

# PCBS & you

The possibility of **US**



## Consumer Handbook

### 2023

Platte County Board of Services 7900 NW 106th Street Kansas City, MO 64153

Office: (816) 891-0990 | [www.pcbsdd.org](http://www.pcbsdd.org) | [www.facebook.com/pcbsdd](https://www.facebook.com/pcbsdd)

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## Welcome to PCBS

Since 1975 Platte County Board of Services has been a leader in providing person centered services for the people of Platte County. We are values driven organization that strives for excellence in all that we do. PCBS uses the Charting the Life Course model to assist our consumers and workforce in leading lives that are meaningful, self-directed, and personally fulfilling. We are glad you are here.

# MISSION, VISION, VALUES

### Mission:

The Mission of Platte County Board of Services is to develop tools and provide resources that assist people to lead the life of their choice.

### Vision:

Platte County Board of Services envisions everyone leading personally meaningful and connected lives.

### Values:

- We embrace all that the Platte County community has to offer.
- We are committed to the inclusion and belonging of all.
- We envision all people having lives that are personally fulfilling.
- We encourage the unique contributions and goals of each person.
- We welcome progress, innovation, and creativity.
- We treat one another with dignity, respect, and integrity.



# ADMISSION, PROGRAMS, AND SERVICES

## Admission Criteria

All persons applying for any service provided by Platte County Board of Services must meet the following criteria:

- You must have been determined to be eligible for services through the Missouri Department of Mental Health; and
- You must have a primary diagnosis of a developmental disability.
- Your primary residence must be in Platte County.

## Non-Discrimination Policy

PCBS is in full compliance with the Title VI Civil Rights Act of 1964. PCBS does not discriminate in types, quantity, quality, or timeliness of program services based on age, race, color, ethnicity, religion, national origin, pregnancy, sexual orientation, gender identity, genetic information, sex, marital status, disability, or US veteran status.

## Accessibility Policy

PCBS is an equal opportunity/affirmative action employer. We are fully committed to providing the services you desire in a barrier free environment. If you encounter a barrier or need accommodations, please inform a staff member as soon as possible.

## Confidentiality/Privacy/HIPAA

PCBS has a strict confidentiality policy and maintains compliance with HIPAA. Confidentiality is defined as the non-disclosure of private, personal information. Staff will only share information about the person served with involved parties on a need-to-know basis. Information will only be disclosed to medical professionals, other service providers and family as needed upon notification and knowledge of the person served. Release of information forms will be signed prior to sharing information. Persons served or guardians can say no if they prefer information not be shared.

Staff will not share personal information about individuals or their issues to outside persons without authorization. The confidentiality policy will be reviewed with new staff upon joining PCBS and on an annual basis thereafter.

# PROGRAM HIGHLIGHTS

## SERVICES

Platte County Board of Services offers Residential, Day Habilitation, and Transportation programs. Individuals may apply for services by contacting the main office at 816-891-0990. Information will be provided regarding services available, application procedure, and funding sources at that time. You can also email [info.pcsdd.org](mailto:info.pcsdd.org) or visit us on the web at [www.pcsdd.org](http://www.pcsdd.org).

### Residential Services

Platte County Board of Services provides residential supports within Platte County for adult citizens with developmental disabilities. Residential services provide individuals with experiences that maximize opportunities and facilitate community integration. The service may be provided through the Group Living Program in agency owned group homes with individualized support and 24-hour supervision, or through the Individualized Supported Living Program in a person's own home or apartment at the level of support matched to their needs. These services are accredited by CARF.

### Day Habilitation

The Day Habilitation Program provides services that enable adult citizens with developmental disabilities to develop more independent lifestyles and maximize their relationships in the community. Services are tailored to individual needs and choices and are provided in both group and individual formats. This program is accredited by CARF.

