

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



# ComServ, Inc. - Gateway 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 Gateway 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:

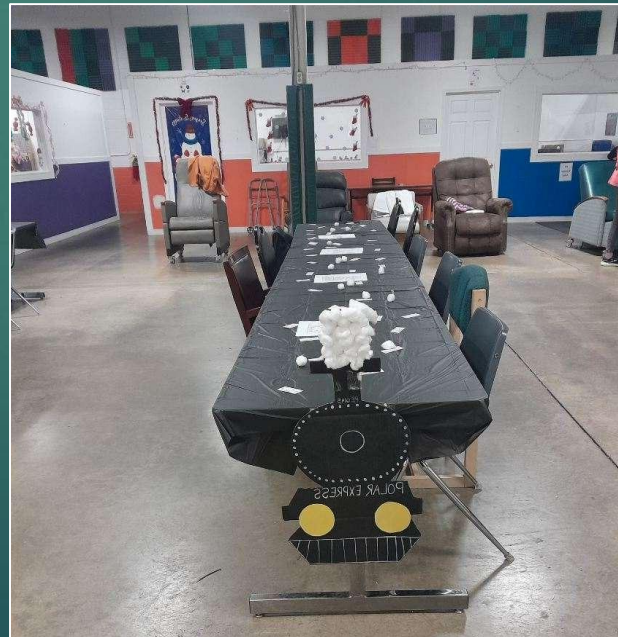
- Given individual choices through self-determination.
- Supported by natural relationships.
- Fully experiencing life by residing in the least restrictive environment and participating in the richness of diversity and cultural experiences available in the community.
- Provided with a diverse staff that 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 Gateway Opportunities



2419 SW Norwood Street  
Lenoir, NC 28645  
828-728-9635





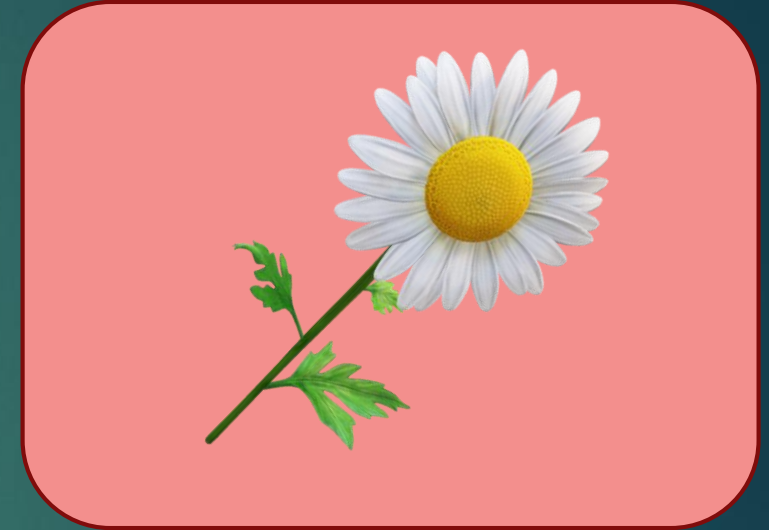
# Gateway Opportunities *Introduction*



Gateway Opportunities is a day activity program for adults,  $\geq$  18 years old, who have a diagnosis of Intellectual and Developmental Disabilities.

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

- ✓ Health and exercise activities
- ✓ Learning to make choices for yourself
- ✓ Friendships, adult relationships
- ✓ Learning new skills
- ✓ Expressing yourself through art and gardening

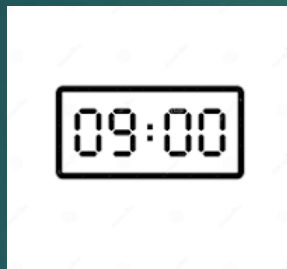




# Operating Hours/Contact Information

**Office Hours** - 8:30am 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:** 828-728-9288 **Fax:** 828-383-0053

**Address:** 2419 SW Norwood St., Lenoir, NC 28645

# 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 or 3 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 will close 1 day/year for training



## Programs and Services

Your Day Program is paid for by:

- **Medicaid Innovation Services** – for Day Supports
- **Medicaid ICF/IID per diem** - if you reside in an ICF/IID group home

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 (ISP, IPP, PCP). Staff at Gateway will help you and the people that matter to you with your plan. You must have goals you choose, that Gateway 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!





# Gardening





# Volunteering

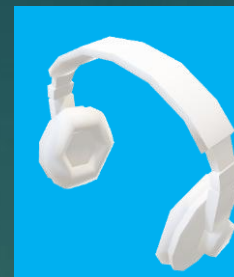


*If you want to participate in volunteer activities we can help you. Sometimes we do special activities to “give back” to the community.*





# Music



Music activities including dance, karaoke and music making!

