



MEMBER ORIENTATION MANUAL Transition Age Youth (TAY) Program Daily Site

Section 1: Introduction

Mainstream Living, Inc., is a nonprofit corporation that operates under the guidance of a volunteer Board of Directors, composed of community members from a variety of occupations. Mainstream Living has administrative offices in both Ames and Des Moines.

People arrive at Mainstream from a variety of places and for a variety of reasons. Most are referred through a Managed Care Organization (MCO) or Integrated Health Home (IHH) agency.

We expect people to be responsible and actively engage in their recovery. You will be treated as such and we expect you to assume responsibility for yourself and your home. Specific responsibilities regarding the program are explained in the following chapters.

Section 2: Program Objectives

Our program is designed to provide you with guidance as you embark on your journey to recovery and develop skills to live independently. We can provide education and support in areas that promote physical and environmental health (taking care of home and self). This may include money management, personal boundaries, problem solving, decision making, independent living skill development, health and nutrition and medical health.

You will work to develop your mental health management skills and learn about recovery. This may include working with the staff to develop an individualized crisis support plan. You will be expected to work on learning coping skills, managing your appointments, understanding medications and how to seek help if/when you need it.

Mainstream Living is using the Next Wise Choice (NWC) program curriculum for Day Habilitation. Member participation in Day Habilitation is required as part of the program of care. Day Habilitation provides instruction that is then implemented in member's daily routine in the home.

NWC includes the following components:

- Individual Assessment: will completed within 30 days upon entry, follow-up assessments at 6-month intervals, and at exit of the program or as needed to determine changes in level of care needs.
- Goal Work: personal goals are established that align with assessed need and personal goals that enhance a person's quality of life. Goals will directly correlate with the domains from the above noted assessments. The data collected from progress toward your goal work will be evaluated with other areas of these procedures to determine what part, if any, resulted in accomplishment of stated goals.
- Level Participation: Individuals are assigned as a participant at one of four levels within the NWC program based upon completion of specific tasks. Completion of tasks within the levels allows for advancement to the next level. The tasks are designed to ensure that critical skills are effectively adopted in order to build upon successful completion of each level. In addition, evaluation of this data will identify and plan for additional tasks to be incorporated into the program if necessary.
- Class Participation: Participation in the NWC classes is required. Members learn the concepts of 8 universal principles involved in decision making. The concepts are directly related to the domains assessed. Staff are available to members outside of class to assist in applying the skills learned.
- Skill Development: Opportunities to apply new coping, critical thinking and problem solving skills in your daily routine.

Section 3: Staff Availability

Staff are available to meet the needs of the member as identified in the Individualized Service plan.

Section 4: Moving In

Upon arrival, staff will support you as you settle into your new home. Per agency policy, all medications, including over the counter, must be turned over to staff for safe storage.

Firearms, and other weapons (including knives), fireworks, candles, halogen lamps or other lighting devices with open flames are restricted from the homes. All homes are equipped with smoke detectors that must remain where they are placed. Please do not tamper with the detectors.

Please report any problems with appliances, furniture, plumbing or other equipment to a staff person.

Section 5: Your Individual Plan

Every person has an Individual Service Plan – a plan to achieve certain goals while you live at Mainstream Living. Your initial service plan is developed before you move in. At the end of your first month, a staffing will be scheduled to review your service plan and make necessary revisions. The plan acts as a “road map” for your goal-directed activities while you are with us.

We assume that when you move to Mainstream's apartments, you come with a purpose. We can assist you in attaining your goals, working together with your social worker, family and support team. However, you are the most important person on the team. You make the final decision about what goals will be in your plan.

One of your rights is the right to refuse services. You may refuse to work on certain programs even if they are included in your plan. If you choose to refuse certain services, we may make modifications to your service plan that more accurately reflect your goals or preferences. Continual lack of participation in any goal activity could result in discharge.

Usually goals defined in your plan are written so that progress can be measured. We document your progress as part of our agreement with your social worker or other service provider, and to accurately assess when you are ready to move on to another goal, or higher skill level of the same program.

Section 6: Medications

Your medications will be kept in a staff-monitored, locked cabinet until a time when you are able to meet the requirements of the self-medication program. If you are self-medicating when you arrive, arrangements can be made for you to stay at that level of independence. We will gladly help you with any questions or concerns about a medication that has been prescribed for you. Information on medications is available to you. Please ask a staff member if you have questions.