### Transportation



Platte County Board of Services provides transportation to and from work- shops, day habilitation programs, and supported employment sites for adult citizens of Platte County with developmental disabilities. The individuals receiving transportation services may be living independently, with their families, or in the Residential Program. Platte County Board of Services aids and encourages individuals to access public transportation when possible.

## CHARTING THE LIFECOURSE



PCBS uses Charting the LifeCourse Framework as a guide to assist the people we serve in leading a life that is personally fulfilling. The Charting the LifeCourse framework was created to help individuals and families develop their personal vision for a good life. PCBS staff will assist each individual as they plot a course for their future. All people have the right to live, love, work, play, and pursue their life aspirations just as any other member of the community does.

An Individualized Service Plan (ISP) is a plan that indicates each person's goals, strengths, health considerations, and the best way for staff to support them. PBCS uses Charting the LifeCourse to ensure each person's ISP plan is developed and maintained with input from the individual, their family members, guardians, service coordinators, other representatives, and staff.

PCBS quality assurance staff reviews each person's plan and interviews each person annually. This interview gives everyone the chance to be the most vital part of their personal goal development.

## RIGHTS AND RESPONSIBILITIES

As an Individual receiving Services from Platte County Board of Services, you have certain rights and responsibilities.

### NOTICE OF YOUR RIGHT TO CHOOSE

You have the right to make choices about your life. You can make decisions about how, when, where and who provides your services. You have the right to be involved in your community. You have the right to work a job of your choice.

As a person receiving Missouri Department of Mental Health services, you have the following rights without limitation:

- To humane care and treatment.
- To the extent that the facilities, equipment, and personnel are available to medical care and treatment in accordance with the highest standards accepted in medical practice.
- To safe and sanitary housing.

- To not participate in non-therapeutic labor.
- To attend or not attend religious services.
- To receive prompt evaluation and care, treatment, habilitation, or rehabilitation about which the individual is informed insofar that person is capable of understanding.
- To be treated with dignity as a human being.
- To not be the subject of experimental research without prior written and informed consent or that of a parent, if the person is a minor, or guardian; except that no involuntary committed person shall be subject to experimental research, except as provided by statute.
- To decide not to participate or to withdraw from any research at any time for any reason.
- To have access to consultation with a private physician at the individual's expense.
- To be evaluated, treated, or habilitated in the least restrictive environment.
- To not be subjected to any hazardous treatment or surgical procedure unless the individual's parent, if the person is a minor, or guardian consents; or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction.
- In the case of hazardous treatment or irreversible surgical procedures, to have, upon request, an impartial review prior to implementation, except in case of emergency procedures required for the preservation of life.
- To a nourishing, well-balanced and varied diet.
- To be free from verbal and physical abuse.

#### **LIMITATION OF RIGHTS**

Any proposed limitation of rights must be reviewed by Regional Office or Due Process Committee to ensure that a person's rights are adequately protected. According to Missouri law, individuals who receive mental health services the following rights that may be limited for safety or therapeutic reasons:

- To wear one's own clothes and to keep and use one's personal possessions.
- To keep and be allowed to spend a reasonable sum of one's own money for canteen expenses and small purchases.
- To communicate by sealed mail or otherwise with persons, including agencies inside or outside the facility.
- To receive visitors of one's own choosing at reasonable times.
- To have reasonable access to a telephone to make and receive confidential calls.
- To have access to one's own mental and medical records.
- To have opportunities for physical exercise and outdoor recreation.
- To have reasonable, prompt access to current newspapers, magazines and radio and television programming.

Participants shall be entitled to these rights unless it is determined by the interdisciplinary team that exercise of a specific right is detrimental to the individual's therapeutic care and habilitation. If any of the following rights are limited, it shall be with informed consent and a program shall be developed to facilitate the return of full exercise of rights as soon as possible. If an informed consent is implemented, it will be reviewed on a quarterly basis and will be discontinued once the concerns have been addressed and corrected. Guardians or persons served may request a meeting to discuss the need for, or possible

discontinuation of, an informed consent at any time. If an individual's behavior causes property damage, he/she will be expected to pay to repair the damage.

