



Expanding life's
opportunities to
people with
disabilities



Alternative Family Living (AFL) Program *HANDBOOK*





About ComServ, Inc.



ComServ, Inc. is a not for profit agency established in 1990 to provide community-based services to people with intellectual and developmental disabilities. ComServ, Inc. operates Air Park, LaDell Lane & Charles Road Homes.

- ▶ **Mission Statement:** ComServ, Inc. enhances the lives of persons with disabilities and their families by expanding opportunities of maximum growth and independence; promoting self-determination in inclusive and diverse environments; engaging in whole person care and health promotion activities and providing services/supports for successfully achieving positive desired outcomes through individualized services, natural supports and participation in the community in which they live.
- ▶ **Vision:** ComServ, Inc. will be the provider of choice for individuals with intellectual/developmental disabilities and their families. Services will be developed and operated based on best practices and the current anticipated needs of diverse populations within our community. Resources will be maximized to meet the needs of our community and provide quality, meaningful services. Services will be provided in community settings inclusive of various residential opportunities, day programs, and individualized services. Services will also be of the highest quality and delivered in the most cost effective, efficient and ethical manner. ComServ will also demonstrate a respect and awareness for the diversity of person's served by providing culturally and linguistically appropriate services. Staff will be expected to conduct themselves in a professional and highly ethical manner and to be a positive role model for persons served. ComServ will strive to employ and retain quality staff that has been well trained and compensated at a competitive rate.
- ▶ **Philosophy:** The underlying philosophy and belief in providing services at ComServ, Inc. is that people with disabilities have the right to live and thrive in a culturally diverse community and should be afforded the same opportunities as individuals who do not have disabilities. Furthermore, an integral part of ComServ, Inc. is that citizens with disabilities can learn to live to their fullest capabilities if they are:
 - ▶ Given individual choices through self-determination.
 - ▶ Supported by natural relationships.
 - ▶ Fully experiencing life by residing in the least restrictive environment and participating in the richness of diversity and cultural experiences available in the community.
 - ▶ Provided with a diverse staff that are supportive and who have effective relationships with other staff and support team members-especially those most significant to that individual.
 - ▶ Having maximum input into their services of choice.
 - ▶ Assisting individuals to have a meaningful quality of life.



Welcome to AFL Home Services!



**We offer AFL Services in Gaston, Lincoln, Cleveland, Catawba and Burke Counties.
Please contact our Intake Coordinator at 828-438-6026 for availability and an application.**

AFL Homes must be licensed to serve children, or to serve more than one adult.



Things to consider about AFL Homes:



- **Location of the home** – nearness to family/friends/activities/services
- **Type of home** – mobile, apartment, ranch, multi-story, outdoor spaces
- **Family structure** – married, single, children, other people in home, pets
- **Number of people served living in the home** – just you, one other person, two other persons
- **Other supports you will be using** – (up to 40 hours/week combined) for supported employment, day program, community networking
- **Do you like and feel comfortable with the AFL Provider?**
- **When do you want AFL services to begin?**





AFL Home Purpose:



Ensure your safety, health and well being



Help you achieve goals in your annual plan



Provide you with the help and supervision you need



Services are provided in a family style setting

- Your AFL family provides your services

We measure our success by your progress and your happiness!

COOK



CLEAN



EXERCISE



SOCIAL SKILLS



MONEY SKILLS



LEISURE



SPEAK UP



SHOP



Healthy Living and Choice Making



At your AFL Home you will have:



Healthy foods that you help choose



You will shop for yourself



Exercise choices



Community Outings



Time with family and friends





AFL Home General Information

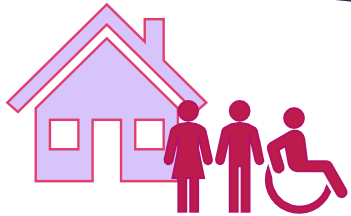


- ▶ **Hours of Operation** the AFL home is where you live and is open **24/7/365**, including holidays and days where there is bad weather. Usually you will work or attend a day program during the day.
- ▶ **Transportation** is included in AFL Homes.
- ▶ **Meals** are included in AFL Homes. Diets are recommended by your doctors. You will help make your lunch for your job or day program.
- ▶ **Holidays** we enjoy celebrating holidays and special occasions, and we encourage your family to involve you in their special celebrations too!
- ▶ **Calendars** we encourage your AFL to keep a calendar of all appointments and special events.

AFL is a residential service provided in the residence of an AFL DSP (and their family) who receives reimbursement for the cost of care. This service is designed to provide care and support in a home environment for persons diagnosed with intellectual, and/or developmental disabilities who may also have a mental health diagnosis.