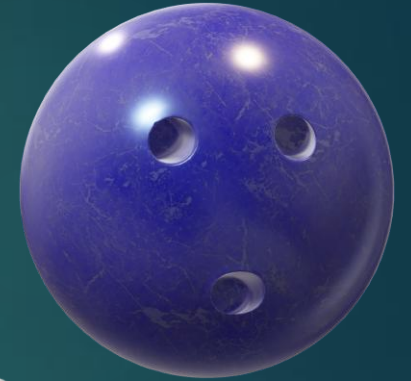
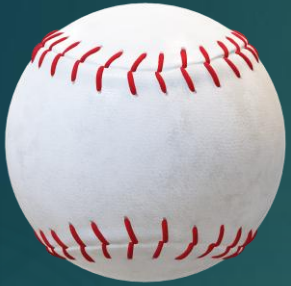




# Health

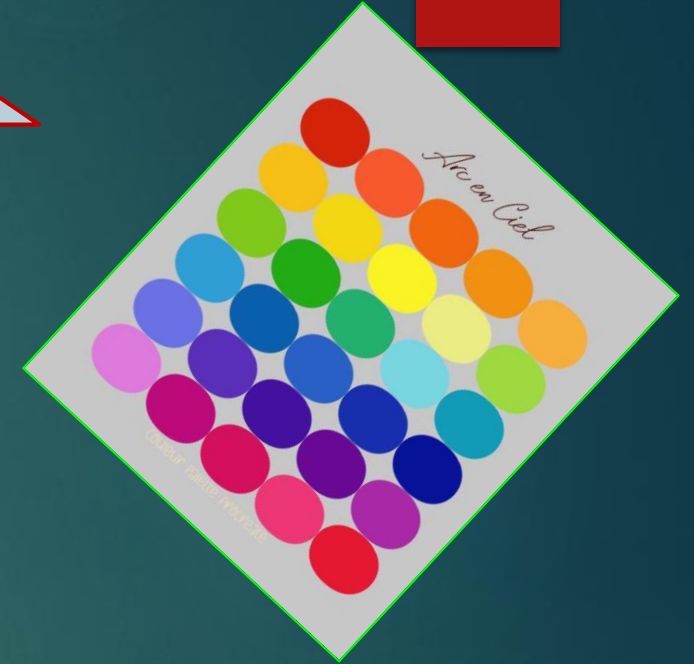


You can engage in regular exercise, yoga classes, and other activities to get and stay healthy!





# Sensory Activities





# Community Activities



You can be involved in 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!*



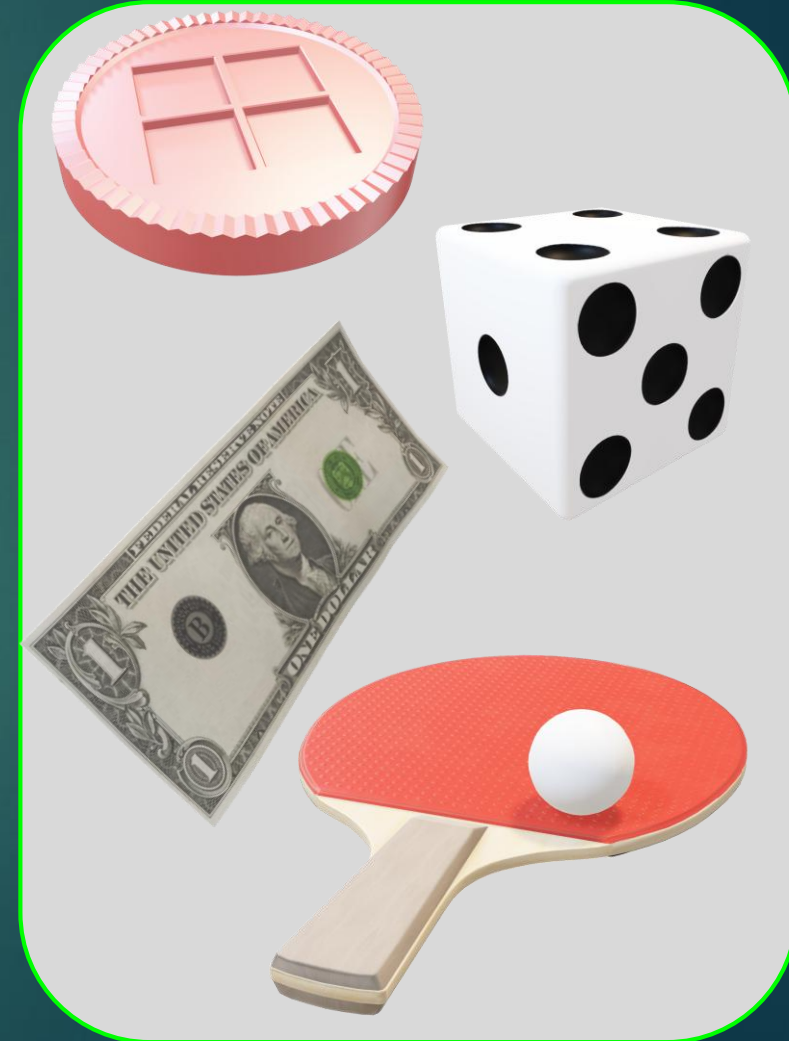
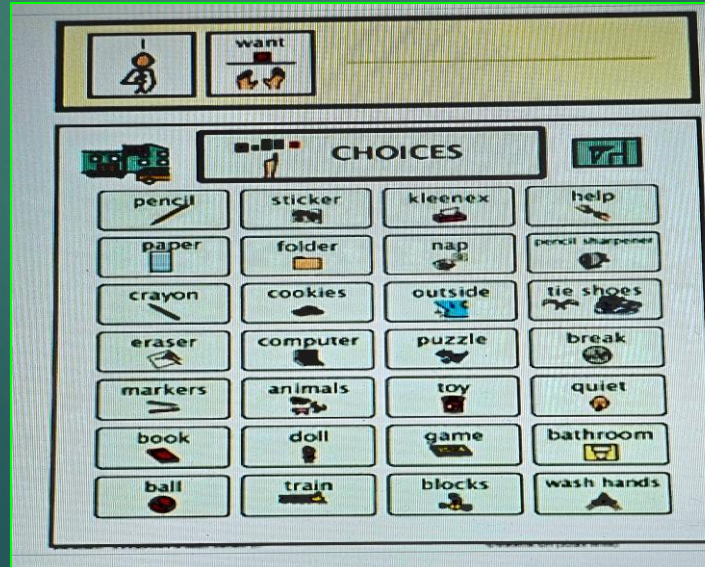
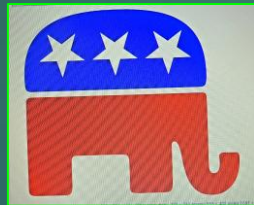


