



LAKEMARY
CENTER

Adult Services Program Handbook w/ Procedures

MISSION STATEMENT

EMPOWER CHILDREN AND ADULTS WITH INTELLECTUAL AND
DEVELOPMENTAL DISABILITIES TO ACHIEVE THEIR INDIVIDUAL POTENTIAL.

Adult Services Program Handbook

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WELCOME TO LAKEMARY

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WELCOME TO LAKEMARY

We are pleased that you have selected Lakemary to provide your Case Management, Community Living, Community Employment, and/or Health Services. We want you to have the opportunity to do the things that you decide are important. We also want to make sure that you are safe and comfortable in your new home. For this to happen, we need to let you know what our supports are and what you can expect. You also need to be aware of your rights and how we will protect them. That's a lot of stuff to think about! This book is a good place to start.

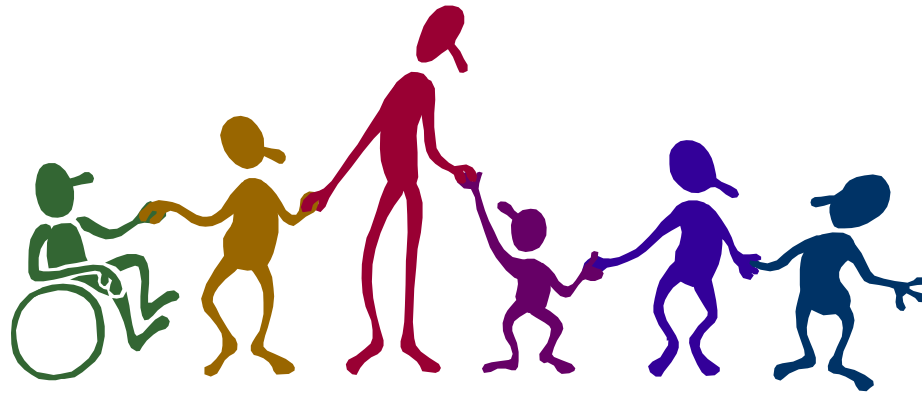
So...now that you are a Lakemary "STAR", read on!



Your Service Provider and the Support You Receive is Your Choice

You will receive options counseling annually from your local CDDO. They will share information about all the options available to you in your CDDO area. You are welcome to check out any of the options you wish.

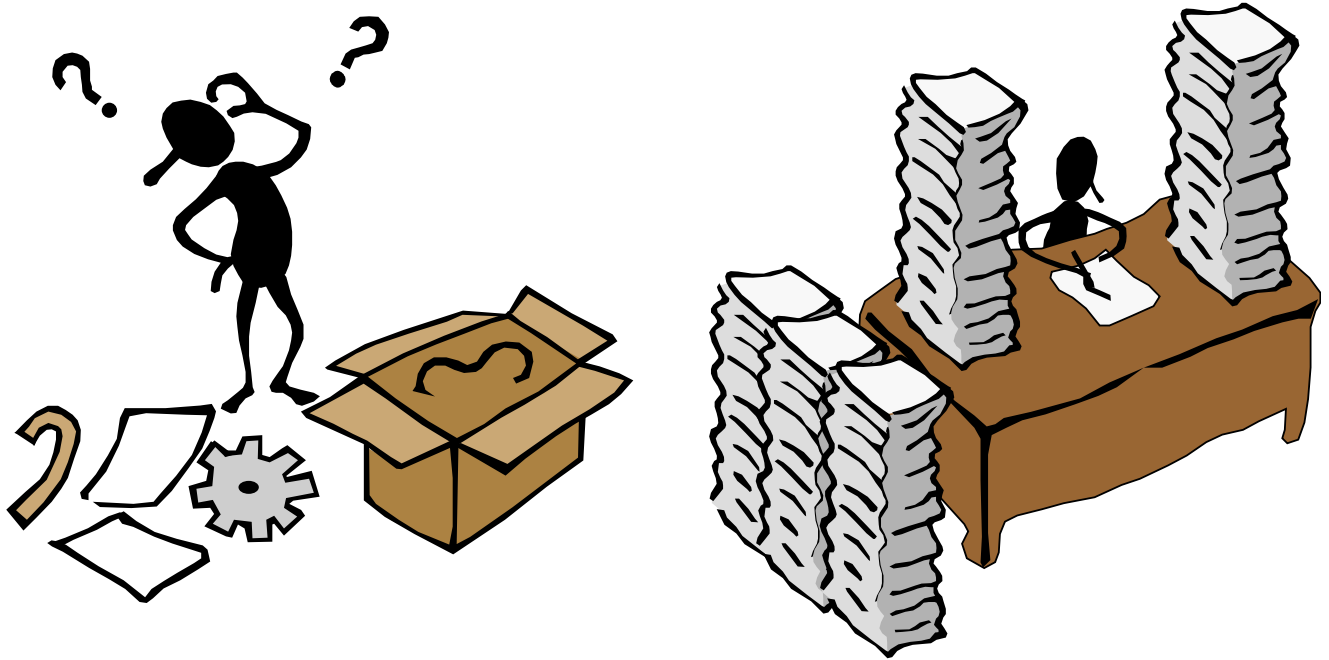
Lakemary is very glad you have chosen us as one of those options and we want you to know that you are welcome to change your mind at any time. As you receive your preferred support with us, please know that there will be several formal opportunities throughout the year where various people involved in your team will touch base with you to ask your ongoing preferences of service provider and support. Some of these opportunities will occur during your functional assessment, at your PCSP, at your BASIS meeting with the CDDO, with the MCO at your individual service planning, during your TCM on-site visit, at your Lakemary Satisfaction Survey, the family/guardian Satisfaction Survey, the CDDO Satisfaction Survey, and during the CDDO Quality Assurance visit. Plus, you are welcome to change your mind at any time. Let your Case Manager know if this happens.



