

*Expanding life's
opportunities for
people with disabilities.*



ComServ, Inc. - Creative Opportunities



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 Creative Opportunities.

- ▶ **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 Creative Opportunities



1541 Delta Dr., Gastonia, NC 28052

980-320-1753





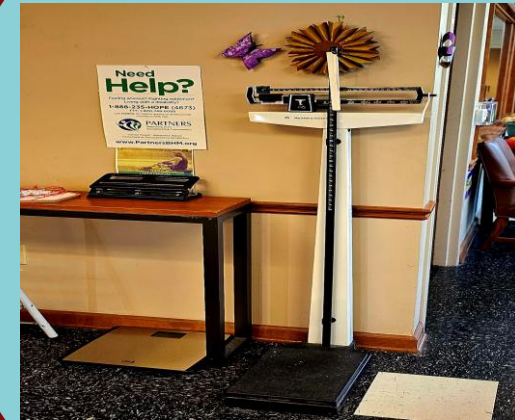
Creative Opportunities *Introduction*



Creative Opportunities is a day activity program for adults, ≥ 18 years old, who have a diagnosis of Intellectual Developmental Disability.

Our purpose is to provide a meaningful day for you based upon your choices and interests, such as:

- ✓ A job that matters to you working in the community
- ✓ Health and exercise activities
- ✓ Learning to speak up for yourself
- ✓ Friendships, adult relationships
- ✓ Learning new skills
- ✓ Being involved in your community
- ✓ Expressing yourself through art





Operating Hours/Contact Information

Office Hours - 7:30 am to 5:00 pm

You can be here from 9:00 am to 3:00 pm



Open: year round Monday through Friday

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
X	OPEN	OPEN	OPEN	OPEN	OPEN	X

Phone: 980-320-1753 **Fax:** 980-320-1756

Address: 1541 Delta Dr., Gastonia, NC 28054



Holidays when the program is closed::

- New Years 🎭
- Martin Luther King Day
- Easter (Easter Friday) 🐰
- Memorial Day
- Independence Day 🎆
- Labor Day
- Thanksgiving (2 days) 🍂
- Christmas (2 days) 🎄



We will close for bad weather; you will receive a phone call/text about closing in bad weather



Staff training is required and the program may close for training





Programs and Services

Your Day Program is paid for by;

- **Medicaid Long Term Community Supports** -for meaningful day services
- **Medicaid Innovation Services** – for Day Supports or Supported Employment
- **NC State funded Day Supports Services** – meaningful day services
- **Medicaid 1915i** – supported employment services

We can help you understand these funding sources! It is important that you tell us if there are changes in your Medicaid eligibility!

You must take part in of an annual plan (PCP or ISP). Staff at Creative will help you and the people that matter to you with your plan. You must have goals you choose, that Creative staff can help you work on. The Meaningful Day is measured by whether we help you meet your goals and desired outcomes.





Arts



We have many arts and crafts activities for you to enjoy!



You can participate in Talent Shows if you want!





Gardening



We have Master Gardeners who can help you learn about gardening!





Supported Employment

If you want to work, we can help you:

- Learn about different jobs
- Learn about job requirements
- Find a job
- Learn job skills at the job with a job coach
- Keep your job
- Understand how work effects your disability benefits





Music



You can engage in music activities including dance and karaoke!





Health



You can engage in regular exercise, yoga classes, and other activities to get and stay healthy!





Computers



We have a computer lab for you to use! We can teach you:

- How to look things up on the internet
- How to be safe with social media
- How to apply for a job on-line





Community Activities



You can be involved in lots of community activities, such as:

- Volunteering or other activities to give back
- Special activities or events
- High interest field trips or experiences
- *You and other people in services can help select activities and events!*



