



Participant Handbook

Policies and Information for Individuals Receiving Services at Shore

Shore's Adult Services Division is committed to supporting individuals who have a full range of strengths and challenges. We offer varied services in a responsive, encouraging environment and actively engage individuals in diverse opportunities to optimize personal growth and life experience.

Generally, the following information applies to all individuals who receive support of any kind at Shore's Chelsea, Peabody or Woburn programs.

Admission and Termination Policies

Admission

Any persons 22 years of age or older who have a developmental disability (DD) or intellectual impairment (II); need services to acquire, improve, or retain their maximum skill level and independent functioning; and have Mass Health insurance, are eligible for Shore's Day Habilitation Services.

Any individuals who are 22 or older and are deemed eligible for DDS services *and* funding for community-based day services (CBDS) from DDS, are eligible for Shore's Day Habilitation Services.

Individuals can and often do, participate in both programs, half of their time spent in day hab activities and half spent in CBDS activities, for example.

The priority of Shore's Adult Services is to support individuals with unique strengths and challenges. People who need intensive and specialized support due to behavioral, health, and/or physical challenges are welcomed at Shore.

When appropriate, individuals between the ages of 18 and 22 who otherwise meet the

entrance criteria may be accepted into Shore's Adult Services. In this case, the referral and funding comes from the students' school districts until they are 22 years old. Shore will work with students, families and school districts to assist in transition planning from educational services to adult services. In many cases individuals stay on at Shore with funding and service planning transitioned to DDS or MassHealth. However, individuals are free to look wherever they'd like for services when they turn 22 and finish their school programs. Shore will help you look for information and advocate for services that interest you most.

Fees for Services

Shore services are paid for by individuals' MassHealth and/or the Department of Developmental Services. Funding is set up prior to individuals starting services. Shore's business office can check to ensure your MassHealth or other insurance pays for long-term services (like day habilitation services). DDS pays for community-based day services (CBDS).

Individuals can privately pay for services long term, or temporarily, as a way of

“spending down” assets that may interrupt MassHealth eligibility.

Termination/Suspension

Shore rarely terminates or suspends services to individuals based on their behavior issues or problems. In some cases, we may have to interrupt services just until we can meet with you and your team so we’re sure we have the right supports in place to keep you and others safe. Our goal has always been to help people through difficult times.

If you have received medication augmentations at home or before/during medical appointments before coming to Shore, and you are incapable of safely or meaningfully participating, you may be asked to leave for the day to rest more comfortably at home.

Termination of services may be considered in cases of long-term absences. If individuals do not attend Shore consistently or at all, their placements must be considered for others who may be waitlisted and looking forward to services. In cases of chronic absenteeism, team meetings are held to discuss the issues and make a plan to resolve them. Each situation is handled individually, depending on the factors affecting attendance. If services are terminated, particularly in cases of long-term illnesses, individuals are welcome to return to Shore when they are able to participate once again.

Transfer

Shore has three Adult Services Programs in Chelsea, Peabody and Woburn. Within each program there are various program rooms that emphasize different instructional modalities and offer different peer experiences. From time to time, classrooms and groups are rearranged,

based on overall program and space needs. Shore individuals and their families will be given as much notice and information as possible when these room changes, within the same program location, are planned.

Individuals may request a transfer to a different room/peer group, within the same program site or to a different Shore location. The individual’s team will consider this request and if possible, the transfer will be honored. If it is not possible to accommodate the request, the reasons will be discussed and, if appropriate, a plan will be developed to enable the transfer to occur at a future time.

Program Schedules, Hours, & Attendance

Attendance, Signing In & Out

Attendance is taken daily. If you are sick or can’t come to Shore, please call and let the receptionist, nurse, or your case manager know. If you come in late or need to leave early, staff will help sign you in when you arrive or out when you leave. Shore services are based on the hours you attend the program, so it is important that your attendance records are accurate.

Service Calendars

You will be provided with a program calendar each spring for the next fiscal year (July 1 through June 30). In general, Shore has traditionally closed for two weeks a year, one during the last full week of July and one between the Christmas and New Year’s holidays. In addition, Shore programs are closed for either (11) or (12) holidays per year.

Hours of Service

In general, all individuals are expected to attend the program from 9 a.m. to 3 p.m., Monday through Friday. Many individuals have commuting situations that require some flexibility with hours. If a different schedule needs to be established, the Program Coordinator/designee should be contacted to approve this accommodation.

If an individual wants or needs to go part time, either through a shortened day or fewer days a week, this request should be made in writing and be discussed and agreed upon by the ISP or Day Hab Support Plan Team.

Individuals are given, at a minimum, a thirty-minute lunch break. None of the Shore facilities have cafeterias to provide lunches so you'll have to bring your lunch from home or make arrangements to order lunch out. All program rooms have refrigerators, microwaves and staff to assist in heating leftovers or frozen meals if you prefer to bring these foods.

Unplanned Program Closings

In cases of snow storms, power outages or other emergency situations, Shore may close one or more of its programs. In most cases of weather-related closings, Shore follows the school district's decision in the community where your program is located. For example, if you attend the Peabody program, Shore will close if the Peabody schools close due to inclement weather. In addition, we will alert you, your family or staff of closings via phone calls, texts, and/or emails through an automated system. For this reason, it's very important for you to ensure we have the most updated contact information for you.

Medical/Health Policies

Physical/Health Requirements

When starting the program, an individual must submit documentation of a physical examination that has been done within the recent year. Physical exams are to be done and documentation submitted annually.