CASE MANAGEMENT

When you began receiving support from Lakemary, a Case Manager may have been assigned to you. This is the person whose job it is to make things run smoothly for you. Your Case Manager will listen to how you would like Lakemary to help you. If you have questions, concerns or problems, your Case Manager is the person to talk to. They will help you think things through. They also ask you a lot of questions to make sure your opinions and choices are honored so your supports will meet your needs. This is important because your Case Manager coordinates all your support.

For example, you have the right to change providers if you want to. Just tell your Case Manager. You also have the right to change medical or therapy providers if you want to. A Medical Choice form will be completed at your orientation meeting and during each annual person-centered planning meeting. You can make a choice change at that time or any time during the year, by telling your Case Manager.



Person-Centered Support Plan (PCSP)

Person-centered support planning (PCSP) is a way to help you plan your support to live a full life in your community. The PCSP is your plan and it expresses what your goals, preferences, and interests are. You have the final say in what goes into the plan and have the right to have assistance from someone you choose.

The PCSP is developed from an “assessment” that identifies your “functional needs.” This means finding the support you need, how much you need, and how long you need them. This is accomplished by a review of your records and talking with you and the people that are important to you (parents, brothers, sisters, relatives, caregivers, and friends). The assessment should include information about your mental health, physical health, and daily living skills. The

assessment information will help you and your support network write a plan for your needed support. Your support network will work with you to find creative ways to meet your goals, even if there is no specific support available.

The PCSP is a meeting with you and about you. You can invite anyone you want. If you need assistance like an interpreter or a communication device, someone in your support network must make sure you have it available. The process should respect your cultural needs and be in a language you understand. The PCSP should say; where and with whom you want to live, what work or other valued activity you want to do, and what social and community activities you want to participate in and when you want to do it. Lakemary and generic community support to help you reach these preferences and goals will be documented in your plan.

Your plan should be reviewed at least once every 365 days. If you need or want to change your support, or if your situation changes, you can ask for a meeting to review and update your plan at any time.

The PCSP will describe the support needed to help you meet your goals. The place where you receive these supports must not restrict your ability to come and go as you choose, your freedom to see the people you want to see, or your choices about eating, sleeping, or activities unless clearly written into your plan and approved by you and your guardian.

Sometimes, for a person to be well-supported and safe in the community, there must be some boundaries. For example, some people may need to have someone with them when going for a walk. Some people cannot have unlimited access to food because of the risk to their health. If you have support needs or require a limitation to support your safety, it must be documented in your PCSP.

1. The PCSP must identify your specific and individual needs identified through a detailed assessment.
2. The PCSP must describe the support and positive approaches, describing less intrusive approaches that have already been tried but didn't work.
3. The plan must document a clear and detailed description of the condition that is directly proportionate to the limitation necessary to meet your individual needs.
4. The people responsible for supporting you must regularly collect data and use this data to evaluate whether the changes in your plan are helping you meet your goals. This evaluation should occur on a regularly scheduled and documented basis to ensure the plan continues to help you meet your goals.
5. The plan must be explained to you, in language you can understand, what the changes are and the reasons for them. You can say whether you agree or not.

6. The plan must include assurances that the changes will not harm you.
7. Sometimes you might have a roommate whose support needs might seem like a limitation to you. If this happens, Lakemary will work with you to identify and ensure your choices are honored. If you don't like the options your team comes up with, you have the right to have your opinion heard and honored. And, you have the right to make choices that meet your lifestyle preferences. These will all be documented in your PCSP.

COMMUNITY LIVING

Lakemary provides community living support to people who live in group homes and people who live alone or with a roommate in an apartment or house.

Wherever you live, you and the people who are close to you, will decide what things are most important to you. We will talk about where you want to live and who you want to live with.



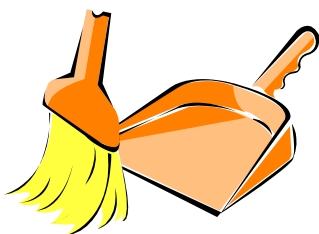
We will talk about where you would like to work and the activities you like to do, and when you like to do them. We will also talk about the kinds of social, recreational, and religious activities you may want to participate in. And there's more!! We also want to know what you would like to

learn. Lakemary can help you learn to cook, to work with your money, to cross the street, how to make friends, and just about anything in between! The important idea is that you are deciding what you need, and we are helping you plan to do it.

