

Participant Handbook

Purpose

The purpose of this handbook is to highlight the various aspects of the services you can expect while with Life Skills and let you know what opportunities, and other services are available to you, and how you can expect to be treated.

Mission Statement: Cultivating inclusion and independence for individuals with disabilities one good deed at a time.

LSW's progressive ideals and philosophy reflect three dimensions which



contribute to its mission statement and define the purpose of the organization, and its intended contributions, to improving the lives of individuals with disabilities.

-Cultivating means to nurture, enrich, and develop, through education and information, those we serve in order for them to reach their maximum potential.

□

-Independence means to promote self-advocacy and responsibility in order to become a contributing member of the community, creating the greatest choice, freedom, and opportunity for individuals with disabilities. □

-Inclusion means active participation and contribution to one's community through employment, participating in community activities and programs, and creating a meaningful existence that is both fulfilling and productive.



What Can I expect at Life Skills?

To be treated with respect and dignity.

To receive goal driven, individually tailored, and quality services daily.

To work towards accomplishing your goals and dreams.

What will happen when I am accepted?

You will receive explanations of your rights and responsibilities as a participant.

You will receive professional services based on your individual plan of care

You will receive an explanation of your units or days of service

You will receive contact information and this participant guide

What services does Life Skills offer?

We offer virtually ALL services available under the Adult, ABI, and Children's waiver programs.

The core services we provide include Adult Residential Habilitation (Group Home Living), Supported Living, Community Integration Services (Day Services), Child Habilitation "After School/Summer Programs", Supported Employment, and Support Broker.

Services can include:

Home maintenance☐- Health/Wellness ☐- Social Skills - Budgeting/Bill paying
- Communication training☐- Accessing the Community – Employment
Opportunities - Social skill development☐- Social networking☐- Daily living
skills☐- Self advocacy ☐- Increasing self–esteem☐- Safety practices☐-
Increasing independence☐- Peer vacations i.e. Los Angeles, Las Vegas, Jackson,
Salt Lake City, Denver☐- Behavior management☐- Learning how to
Control/Manage Personal Resources - Leisure skills☐- Allied agency
coordination☐- Medical management☐- Tolerance promotion☐- Crisis
management☐- Client rights training☐- Cultural awareness

But what does that mean?

Residential Habilitation- Life Skills again has raised the bar in the area of residential living. It is often referred to as "group home" living, however at Life Skills freedom and independence is always respected taking each individual's

level of freedom and independence into consideration. Life Skills philosophy of maximum freedom with minimal intrusion in order for participants to remain healthy, and safe is a common thread throughout our Residential Habilitation service. This service balances responsibility with certain expectations from participants, family, and guardians, which make for a collaborative effort amongst all parties working for the participant. Family, friends and loved ones are encouraged to stop by and remain an active and meaningful part of their life.

Residential Setting is provided in a traditional single family home. Life Skills offers stylish living with modern conveniences and privileges. Each home has cable and Internet. Most participants have TV's in their room and some utilize the Internet of their own computers, iPods, iPhones, Ipads or similar devices.

Residential Living Highlights:

- Your own room. Unless you want to share a room with a girlfriend/boyfriend, wife/husband, brother/sister, or best friend.
- Your own key or key code to the front door and a key to your own room.
- Ability to decorate and style your own room and make it your own home.
- Option to choose your day and when to come and go (based on your IPC)
- Your own lease and ability to furnish your new home as you wish (within the limits of your lease agreement). We probably can't put a hot tub and bowling alley in your room J
- Your ability to choose your own schedule and daily activities (based on your IPC). Schedules are encouraged to be non-regimented unless routine and consistency works better for you.
- You are encouraged to have as much control and involvement in your own finances and controlling personal resources as possible.
- You are encouraged to be involved in planning your day, including scheduling activities and events, services and staff.
- Your family and friends are encouraged to be actively involved in your life.