AFL Home General Information



- ❖ **Friends and family visits** you may have friends and family visit that you and your family member or guardian has approved. Please give AFL notice of visits and be considerate of all your housemates. You are allowed to go on over night visits! You and your family/friends should tell the QP and AFL about all planned visits. Your meds/clothes/toiletries will be packed.
- ❖ **Phones, tablets, computers** you may bring your devices to the home, but you will be expected to follow rules and be safe with any use of social media and communication devices,
- ❖ **Personal Monies** you will have a personal spending allowance (set by SSI) which will be available to you for your needs.
- ❖ **Staffing** AFL staff must be 18 years or older, have a clean background check, go through pre-service training and annual training. Any other adults living in the home must have background checks done. Qualified Professional Staff must have a 4 year degree and at least 2 years of experience working with people with disabilities. Your QP will oversee and monitor your services and help you with your annual plan. AFL providers must have a back-up staffing plan to cover emergency situations. AFL's have respite services available to be used as needed.
- ❖ **Monitoring** AFL are monitored by your QP, must meet health and safety requirements, and are visited at least annually by an MCO representative.



How are Your ALF Home Services Funded?



AFL Home Services are paid for by Medicaid

- Innovations – Residential Supports (for people with Innovations Services)
- Long-Term Community Supports (for people who do not have Innovations)



Room and Board and Pharmacy Services are separate from AFL Services:

- SSI or SA help you cover these costs, (you will have a monthly spending allowance)
- Individuals or guardians can remain payee for disability checks; but if they are the payee, they are responsible for the *room/board bill*, the *pharmacy bill*, as well funding the *spending allowance*. The AFL could serve as the payee if you and your family prefer this arrangement
- A tenant agreement is completed by you and the AFL DSP which will set the Room and Board fee



Admissions Requirements for AFL Homes



1. Meet with the Qualified Professional - tell what you want in an AFL
2. Meet with potential AFL Providers and tour their homes
3. Screening and Assessment
4. Complete paperwork including:
 - Application: This form must be filled out completely with all emergency information
 - Evaluations: Any evaluations/history that proves you have a disability
 - Physical: including dental/vision/hearing
 - Immunization Record
 - Medicaid/Medicare and insurance information
 - An FL-2 completed and signed by physician indicating .5600 DDA level of care
 - Birth Certificate
 - Social Security Card
 - Medication administration forms
 - Physician Orders
 - Guardianship Papers if you have a guardian
 - Signed Service Order and Service Authorization
 - Comserv paperwork: all required paperwork (Consents, etc.)





Moving in to Your AFL Home

WELCOME



This is your new home and we want you to feel welcome and comfortable! Things to bring include:

- ☐ your clothes



- ☐ your personal items



- ☐ adaptive or medical devices you use



- ☐ your medications (see next slide for medication requirements)



- ☐ personal furniture (must be approved by AFL and QP)





Medication Requirements

- ❖ Doctor's written order for medication
- ❖ Written Permission to give medication
- ❖ Medication in original container with original label:

- Your Name
- Medication Name
- Medication Dose
- Medication Route
- Time to give medication
- Doctor's Name
- Dispensing pharmacist

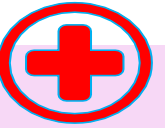


Medications **MUST** be kept locked up and given by staff trained by an RN to give medications
Expired meds cannot be given
Meds will be packed and returned for home visits



You may be trained to **self-administer your medications** if your team and your doctor think you can do this safely.

Medical Appointments:



- ❖ You will be expected to have a local primary care physician
- ❖ Your AFL can assist you with your medical appointments, or your family can help you
- ❖ You will be expected to have a local dentist
- ❖ You may have specialists you see based on your medical needs
- ❖ We need written consents to communicate with all your medical providers



Confidentiality/HIPAA

Your information is confidential



We will NOT share your information with anyone other than your guardian without written consent

We share information on a need to know basis with proper consents

We cannot discuss your information with other families

Please Respect Everyone's Privacy and do NOT share confidential information outside of our programs

No photos of you will be used without your consent

Your family/guardian will be notified if:

- You are Sick
- You are injured
- You have behaviors where restrictive interventions are needed
- Vehicle accidents
- Restrictions (diet changes, behavior support plans, etc.)

Your family/guardian must keep all contact information current

Human Rights

- We will teach you about your rights
- Your choices matter
- Your rights will be honored
- All staff are trained on Human Rights
- Your rights can be restricted for safety issues, behavioral issues, dietary and medical issues
- All restrictions must have guardian approval and go through the Human Rights Committee
- ComServ may utilize video cameras in common areas or outdoors to ensure your protection and property security





Cultural Awareness



We promote acceptance, inclusion, learning about cultural issues including: race, ethnicity, age, socio-economic status, gender, sexual orientation, spiritual beliefs, language and traditions. We are welcoming to all! We enjoy celebrating cultural events.





Family Involvement



We encourage family involvement:



- Visiting
- Sharing interests/talents
- Participation in annual plan meetings
- Fundraising and Special Events
- ComServ, Inc. Committee Participation
- Please keep all contact information current
- We require an approved visitor list





Tobacco Policy

Your AFL and QP will let you know if you can smoke, and where. If you are a smoker we will help with tobacco cessation activities if you are willing.



Discharge

You can be discharged for:

- Behaviors dangerous to yourself or others
- Loss of services/funding sources
- Failure to follow your PCP
- Needing a different level of care
- Agreement between yourself and your AFL



Concerns/Complaints

- Please feel free to ask questions, offer suggestions or express concerns to the Director or your QP
- Complaints must be handled with the Program Director or Coordinator
- Grievances if complaints are not resolved we have a grievance procedure