For your convenience and continuity of services, Mainstream Living contracts with a pharmacy for medication services. You may use a pharmacy of your choice. You will be responsible for ensuring you receive your medications from the pharmacy.

You or your guardian will be asked to sign an emergency medical release when you arrive so Mainstream Living staff can take you to the hospital for emergency care if necessary. Transportation can also be provided on a routine basis if it is part of your service plan for advocacy purposes. If you are too ill to secure your own transportation to a doctor, transportation will be arranged for you.

Medication can be checked out for overnight visits, depending on your level of independence in this area. If you plan to be gone for a period of time, medications can be set up by the pharmacy. If you are self-medicating and keep medications in your home/apartment, you can just take your mediset with you. When checking out medications, please give staff 24 hour notice. If you are not self-medicating, a responsible adult will need to sign for your medications.

You are highly encouraged to follow your doctor's treatment plan which includes taking medications at the ordered times. If you believe your medications are not working effectively or you are having unacceptable side effects, we will assist you in talking with your doctor. If you refuse to take medications, resulting in either you or someone else being at risk, your Integrated Health Home (IHH) worker will be notified and a meeting will be held to discuss how to manage the situation. If you refuse to follow your doctor's orders and it results in significant risk, you may be asked to leave the program.

We work with everyone to become as independent as possible with self-medication. A plan will be developed early in your placement to help you learn about your medications, their purpose and side effects. You will be supported in working toward having your medications in your apartment if possible.

Section 7: Finances

- Personal Money – Your personal money is left to use at your discretion. If you have difficulty saving money or budgeting what you have, we will be glad to work with you. You are responsible for all valuables you chose to keep in your home. We can assist you in setting up a bank account for personal savings.
- Rent – you are required to pay rent each month. Details are outlined in the lease agreement.
- Food Stamps – Mainstream Living can assist you in applying and maintaining your food stamps, if eligible.
- Mainstream Living is able to provide representative payee services if desired. There may be a wait because space is limited but we can assist you in seeking alternative payee services.

Section 8: Visitors and Mobility

You have freedom to move about in the community as determined in your Individual Service Plan. The level of freedom will be determined by you and your team. We do have a few requests regarding visitors, leaving your home and transportation.

- Your ability to leave your home without staff supervision will be noted in your Individual Service Plan.
- Overnight passes will be limited to 1 per month.
- For safety reasons we encourage you to let staff know when you leave the house and when you plan to return.
- Visitors who consistently cause difficulties with staff or other members, who violate rules, or who are a detriment to a member's performance, may be restricted from visiting the homes. You are responsible for your guests and their actions.
- Visitors must show identification when requested

Section 9: Who does what

Direct Service Professional (DSP)

This is the person who will work most directly with you, usually referred to as "staff". Their main responsibility is to support you with working on goals that you have identified in your service plan. Depending on the amount of support that your plan calls for, there may be more than one Direct Service Professional working with you, or there may be other staff who will fill in when your staff is ill or on vacation. Your DSP is the your first point of contact for any concerns or need you may have.

Assistant Team Leader

This person is responsible for overseeing the development of your individual plan and providing supervision and support to your staff. They will work directly with you and your team to develop your strengths and help you reach your goals. It is important to talk with the Rehabilitation Coordinator to let them know how things are going for you.

Team Leader

The Team Leader oversees the TAY program and ensure that needs are being met. This person will also be available as needed to resolve conflict and attend meetings upon request.

Other organizations:

Mainstream Living is in frequent contact with county, state and federal agencies to assist you in complying with all the regulations regarding our services and to ensure that you receive all benefits for which you qualify. A network of people has been established to keep information available to each other. We will be in contact with your doctor, social worker or therapist as needed, while maintaining strict rules of confidentiality about you and your progress while you are with Mainstream Living.

Progressive Discipline for Unwise Choices (Member initials each level to indicate understanding.)