Wherever you choose to live, remember that your house is your home. You have the right to **fully** access all parts of your home unless it's the personal bedroom and/or bathroom of someone else. You can access the living room, kitchen, laundry room, dining area, and other parts of your home whenever you want. A microwave and refrigerator are available for your use. Your home is different from where you work, unless you decide to start a home business or unless special consideration is given for unique circumstances, and this is documented in your PCSP.

Living In A Group Home

If you live in a group home, you will live with other individuals who also receive support from Lakemary. When you live with other people, you know things can get hectic! To live together peacefully there must be a little bit of order...right?



Household Duties

With so many people, there is a lot to get done. We ask that you do your fair share. That means that you try to do some of the things that you are able. If you need help, the staff will assist you.

We encourage you to do your own laundry in the laundry room of your home. You can do your laundry whenever you want and if you need help, you can ask your staff for assistance.

Food/Meals

You and your housemates will decide what you want to eat for breakfast, lunch, dinner, and snacks. What you eat is up to you as is when and where you eat. You can eat by yourself or with your friends. Please remember that bugs like to eat crumbs. Keeping areas of your home clean and crumb-free will help it stay healthy and safe.



Privacy



Everyone must respect the privacy of others! You know how important this is. Please knock and wait for permission before entering someone else's room and please do not go into another's room unless you are invited. Never use another person's items without their permission.

You have the right to privacy in your room. Other people must knock on your door and be invited in by you before they enter your room. You can lock your bedroom door. You can also lock the bathroom door. The front and back doors of your house will also have locks so you can feel safe when you go to bed at night. Only appropriate staff will have keys to these locks

and will not enter without your permission. If you do not answer and there is significant concern about your health, safety or welfare, staff may enter the locked area to ensure your safety.

Whether you live alone or with others, you will always have your own private bedroom, unless you choose to share your bedroom space with someone specific. This choice will be documented in your person-centered support plan.

Decorating Your Room

You are welcome to decorate and arrange your room however you like, with personal belongings, photos, paint color, furnishings, curtains, etc. Specifics may be outlined in your lease agreement.

Living In An Apartment

When you live in your own apartment you don't have to consider lots of other people, but you do have to consider yourself. No matter where you live, we want you to be safe and healthy. We hope these guidelines will help you do just that!

Personal Rights Under A Standard Lease Agreement

1. Signing a lease is a legally binding agreement.
2. It means you have to pay your rent, or room and board, as agreed to in the lease.
3. A typical lease is binding for at least 1 year. That means you are committed to the rental agreement for the term of the lease. Please make sure you know how long you are committing to. You cannot stop paying your rent.
4. Make sure you understand how much that is and when it is due.
5. A lease will outline your responsibilities and the responsibilities of the landlord.
6. Make sure you also know your other responsibilities, as outlined in the lease.
7. If you have questions, please ask your guardian, the contractor, the SLC Coordinator, or someone else you trust.
8. Make sure you know the responsibilities assigned to the landlord, so you know what else to expect.
9. Your lease will stipulate that you are protected under the Landlord Tenant Act, which means the landlord must follow their obligations as long as you follow the lease.
10. Their obligation includes providing a written notice allowing for AT LEAST a 30-day notice if they initiate an eviction process with you. If this happens, you have the right to appeal this process. Talk to someone you trust if you get this type of written notice. Information below is

provided by the 10th Judicial Court in Johnson County, KS to help with this process.

EVICITION INFORMATION SHEET

10th Judicial District
Johnson County, Kansas

Get Help: Legal Advice

Kansas Legal Services (KLS)
800-723-6953
www.kansaslegalservices.org

KLS attorneys are also available at
Johnson County Courthouse
Self-Help Center (1st floor) on
Thursdays 8:00 a.m. – 12:00 p.m. &
1:00 p.m. – 4:30 p.m.

Resource Navigator

Shelly Zahradnik
913-715-3411
michele.zahradnik@jocogov.org

The Resource Navigator can help
explain the court processes which
can include mediation. Mediation
is a chance for a tenant and
landlord to work with a neutral
party to reach an agreement.

Access Resources

Get connected to community
resources. Scan the code below
for "My Resource Connection". A
resource hosted by Johnson
County, Kansas.

My RC 

KLS 

Household Duties

We ask that you try to keep your house clean. Not spotless, but clean. Dirty houses mean bugs and bugs mean trouble. They can make you sick, and they can move into your neighbor's apartment. Bugs make landlords mad! When you signed your lease, you agreed to keep your apartment in good condition, and guess what...that means cleaning. If you need help, the staff will assist you.

Letting Strangers in Your Home

We ask that you be very careful when you invite people into your home. Make sure you are comfortable with the person and know who they are. If you are unsure about someone, letting them in, or about someone who is already in, call 911 immediately.

Rescheduling Support Time

If you are not going to be around when staff is scheduled to come over, we ask that you please let them know. We understand that we all have to be flexible, we just need to know so we can come at a time that works for you.