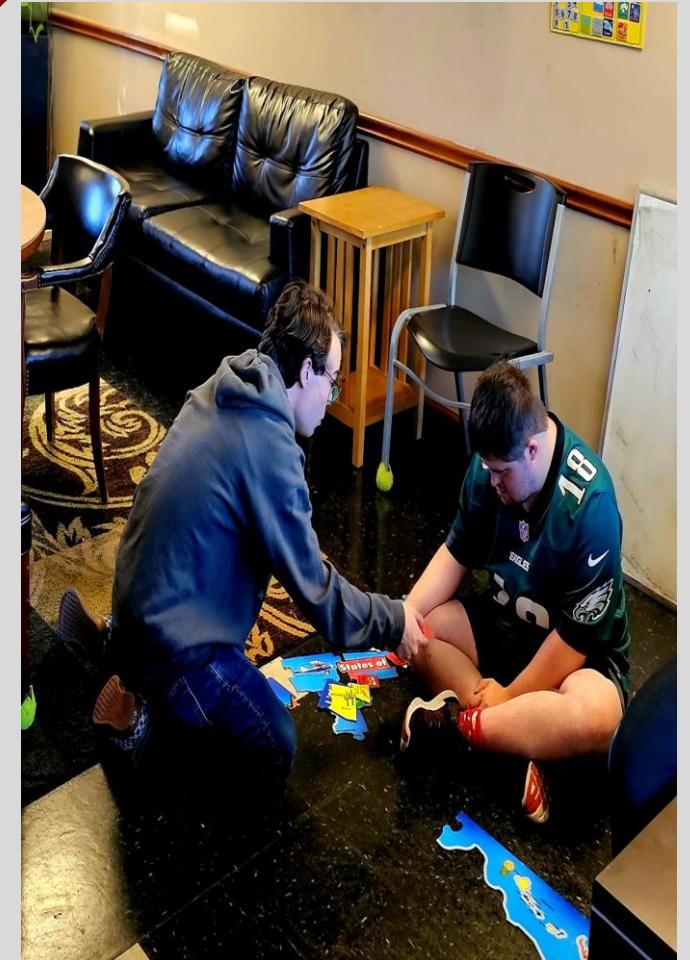
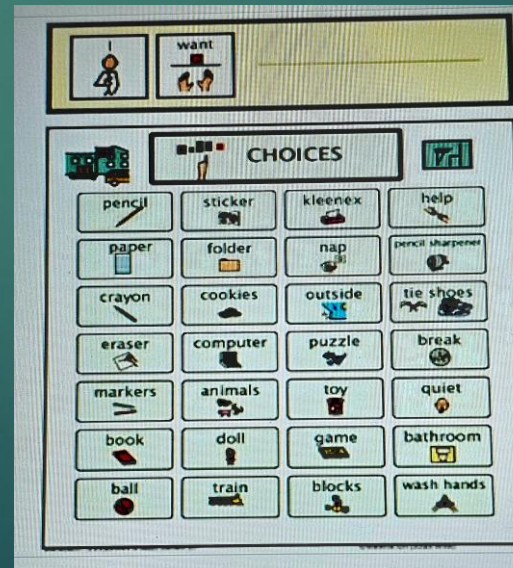
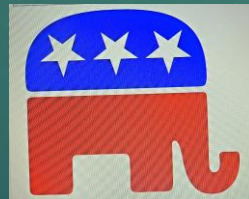


Life Skills Training



We offer training on life skills, like:

- Money and budgeting
- Reading
- Making choices about your life
- Understanding your rights
- Hygiene skills
- Adult relationship skills
- Leisure skills





Celebrations



We enjoy celebrating birthdays, holidays and special occasions!



A Chance to Just Chill and Relax!



We have beautiful indoor and outdoor areas that are good for relaxation.





Family Involvement



We encourage family involvement:

- Visiting
- Sharing interests/talents/cultural traditions
- 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

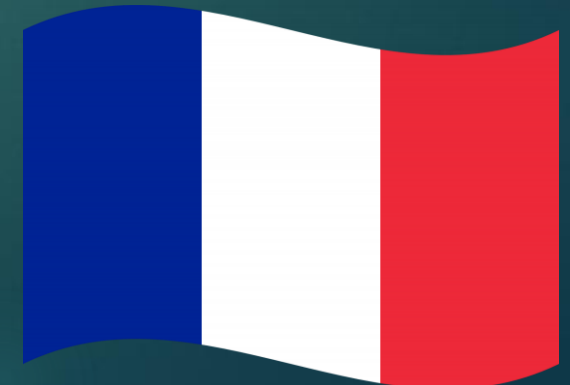




Cultural Awareness



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!





More Information

LUNCH – you will bring your lunch daily. We have a lunchroom with a refrigerator & microwave for you to use. Let us know if you are on a special diet!

SNACK SHACK - you may buy snacks



LOCKERS & HOOKS – where you can store your belongings. Please label your belongings with your name. Please keep a change of clean clothing in your locker.



Transportation



- You can arrange your own ride or you can ride our vans to and from your home
- Van Riders must: be ready on time, tell us when not riding, be safe on the van
- You will ride our vans to most community outings

Medications

If you must take medications at Creative, we need:

- Doctor's written order for medication
- Written Permission to give medication
- Medication in original container with original label:
 - Your Name
 - Medication Name
 - Medication Dose
 - Time to give medication
 - Doctor's Name



Medications **MUST** be kept locked up and given by staff trained to give medications

You must keep up with refilling supply of medications at Creative

Sick Policy

Do not come if you are sick! Stay home until you are well. You should be fever and symptom free for 24 hours before returning to Creative,





Admissions

Tour of the program

Set start date

Complete paperwork including:

Application: filled out

Psychological: done within the past five years.

Required Physical: by your doctor, prior to admission

Guardianship Papers if you have a guardian

Medical Form: Done annually by your doctor to indicate you are able to participate in activities and have no diseases you could spread to someone else

Emergency Contact Information: Please keep all emergency contact information up to date

Consent Forms: consent forms completed and signed by you or your guardian prior to admission

Completion of your Person Centered Plan or update to ISP

Completion of your Short Term Goals (to be worked on at Creative)

Agreement of Financial Responsibility: Generally your program services will be paid for by your funding source. However, if you lose your Medicaid for any reason, please contact us immediately as you may be charged for services

Approved MCO Authorization





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 program

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 challenging Behaviors
- Vehicle accidents
- Restrictions are needed for diets or behaviors



Your family/guardian must keep all contact information current

Human Rights



- We will teach you about your rights
- 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/outdoors as a means to ensure your protection and property security

Discharge/Ending Services

If you decide to quit, give us a 2 week notice
You can be discharged for:

- Not attending regularly
- Behaviors that are a threat to yourself or others



Concerns/Complaints

- Please feel free to ask questions 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