### **POSITIVE BEHAVIOR SUPPORT**

Positive behavior support is essentially a communication-based method of addressing challenging behaviors. The use of restraint is not recognized by Platte County Board of Services as a valid treatment for aggressive behavior.

If physical restraint becomes unavoidable, due to life threatening behavior endangering the person themselves or others, **ONLY** Direct Support Professionals trained in CPI may intervene. Persons served in the Residential or Day Habilitation programs who exhibit challenging behaviors deserve to be treated with the same dignity and respect as all other members of the community. They have the right to supports that enhance the quality of their life.



### **GRIEVANCE PROCEDURES**

It is the policy of Platte County Board of Services to encourage persons served to express concerns arising during receiving services. Platte County Board of Services is committed to resolving all complaints and grievances in a prompt and fair manner. Persons served should be assured that expressing a concern, complaint, or grievance will not result in retaliation or a barrier to service. The individual should feel free to talk with their direct services provider about any issue or concern. They may also access any of the advocacy services listed in this handbook.

Persons served are encouraged to discuss and/or submit any complaints with their Direct Support Professional or a Professional Manager.

If the concern cannot be resolved with their Direct Support Professional or Professional Manager, the person served may submit the concerns in writing to the Senior Professional Manager. A Senior Professional Manager will render a written response within five working days.

If the concern cannot be resolved with the Senior Professional Manager, the individual may submit an appeal in writing to the Assistant Director/Quality Assurance Manager within five working days, who then will render a written response within five working days.

If in the event of continued dissatisfaction, a further appeal may be filed with the Program Director within five working days of the Assistant Director's/Quality Assurance Manager's response. The Program Director has ten working days to meet with the aggrieved individual to seek resolution. A response will be provided in writing within five working days of the meeting.

For more tools on explaining individual rights visit the Divisions of Developmental Disabilities website: <http://dmh.mo.gov/dd/Advocacyspecialists.html>.

Missouri Department of Mental Health Division of Developmental Disabilities

P.O. Box 687 Jefferson City, MO 65102 Phone: 573-751-4054 Fax: 573-751-9207

Toll Free: 800-207-9329 [ddmail@dmh.mo.gov](mailto:ddmail@dmh.mo.gov) Department of Mental Health Information: 1-800-364-9687 The deaf or hard of hearing may call:

Comprehensive Psychiatric Services TTY 573-751-8017 Developmental Disabilities may call: TTY 573-751-8217 Alcohol and Drug Abuse may call: TTY 573-751-7093

If you are unhappy with services or supports, please refer to the following:

<p>I will bring my concern(s) as quickly as possible to the attention of my Direct Support Professional or Professional Manager</p>	<p>Professional Manager 7900 NW 106th Street Kansas City, MO 64153 Main Line: (816) 891-0990</p>
<p>If you feel your Professional Manager did not meet your needs, you may call, email, or write to the Assistant Director/Quality Assurance Manager. They will assist you with getting the issue resolved.</p>	<p><u>Assistant Director – QA Manager</u> 7900 NW 106<sup>th</sup> Street Kansas City, MO 64153 Main Line: (816) 891-0990 Fax: (816) 891-0937</p>
<p>You may also <u>anonymously</u> contact:</p>	<p><u>Kansas City Regional Office Call</u> (816)-889-3400</p> <p><u>Missouri Department of Mental Health</u> Division of Developmental Disabilities P.O. Box 687 Jefferson City, MO 65102 Phone: 573-751-4054 Fax: 573-751-9207 Toll Free: 800-207-9329    <a href="mailto:ddmail@dmh.mo.gov">ddmail@dmh.mo.gov</a> Department of Mental Health Information: 1-800-364-9687</p> <p>The deaf or hard of hearing may call: Comprehensive Psychiatric Services TTY 573-751-8017</p> <p>Developmental Disabilities may call: TTY 573-751-8217</p> <p>Alcohol and Drug Abuse may call: TTY 573-751-7093</p> <p><u>Office of Constituent Services:</u> Complete and mail in a complaint form: <a href="http://dmh.mo.gov/docs/diroffice/consaff/grievance.pdf">http://dmh.mo.gov/docs/diroffice/consaff/grievance.pdf</a> Send an email to Office of Consumer Affairs; <a href="mailto:ConstituentSvcs@DMH.MO.gov">ConstituentSvcs@DMH.MO.gov</a> Or Write to: Office of Constituent Services Department of Mental Health P.O. Box 687, Jefferson City, MO 65102</p>