Renters Insurance

Lakemary's insurance covers structural damage but does not cover personal property. If you have a payee and want

renter's insurance, please check with an insurance company of your choice.

Recreation and Social Involvement in the Community

Lakemary actively seeks out community activities and social events and shares these opportunities with you so that informed choices can be made, your preferences can be honored, and your safety maintained. You are encouraged to participate in any activities of interest. We will assist you in coordinating with your family and friends to schedule these activities. Or provide transportation for you and your housemates to chosen activities. Some activities may include, but not be limited to: movies, restaurants, bowling, religious and spiritual activities, library, shopping, local festivals, concerts, sporting events, picnics, etc. Volunteering is also an option. Several people often choose to volunteer with Meals on Wheels, food pantries, etc.

Lakemary also provides organization-sponsored events, including: holiday parties, family picnics, and open houses. These events are often open to the public and/or take place in local community.

Lakemary provides education regarding upcoming events in a variety of ways, such as house meetings, day service meetings, newsletters, bulletin boards, activity calendars, community activity calendars, internet searches, and general conversations.

EMPLOYMENT & OTHER SIGNIFICANT INVOLVEMENT

Lakemary assists you in finding employment and/or other activities that are interesting to you. If you prefer to enjoy paid employment in the community, Lakemary will support you in finding and securing that job. If you prefer paid employment in a more supported setting Lakemary has several opportunities available to support this choice, such as enclave groups and work readiness training on-site at a Lakemary location. Or, if you prefer non-paid activities that also help you access your community and are matched to your skills, abilities, and desires while enjoying the company of friends, Lakemary can support this choice also. Where you work and what kind of work or activity you do is your choice. As is when you choose to do these activities.

You choose which type of day program you prefer and the hours you want to participate. Space is provided at Lakemary locations to engage in desired activities, to prepare and eat your lunch and snacks, to store and secure your personal items and to ensure privacy during personal care.

COMMUNITY EMPLOYMENT



The Community Employment Team assists individuals in finding and maintaining employment.

Supports include:

- Career Counseling~Job Placement
- Employment Education Courses
- Assistance with transportation arrangements
- Job Progress Evaluation
- Work Teams
- Community Employment

Lakemary feels that every individual who would like to work in the community, either on a paid or volunteer basis, should have the opportunity, whether it be an individual placement or on a work team. If an individual is not working, they can work at the Service Center while the Community Employment Team helps them find another job.

If you would like to explore job opportunities, fill out an appointment request to visit with the Community Employment Team.

Valued Activities

Valued Activity provides training in:

- Getting along in the community
- Getting along with people
- Accessing and utilizing community resources
- Employment Education

Daily Living Skills consist of:

- Cooking~Cleaning
- Grooming~Personal Hygiene
- Hobbies~Leisure Activities
- Community Awareness

Academics consist of:

- Reading and writing
- Sign language
- Math and money skills
- Time-telling
- Current events
- Sensory activities
- Arts and crafts



This support is provided within a small group or on an individual basis.

Lifestyles

Lifestyles focus on:

- Getting along with other people
- Work skills
- Giving back to the Community through volunteering
- Wellness
- Healthy leisure lifestyle
- Employment Education
- Discovering resources in the community
- Work Readiness / shredding
- Accessing and utilizing community resources

Work Readiness

Work Readiness provides training in:

- Job skills necessary for a job in the community
- Work skills necessary to earn a paycheck
- Social skills necessary to keep a job in the community
- Getting along with other people
- Work readiness training
- Employment Education
- Volunteering
- Cleaning/hourly jobs
- E-Recycle
- Shredding services

LMC Day Support Guidelines

Staff are available at the Day Support location Monday through Friday, 8:00-3:00 in Miami County and 8:30 to 2:30 in Johnson County.

- Attendance is important
- Time off should be requested when needed
- If you are not able to attend, you should contact your staff
- Getting along with peers is important
- Stealing, borrowing, or trading items or money is discouraged
- Be responsible for your own belongings
- Inform staff when leaving your area
- Communicate
- Participate in safety drills
- Respect personal space
- Avoid saying hurtful things to others
- Avoid writing hurtful things about others
- Breaks are 15 minutes in the morning and 30 minutes at lunch
- Be respectful of peers by using a soft voice level
- Employees should keep areas clean and free of clutter
- Lakemary Day Supports are smoke-free environments
Smoking and the use of tobacco products are prohibited
- Shirts should not be see-through, containing drug, alcohol, cigarette logos, offensive language
- Please do not wear tank tops, cut-off sweatpants, shorts, or T-shirts that are not in good condition
- Please do not expose mid-drift (belly button or back showing), shorts should be near the knee

- Shoes must be in good condition and be closed-toe or have backs on them to promote safety
- Clothing should be clean and changed daily, including appropriate undergarments

Wages and Benefits

People working at the Service Center are paid in the following ways:

- Daily Living Skills (cleaning)
- Shredding
- E-recycle
- Pay Day occurs every other Friday
- People working at the Service Center have the following:
 - Social Security paid to their accounts
 - Worker's Compensation Insurance

People working in the community are usually paid by their employers, so benefits may vary.