- All homes are created with accessibility in mind. If you have an accessibility request or question please call Logan L. Meeks at 307-389-6579.
- The ability to choose with whom, when, and what to eat each day.
- Choose your own friends and whom to spend time with.
- The ability to choose from a variety of employment opportunities.
- The ability to be part of the community and community life, be active in a variety of events e.g. Sporting events, movies, restaurants, bowling, rec-center, plays, International Days, peer vacations, etc.

***For more in depth information please see Life Skills Residential Living Guide (HCBS setting requirements)**

Community Integration & Adult Day Services (Formerly Day Hab.)-isto provide opportunities for participant to be active in the community. Our Community Integration programs offer a nice balance between volunteer opportunities, recreational outings, community development & integration, health & wellness, spirituality, and social networking. At Life Skills we believe Community Integration or Day Service programs should be individualized and geared towards personal enrichment. Collectively working on strengthening the pillars of success in order to reach maximum achievement with a network of people to offer guidance and ongoing training. We believe individuals should focus on life long learning and given the correct support, guidance, and motivation can soar to new heights. Community Integration activities are a minimum of 50% based in the community. Community interaction remains a large focus of this program, building networks and lasting friendships.

Supported Living □- Life Skills continues to set the standard in this area with our progressive approach, community alliances, and individually tailored □ approach. For individuals 21 yrs of age and older, who reside in their own home or apartment. We provide Home maintenance □- Health/Wellness □- Communication training □- Social skill development □- Social networking □- Daily living skills □- Self advocacy □- Increasing self-esteem □- Community participation □- Safety practices- Home maintenance □- Increasing independence □- Peer vacations i.e. Denver, Las Vegas, Jackson, Salt Lake City □- Behavior management □- Leisure skills □- Allied agency coordination □- Medical management □- Tolerance promotion □- Crisis management □- Client rights training □- Cultural awareness – Problem solving – Coping skills.

Children Residential Habilitation Training: An After School program for individuals under 21 yrs of age □- Cooperative learning □- Friendship/Social skills training □- Academic supports □- Social Networking □- Self-esteem building □- Behavior Management □- Special Olympics participation □- Health/Wellness □- Peer vacations SLC Zoo, concerts, WWE wrestling, Jazz games.

Job Development and Job Coaching Services: □- Life Skills provides 360 degree employment opportunities. From Aptitude testing and Pre-vocational to On the job coaching and re-teaching we can help from A-Z we can help in every area when it comes to getting a job. (Attendance and punctuality □- Grooming skills, hygiene, and appropriate work attire □- Job-seeking skills □- On the job performance skills related to quality and quantity of work □- Orientation to work environment/job cultures □- Work Attitudes □- Resume development □- Conflict resolution training □- Job Retention Support □- Vocational Assessment

Program Goal

Our goal is to work in partnership with you, providing support and assistance in your development. We will work with you to obtain the skills and supports you need to be successful and satisfied living in the community of your choice. As we do this, we work to assure the safety and security of all participants, staff and the community.

Guiding Principles of plan development

All our interactions with participants, families, support networks and staff are guided by the following principles.

Client-Centered Orientation

Focus on the dignity of each participant as a whole, not exclusively on his/her disability or behavior.

Client Involvement

Supporting opportunity for each client and/or his/her Team Members to participate in all aspects of his/her service development. Including family/natural support involvement.

Client Choice

Enabling each client to make informed choices with the support of their Team Members, Guardians, and Family Members regarding life decisions and service direction.

Participant Growth/ Potential

We focus on the belief that all people have the ability to make progress, the ability to continually improve and capacity to make informed choices. Part of this we believe is to assist in understanding each person's rights and responsibilities.

Participant Safety

We focus on our commitment to assure safety and security for every client, staff member and the community.

Individualized Plan of Care

Prior to services you will meet with your case manager, parent/guardian if applicable and whomever else you wish to invite, to formulate your plan of care. This is your opportunity, and responsibility to communicate your needs, wants, preferences, and desires. Based on your Individually budgeted amount (budget) together we will determine your particular service needs, rights and restrictions, basic supports, and objectives (goals). This plan is reviewed twice a year.