# Life Skills Training



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



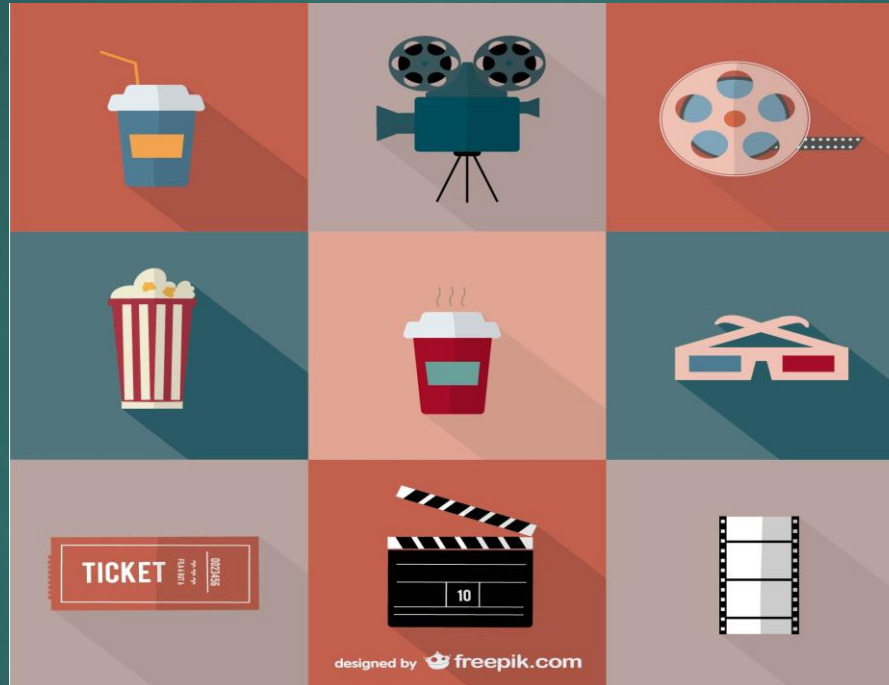
We enjoy celebrating birthdays, holidays and special occasions!





## A Chance to Just Chill and Relax!

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





# 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

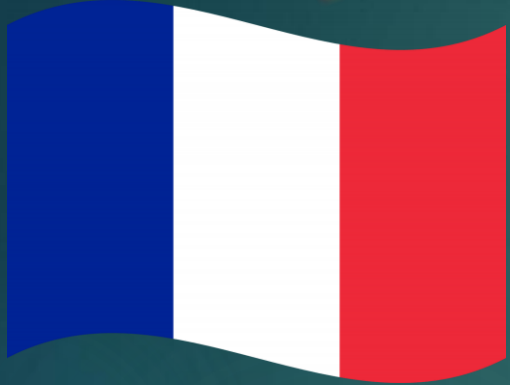




# Cultural Awareness



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!

