RESIDENTS ARE ENCOURAGED TO LEARN MONEY MANAGEMENT. RESIDENTS CURRENTLY RECEIVE A GOVERNMENT SPENDING CHECK OF \$66/MONTH, PAID BY CHECK BY THE EIGHTH OF THE MONTH. THE RESIDENTS AND THEIR GUARDIANS DECIDE HOW THIS CHECK IS BEST SPENT. STAFF ASSISTS WITH TRANSPORTATION TO THE BANK AND THE STORES.

**F. PETS:** NO UNAUTHORIZED ANIMALS ALLOWED TO AUTUMN HOUSE UNLESS PREVIOUSLY APPROVED BY SUPERVISOR. OUR OWN THERAPY DOG MUST MEET STATE REGULATIONS BY KEEPING IMMUNIZATIONS UP-TO-DATE. ANIMALS ARE NOT ALLOWED WHERE FOOD IS PREPARED.

**G. SMOKING POLICY:** AUTUMN HOUSE HAS A NO SMOKING POLICY HOWEVER SMOKING IS ALLOWED ON THE FRONT PORCH AND THE BACK DECK.

**5. DAILY SCHEDULE:**

**A. SEE ATTACHED “AUTUMN HOUSE GROUP HOME DAILY SCHEDULE”**

**6. CLIENT GRIEVANCE PROCEDURE AND DRNC: SEE ATTACHED PROCEDURE.**

**A. BESIDES THE ATTACHED GRIEVANCE PROCEDURE, THE PHONE NUMBER FOR DISABILITY RIGHTS NORTH CAROLINA FOR PERSONS WITH DISABILITIES IS POSTED ON THE RESIDENT WALL OUTSIDE THE STAFF ROOM OFFICE. ANY RESIDENT MAY CALL (1-877-235-4210) THE DRNC IF YOU BELIEVE YOUR RIGHTS HAVE BEEN VIOLATED.**

**7. SEARCH AND SEIZURE POLICY AND PROCEDURE: SEE ATTACHMENTS.**