



Expanding life's opportunities
to people with disabilities



ComServ, Inc.

Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID Group Homes) *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 ICF/IID Group 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 ICF/IID Group Home Services



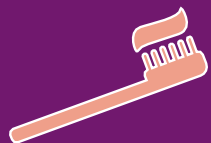
We have 8 ICF/IID homes in Lenoir, Morganton, Marion and Taylorsville.
Please contact our Intake Coordinator at 828-438-6026 for availability and an application



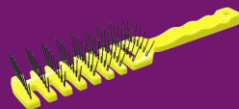
ICF/IID Group Home Purpose



Training in:



Self Help Skills



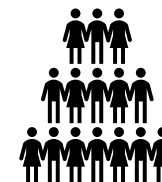
Social Skills



Daily Living Skills



Household Management



COMMUNITY SKILLS



COMMUNICATION SKILLS



MOBILITY SKILLS



LEISURE SKILLS



WORK SKILLS



HEALTH & WELLNESS





ICF/IID Group Home Purpose

Your Support Team Can Include:



Your Doctors



Nurses



Qualified IDD Professionals



Psychologists



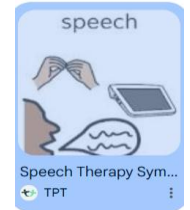
Physical Therapists



Occupational Therapists



Speech and Language Therapists



Dietitians



Work Specialists



Psychiatric Consultation



Your team depends on your needs!



ICF/IID Group Home Purpose

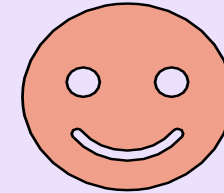


Continuous supervision on a 24/7/365 basis, to ensure your safety!

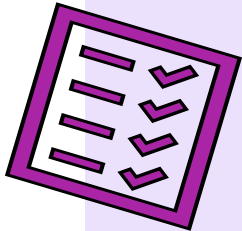


On call staffing to respond to emergencies.

We will help you learn or keep skills to live your best life!



You and your guardian must help set goals on your individual program plan.



We measure success by how well you do on your goals!

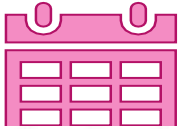


We want you to become as independent as possible!

These homes are licensed as an Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID). The homes provides services to adults with developmental disabilities.



ICF/IID Group Home General Information



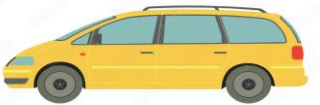
- ▶ **Hours of Operation** the group home is open 24/7/365, including holidays and days where there is bad weather. Usually individuals in group homes work or attend day programs during the day (9:00 AM to 3:00 PM). **We have 24 hour on call services from nursing and professional staff.**

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

- ▶ **Transportation** is included in ICF/IID Group Homes.

- ▶ **Meals** are included in ICF/IID 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 day program

- ▶ **Holidays** we enjoy celebrating holidays and special occasions, and we encourage your family to involve you in their special celebrations.





ICF/IID Group Home General Information



- ❖ **Staffing** all staff must be 18 years or older, have a clean background check, go through pre-service and annual training. Qualified Professional Staff must have a 4 year degree, at least 2 years of experience working with people with disabilities. ICF/IID staff ratios are **1 staff to 3 individuals**. Homes are staffed based on needs of persons served and their plans.



- ❖ **Visitors** you may have friends and family visit, that you and your 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 visits. Your meds/clothes/toiletries will be packed. ICF allows up to 60 days of **therapeutic leave** per year, not to exceed 14 nights consecutively per visit.



- ❖ **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. We encourage and help with face-time for communication with your family!



- ❖ **Personal Monies** you will have a personal spending allowance (set by SSI) which can be used for clothing or things you want. Staff will help you manage your money.



How Are ICF/IID Group Home Services Paid For?



- ▶ **ICF/IID Group Home Services are paid for by Medicaid:**
- ▶ Comserv, Inc. is paid a **daily per diem** rate that covers your **ICF/IID Services**
- ▶ **Room and Board** are separate from ICF/IID Services. These costs are paid for by **SSI or SA and/or Special Assistance**, (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 and funding the spending allowance*. ComServ will serve as the payee if you and your family prefer this arrangement and we recommend this arrangement.
- ▶ If you want **cable services for a TV** in your bedroom, you will have to pay for the cable service.





Admission Requirements – ICF/IID Homes



1. **Tour of the program** and meet with the director and staff
2. **Screening and Assessment** (A multidisciplinary assessment must be completed by ComServ's team)
3. **Complete paperwork** including but not limited to:
 - **Application:** This form must be filled out completely with all emergency information available.
 - **Evaluations:** Any evaluations/history that is pertinent to the person attending the program.
 - **Physical:** including dental/vision/hearing
 - **Immunization Record**
 - **Medicaid/Medicare and insurance information**
 - **LOC** completed and signed by physician indicating ICF/IID level of care
 - **Birth Certificate**
 - **Social Security Card**
 - **List of medications**
 - **Physician Orders**
 - **Guardianship Papers**
 - **Service Authorization**
 - **Comserv paperwork:** To include all required paperwork (Consents, etc.).





Moving in to Your ICF/IID Group 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)



**DECORATE YOUR ROOM
TO SUIT YOU!**

Medication Requirements in our Homes:

- ❖ 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 medications cannot be given

Medications are packed and returned with Home visits



You will be trained to help with your medications as you are able.

We use **MEDICAL VILLAGE PHARMACY** for medications

Medical Appointments:



- ❖ You will be expected to have a local primary care physician
- ❖ Staff can assist you with your medical appointments, your family can be involved
- 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 program

No photos of you will be used without your consent

Your guardian will be notified if:

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

Your 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 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.

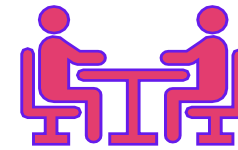




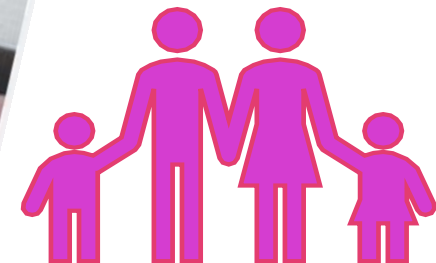
Family Involvement



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





Celebrations



We enjoy celebrating birthdays, holidays and special occasions!



Gateway Opportunities Day Activity – Pumpkin Entries 2023





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 plan
- Needing a different level of care
- A poor relationship between guardian & ComServ that impedes services



Concerns/Complaints

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