To help you learn and adopt new skills and to keep all staff and members safe, the following outlines our process of progressive discipline. You are expected to work toward managing outbursts to maintain a safe environment for all. Each step is designed to assist you in growing toward healthy engagement in relationships. Failure to abide by expectations or participate in personal growth will begin the following levels of progressive discipline:

- _____ One-on-one discussion by staff identifying the negative behavior and clarifying expectations.
- _____ Meeting with Day Staff to identify barriers to compliance and strategize solutions.
- _____ Meeting with the TL to further identify barriers to compliance.
- _____ Participation in a behavior support group with TL/NWC TL to process issues associated with behaviors.
- _____ Implementation of a Behavior Support Plan (BSP) --TL and NWC TL.
- _____ Staffing with TL, NWC TL and caseworker to discuss options toward compliance and/or alternative housing.
- _____ Discharge from program.

Termination of Lease: Locations owned or operated by Mainstream:

Mainstream Living may terminate a lease for reasons outlined in the Iowa Code: Chapter 562A. It's important that you understand there are non-negotiable expectations regarding behavior for the safety of all. Engaging in these behaviors constitutes a clear and present danger and will result in the immediate removal from the TAY program. A clear and present danger is defined as behaviors that risk the health or safety of other tenants, the landlord, the landlord's employees or agents, or other persons on or within one thousand feet of the landlord's property includes, but is not limited to, any of the following activities of the tenant or of any person on the premises with the consent of the tenant:

- Physical assault/harm or the threat of physical assault/harm.
- Illegal use of a firearm or other weapon, the threat to use a firearm or other weapon illegally, or possession of an illegal firearm.
- Possession of a controlled substance unless the controlled substance was obtained directly from or pursuant to a valid prescription or order by a licensed medical

practitioner while acting in the course of the practitioner's professional practice. This paragraph applies to any other person on the premises with the consent of the tenant, but only if the tenant knew of the possession by the other person of a controlled substance.

- Clear and present danger.
- Non-payment of rent
- Non-compliance with the rental agreement, rules or law
- Failure to move after receipt of 30-day termination notice

Mainstream Living will provide the notice to terminate tenancy in accordance with Iowa Code: Chapter 562A if any of these behaviors occur.

Program Expectations & Requirements

The following are expectations of the program which includes both your residential and day hab environments.

- Approach the program as an obligation in order to learn basic skills for independent living (time management, personal appearance and attitudes toward those in authority positions). Attendance and participation expectations have been designed to give time to work on your goals as well as offer you personal time.
- Follow guidelines below to ensure that all staff and members remain safe and have the opportunity to engage in their program.

Healthy Living Environment:

- Daily: No food, dirty dishes, trash laying around room. All laundry picked up off floor and put into hamper basket. Bedroom is free of clutter.
- Chore: Each client clean, wash, and dry own dishes after use done as outlined in house rules.
- Kitchen: Is split between all members and rotated daily.
- Laundry: Sheets need to be washed every 1-2 weeks.
- Living rooms are designed for all residents living in the home - personal game systems are to be kept in bedrooms and couches are not to be slept on overnight.
- Office/Home phone is for appointments and calls with your IDT.
- You will be responsible for the necessary repairs of any lost or damaged property.

Manage Physical and Mental Health:

- Daily: Take all medications as prescribed 90% for the month AM med's by 9am and HS med's by 9PM.
- Daily: Attend all appointments 100% of the time for the month.
- Attend all appointments.
- Follow doctor's orders and recommendations.
- Rate my emotions daily so I can track my emotions.
- Apply skills as they are presented to regulate emotions.
- To minimize conflict, we strongly encourage:

- No borrowing
- No lending
- No trading
- No sharing
- Follow safety and/or recovery plan during times of conflict.
- Learn to maintain relationships through conflict.

Take Pride in Personal Appearance:

- Daily: oral hygiene - brush teeth.
- Daily: wear clothes free of stains and odor.
- Shower minimum of 3 times per week - includes washing hair (after workout).
- Laundry days will be assigned at least 2x per week. Those will be your laundry days.

Be Prepared:

- Monday - Friday all members will be awake for the day by 9am. This allows for individuals to engage in their recovery and develop a routine.
- Weekly: Fill out schedule weekly (includes work, day hab, transportation needs, appts).
- Only 1 overnight visit per month. This is necessary as you need to be home in order to participate in the program.