You have the right to call a team meeting at any time.



The IPC Meeting is Your Meeting!

Active Hours

“Active Provider hours” are the specified times each day when you and other participants are expected to engage in services, and will have access to providers on site. However we have a flexible schedule based on the needs of those we serve, and at times maybe modified to meet participant or provider needs.

At Life Skills, these hours are,

9am-5pm Mon.-Fri.

Day Habilitation Hours are traditionally from 9-3pm M-F and on Saturday and Sunday based on community events, religious pursuits and scheduling.

**However we have a flexible schedule based on the needs of those we serve, and at times may be modified to meet client or provider needs.*

On Call is available and primarily utilized for Residential Habilitation & Supported Living participants. Those individuals have On-call information provided on weekly calendars or posted at residence.

If you are unable to locate this information you may call

The Office 307-362-6422

from 9-am -5pm M-F



IN THE EVENT OF EMERGENCY CALL 911

Records

You have a right to view your records. (T-Logs are not included as a part of your record but utilized as an LSW internal communication system). All record requests will need to be directed to Logan Meeks. Please allow 14-21 business days for all record requests. Persons requiring records from further than one-year back, will need to put request in writing and allow for up to 30 business days.

***Requests for archived records may take up to 60 days**

The Members of Your Care Team

My Emergency Contact is

My Guardian/Parent

My Case Manager is

My Psychiatrist is

My Doctor is

My Nurse is

My Counselor is

My Providers are

My Dentist

is _____

—

The person who assists me with my medical needs

is _____

—

Additional Info:

Components of our program

Active Programs

These are individual or group sessions designed to teach you about your disability, Living skills, and program development. Some examples of programs that are offered are:

Groups/Activities

Client Input Committee

Special Olympics

Peer Vacations

Program Development or which covers the following topics:

Anger Management Group

Substance Abuse

Relationships/Boundaries

Developing awareness

Values clarification

Decision-making

Problem solving

Wellness planning

Stress management

Self-expression

Money management

Understanding your rights

Self-advocacy

Money Management

Relaxation Techniques

Change

Gratitude

.....and more



Enrichment/Rehabilitation Groups/Activities

Yoga

Art

Healthy Cooking

Karaoke
Music
Fitness
Travel
Bowling
Basketball
Pool Therapy
Kickboxing
Cultural Enrichment
Spiritual Pursuits

Benefits of Participation:

- To better understand your disability
- To maintain good physical & mental health
- To increase your awareness about community supports available
- To be aware of your interests, values and personal preferences
- To choose where you want to live and what you want to be doing.
- To obtain the supports that you will need for community living.
- To be better informed about matters including Social Security, Payee, Legal Guardians, and Rights & Responsibilities.

Jobs

One of the exciting things that offered here at Life Skills and probably the most meaningful is suitable employment. We encourage all those who are able find suitable employment. One of Life Skills' highly trained and Nationally Certified Employment Specialists can help you in the transition, orientation, and fruition of this goal. Life Skills can assist in the necessary training to get the job you desire. We have job opportunities for individuals with all skill types, whether in the community or you start out gaining experience on one of our paid work crews.



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Life Skills Work Crew-works in conjunction to assist participants to build those skills necessary on one of Life Skills' work crews in order to work towards community employment. Life Skills' work crews teach the values of hard work, commitment, timeliness, adherence to policies & procedure, team building, community involvement, customer service, and individual growth all in a community setting with necessary supports in order to be successful.

Current Work Crews include:

Auto Detailing – Commercial Cleaning – Lawn & Snow – Haul Off's – and more...

In the event you feel things are not going well try to address it with your Team, Case Manager, Guardian or Family Member and call a team meeting. However if your needs are not being addressed please call Logan Meeks 307-389-6579. You do have the right to file a formal grievance against your provider or Life Skills. Here is the procedure:

Grievance/Formal Complaint Procedure

Policy: Grievance Procedure

The individual person served, their legal guardian, and the parents of a minor child have the right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, retaliation, or reprisal.