Medication orders should also be submitted to the program annually, or as soon as your medications are updated or changed so that we can help to monitor your health conditions and side effects. Most importantly, Shore nurses cannot give you any prescription or non-prescription medication unless we have an updated, signed order from your doctor and a corresponding labeled medication container/card from the pharmacy.

Shore will provide you with our policy on illnesses and conditions that will prevent you from attending program. In general, as much as we want you here every day, we want to make sure you are at home, resting comfortably if you're sick AND that others at the program are not at risk of "catching" what you have. If you're absent from work for more than 5 consecutive days or you've been hospitalized for any length of time due to illness or injury, a physician's note verifying that you are able to return to Shore may be required.

Health and Safety

Your health and safety is our top priority. We practice all kinds of different drills, so you know what to do in emergency situations. There may be some jobs or tasks that require you to wear gloves and learn safety procedures. If you're required to do so, you must follow these safety procedures in order to continue to do these jobs.

Services & Input

Service Planning

You have the right and responsibility to formulate your goals and objectives and plan your daily and weekly schedule with activities that will help you achieve those objectives. In addition to expressing yourself through ISP/ DHSP meetings, satisfaction surveys, and interest inventories, you and/or your guardian should discuss changes or additions to your Shore service plan at any time. Your current strengths, interests, challenges, and visions for your future will be updated at least every year (ISP) or five years (Day Hab Service Plan). We help you work on your goals and document how you're doing. Your team meets to discuss your progress quarterly and based on how you're doing, we'll change your goals so they are achievable yet challenging.

Satisfaction and Dissatisfaction

Individuals and their guardians/families are invited every year to complete a satisfaction survey expressing your level of satisfaction with Shore services. At any other time throughout the year, however, you may let us know verbally or in writing if you are dissatisfied with any portion of the supports you receive at Shore.

Input Regarding Your Staff

You will have the opportunity to provide input about your staff. First, as part of the interview process, we ask applicants who are qualified to do a couple of hours of "work exploration." This gives potential employees a chance to see what the job is really like before they commit and it gives you and your peers a voice in the people Shore hires. Your Program Manager will ask you what you think of the applicant after his/her day of work exploration. Be

honest about your first impressions and whether or not you would recommend the person as a permanent Shore staff member. Another way that you have input about your staff is in evaluating them. Again, your Program Manager will ask for your confidential opinion on the staff with whom you work. Share your feedback so the staff know what you like and how they can improve and you can feel like your voice is heard.

Formal Complaints

You can talk to your room staff, case manager, program manager, program coordinator or any of the human rights advocates if you have complaints or concerns about your services, especially if you feel you have been treated disrespectfully or unfairly. If a discussion doesn't help the situation, you have the right to file a formal complaint. Your services will not be affected; no one will retaliate against you. This is your right. Talk to a staff you trust or ask your family or friends to help you file this formal complaint. After this, the staff with whom you talk will tell the Program Coordinator. S/he needs to start to investigate your complaint within (5) days. After (5) more days of investigating, the PC should talk with you about the findings or tell you that more time may be needed. At any time in this process that you feel like you're not being heard, you can contact an outside advocate to help represent you. You can also contact a Human Rights Committee member, the Director and the Executive Director if your Program Coordinator hasn't already done so.

Professional Expectations

Smoking

Individuals must adhere to the Shore policy with respect to smoking, and specifically, any building and community rules regarding smoking.

Alcohol, Cannabis and Illegal Substances

Alcohol, cannabis, or illegal substances are prohibited at any Shore program, vehicle or community sites during program hours. Any individual possessing or using alcohol, cannabis, or other illegal substances or suspected of such use, will face disciplinary action.

Program Telephones may be used for work related reasons, as part of teaching or reinforcement programs, or, of course, in cases of emergencies. When you need to use the phone for personal, non-work matters, calls should be made during scheduled breaks whenever possible. You should be provided with a private place to converse and will be given whatever assistance you need to make your call.

Cell Phones may be brought to program and used to augment your communication, and/or used recreationally during your scheduled break times. Individuals should use their phone in a conscious manner so that they do not disturb others. Shore is not responsible for cell phones that are lost or stolen when brought to work. Therefore individuals are responsible for storing and safeguarding your phones as well as all other possessions you may choose to bring to work.

Dress Code

Individuals are expected to wear clothing that is neat, clean, appropriate/respectful, and functional for the types of activities you're doing. Shorts are acceptable as long as they are not too revealing.

Personal Possessions

If glasses or other necessary prosthetic devices are broken by another individual or as a result of a work-related accident, an internal incident report should be completed detailing the incident. In these cases, arrangements will be made to reimburse you for repair or replacement costs. We suggest that you don't bring items that are not necessary for work into the program. If you do bring personal items from home, please store them safely. Shore will ensure you have a safe place to store your belongings. Shore will not reimburse you for personal items that are carelessly stored and subsequently lost or damaged. If you choose to bring money to the program, please keep it safe in your purse or wallet, or ask a program manager to lock it up for you..

Use of Program Vehicles

You and/or your guardian will be asked to provide consent on an annual basis to permit Shore staff to drive you in program vehicles. The program vehicles are used for educational, community or administrative activities, and are not for personal use. Everyone riding in the vans are expected to follow positive behavior expectations, including wearing seat belts and staying seated while the vehicle is in motion.

Your Rights

Your rights are so important that they deserve a book of their own! You'll get a handout of your human rights when you begin Shore and every year after. In addition, you'll hear about your rights during individual and group activities. At any time, you can find this information, as well as information about your human rights, on Shore's website:

<http://www.shorecollaborative.org/>