

# **Sunshine Village**

*Everyone Shines*

## Day Habilitation Services Handbook

### **Introduction to Day Habilitation Services and Supports:**

The Day Habilitation Handbook of Sunshine Village explains the various services available within the Day Habilitation Division of Sunshine Village. This handbook will help you learn about Day Habilitation Services and help you to decide the type of services you want to receive. The handbook also outlines rights, expectations and responsibilities.

The Day Habilitation Division of Sunshine Village currently provides services Monday –Friday between the hours of 9am and 3pm for approximately 250 individuals of varying developmental disabilities at community- based sites in Western Massachusetts. We operate programs at the following locations:

- 588 Silver Street, Agawam, MA
- 75 Litwin Lane, Chicopee, MA
- 4 Springfield Street, Three Rivers, MA

Day Habilitation is a medically based program prescribed by an individual's primary care provider and paid by Mass Health. Prior Authorization is necessary. All day habilitations operated by Sunshine Village are site-based and all activities take place within the building and its property.

Sunshine Village receives payment from Mass Health to support you in the day habilitation program. The cost of your services is dependent on your needs and abilities and determined via Prior Authorization process.

Mass Health insurance must be maintained and current to avoid interruption of services.

Attendance in the day habilitation program is based upon physician authorization and attendance must meet a **minimum of 85% to stay enrolled.**

It is your responsibility to maintain your Mass Health to continue receiving services and avoid interruption of services.

Since Sunshine Village receives payment to provide your services, Sunshine Village is required to communicate your progress or lack of progress to our funding source. This communication may include your Service Coordinator and other members of your team.

Sunshine Village is committed to insuring your health and safety. Elements of your day necessitating communication with your home environment regarding your health and safety will be shared.

Our preferred method of communication is via telephone and secure e-mail.

Privacy and respect are paramount.

An annual physical must be forwarded to Sunshine Village as well as any medication orders that Sunshine Village is responsible for administering.

Each day habilitation program requires a registered nurse and part of their role includes coordinating health care and educating employees on specific medical issues impacting individuals on a day-to-day basis. Nurses train individuals and employees of signs and symptoms of illness.

In addition, wellness opportunities are offered and provided on an on-going basis and activities may need modifications due to pre-existing health concerns.

To better support individuals and keep them safe and well, we require copies of evaluations and ongoing follow-up care reports from specialty medical providers the individual sees for health conditions and diagnosis. This includes but is not limited to:

- Neurology
- Cardiology
- Pulmonology
- Endocrinology
- Psychiatry

Each person within the Day Habilitation Division of Sunshine Village has access to the following services:

- Nursing
- Physical Therapy
- Occupational Therapy
- Speech and Language Therapy
- Behavioral Services

Sunshine Village supplements the medical component with fun, social and innovative therapeutic wellness programs such as music and art therapy. These sessions are currently paid for by Sunshine Village. Day Habilitation Services are site-based and by bringing the community to us, individuals we support can meet people outside their peers and direct support personnel.

In addition to the medical component of Day Habilitation Services, personalized, planned and goal-oriented developmental skills training is designed to improve functional abilities of a person with a developmental disability. Such services include, but are not limited to, training in self-care, self-preservation, wellness, receptive and expressive communication, self-direction, activities of daily living, hygiene, grooming and first aid.

The day habilitation program is required to develop a **Day Habilitation Service Plan (DHSP)** based upon the **Service Needs Assessment (SNA)** and must have goals and objectives which address at least 3 of the following areas:

- Self-Help
- Sensorimotor
- Communication
- Social
- Independent Living
- Affective
- Behavior

The SNA must be reviewed and updated every 2 years and upon significant change to ensure you continue to meet eligibility for services.

An individualized DHSP will be created and updated every 2 years and upon significant change. It is reviewed twice per year by management and monthly by both nursing and direct support personnel. It is continually updated as goals are met and needs change.

Sunshine Village will support you to manage your spending money while at the program if you and your team believe you need help. An individualized financial support plan can be developed and followed to assist you.