Procedure:

From time to time you may have disagreements with staff member, managers, director, and/or owners. We greatly encourage those disagreements be resolved internally between you and Life Skills by contacting

1. Michael Boren 307-522-8229
2. Trista Ryan 307-389-6051
3. Rebecca Hanks 307-362-6422
4. Logan Meeks 307-389-6579

Any Life Skills Staff member may assist you in initiating this process at any time.

However you have the right at any time to look externally to resolve your dissatisfaction. Externally you can contact Christina Jacobson or Phillip Browning Developmental Disabilities Division directly at 307-789-0615 or 307-789-0618.

The individual person served, their legal guardian, and the parents of a minor child have the right to initiate a grievance procedure within fourteen (14) days after an incident resulting in individual person served dissatisfaction for the following issues:

- I: Any company decisions including reduction, suspension, termination, or denial of services;
- II: Any Direct Support Staff action interpreted as adverse, regardless of the accuracy of this interpretation;

III: For any reason the individual person served feels important enough to impact their physical, psychological, and/or emotional well-being.

If an individual person served is deemed by age or legal order incapable of representing themselves in the grievance process, LSW and staff members are responsible for contacting the identified authorized individual to assist with the grievance.

LSW, LLC staff and individual persons served or their authorized representatives will follow this hierarchy.

I: An informal discussion with appropriate responsible supervisor and the person named in the grievance. LSW, LLC will employ every possible method of recourse to redress the problem in as fair and equitable manner as is possible. LSW, LLC management and staff will complete this step within (5) business days following the grievance. If this does not satisfactorily resolve the issue, the individual person served or their authorized representative will proceed to step two.

II: Formal written or other method of communication as dictated by the individual person served will be communicated to one of the partners. The communication will include details of the incident and the desired outcome of the individual person served or their authorized representative. This notification will be delivered to a partner within fourteen (14) business days after the initial expression of the grievance. LSW, LLC management and staff will respond in written or other form as dictated by the individual person served within 3 business days. If this does not satisfactorily resolve the issue, the individual person served or their authorized representative will proceed to step three.

III: A meeting will be scheduled within 3 business days of receipt of written or other method of communication as dictated by the individual person served outlining the unresolved issue and the steps taken in the effort to solve it. The partners will review the grievance of the individual person served and investigate the incident. Within (7) business days of the submission of the communication, the partners will respond to the individual person served in writing; providing the necessary accommodations to meet the comprehension needs of the individual person served. If this does not satisfactorily resolve the issue, the individual person served or their authorized representative will proceed to step four.

IV: All decisions issued at the conclusion of this process all owner/director decisions will be considered final. Again you may contact those numbers listed below to discuss your displeasure with the decisions at any time.

LSW, LLC can facilitate the acquisition of appropriate services (as needed) or you may contact directly:

DDD Waiver- 307-789-0615 (Christina Jacobson) or 307-789-0618 (Phillip Browning)
Department of Health- 307-777-7115
Office of Equal Opportunities- 1-202-663-7081
Wyoming Protection and Advocacy- 307-632-3496
Legal System- 307-352-1538 (Rock Springs City Attorney)
Department of Family Services- 307-362-5630
Client Advocates
Any other agency suggested and appropriate to the grievance

Means of contacting the above agencies will be made available to the individual person served by the partners and staff at their or their authorized representative's request. Please notify Logan Meeks at 307-389-6579 in order to get assistance in completing this process, and /or if you have any additional questions.

If the individual person served or their authorized representative does not follow the grievance procedure within the period given, they forfeit the grievance process. However, they are encouraged to file a grievance even past this period. LSW, LLC is not required to respond within the above-delineated periods if this occurs.

Any recommendations regarding policy, procedure, or service delivery are encouraged and on request written responses to the recommendations will be provided.

