

# DISCOVERY DAY PROGRAM

## A SOCIAL RECREATIONAL DAY PROGRAM FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

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### PROJECT DIRECTION

#### Mission

Discovery Day Program (DDP) is a service for individuals with developmental disabilities that provides an opportunity to learn valuable life skills, become engaged in the community through service-oriented involvement, and have a positive, safe alternative to the services currently available.

#### Vision

DDP has the capacity to provide over 4,500 hours per year of quality day services.

### BUSINESS

#### Licensure and Regulations

DDP is licensed by the state of Oregon as an Adult Foster Care Home. To maintain a high quality of services, the day program follows the regulation governing Adult Foster Care Homes set forth by the state of Oregon, as well as, strong internal regulations guaranteeing the integrity of care. Certification is renewed annually.

#### Organizational Oversight

Quiet Waters Outreach (QWO), a non-profit organization dedicated to serving individuals with developmental disabilities (DD), their families, and caregivers by providing services to restore their spiritual, physical, emotional, and mental health. QWO manages DDP, its finances, operations, and staff.

### OPERATIONS

#### Number of Occupants

DDP is licensed for a maximum of 5 guests at any one time.

#### Hours of Operation

The operating hours of DDP are (Monday through Thursday), from 9:00am – 3:00pm.

#### Holidays

DDP is closed on all major holidays.

#### Maintenance Weeks

In addition to holidays, DDP is closed two weeks during the year, one week at Christmas and one week to be determined by the organization.

### STAFF

#### Overview

QWO's Executive Director and Respite Program Director are responsible for directing and managing DDP. QWO's Office Administrator manages record and bookkeeping responsibilities. Administration of direct care to DDP guests is the responsibility of QWO staff called Guest Services Specialists (GSS).

**Employment Requirements**

All GSS are required to: (1) have at least 1-2 years experience in working with people with DD; (2) be over the age of 21, (3) pass a criminal background check; and (4) be unanimously approved by Quiet Waters Outreach's personnel committee and Board of Directors.

**Training**

All staff members are required to complete a thorough training program and be certified in CPR, First Aid, and medication administration. Further training is mandated and available on a regular basis.

**Staff Communication**

Management communicates with DDP staff on a regular basis to relay organizational information, discuss new guests, and open discussion on other issues regarding the day program.

**Guest Staff Ratios**

The ratio of staff to guests is 1:2.5. In the case of a guest with special high level needs, management will assess each individual situation and determine an adequate staff/guest ratio to ensure the safety of the guests and the highest level of care.

**Volunteer Involvement**

DDP welcomes and encourages all persons interested in helping the day program serve its guests by sharing their time as a volunteer. Volunteers have the opportunity to help with various day program responsibilities such as assisting while out in the community, entertaining guests, cleaning, and conversing with guests. Before volunteering, individuals are required to (1) pass a criminal background check, (2) attend QWO's volunteer training session, and (3) be over the age of 18, unless accompanied by an adult. All volunteers are supervised by trained QWO staff and are not responsible for the direct supervision of the guests or be left alone with the guests.

**LIVING ENVIRONMENT****Atmosphere**

DDP staff strives to provide an atmosphere that is relaxing, safe, and fun. Valuable life skills will be emphasized to increase personal independence. Also, thought-provoking activities will keep participants active throughout the day. There will be activities available such as outdoor recreation, music, arts & crafts, exercise, games and others activities. The day program will be a fun and relaxing program, focused on improving the life of the guest, as well as, others in the community.

**Wheelchair Accessibility**

DDP is fully equipped to accommodate guests in wheelchairs. The house is a single story dwelling with the following accessible features: a shower, backyard, recreation room, and per code ramps throughout the entire house. The day program also owns a wheel-chair accessible vehicle.