**RIGHTS UNDER TITLE VI/ADA**

PCBS posts Title VI notices on our agency’s website, at the agency office, and in the consumer handbook distributed annually. PCBS operates its programs and services without regard to race, color, or national



origin, in accordance with Title VI of the Civil Rights Act of 1964. PCBS operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990. To obtain additional information about your rights under Title VI, contact Platte County Board of Services, 7900 NW 106th Street Kansas City MO 64153 (816) 891-0990.

If you believe you have been discriminated against based on race, color, or national origin by PCBS, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

To obtain additional rights under Title VI, contact the Executive Director at (816) 891-0990.

#### **How to file a Title VI complaint with PCBS:**

1. A complaint form is available at the agency website at [www.pcbsdd.org](http://www.pcbsdd.org) or by calling the office at (816) 891-0990 and requesting a copy by mail.
2. In addition to the complaint process at PCBS, complaints about discrimination in PCBS' transportation services may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust Street, Suite 404, Kansas City MO 64106, or telephone at (816) 329-3920.
3. Complaints must be filed within 180 days following the date following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated and include your contact information.

If information is needed in another language, contact the PCBS office at (816) 891-0990

#### **MEDICAID WAIVER RIGHTS**

If you are a participant in the Medicaid Waiver, you have the right to appeal any adverse decisions, including denial of participation in the Waiver, denial of authorization for requested service, reduction of services or units of service without written approval, and/or determination that you are no longer eligible for the Waiver. You may receive the assistance of your Program Director or Regional Office staff in the appeals process. If you and/or responsible party timely files an appeal of a final decision, services currently being provided under an existing plan of care will not be suspended, reduced, or terminated pending a hearing decision unless you or legal representative request in writing that services be suspended, reduced, or terminated. You may be responsible for repayment of any federal or state funds expended for services while the appeal is pending if the hearing decision upholds the director's decision.



#### **ACCESSING ADVOCACY SERVICES**

Self-advocacy meetings are held on a regular basis. The meetings are held to discuss any issues a person served is having, plan activities, and review rights and responsibilities. There are also speakers invited who may discuss safety awareness, rights, abuse and neglect, relationships, and a variety of other

topics. Persons served are encouraged to attend these meetings if they choose to. Suggestions for meeting topics come from the group. Other resources for accessing advocacy services include:

- National Alliance for the Mentally Ill of Kansas City 816-931-0030
- The Arc of Clay and Platte Counties Inc. 816-436-1704
- Mental Health America of the Heartland 913-281-2221
- Missouri Commission on Human Rights at Kansas City 816-889-5100
- Missouri Developmental Disabilities Council 573-751-8611
- Missouri Protection and Advocacy 816-756-1001 or 1-800-233-3958
- Down Syndrome Guild 913-384-4848
- Mid-America Regional Council 816-474-4240
- Legal Aid of Western Missouri 816-474-6750 OR 816-474-9868

If needed, the Assistant Director/Quality Assurance Manager can assist you in finding resources.