Transportation

If you attend the Service Center, Valued Activity or Lifestyles and live in Lakemary residences, Lakemary will provide your transportation without additional cost.

Health And Safety

Lakemary is committed to providing a clean and safe environment. Individuals are expected to participate in monthly emergency drills. Staff complete quarterly safety inspections, with the assistance of an individual served. Lakemary buildings are also inspected every year by the state Fire Marshall.

- You are responsible for coming to work clean, nicely dressed and following the dress code.
- If you have a temperature of 100 degrees or higher, are vomiting or have severe diarrhea, you will need to go home to recuperate.
- If you have a medical need while participating in day service activities Lakemary's health services staff will coordinate with your support network.
- You will receive privacy when receiving personal care.

Personal Rights

One of the most important things that Lakemary can do is honor your rights. We do that by training your staff when they first start and annually thereafter, so your rights will be respected at all times. Your Case Manager will go over your rights with you regularly so that you understand what they are and how important they are.

Each person shall be guaranteed the same rights afforded to all persons regardless of ability. These rights may be limited only by

provisions of law or court order, including guardianship, conservatorship, power of attorney, or other judicial determination. These rights include, but are not limited to, the following:

1. Being free from physical or psychological abuse or neglect, and from financial exploitation



- Others cannot hurt you by hitting, kicking or by calling names. Ask them for other examples of abuse.

2. Having control over your own financial resources



- You decide what your money is spent on after your bills are paid.
- You can manage your money and receive help doing so.

3. Being able to receive, purchase, have, and use your own personal property



- You don't have to let others use your things.

4. Actively and meaningfully making decisions affecting your life.



- You should be involved in meetings and discussions about yourself and help make decisions for yourself.

- You decide where you live, work, and whom you spend time with.
- You and your family/guardian decide where you want to receive medical, behavioral, and therapy support. Lakemary will inform you of a variety of local options and support your decision. This support is typically provided by professionals in your local community.
- You can access your community whenever you want. You can go where you want, with whom you want.
- You have the right to set your own schedule and decide how you will spend your day.

5. Having privacy



- You have the right to your own private bedroom and privacy during personal care.
- If you choose to have a roommate in your bedroom, you get to choose who the roommate is.
- Others should knock on your door and wait for permission before entering your bedroom, house, or apartment.
- Your home or apartment door will have a lock that you can lock whenever you wish. Only you and the appropriate staff will have keys.
- You can lock your bedroom and bathroom door if you want to.
- Your records are kept confidential and only shared with your permission.

6. Being able to associate and communicate publicly or privately with any person or group of people



- You can have visitors, mail, email, and phone calls where you live and can expect to communicate in private.
- You can have phone calls and visits with family and friends in private.
- You can come and go as you wish. Any limitation to this right will be addressed in your PCSP and reviewed by the Human Rights Committee (HRC).

7. Being able to practice the religion or faith of your choice



- You have the right to choose if you want to attend church services or not, and where to attend.

8. Being free from the inappropriate use of a physical or chemical restraint, medication, or isolation as punishment, for the convenience of a provider or agent, in conflict with a physician's orders or as a substitute for treatment, except when physical restraint is in furtherance of health and safety.



- You have the right to agree, or not, to your medications.

9. Not being required to work without compensation, except when you are living and being provided support outside of the home of a member of your family, and then only for the purposes of the upkeep of your own living space and common living areas and grounds that you share with others.



- You don't get paid to do your household chores.
- You have the right to agree, or not, to volunteer opportunities.
- You must be paid for your work.

10. Being treated with dignity and respect



- Others should treat you fairly and the same as anyone else.
- You should not be teased or bullied by others.

11. Receiving due process



- You can tell people you don't like something.

12. Having access to your own records, including information about how the person's funding is accessed and utilized and what services are billed for on the person's behalf



- You have the right to see your records.

13. If your rights are limited or restricted for any reason, you and/or your guardian must agree with the limitation or restriction. Details will be outlined in your PCSP and reviewed and approved through the Human Rights Committee (HRC).



Responsibilities

We talked about your rights and how important they are. Along with rights come responsibilities. Responsibilities make our lives easier and help us grow.



Some of these responsibilities include:

- Keep myself and others safe when I am in the community.
- Make choices that keep me safe at home.
- Treat others with dignity and respect.
- Not cause harm or hurt others.
- Respect the property of others.
- Allow others to say "No" and not force them to do something they do not want to do.
- Keep/attend appointments and meetings for support I want.
- Learn skills I will need to live more independently.

- Use my money wisely to take care of the things I want and need.
- Listen to the ideas of others.
- Follow the choices I make in my person-centered plan.



Confidentiality

(Cross Reference: Lakemary Policy 3.1.4)

Lakemary will respect your privacy at all times. Any information about you stays at Lakemary unless you or your guardian wants to share it.