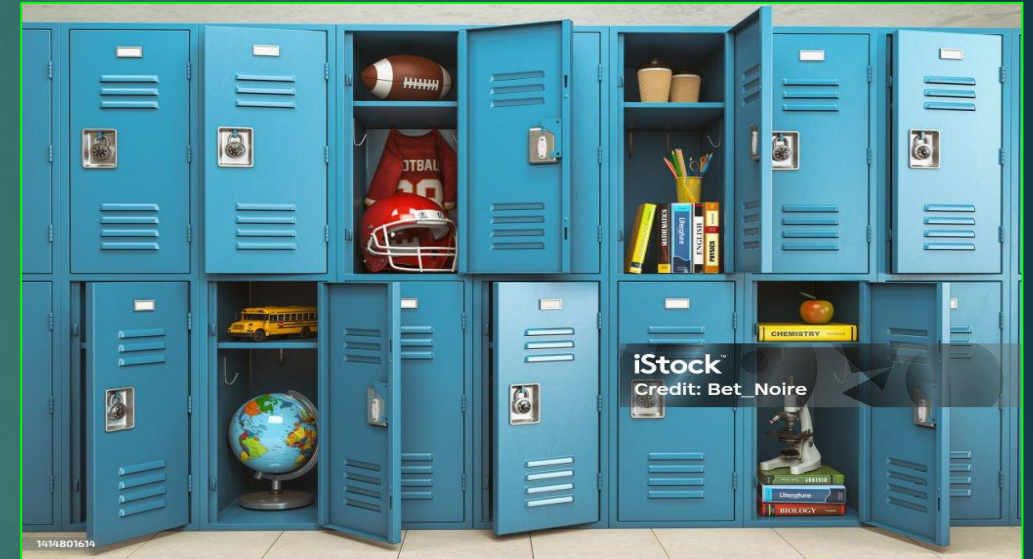
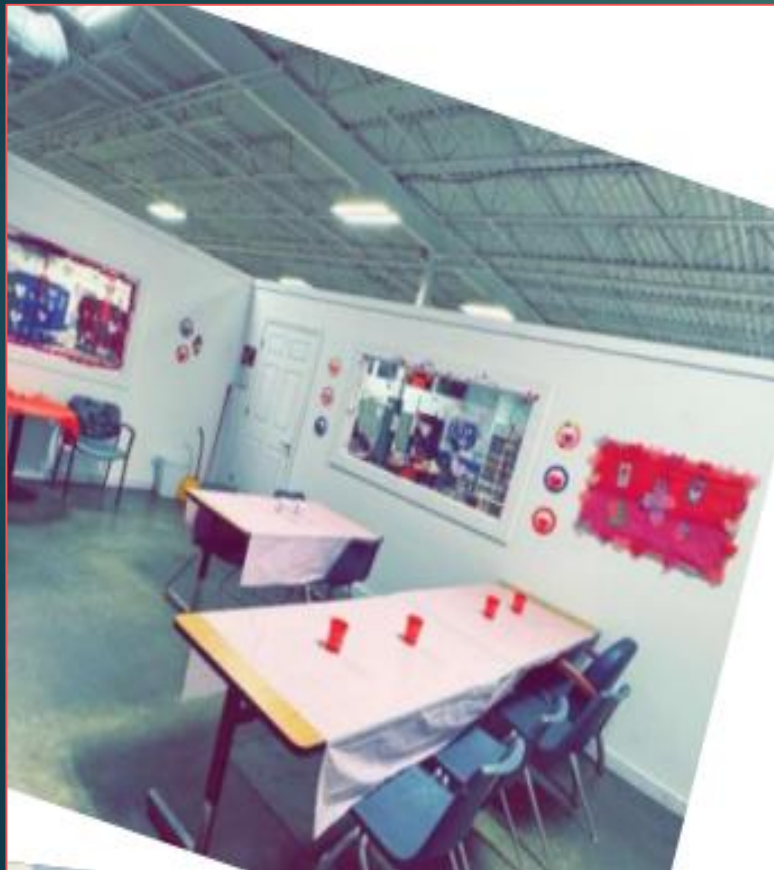




## More Information



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



**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 Gateway 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

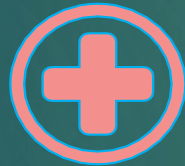


Medications **MUST** be kept locked up and given by staff trained to give medications

You must keep up with refilling supply of medications at Gateway

## 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 Gateway!





# Admissions



Tour of the program

Multidisciplinary Screening/Assessment

Complete paperwork including:

**Application:** filled out - *if you live in a ComServ ICF/IID group home you are already admitted to Gateway*

**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 Gateway)

**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 – set start date**



## 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 cameras in common areas or outdoors for 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 an ongoing 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