### **HOME AND COMMUNITY BASED SERVICES FINAL RULE**

The Centers for Medicare and Medicaid Services (CMS) published a final rule regarding changes to Home and Community-Based Waiver Services (HCBS). Services funded through Medicaid HCBS Waiver programs are ensure that individuals receive services in settings that are integrated in and support full access to the greater community. The final rule includes six standards that all home and community-based services need to meet: 1) Integration into the Community; 2) Individual Choice; 3) Individual Rights; 4) Autonomy; 5) Choice Regarding Services and Providers; 6) Person Centered Planning.

### **MISSOURI QUALITY OUTCOME**

The Missouri Quality Outcome, developed in the 1990's and later revised are used as a guide to facilitate discussion. They support an individuals' personal goals, dreams, and other areas of interest in addition to defining and promoting quality of life with supports and services provided.

- People Participate in Meaningful Daily Activities of Their Choice
- People live in Communities They Choose, With Whom They Choose and in Homes and Environments Designed to Meet Their Needs.
- People Are Active Members of Their Communities While Determining Valued Roles and Relationships Through Self-Determination.
- People Are Able to Choose Health/Mental Health Resources and Are Supported in Making informed Decisions regarding their Health and Well-Being
- People Are Educated About Their Rights and Practice Strategies to Promote Their Safety and Security
- People Have Opportunities to Advocate for Themselves Other and Causes They Believe in Including Personal Goals
- Families are Provided with Knowledge That Empowers Them to Facilitate Opportunities for the Individual's Self-Determination throughout the Course of Their Life.

## **DIRECT SUPPORT PROFESSIONAL QUALIFICATIONS**

All Platte County Board of Services Direct Support Professional Direct Support Professionals, including drivers, will be required to pass a criminal background check prior to employment and maintain that status throughout their employment. They must also pass a driving record check and carry a Class E driver's license if they are Missouri residents. Training on Title VI is also required.

All Direct Support Professional Direct Support Professionals are trained in CPR, First Aid, Positive Behavior Supports, and Medication Administration as needed. Direct Support Professionals also receive training in confidentiality and HIPAA, defensive driving, client rights, abuse and neglect, positive behavior supports, and Person-Centered Plans. During orientation, they are instructed on the mission, philosophy and values of Platte County Board of Services, the basis of developmental disabilities, and agency policies and procedures on health and safety. There is ongoing training that is presented throughout the year, including such topics as seizures, osteoporosis, Alzheimer's, and cultural diversity.



# **PROGRAM RULES AND GUIDELINES**

## **TRANSPORTATION SERVICES**

### **APPLICATION FOR PCBS TRANSPORTATION**

If you are applying for Transportation provided by Platte County Board of Services, you must meet the following criteria:

- Has a primary diagnosis of a developmental disability.
- Must need transportation for employment (not in conjunction with school), day habilitation, or as part of your residential services provided by Platte County Board of Services.
- Must agree to abide by the Transportation Rules.
- Reside in Platte County

To apply for Transportation services provided by Platte County Board of Services, the first step is to contact your Service Coordinator and make the request. You may also contact the Senior Professional Manager of Transportation, at 816-891-0990 to make the request. Either will guide you through the admission process. They will complete the appropriate forms for the service and submit them to the Senior Professional Manager of Transportation to determine whether there is space available. If space is available, the Senior Professional Manager of Transportation will provide the information you need to begin, such as when the service will begin, the time you will be picked up and dropped off and contact information. All necessary paperwork and releases will be completed at this time. If space is not available, your name will be placed on a waiting list. You will be notified when there is availability.

If you are found ineligible for the service, you will be referred to a more appropriate service. If you need a reasonable accommodation, please let the Transportation Facilitator know. They will be more than happy to assist you.

## **Transportation Rules and Guidelines**

It is important that these rules are followed, and each person respect the rights and property of others. For your safety, Platte County Board of Services has established these rules for anyone riding in the agency vehicles. A list of these rules will be discussed with you upon entry of the program and will be reviewed with you on a regular basis. Only Platte County Board of Services Direct Support Professionals are allowed to provide transportation services.