Rights & Responsibilities

The list of rights listed in this document do not include all of my rights as a U.S. citizen, but only those rights that apply to me as a participant on the HCBS waiver. My case manager, guardian, family, team members and support staff can help me to learn about my rights and responsibilities.

YOU HAVE BOTH RIGHTS AND RESPONSIBILITIES.

Definition of RIGHTS- The basic rights and freedoms to which all humans are entitled, often held to include the right to life and liberty, freedom of thought and expression, and equality before the law. No one except a Judge can take your rights away from you.

Here are basic principles that guide your rights:

*I have rights. Rights are what I am allowed to do and how I should be treated.

- Rights are not limited without due process. Due process is a review process that makes sure my rights are not taken away from me without a good reason.
- I shall be free from abuse and neglect.
- I have responsibilities with the exercise of rights.
- Right to be free from financial or other exploitation
- Right to be free from humiliation.
- Right to informed consent.
- Right to concurrent services, and to have choice regarding the people on your team.
- Right to employment opportunities
- Right to access or referral to legal representation.
- Right to self-help support and advocacy services.
- Right to research guidelines and ethics when participants are involved in research.
- Right to investigation and resolution of alleged infringement of rights.
- Right to be free from isolation or seclusion
- Right to have control over personal resources
- Right to be free from coercion and restraint.

Life Skills Participant Bill of Rights

1. Right to be treated respectfully
2. Right to exercise Freedom of Choice
3. Right to be Treated with Dignity
4. Right to receive Quality Services
5. Right to be treated with Equality
6. Right to Fail; and Try Again.
7. Right to Safety & Security
8. Right to be Heard
9. Right to Privacy & Independence
10. Right to be an Individual

All individuals have the same inalienable rights under the constitution. This is not meant to be an all-inclusive list but just a few worth mentioning that apply to your services here at Life Skills. For a more detailed list of your rights as a participant at Life Skills, please visit www.lifeskillswyo.com and click on “participant rights”.

Definition of RESPONSIBILITIES-

1. Required to give account, as of one's actions or of the discharge of a duty or trust.
2. Involving personal accountability or ability to act without guidance or superior authority
3. Being a source or cause.
4. Able to make moral or rational decisions on one's own and therefore answerable for one's behavior.
5. Able to be trusted or depended upon; reliable.
6. Based on or characterized by good judgment or sound thinking
7. Having the means to pay debts or fulfill obligations.
8. Required to render account; answerable

My Responsibilities

Responsibilities are my duties that I need to try to do, if I am able. As a participant and/or legal guardian of a participant in the Home and Community-Based Waiver, these are some of my main responsibilities:

1. I shall choose among options, providers, alternatives available and have choices respected.
2. I should know about, and abide by, the rules and regulations of the service providers I choose.
3. I should participate in the individual program planning process.
4. I shall learn about rights and restrictions and be an active participant in any discussion about possible restrictions to my rights.
5. I shall not interfere with anyone else's efforts to meet their plan of care goals.
6. I shall abide by all rules, laws and expectations of the community.
7. I need to take care of my personal property and protect it from theft or loss. If I need assistance with this responsibility, I should notify my staff and team of how they can assist me.
8. I should ask any questions about my responsibilities, if information or directions are not understood.
9. As a participant and/or legal guardian of a participant in the Home and Community-Based Waiver, these are some of my main responsibilities:
 10. I shall choose among options, providers, alternatives available and have choices respected.
 11. I should know about, and abide by, the rules and regulations of the service providers I choose.
 12. I should participate in the individual program planning process.

13. I shall learn about rights and restrictions and be an active participant in any discussion about possible restrictions to my rights.

14. I shall not interfere with anyone else's efforts to meet their plan of care goals.

15. I shall abide by all rules, laws and expectations of the community.

16. I need to take care of my personal property and protect it from theft or loss. If I need assistance with this responsibility, I should notify my staff and team of how they can assist me.