1. Any information concerning you will only be shared after you or your guardian has signed a release of information allowing that information to be shared.
2. Only information originating at Lakemary will be released.
3. Written records will be kept in a permanent file. Access to your record may be requested by you, your guardian, or legal representative through your Case Manager. This includes information about how your funding is accessed and utilized, and what support was billed on your behalf.

Grievances

What do you do if you have an issue or concern with Lakemary? If you feel you have been treated unfairly, you may have a grievance. If you think that someone has abused you, or that you have not received training, or that your rights have been violated, follow these steps:



1. Let your Case Manager know as soon as possible.
 2. If you and your Case Manager cannot resolve the problem, you may request a meeting with the Program Coordinator. The Coordinator will assist you.
 3. If you and the Coordinator cannot resolve the problem, you may request a meeting with the Director. The Director will assist you.
 4. If the problem still is not resolved, you may request a meeting with the President of Lakemary. The President will assist you. You will receive a written notice outlining your concern and Lakemary's response.
1. It is your right to voice your concerns. No one will be mean to you or retaliate against you for bringing up a concern or grievance.

Abuse, Neglect, Exploitation

Not everyone is a great person. There are some people who may treat you poorly or may even try to hurt you. This is called abuse. At Lakemary we have some serious rules regarding abuse. We do not allow it!

If you think that you may be being abused, talk to your Case Manager immediately! You can also call the Abuse Hotline and tell someone what is happening. The Abuse Hotline will listen to you and help you.



THE ABUSE HOTLINE NUMBER
IS: 1-800-922-5330

Here are some definitions of different kinds of abuse:

Physical Abuse

This means someone is hurting you physically. Some examples are hitting, grabbing or pushing.

Sexual Abuse

This means someone is sexually hurting you. Some examples are touching you in the private areas of your body

or asking you to touch them in their private areas, or inappropriately talking about sexual things.

Verbal Abuse

This means that someone is saying mean or cruel things to you. Some examples are calling you names, cussing at you, yelling at you or saying things that hurt your feelings.

Neglect

This means that someone is not giving you or helping you to get basic things such as food, clothing, or medical care. Some examples are not taking you to the doctor if you are sick, not giving you your medicine, or not letting you wear warm clothes in the winter.

Exploitation

This means that someone is taking advantage of you. Some examples are taking your money or making you buy things for someone when you don't want to.

End of Life Issues/Advanced Directives

At some point, you may face issues that raise end-of-life decisions, such as terminal illness or other medical conditions. It is important that you consider the circumstances broadly, and work with your parents, and family. It is important that you understand that Lakemary staff are not considered health care providers and WILL provide emergency medical care.

A DNR (do not resuscitate) directive involves specific decisions about specific medical care and provides immunity from liability for health care providers. It is a signed statement made solely by the declarant (individual). It is referred to as a DIRECTIVE because it is directed by the individual (declarant) and affirmed by the physician.

A DNR order is an order written by a physician when someone is terminally ill, extremely frail, or suffers from a medical condition in which cardio-pulmonary resuscitation could worsen the state or harm the individual. Physicians may write an ORDER to be placed in the individual's medical chart or retained by the individual advising against the use of CPR. These orders are referred to as DO NOT Resuscitate Orders.

If an individual has a court-appointed guardian, Kansas Law also requires court approval to obtain a written DNR order.

Agreement should be reached among the family and care providers about current medical condition, diagnosis, prognosis, the individual's prior expressed wishes, treatment

alternatives and goals of care. The physician's signature on the DNR order confirms the family's concurrence.

A Durable Power of Attorney for Health Care decisions is a power of attorney by which an individual selects another person as their agent in writing. It allows the selected person to make health care decisions for you if you are incapacitated.

A Living Will is a type of advance directive in which you express in writing your wishes regarding medical treatment if you are unable to communicate.

An Advance Health Care Directive combines elements of a Durable Power of Attorney for Health Care and a Living Will and states your instructions on what you would want to happen if you become unable to make health care decisions in the future. This document only becomes effective when you do not have the capacity to give, withdraw, or withhold informed consent regarding your health care.

The Kansas statutes may be retrieved online at www.kslegislature.org. Specific KSA citations are: Do not resuscitate orders or directives, definitions (65-4941); form (65-4942); and requirements (65-4943); Durable power of attorney for health care decisions, meaning (58-625), and form (58-632).

COVID 19

At Lakemary, we care about everyone's health, including yours. That means we follow many safety protocols designed to stop the spread of germs, including:

- Maintaining social distance of 6 feet
- Washing our hands often
- Not touching our face with our hands
- Coughing into our elbows
- Throwing away tissues as soon as we use them
- Wiping down surfaces with Clorox wipes often
- And, getting Covid vaccines and boosters.

We can help you with setting up an appointment to get your Covid vaccine or booster if you like. Our Health Services department has helped all of us with this task. If we have not asked you your preference, please speak up and let us know your thoughts.



Lakemary, Inc.

Adult Services

Review of Day Service and/or Residential Handbook

Name: _____

Staff Representative: _____

Annual Review Date: _____

I have received my copy of the Day Service and Residential Handbook. I have read the handbook or staff have explained the contents to me.