1. Passengers must remain seated with seat belts properly while the vehicle is in operation.
2. Food and drink consumption (other than water, in a lidded container) is not permitted.
3. Tobacco use is not permitted in agency vehicles.
4. Passengers are responsible for removing their property and trash from vehicles.
5. Passengers will always comply with transportation guidelines and driver instructions.
6. The passenger and/or advocate must notify the driver of schedule changes in a timely manner.
7. Passengers will not argue or fight with the driver or other passengers.
8. Passengers will always use appropriate language.
9. Passengers will not make loud or disturbing noises.
10. Passengers are expected to be ready to go 5 mins before their arranged pick-up time.
11. Passengers will be transported at the beginning and at the end of the scheduled workday.  
Alternate transportation must be made in advance for early or late departures.
12. All passengers are expected to maintain proper social behavior.
13. PCBS should be notified of any medication changes or positive behavior support plans.
14. All passengers must have current authorization release forms to be transported.
15. Passengers will be picked up and dropped off at only the designated locations. Any request for changes in locations must be submitted in writing two weeks in advance and approved by the Senior Professional Manager of Transportation
16. Drivers will wait 3 minutes beyond the scheduled pick-up time. If late, one attempt will be made to contact the passenger before the driver continues the route without returning.
17. Drivers will contact passengers or advocate if the vehicle will be more than 30 minutes late.
18. Transportation services to workshop(s) and day program(s) may be cancelled due to inclement weather (snow, ice, or other natural phenomena). Supported employment transportation will continue if possible. (Refer to the Severe Weather Policy).
19. If a vehicle is unable to operate for any reason the passenger or advocate will be notified as soon as possible. Every effort will be made to arrange alternative transportation.
20. Due to limited space, only one typical sized lunch container and one bag (purse or bag) no larger than a typical backpack is permitted on the van.
21. Cell phones are to be used on the van in emergencies only.
22. Once departed, drivers will not return for forgotten items.
23. If personal music or other handheld device will be used headphones/earbuds are mandatory.
24. Sleeping is not allowed on the vans.
25. No marijuana will be transported or consumed on the vans.

**Failure to follow the above rules may result in suspension or termination of this service.**

## **RESIDENTIAL OR DAY HABILITATION SERVICES**

Within 30 days of admission, all individuals admitted into Platte County Board of Services Residential or Day Habilitation programs, and, as appropriate, their parents, guardians, or advocates will receive an orientation to the program by the program supervisor and other appropriate staff. The orientation typically includes the services to be provided, program policies, review of rights, what is neglect, abuse, and misuse of funds and how to report it, and grievance procedure. This is also the time to discuss the expectations of the program by the person to be served.

## **DAY HABILITATION HOURS OF OPERATON**

Day Habilitation Services are provided from 9:00 a.m. to 3:00 p.m. Monday through Friday. Transportation of persons served occurs between 8:00 a.m. to 9:00 a.m. and again between 3:30 p.m. to 4:30 p.m. During the winter months when inclement weather prohibits safe transportation for our participants. Participants can check Social Media Channels for closing announcements. Day Habilitation follows the Park Hill School District school closing criteria. Participants can watch for Park Hill School District Closing announcement on TV, social media, and radio. There may also be occasions of early dismissal due to inclement weather.



Participants will be transported home early and be notified as early as possible in this instance as well.

The following holidays are observed by Day Habilitation and the service will be closed: New Year's Day, Martin Luther King Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and the day after, Christmas Eve Day, and Christmas Day. Holidays falling on Saturday will be observed on Friday; holidays falling on Sunday will be observed on Monday. In addition, our Day Habilitation Program is closed one day quarter for staff development.

