



ALBERTA PROFESSIONAL SERVICES, INC

Community Guide Services Handbook Insert

Site: Greensboro Corporate

Address: 3107-A South Elm-Eugene Street, Greensboro, NC 27405

Alberta Professional Services offers services during these hours:

Monday: 9:00 a.m.-5:00 p.m.

Tuesday: 9:00 a.m.-5:00 p.m.

Wednesday: 9:00 a.m.-5:00 p.m.

Thursday: 9:00 a.m.-5:00 p.m.

Friday: 9:00 a.m.-5:00 p.m.

Saturday: N/A

Sunday: N/A

Afterhours: (336) 273-2640 & follow prompt

On-call: (336) 880-6531

APS Staff can be reached at this number: (336) 273-2640

The site/service specific rules and penalties are: (1) Service must be listed on MCO contract prior to provision; (2) Individual's needs must meet criteria identified in Community Guide definition; (3) Authorization for service must be in place prior to provision; (4) Guardian/individual must agree to participate in the development of short term Community Guide objectives & sign prior to provision; & (5) Guardian/individual must agree to sign annual consents. Failure to comply with these rules may result in the suspension or discontinuation of this service.

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 their home community as independently as their psychological and developmental resources allow.

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



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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. (2013 CARF BH 5. I.1.a(1)).

Community Guide Services program goals are 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 with flexibility, will allow options
- *Modeling
- *Eliminating boredom
- *Communication
- *Organization/Structure
- *Positive approach

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Alberta Professional Services’ staff plans, and meets as a part of your treatment team, we’ll develop goals to assist the persons served to achieve their goals of choice in the following areas: (1) Community living skills development. (2) Interpersonal relations. (3)Recreation/use of leisure time opportunities. (4)Vocational development or employment. (5)Educational development. (6) Self-advocacy. (7)Access to non-disability related social resources.

Upon your first month after having enrolled in Alberta Professional Services, an assessment will be completed to determine your strengths and challenges in the areas of prevocational abilities, basic knowledge& skills, social skills, and recreational/leisure habits. Part of the planning that takes place will identify specific areas of need in your life. If there are needs that cannot be appropriately addressed by Alberta, i.e. food, shelter, clothing, we will gladly provide referrals to other agencies that can help you address those. Understanding your own needs and wants is an integral part of receiving services from Alberta. We will always make sure that you have the knowledge to address your own needs as independently as possible. The assessment is a tool, 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 and the greatest amount of control over your own life as possible. The ability to make choices and decisions for yourself is a priority of Alberta. (2013 CARF BH5. I.1.a(2), BH5.I.1.d).

This form meets these standards
Authority: 10A NCAC 27D .0201 CARF 2013 BH 5.1.1.a(1), c, d; 5.1.2.e.d; 5.1.3, 4; DHHS Routine Review Tool Q1a