**Sample Daily Schedule**

9:00 am – Arrive and settle in  
10:00 am – Go out in the community  
12:30 pm – Lunch  
1:00 pm – Life Skills training as a group  
2:00 pm – Games or craft activities  
3:00 pm – Leave for the day

### **Safety**

All activities are provided in spaces suitable to individual guest's needs, with equipment that is in good repair, free of rust, safe, and age-appropriate. Exit floor plans for fire and disasters are posted beside the main entrance and bedrooms. Smoke alarms are installed in all rooms and are checked regularly. DDP staff is trained in evacuation procedures, fire containment, and the use of emergency phone numbers, and participates in quarterly fire and emergency drills conducted by the Executive Director. First aid supplies are accessible to DDP staff but securely stored away from guests in care.

## **GUESTS**

### **Eligibility**

DDP services are available to individuals with developmental disabilities ages 21 and older. DDP serves individuals living in Oregon and SW Washington. ***Guests with any current or past history (within the last two years) of violent behavior or inappropriate sexual behaviors will not be permitted.***

### **Special Needs Cases**

DDP strives to serve all people. However, there are some restrictions for guests with extraordinary needs (e.g. guests requiring extensive medical care, guests with behavioral challenges, etc.). These special cases will be handled on an individual basis by DDP's management in conjunction with the guest's caregiver.

### **Medical Condition**

Upon admission, an emergency medical treatment consent form and a completed medical information form listing all acute or chronic health problems, any known allergies, and all medications being taken by the guest at the time of admission, must be signed by the parent or caregiver. Conditions that would preclude a guest's immediate admission include, but are not limited to:

- Temperature of 100 degrees or above;
- Vomiting;
- Swelling of the neck, abdomen, genitalia, or joints;
- Broken bones;
- Open wounds requiring medical attention to close;
- Communicable diseases other than the common cold;
- Burns requiring medical attention;
- Any condition requiring medical intervention and monitoring in order to preserve the life or well being of the guest; and
- Any condition requiring medical equipment and expertise not available at Discovery.

### **Right to Refuse Services**

To maintain the level of safety and to ensure the integrity of DDP, Quiet Waters Outreach reserves the right to refuse services to anyone at anytime.

## **RESERVATIONS**

### **Reservation Philosophy**

At DDP, the staff go to great lengths to welcome and accommodate its guests, and in return, we expect DDP guests to extend the same respect. DDP policies may seem strict, but there are many reasons for these policies:

- Rates include all-day supervision, community service participation, in-house entertainment, life skills training, and transportation;
- DDP's staff are hand-picked by a group of parents, QWO staff, and Board Members. Each Guest Services Specialist is highly trained, experienced, and dedicated to making our guests safe, happy, and satisfied; and

- QWO is a small non-profit organization that relies heavily on the income produced by DDP. We need you to help us continue our services.

**Reservation Policy**

DDP applications and reservations are booked on a “first come, first serve” basis. There is a waitlist available for those families unable to reserve a space for their loved ones.

**Three Month Time Commitment**

Guests chose one or two available days to attend the day program each week and are required to commit to a three month time period. At the end of three months, guests may reassess their involvement, make any changes necessary, and renew or cancel their participation in the program.

**Absent/Tardy Policy**

Any person that misses 3 days or more within their 3 month time commitment, unless previously approved by the Executive Director or Respite Program Director, will automatically forfeit their slot with DDP.

QWO needs as much time possible to fill any absent slots. Call as soon as possible for us to make arrangements if you plan to miss a day. Please schedule appointments or other meetings around the guests' DDP visits. All guests are asked to attend DDP for the entire length of the day.

Please make arrangements for DDP guests to be on time. If a DDP guest must be late, please notify QWO as soon as possible. All daily activities are time contingent and any delays hinder the entire groups participation. Excessive tardiness may result in the loss of your DDP slot.

**Drop-In Requests**

DDP does not accept guests that are dropped off without reservations or without phoning in advance.

**RATES & PAYMENTS****Rates**

The rates for guests are as follows:

A fee of \$9.20 per hour for 6 hours of participation is required to help with operation costs. All guests will be asked to provide their own lunch and spending money during their stay.

Payments are due in full at check-in time. If you need assistance in paying for our services, please contact us for information on available outside sources of financial aid.

**Deposits**

A major credit card number (Visa or Mastercard) is required to secure any reservation, unless other plans are approved by QWO management.