## **DAY HABILITATION GUIDELINES**

- Due to the planning involved in daily and special activities, it is requested that, whenever possible, you provide as much advanced notice as possible when you will be arriving late, leaving early, or will be absent.
- The Day Habilitation program is staffed according to the needs of the individuals that are participants. The level of support is determined during the annual planning meeting and can be changed when needed with the approval of the planning team. Typically, there are groups of one Direct Support Professional assisting 4-6 participants.
- You will be responsible for bringing a lunch daily. When going into the community, a cold lunch is most convenient to travel with; however, if a warmed lunch is necessary/preferred, it will be accommodated whenever possible.
- Lunches may be stored in a personal locker and can be accessed at any time.
- Since you will be participating within the community, it is important that you look clean and neat. Direct Support Professionals will help you look your best before going into the community. Each participant will keep an extra set of clothing in the facility. If these clothes are utilized, dirty

clothes will be rinsed if necessary and sent home. When the extra set of clothes is used and dirty clothes are sent home, another set should be brought in to assure everyone can stay clean and comfortable.

- Daily, Day Habilitation participants might be participating in various community and volunteer activities in the Kansas City metropolitan area. Occasionally participation in special activities requires limited travel. When you are scheduled for an activity outside of the immediate metro area, you will receive advanced notification and a responsible party may be asked to sign a permission slip if necessary.
- You will be responsible for paying for any community activities you participate in for which there is a cost. Direct Support Professionals will help you get receipts for things you spend your money on. A request for funds will be made prior to any activity requiring funds.
- You will be expected to respect all other individuals while participating in the day habilitation program. Yelling, hurting others, and breaking things are not acceptable.

All Day Habilitation Direct Support Professionals receive training as Certified Level 1 Medication Aides. Because of rules set by the State of Missouri, only medications prescribed by a physician can be administered by Direct Support Professionals. This includes over-the-counter medications such as Tylenol, aspirin, decongestants, cold remedies, vitamins, medications for upset stomach, holistic or natural supplements, etc. Additionally, only prescription medications with a doctor's order can be administered. If you need to take any medication while you participate in the Day Habilitation program, you will need to obtain a written prescription from your doctor. Direct Support Professionals can assist you by providing forms to obtain that prescription.

## **HEALTH STANDARDS FOR THE DAY HABILITATION PROGRAM**

To maintain a healthy environment, if you have one or more of the following symptoms, you should not come to the Day Habilitation program and, if they appear while you are at the Day Habilitation program, you will be sent home:

- Fever of 101 degrees or higher when taken orally.
- Two or more incidents of diarrhea within a 24-hour period.
- Two or more incidents of vomiting within a 24-hour period.
- Having a contagious disease or receiving antibiotic treatment (i.e., chicken pox, measles, mumps, strep throat, etc.).
- Body rash that is spreading or combined with fever.
- Sore throat with fever and swollen glands.
- Eye discharge or "pink eye".
- Yellowish skin or eyes (jaundice).
- Two or more seizures within a 6-hour period.

Before returning to the Day Habilitation program, you must:

- Be fever-free for 24 hours without the use of fever reducing medication.
- Have no incidence of diarrhea for 24 hours.
- Have no incidence of vomiting for 24 hours.



- Have written clearance from a physician for contagious disease or antibiotic treatment.