Sunshine Village has a philosophical orientation that emphasizes your ability to assess your needs and make choices about what services would best meet your needs in conjunction with families, the organization and its funding source. Sunshine Village values the partnerships established within your team.

Sunshine Village is committed to your success.

Sunshine Village is committed to supporting you in your personal growth and promoting human rights while simultaneously ensuring your health and safety.

### **Expectations:**

Absences: If you are absent from the program, please notify the Program Manager or Case Manager.

If you are absent **more than 5 days due to an illness other than COVID**, you need a note from your physician prior to your return. Depending on your

illness or condition, other conditions may apply. You will not be able to attend until the proper documentation is received.

In addition to requiring a note from your physician when you are absent more than 5 days due to an illness other than COVID, you will need a physician note and medical clearance to return to the day habilitation program supplied on or before returning after absences (regardless of length of absence) and pertinent documentation for the following medical concerns:

- Hospitalizations—the hospital discharge summary including any new restrictions, medication or treatment changes and a Health Care Provider's note to return must be supplied.
- Emergency room visits—the emergency room discharge form and a Health Care Provider's note to return must be supplied.
- Swallowing studies—a copy of the test as well as any updated Dining Guidelines and a Health Care Provider's order for any new dietary modifications must be supplied.
- Orthopedic issues including sprains and broken bones—Sunshine Village must be supplied with a health care provider's order for weight bearing status, directions for ambulation, directions for any equipment to be used, as well Health Care Provider's note to return.

Any significant change in your health status requires a Health Care Provider's note and Sunshine Village may suspend your services until proper documentation is obtained.

Wellness: An annual physical must be forwarded to Sunshine Village as well as any medication orders that the Nurse is responsible for administering. Sunshine Village may suspend your services if a current physical is not on file. In addition, we require your Primary Care Physician review all your prescribed medications annually. If medication is prescribed and administered during the day habilitation program hours, monthly verification of the orders is required, and services may be interrupted if not obtained.

Communication:

Sunshine Village is committed to insuring your health and safety. Elements of your day necessitating communication with your home environment regarding your health and safety will be shared.

Our preferred method of communication is via telephone and e-mail. We do not send written notes back and forth between home and Sunshine Village.

Privacy and respect are paramount.

Satisfaction with Services: Your input is valued and important. Sunshine Village would like you to express your opinion regarding the nature of your services and your level of satisfaction on an annual basis by completing a Client Satisfaction Survey. Your participation is voluntary.

**Prohibited Conduct:**

Everyone is required to treat each other respectfully. Everyone is required to follow the agency's Code of Ethics, Code of Conduct and Expectations and respect the rights of all. Bullying is not allowed.

You have the responsibility to follow the agency's Code of Ethics, Code of Conduct and Expectations and respect the rights of all.

Violence of any kind is not acceptable.

Hitting, biting, slapping, kicking, pinching, spitting and destroying property are examples of violent behavior. Individuals engaged in this type of behavior will be assessed and a plan may be developed to address.

Weapons of any kind such as guns, knives, switchblades (to name a few) are not allowed.

If you see a weapon, do not touch the weapon, notify the Program Manager or Case Manager and contact 911.

Illegal drug use is not acceptable. Reporting to Sunshine Village impaired by alcohol or drugs is not acceptable.

If you need support in being respectful, education and clinical supports are available.

**Sunshine Village Employees**

All support personnel are at least 18 years of age and have a current driver's license.

All personnel must undergo a criminal record check and fingerprint-based background checks for employment at Sunshine Village. A criminal record will not automatically disqualify an applicant.

Certain positions require a college education and licensure. Credentials are secured for all positions requiring a college degree or license.

Support workers typically work from 8:30am to 3:30pm.

Some support workers work with other human services organizations when not

working at Sunshine Village. If this poses a conflict for you, please let your Program Manager or Case Manager know.

## **GUIDING OUR DECISIONS:**

### **Mission Statement:**

Sunshine Village is committed to improving the lives of people with disabilities and people with autism in Western Massachusetts. This is achieved through a mission of supporting people with disabilities and their families by promoting opportunities to enhance their lives.