_____ I reviewed my rights and responsibilities.

_____ I have reviewed the definition of abuse, neglect, and exploitation and how to report it.

My comments are:

Person Served

Date

Family



Date

Guardian

Date

Staff Representative

Date

	<p>3.1.21</p>	<p>AUTONOMY & CHOICE MAKING Adult Services & Shared Living Connections</p>	<p>Effective: 02/21; 05/23 Revised: 00/21; 04/21; 03/23; 09/24 Reviewed/Approved by Bd. of Dir.: 09/24  Kirk Davis, President/CEO</p>
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Policy Statement:

Lakemary Center (LMC) will advocate for the rights of each person and ensure that their ability to act on their own values and interests are respected and protected, including their right to risk. LMC stands on the premise that every person, regardless of abilities, has the same rights as any other person, unless limited by law.



Policy:

Every LMC staff, in every LMC and Shared Living Connections contracted provider setting, will ensure people are encouraged to actively evaluate and voice their values and interests, while respecting the rights of others to do the same, unless this right is limited by law.

People will choose where they live, work, what community, and personal activities they would like to participate in, set their daily activity schedule and routines (support delivery, hygiene, meals, etc.) in their homes and day activities, choose with whom they associate, and all other choices made regarding their life.

This right includes the right to enter into risk. Lakemary will support each person by offering education and support, with regard to risk, to enhance the person’s ability to make an informed and safe decision. If rights are limited by law or through the person-centered planning process, appropriate documentation and consents will be maintained in the person’s file.

- Policy reference:** 3.1.13 Rights of Persons Supported
3.1.20 Integration – Adult Services & Shared Living Connections
3.1.22 Privacy – Adult Services & Shared Living Connections
- Procedure reference:** Adult Services Program Handbook with Procedures
Adult Services Procedure Manual
Shared Living Connections Contract
- Application:** Adult Services & Shared Living Connections

	3.1.13	RIGHTS OF PERSONS SUPPORTED	Effective: 11/73 Revised: 01/13; 02/21; 03/23; 09/24 Reviewed/Approved by Bd. of Dir.: 09/24  Kirk Davis, President/CEO
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Policy Statement:

Lakemary Center (LMC) is committed to preserving the human rights of all individuals supported.

Policy:

Across all program areas, each person has the right to confidentiality of information, privacy, and freedom from abuse, financial or other exploitation, coercion, retaliation, humiliation, and neglect. Each person will be treated with dignity, courtesy, and respect. Each person will be given autonomy and independence in their choices.

Abuse, neglect, exploitation, and aversive conditioning techniques against any person are strictly prohibited and grounds for immediate termination from employment or termination of contract agreement. LMC and LMC employees and contracted providers of support are mandated reporters of abuse, neglect, and exploitation. LMC maintains a zero-tolerance policy for failure to report abuse, neglect, or exploitation. For required reporting procedures, see the Risk Management Plan.

Each person receiving support has the right to full civil rights under the law, due process, human respect, dignity, health and safety and the right to actively and meaningfully participate in decisions affecting their lives. Each person and/or their guardians may access their records under the requirements of the law. Informed consent is required to be received in writing prior to service delivery and/or release of information.

All grievances regarding infringement of rights are investigated and addressed to the resolution of the concern. Persons receiving support and/or their guardians will have access or referral to legal and/or to legal governing entities, self-help support, and/or advocacy support services regarding such concerns. Any expenses incurred for use of outside resources will be the responsibility of the person, their guardian, or other individual accessing the resource.



Should participation in a research study be of interest to any person supported by Lakemary, they must give prior informed consent indicating their desire to participate. All protected health information collected will be de-identified to preserve that person's anonymity. They may withdraw their consent at any time.

Within LMC's Home and Community-Based Services, each person is guaranteed the same rights, unless limited by law, as any other person who is not receiving services. If it is necessary to limit a specific right, due to potential for imminent harm to the individual, that limitation will be detailed in the individual's person-centered support plan and Risk Inventory, with necessary consents documented. Supports, education and modification necessary to restore this right will be thoroughly documented in the plan and implemented to promote the restoration of rights.

Policy reference: 3.1.10 Grievances

Procedure reference: Adult Services Program Handbook
Adult Services Procedure Manual
PRTF Program Procedure Manual
Children's Program Handbook
Risk Management Plan
Employee Handbook

Application: All Services

	<p>3.1.20</p>	<p>INTEGRATION Adult Services & Shared Living Connections</p>	<p>Effective: 02/21; 05/23 Revised: 01/21; 04/21; 03/23; 09/24 Reviewed/Approved by Bd. of Dir.: 09/24</p>  <p>Kirk Davis, President/CEO</p>
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Policy Statement:

Lakemary Center (LMC) will protect and advocate for the rights of each person supported and ensure they have equal opportunity to access and participate in their community.

Policy:

LMC will ensure persons supported are integrated and have the necessary supports to access their community, as they individually choose. LMC staff will encourage people to choose their providers, employer, physicians, dentists, eye doctors, behavioral or therapy supports, employment and personal schedules, community and individual activities and interests, etc.