## RESIDENTIAL GUIDELINES

- Residential sites are staffed according to the needs of the individuals that live in them. Group homes and sites that require that level of supervision is typically staffed whenever individuals are present at the site. This includes all holidays, weekends, and overnights. Most supported living sites provided through Platte County Board of Services are staffed according to a schedule developed during the planning meeting.
- All meals will be provided for you if you live in a group home. This includes snacks and lunches to be taken to work or day services. Choice is yours, but Direct Support Professionals will assist you in planning and preparing meals and snacks that meet your dietary needs. If there are foods or food groups that you do not like, please let the Direct Support Professionals know.
- In Supported Living Sites Direct Support Professionals will assist you in preparing your meals with food that you purchase. If there are foods or food groups that you do not like, please let the Direct Support Professionals know. Direct Support Professionals in Supported Living sites must purchase their own food and bring it to work. They should not eat food purchased by you.
- Since you are participating within the community, it is important that you look clean and neat. Direct Support Professionals will help you look your best before going into the community.
- You should wear only your own clothing. If you need to purchase additional clothing items, you will do so with your own money. Direct Support Professionals will assist you with choosing clothing appropriate for the weather and setting if you need assistance.
- You will be expected to do your own laundry. Your clean clothing will be stored in your dresser or closet. Your dirty clothes will be stored in your own laundry basket. Your clothes will be washed separately from any other person's clothing. Once washed and dried you will be expected to fold and put away your own clothes. Direct Support Professionals will provide assistance and training as needed.
- You will be asked to help clean the living spaces and your personal space and to put away what you have used throughout the day that is in the common area. You will be provided with space to store your personal possessions.
- All Residential Direct Support Professionals receive training as Certified Level 1 Medication Aides. Because of rules set by the State of Missouri, only medications prescribed by a physician can be administered by Direct Support Professionals. This includes over-the-counter medications such as Tylenol, aspirin, decongestants, cold remedies, vitamins, medications for upset stomach, holistic or natural supplements, etc. Additionally, only prescription medications with a doctor's order can be administered. These authorizations will be obtained from your doctor. If you need assistance with taking your medication, Direct Support Professionals will help you.
- Unless you or your family member prefer to do so, Direct Support Professionals of Platte County Board of Services will take you to medical and dental appointments. It is important for us to know about your medical treatment to provide you with the best help in maintaining your



health, so we require that all medical appointments are documented in your records. This is also a requirement of the State of Missouri.

- Platte County Board of Services is also required to be accountable for any funds that you may have. For that reason and for safekeeping, most persons served choose to have Direct Support Professionals keep their funds for them in a locked box. If you choose this option, Direct Support Professionals will help you budget your money and give you what you have budgeted based upon the schedule determined by you or your family. Direct Support Professionals will also help you keep your receipts and provide an accounting of all your expenses. Quarterly a financial report will be provided to your payee and/or legal guardian.
- Due to sanitation and the potential for allergic response to them and because they require extra care, pets, except those in a cage or aquarium, are not allowed in group homes nor will they be transported in agency vehicles. If you rent an apartment or house, you may have pets if the owner allows pets, and any roommates agree. If you have a pet, you will be responsible for all costs of food, healthcare, and any damage it creates. Employees will not be responsible for its care but can assist you with reminders about how to care for it.
- You may have guests in your residence; however, they must respect the privacy and safety of all roommates. Direct Support Professionals are responsible only for the residents of the site and should not be asked to provide any care to guests.
- If you are over the age of 21 and wish to drink alcoholic beverages, you may do so. If you have a guardian, the guardian must agree. You will need to purchase these beverages yourself for your own consumption. If you have a medical condition or take a medication that says you should not drink alcoholic beverages, Direct Support Professionals will help you decide about drinking.
- If you are over the age of 21 and wish to consume marijuana in any form, you may do so in the state of Missouri. If you have a guardian, the guardian must agree. You will need to purchase marijuana yourself for your own consumption.

## **DISCONTINUING RESIDENTIAL OR DAY HABILITATION SERVICES PROVIDED BY PLATTE COUNTY BOARD OF SERVICES**

If you choose to discontinue Residential or Day Habilitation services provided by Platte County Board of Services, you must notify the Director of Community Support Services or the Director of Community Living 30 days in advance of the date you wish to leave services. Persons served who have a guardian must have the guardian's consent to discontinue services.

Platte County Board of Services may discontinue providing services to you if you choose not to follow established program guidelines. You or your guardian will be provided with written notification. Your state/county service coordinator will assist you in alternative services.



Platte County Board of Services is accredited. For more information about the accreditation, contact our Assistant Director, at 816-891-0990.