### **Code of Ethics:**

Sunshine Village has actionable and absolute Organizational Values that serve as a foundation for all the organization does. These Organizational Values serve as the agency's Code of Ethics.

- I will treat everyone with dignity and respect
- I will respect and value diversity
- I will improve awareness of my community and its resources
- I will empower myself by making informed choices and decisions
- I will view learning as a life-long process
- I will help make environments healthy and safe
- I will encourage teamwork and open communication
- I will communicate the importance of community membership

### **Code of Conduct and Expectations**

- I will treat everyone with dignity and respect
  - I will be kind to others.
  - I will deal peacefully with anger, insults and disagreements.
  - I will use appropriate language and manners.
  - I will not make threats.
  - I will not bully others.
  - I will not fight with others.
  - I will respect personal boundaries of others. This means no hugging, kissing, touching of private parts.
- I will respect and value diversity
  - I will respect the unique personalities and traits of others.
  - I will be considerate of the challenges others face.
  - I will not make rude and offensive remarks about someone's culture, color, gender, sexual orientation or disability.
- I will improve awareness of my community and its resources
  - I will participate in a variety of "Bringing the Community to Us" activities

- I will empower myself by making informed choices and decisions
  - I will make responsible choices throughout the day.
- I will view learning as a life-long process
  - I will make goals and try new things.
- I will help make environments healthy and safe
  - I will inform others if I need to leave an area.
  - I will not leave the building without telling support person.
  - I will respect the property of others.
  - I will use technology safely.
- I will encourage teamwork and open communication
  - I will work on projects with others.
  - I will help others or get help for others if needed.

### **Universal Declaration of Human Rights: A Summary**

As members of society, we are born free and equal in rights, dignity and all entitled to the same rights. Our rights cannot be challenged without due process. If our ability to make informed decisions is in question, we have the right to a public hearing regarding our rights and obligations. We have a responsibility to respect other people and to exercise our rights with due regard for the rights of other members of the community.

#### **Dignity:**

- We have the right to be treated with respect.
- We have the right to a nationality and right to celebrate our culture.
- We have the right to worship.

#### **Self-Determination:**

- We have the right to choose.
- We have the right to be independent and make our own informed decisions.
- We have the right to have our own thoughts and opinions and the right to change our minds.
- We have the right to have our own unique personality.

#### **Communication:**

- We have the right to communicate with others and to fully express ourselves.
- We have the right to send and receive letters.
- We have the right to communicate through telephones and computers.

#### **Relationships:**

- We have the right to develop friendships.
- We have the right to belong to any group we choose.
- We have the right to have intimate relationships with mutually consenting adults.
- We have the right to marry and have a family if we choose.

#### **Privacy:**

- We have the right to privacy.

- We have the right to privacy in our own home and personal space.
- We have the right to converse privately.
- We have the right to expect confidentiality regarding our personal information.
- We have the right to expect our photograph will not be publicized without our permission

**Personal Safety:**

- Everyone has the right to be safe.
- We have the right to be free from harm.
- We have the right to basic needs such as food, clothing, housing, medical care and social services.

**Personal Property:**

- We have the right to own property.
- We have the right to obtain, keep, use and dispose of personal possessions.

**Education, Employment, and Compensation:**

- We have the right to an education.
- We have the right to choose the type of work we do.
- We have the right to work in favorable conditions.
- We have the right to be paid for the work we do.
- We have the right to equal pay for equal work.
- We have the right to take a vacation from work.

**Community Membership:**

- We have the right to participate in the cultural life of the community.
- We have the right to participate in the government by exercising our right to vote.
- We have the right to belong to groups and clubs in the community.
- We have the right to recreation and leisure.

**Equal Opportunity**

**Affirmative Action Statement/Equal Employment Opportunity/Non-Discrimination**

Sunshine Village is committed to Equal Employment Opportunity. All people no matter their race, color, religion, sex, age, gender identity or expression, sexual orientation, genetic information, disability, national origin, veteran or military status are treated equally.