17. I should ask any questions about my responsibilities, if information or directions are not understood. I should honor my obligations and responsibilities.

18. I should adhere to my program schedule. Absences should be planned 72 hours in advance. In order to give my team and support staff adequate notice if you will not be in service any scheduled day.

My Choice

1. I have the right to choose another service provider.
2. My case manager will inform me about my choices and will provide me with a list of providers who have been approved to serve the area in which I live.
3. My service provider must assist and cooperate with my request to move to another service provider, including any changes to my plan that are needed and attending a transition meeting.
4. My service provider also has the right to request a different provider, if they specify they cannot adequately meet my needs.

Home and Community-Based Waiver Principles and Responsibilities

As a participant, I will be expected to follow the rules and responsibilities of the program in which I choose, including the rules to participate in a provider's program. You and your guardian if you have one, must be informed of these rules and expectations by the program provider and/or your case manager.

HIPAA & Confidentiality

Federal Health Insurance Portability and Accountability Act

All participants have a right to privacy and all staff including volunteers must respect this right and comply with LSW, LLC (Life Skills) policies and procedures and the federal law, which insures this right.

- Any information that can identify a participant is considered “Protected Health Information” (PHI) Divulging this information either written or oral is a violation.
- Never discuss confidential information about another participant. You probably wouldn’t like someone sharing your information without your permission. Staff members are trained not to talk about confidential information in front of you. However there are times in emergencies or other similar circumstances where you may overhear something. Please do not share it with others.

Hurting yourself or others is never OK, and will not be tolerated at Life Skills. Below is an outline of steps that will be taken if threats or aggression occurs.

AGGRESSION PROTOCOL

The following threat levels help determine to whom the threat should be reported:

Level I:-IMMEDIATE DANGER/HARM TO STAFF, PARTICIPANT, OR OTHERS

The threat is imminent or aggression is in progress. The participant has the means, ability, and intent to carry through with the issued threat.

RESPONSE:

Immediately Report to Emergency Management (911), Designated Safety Officer (Logan Meeks), in his absence Michael Boren, Trista Ryan or Rebecca Hanks; who will Complete State Incident Report. Will require intervention and end of training session for that day. 30-day assessment of individual's behavior and Life Skills' ability for continuance of service delivery will begin. Safety Team will issue decision in writing to the individual participant, or their guardian at the conclusion of the 30-day period.

Level II:-REQUIRES INTERVENTION IN ORDER TO PRESERVE SAFETY OF STAFF, PARTICIPANT, AND OTHERS

While the participant may possess the means, he does not possess the ability or intent to carry out the threat or cause harm to himself or others.

RESPONSE:

Report to Designated Safety Officer (Logan Meeks), in his absence Michael Boren, Trista Ryan or Rebecca Hanks.

; Safety officer will inform Guardian and ensure completion of Internal Incident Report. Will require intervention and end of training session for that day.

30-day assessment of individual's behavior and Life Skills' ability for continuance of service delivery will begin. Safety Team will issue decision in writing to the individual participant, or their guardian at the conclusion of the 30-day period.

Level III:-THREAT VERBALIZED BUT NOT DEEMED SERIOUS; NO IMMEDIATE THREAT/HARM TO STAFF, PARTICIPANTS, OR OTHERS

The participant does not possess the means, ability or intent to carry out the threat.

RESPONSE

Report to Designated Safety Officer (Logan Meeks), in his absence Michael Boren, Trista Ryan or Rebecca Hanks.

Important Numbers

Logan Meeks- Founder/Owner.....307-389-6579

Jana Meeks- Founder/Owner.....307-389-8964

Michael Boren Assistant Director.....307-522-8229

Trista Ryan 307-389-6051

Rebecca Hanks 307-362-6422

Office.....307-362-6422

If you have ideas for new programs or changes to make to existing programs, feel free to approach staff about it and bring your suggestions to your Staff.

Finally, you are responsible for your own growth and development process, and staff is available to work with you to help you achieve your dreams and goals.