**Method of Payment**

DDP accepts checks, credit cards (Visa or Mastercard), and money orders.

**Returned Check Policy**

If a check returned for insufficient funds, a fee of \$25.00 will be charged to the guest. If this is not paid, DDP has the right to refuse future service to the guest and caregiver.

**Late Fees**

If a guest is not picked up by check-out time, the guest will be charged \$15.00 per 15 minutes late.

**Cancellations**

If you must cancel your reservation, please bear in mind the following:

- We only have five spots available for guests. If you cancel and we cannot re-book your slot, we lose 20% of our income for that day.
- Our services are in high demand, which means that families plan quite far in advance for our services. If you cancel, the chance of us re-booking your slot decreases with each passing day.
- If cancellation is indeed the only way to cope with your particular situation, a full refund will be issued if your cancellation occurs 7 or more days prior to the guests scheduled visit.
- If the cancellation is made less than 7 days prior to the scheduled arrival date, no refund will be given unless otherwise approved by the Executive Director or Respite Program Director.

**No-show Policy**

If the guest does not show up for his or her reserved time, the full charge of services will be billed to the guest. If the bill is not paid, DDP reserves the right to refuse future services to this guest.

**INTAKE PROCEDURES****Intake Forms and Information**

General intake procedures of individuals with DD will consist of the following steps:

- (1) Family will complete an application and appropriate intake forms (e.g., personal and medical information, waivers, photo release, etc.); and
- (2) Guests will chose one or two available days to attend the day program each week. The days will remain the same for three months. At the end of three months, guests will reassess their involvement, make any changes necessary, and renew or cancel their participation in the program

**Special Cases**

Understanding that for some guests and caregivers this will be a new experience, DDP works closely with caregivers and guests to create and implement plans to increase a guest's and/or caregiver's comfort level according to their personal needs. DDP staff makes it a priority to allow all guests and caregivers a painless and comfortable experience.

**Check-in & Check-out**

The social-recreational day program will be open 4 days each week (Monday through Thursday), from 9:00am-3:00pm. Please be on time as our staff has work to complete before the guests arrive and after the guests leave.

**GUEST RIGHTS****Privacy**

All DDP guests are treated with the utmost respect, including the strict observance of personal privacy. Each guest has access to a private bathroom, a private storage space, and the right to be "alone".

**Visitation Policies**

Immediate caregivers (parents, siblings and/or guardians) are permitted to phone or visit the guests during operation hours. **For safety, DDP does not permit any non-related**

**people to visit (e.g., group home staff, friends, medical persons) without the pre-arranged approval of QWO's Executive Director or Respite Program Director.** DDP staff requests that all visitors contact QWO at least an hour before their visit to ensure the availability of the guest and the continued operation of DDP. Any visitor causing trouble with DDP's guests or staff will be asked to leave immediately.

### **Tobacco, Alcohol, and Drug Use Policies**

The use of alcohol, snuff, and/or illegal drugs is strictly prohibited during a guest's stay at DDP. Smoking is allowed outside DDP.

### **Phone Use Policies**

DDP guests are allowed **only** to make local phone calls to parents, siblings, and/or guardians during visitation hours. Long distance calls are allowed if the guest is using a personal calling card or if there is an emergency.

### **Other Rights**

While a guest is attending DDP, he/she has the right to be treated with the same dignity and respect as any other citizen. DDP guest rights include:

- DDP Staff will not physically punish a DDP guest;
- DDP Staff will not lock a DDP guest in or out of any part of their assigned living arrangement;
- DDP Staff will not talk about DDP guests in a way that makes fun of them, threatens them, or forces them to do something that is against their will;
- DDP Staff will not withhold meals, medication or other items that a DDP guest needs on a regular, daily basis;
- DDP Staff will not use any type of medication or restraint to immobilize a DDP guest unless instructed to do so by a physician or in an emergency;
- DDP Staff will allow DDP guests to express their feelings. However the DDP guests must do it in a way that does not damage the property or threaten or harm the DDP Staff, other DDP guests, or members of the community;
- DDP Staff will assist DDP guests in maintaining and cleaning the facility
- DDP Staff will allow DDP guests opportunities for deciding whether or not to observe and/or participate in religious practices;
- DDP Staff will assist DDP guests in maintaining and protecting their personal property;
- DDP guests have the right to make a complaint or grievance about the way staff or other DDP guests treat them. DDP guests may make a complaint or grievance to the Respite Program Director. If the DDP guest does not like the way the Respite Program Director handles a complaint or grievance the DDP guest may share their concerns with QWO's Executive Director and/or the Board of Directors. If still not satisfied, a DDP guest may present their complaint or grievance to the appropriate county case manager and/or legal counsel.

### **DAMAGE POLICY**

Guests are responsible for payment of any damages to Martha's Place caused by their actions. If damages are not paid, DDP has the right to pursue payment and/or refuse future service to the guest and caregiver.

### **UNHAPPY OR UNSAFE GUESTS**

We hope that all our guests enjoy their stay at DDP and will do our best to ensure that they are happy. However, in the event that a guest is unhappy, conflicting with other guests or staff, or compromises the safety of the staff, guests or themselves, DDP staff will call the caregiver and request that the guest be picked up within 2 hours. If the caregiver does not arrive within this time, the caregiver will be charged \$35 per hour for each hour late.

## **VIOLENCE**

***Any guest that intentionally inflicts harm on other guests, DDP staff, and/or themselves will be removed immediately.*** DDP staff will call the caregiver and request that the guest be picked up immediately. If the caregiver does not arrive within one hour, the caregiver will be charged \$35 per hour for each hour late.

## **RECORD KEEPING**

A record is maintained for each DDP guest and includes all admissions data, a photo, medical information, discharge information, releases, and written notices regarding the guest. All DDP's staff is responsible and held accountable for submitting an accurate record of services and any actions taken with the guest.

## **CONFIDENTIALITY**

All information relating to any DDP guest is held in strict confidence. Indiscriminate use of such information by DDP staff is not acceptable and will be the basis of immediate termination.

## **MEDICAL**

### **Emergencies**

If a guest becomes ill while in care, the caregivers will be contacted and given the opportunity to take the guest to the usual family medical practitioner. In the case of an emergency, a conscientious effort will be made if possible to contact the guest's caregiver before medical attention is sought.

### **Medication Labels**

***All medications must be in their original containers with labels intact.*** Containers must be child-proof and protected from light and moisture. Prescription medication container labels must include the following:

- Guest's name
- Date issued or refilled
- Directions for administration
- Medication name and strength
- Physician's name
- Name of pharmacist and name, address and phone number
- Ancillary cautionary label, if appropriate.

### **Storage of Medications**

All medications are kept in a locked cabinet or if refrigerated, in a separate, securely locked compartment. Only those persons authorized to administer medication have access to the stored medication.

### **Dispensing of Medications**

Prescription medications are administered only according to the instructions on the pharmacy label. Immediately before or after any prescription or nonprescription medication is administered, the type, amount, and time is recorded on the guest's medication chart, as well as any adverse drug reactions or errors in medication. A list of persons approved to administer medications is maintained by the program. ***For safety reasons, All medications are to be dispensed by Discovery Day Program staff – self medicating is not allowed.***

### **Vitamins and Other "Over-the-Counter" Medications**

***In order to retain our state foster care license, all vitamins and other "Over-the-Counter" medications are required to have a physician's orders. If we do not have a physician's order, we won't administer the medications. NO EXCEPTIONS!***

## **EXIT PROCEDURES**

### **Customer Satisfaction Survey**

Upon a guest's departure from DDP, the guest and caregivers may be asked to complete a customer satisfaction survey. This information is reviewed by management and used to improve the quality of DDP services, or rectify any problems experienced by the guests and their caregivers.

### **Staff Evaluation and Guest Documentation**

Staff is required to complete evaluations on each guest after their visit with DDP. Information is attached to guest's file to help staff improve or accommodate guests better in future visits to DDP.