All people have the same rights and are treated equally. The agency does not discriminate.



## **Protection and Harassment Prevention**

### **Anti- Harassment:**

Sunshine Village promotes a workplace free from harassment.

Harassment means unwelcome conduct whether verbal or physical based upon a characteristic protected by law.

Harassment includes actions such as, but not only,

- Display of pictures, written materials that are degrading to a person or group.
- Verbal abuse, slurs or insults and comments about or directed towards an individual or group.

Sexual harassment means unwelcome sexual advances which can include:

- Unwelcome sexual advances—whether they include physical touching or not
- Sexual jokes, stories, gossip regarding someone’s dating habits, showing sexual objects, pictures, cartoons, insulting comments, whistling, staring, or talking of personal sexual activities.

If you believe you have been involved in harassment, you have the right to file a complaint with the Human Rights Officer, Program Manager or Director of Day Services.

### **Conflict Resolution**

**Informal:** If you are experiencing difficulties/issues with another individual, you should discuss your concerns with one another. You can ask your Case Manager and/or Program Manager to help you express your concerns or help set up the meeting.

**Formal:** If you believe you have been treated unfairly by your support worker or another person, and wish to file a formal grievance, the following steps should be taken:

1. Talk with the Program Manager within 1 week. The Program Manager will investigate and get back to you in person and in writing within 5 working days.
2. If you are not satisfied with the Program Manager’s response, you can talk with the Director of Day Services within 1 week. The Director of Day Services will respond to you in person and in writing within 5 days.
3. If you are still not satisfied, you can make an appointment with the Executive Director within the following 5 days. The Executive Director will respond to you in person and in writing

- within 1 week.
4. You can always call your DDS Service Coordinator or Mass Health representative if you are not satisfied with results or your services.

In no way will filing a formal grievance result in retaliation or barriers to service.

In addition, if you feel more comfortable, you may request the support and assistance of a direct support person when filing a formal complaint and/or grievance.

If you believe a conflict of interest exists, follow the grievance procedure.

### **Safety Requirements:**

Seatbelts: Seatbelts must be worn when driving or riding in a vehicle. This is a law in Massachusetts.

Vehicle Safety: Everyone must sit in a seat when driving or riding in a vehicle. Blocking the driver's view or grabbing a steering wheel or gears is against the rules. Yelling is not allowed. The driver has the right to assign you to a particular seat.

Bad Weather Conditions: If the weather is bad, Sunshine Village may be closed or delayed opening. An announcement will be made on the television on WGGB or WWLP as "Sunshine Village." The organization's telephone message at (413)592-6142 will also state the closing or delay. The website [www.sunshine.us](http://www.sunshine.us) and Facebook page will also post the message.

Mandated Reporting: Any person witnessing mistreatment of a person with a disability is responsible for reporting mistreatment to DPCC at 1-800-426-9009.

Records: Records are primarily electronic and maintained for all individuals. You may review your record at any time by requesting access from your supervisor or case manager. If you need assistance reading the record, support will be provided.

Dress/Attire: Everyone should present themselves in an appropriately dressed, neat and clean manner. Clothing should be appropriate for the day and no vulgarities or offensive language should be worn.

Smoking: Individuals who smoke must smoke outside in designated area only

and extinguish all incendiary materials properly.

Effective January 2007

Revised January 2008(include Westfield)

Revised August 2009 (include suspension until appropriate resources for enhanced staffing)

Revised March 2010 (be more specific regarding required medical documentation)

Revised March 2011 (include hours of operation and review of medications annually by PCP)

Revised 2013 ( Mass Health required in order to avoid interruption of services)

Revised 2014 (change in program location/clarification of physician note for absences due to *illness* for more than 5 days)

Revised 2016 (website posting bad weather)

Revised 2019 (clarification Day Habilitation is a medical program) and required information from specialists

Revised 2020 to include DDS as a step-in grievance procedure

Revised 2022 Updated locations, included COVID in absences section and included Facebook.

Revised 12/1/22 MassHealth as primary funding service