People supported by LMC can attend community events and activities of their choice whenever they wish. If it is necessary to limit this choice for safety reasons, the limitation and associated safety issue will be clearly identified through a detailed assessment of risk, defined in the person-centered support plan and reviewed by LMC’s Human Rights Committee, with attention given to restoration of choice when the safety issue no longer exists. This will not affect how the site is intended to operate.

These choices are typically communicated to their staff, Shared Living Connections contractor and Targeted Case Manager and the Targeted Case Manager ~~often~~ includes this information in the person-centered-support plan, that is implemented by all support providers. If, at any time, the individual wishes to make a choice change, that change should be communicated to their staff, Shared Living Connections contractor, and/or Targeted Case Manager for revision of the person-centered support plan and resulting supports.



LMC will provide information, education, and support to enhance each person’s ability to make informed and safe decisions, based on their skills, abilities, and interests. Individuals are not isolated solely due to their disabilities and all persons have the same access to the greater community services, supports, and activities as those who do not have disabilities.

Lakemary Day Service sites do not offer residential supports. Residential service sites do not offer day supports.

Policy reference: 3.1.13 Rights of Persons-Supported
3.1.21 Autonomy & Choice Making Policy – Adult Services & Shared Living Connections
3.1.22 Privacy – Adult Services & Shared Living Connections

Procedure reference: Adult Services Program Handbook with Procedures
Adult Services Procedure Manual with Procedures
Shared Living Connections Contract

Application: Adult Services & Shared Living Connections

	<p>3.1.22</p>	<p>PRIVACY Adult Services & Shared Living Connections</p>	<p>Effective: 02/21; 05/23 Revised: 01/21, 04/21; 03/23 Reviewed/Approved by Bd. of Dir.: 09/24  Kirk Davis, President/CEO</p>
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Policy Statement:

Lakemary (LMC) will protect and advocate for the rights of each person including the right to privacy.

Policy:



Every LMC staff, in every LMC Program and Shared Living Connections home, will arrange for and ensure that the privacy of each person is respected at all times, but especially during personal care activities, when using communication devices, such as the telephone, internet, or other personal communication devices, in personal spaces, and/or at other times desired by the individual. Privacy is also honored when visitors come to their home. Visitors are welcomed whenever the person chooses. Privacy for storage of personal belongings is honored as each person has their own bedroom and can store their belongings as they choose in their personal space. This respect for personal belongings is further honored in LMC employment settings with the use of personal-storage areas marked with the user’s name. The person’s preferences with respect to their own privacy will be honored, with consideration given to safety-related concerns.

If it is necessary to limit privacy for safety reasons, the limitation and associated safety issue will be clearly defined in the person-centered support plan and reviewed by LMC’s Human Rights Committee, with attention given to restoration of privacy when the safety issue no longer exists. This will not affect how the site is intended to operate.

Policy reference: 3.1.13 Rights of Persons Supported
 3.1.21 Autonomy & Choice Making-Adult Services & Shared Living Connections

Procedure reference: Adult Services Program Handbook with Procedures
 Adult Services Procedure Manual ~~with Procedures~~
 Shared Living Connections Contract

Application: Adult Services & Shared Living Connections

	<p>3.1.23</p>	<p>LIVING ENVIRONMENT Adult Services & Shared Living Connections</p>	<p>Effective: 02/21; 05/23 Revised: 02/21, 03/23; 09/24 Reviewed/Approved by Bd. of Dir.: 09/24</p>  <p>Kirk Davis, President/CEO</p>
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Policy Statement:

Lakemary Center (LMC) will protect and advocate for the rights of each person supported including the right to utilize and enjoy their home and community.

Policy:

Every LMC staff, in every LMC Adult Service and contracted Shared Living Connection home, will ensure that every person has access to their home and all its areas, unless there is a safety concern. Safety issues are addressed with a risk assessment and detailed support plan. Every effort is made to restore access as the safety issue is lessened. Their home is separate from where they work unless that individual has chosen to start a home business and this choice is documented in the person-centered support plan.

Persons residing in a rented location will enter into a standard lease that guarantees the same rights, responsibilities, and safeguards from eviction as any other person. Renters will have a key or other method for entering their home at any time of their choosing. Guests to their home, including staff, will knock or ring a doorbell and request permission prior to entering. Persons will have access to all areas of their home and will decorate it, as desired. Accommodations (grab bars, shower seats, wheelchair ramps, etc.) may be utilized in the home, if required by the person to move about their home and function with increased independence and documented in their person-centered support plan. All persons receiving HCBS waiver services will have a person-centered support plan outlining needed adaptive equipment to foster independence in their home.

Policy reference: 3.1.13 Rights of Persons Supported

3.1.21 Autonomy & Choice Making-Adult Services & Shared Living Connections

Procedure reference: Adult Services Program Handbook with Procedures

Adult Services Procedure Manual

Shared Living Connections Contract

Application: Adult Services & Shared Living Connections