Respect Yourself and Others (applies to residential and day hab programs):

- Treat peers and those with whom you interact with respect and refrain from threats/acts of harm.
- Utilize support when there is conflict to avoid unhealthy confrontation.
- Do not take things/food that does not belong to you.
- Respect personal space:
 - Knock before entering.
 - Hands off of each other
 - No rough housing
 - Wrestling
 - Fighting
 - Tickling, etc.
- No Harassment--as defined by behaviors that interfere with the well being of others.
- Assault and threats of assault will result in immediate discharge from the program.
- Other acts of disrespect will be considered on a case by case basis and may affect placement within the program. Some examples of disrespect include, but are not limited to:
 - Racial slurs
 - Politically incorrect statement (i.e. "retard")
 - Sexually inappropriate remarks/gestures
 - Name calling/belittling

Transportation:

- Learning to utilize public transportation.

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- Staff are available to provide education and support to learn and use public transportation.
 - Medical appointments not located within 1 mile a bus stop
 - Medical Emergencies: defined by ATL or Nurse
 - Day Hab
 - Groceries and food pantry (limited to 1 trip per month)
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- Obtain transportation skills as defined by:
 - Learning to utilize public transportation.
 - Staff are available to provide education and support to learn and use public transportation.
 - Medical appointments not located within 1 mile a bus stop
 - Medical Emergencies: defined by ATL or Nurse
 - Day Hab
 - Groceries and food pantry (limited to 1 trip per week)

All members in the TAY program must participate in the following:

- Employment/work/school for a minimum 15-20 hours.
- Next Wise Choice Classes Monday - Friday unless it conflicts with public school or college classes.
- 2nd Hour Day Hab outings 2 times per week.

Personal Growth:

- Take personal responsibility in my own program as defined by:
 - Growing personal support systems.
 - Providing for own financial / personal needs (ex: borrowing/giving items).
 - Recognizing personal responsibility regarding your participation. Please note that Mainstream Living does not 'kick out' its members. However, members can choose that they no longer wish to comply with program expectations. In such cases, a process will take place to assist you in identifying alternative services.
- Refusal to participate can result in eviction or nonrenewal of your lease. Behaviors that reflect a lack of personal responsibility include, but are not limited to:
 - Behaviors that interrupt another member's participation is considered program disruption.
 - A continued lack of working toward goals.
 - Stealing or continually taking things/food that do not belong to you.
 - Refusal to follow program expectations as outlined in the Member Orientation manual.
- Complete personal assignments as given by staff related to my personal needs. Staff may provide workbooks or materials to dig deeper on topics that classes are not able to address at a level I need.

- A personalized binder will be used to maintain tracking information on your progress toward goals. The binder provides current day hab class topics and times. The following will be completed weekly:
 - Tracking sheets---these sheets track personal progress each week.
 - Progress reports---These sheets reflect the effort put toward goals each week.
- Attend 100% of all medical/mental health appointments.
- Attend therapy sessions as identified in your individual service plan or if behaviors or triggers are unable to be managed.

Expectations specific to Day Hab

- Maintain a 90% participation rate in day hab M-F (both hours when offered).
- No phones, headphones, etc. during class time. Talk to day hab staff if you need tools to manage emotions during classes. Personal accommodations will be recognized only when you've made prior arrangements.
- Attend all Day Habilitation sessions and complete work as assigned.
- No sleeping.
- Follow group established guidelines.
- Participate in class discussions. Doing so provides staff the opportunity to assist in applying information to your specific goals.
- Below 90% participation begins progressive intervention (outlined above). Participation below 50% can result in immediate dismissal of program.
- Failure to follow these expectations will result in dismissal from the class and go against participation expectation.
- Attend evening and weekend activities offered unless previously arrangements are made with staff. These groups are not substitutes for day hab classes as they are directed towards community inclusion rather than educational based.

**Member Orientation Manual: TAY Program
Verification of Receipt and Comprehension**

I have been given a copy of the Member Orientation Manual. I have had an opportunity to review this information with staff and to ask questions. I understand how this information applies to residing at Mainstream Living, Inc.

Member Signature

Date

Member Printed Name

Guardian Signature

Date

Guardian Printed Name

Mainstream Living Staff Signature

Date

Mainstream Living Staff Printed Name