



Expanding life's
opportunities to people
with disabilities



Developmentally Disabled Adult Group Home (.5600) **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 Community Based DDA Group Home Services



We have 3 DDA homes in Shelby and Morganton. Please contact our Intake Coordinator at 828-438-6026 for availability and an application.



DDA Group Home Purpose

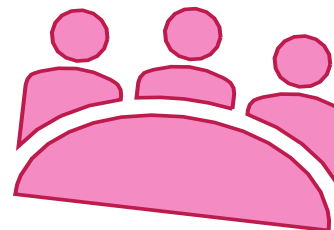


Home living where *trained staff* help you with

- ❖ Social skills
- ❖ Community activities
- ❖ Household skills
- ❖ Cooking skills
- ❖ Money management skills
- ❖ Health and wellness activities
- ❖ Expressing yourself
- ❖ Leisure activities
- ❖ Skills to live more independently



You will have a Person Centered Plan, with goals you help choose, that staff will help you meet





DDA Group Home General Information



- ❖ **Hours of Operation** the group home is open 24/7/365, including holidays and days where there is bad weather. Usually individuals in group homes work or attend day programs during the day (9:00 AM to 3:30 PM).

- ❖ **Calendar** there is a calendar of special activities, community events, as well scheduled appointments. You can help select activities you want to be involved in!

- ❖ **Transportation** is included in DDA Group Homes.

- ❖ **Meals** are included in DDA Group Homes. We participate in the MY 25 meal program, which includes food supplies and menus to promote healthy eating. 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.





DDA Group Home General Information



- ❖ **Visitors** you may have friends and family visit that you and your family member or guardian has approved. Please give us notice of visits and be considerate of your housemates.
- ❖ **Home visits** you are allowed to go on home visits! You and your family should tell the QP about all planned visits. Your meds/clothes/toiletries will be packed.
- ❖ **Phones, tablets, computers** you may bring your devices to the group home, but you will be expected to follow house rules and be safe with any use of social media and communication devices, There are house phones you may use.
- ❖ **Personal Monies** you will have a personal spending allowance (set by SSI) which will be available to you on a bankcard. Money earned from a job is also yours.
- ❖ **Staffing** all staff working in the home must be 18 years or older, have a clean background check, go through pre-service training and annual training. Qualified Professional Staff must have a 4 year degree and at least 2 years of experience working with people with disabilities. DDA staff ratios are **1 staff to 6 individuals**. ComServ staffs DDA home based on needs of persons served and their PCP.





How are Your DDA Group Home Services Funded?



DDA Group 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 Group Home Services:

- SSI or SA and/or Special Assistance 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*. ComServ will serve as the payee if you and your family prefer this arrangement.
- Cable TV services in your bedroom are an additional expense.



Admission Requirements – DDA Homes



1. Tour of the program and meet with the director and staff
2. Screening and Assessment
3. 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 DDA Group Home



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)



**DECORATE YOUR
ROOM TO SUIT YOU!**

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.

We use **MEDICAL VILLAGE PHARMACY** for medications

Medical Appointments:



- ❖ You will be expected to have a local primary care physician
- ❖ Group Home staff 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/outdoors as a means to ensure your protection and property security

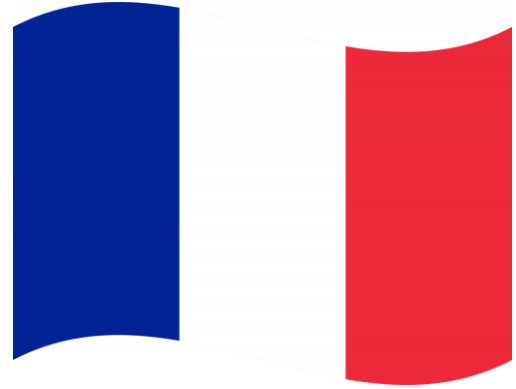
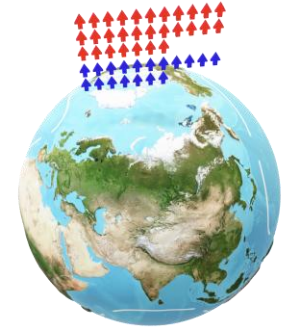




Cultural Awareness



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





Celebrations

We enjoy celebrating holidays and special events!





Tobacco Policy

Please do not smoke inside the home or the van, or around non-smokers. You will have a designated outdoor area where you may smoke. We promote tobacco cessation.



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



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

