

CENTER FOR DEVELOPMENTALLY DISABLED



**1010 W. 39th Street
Kansas City, MO 64111
Office: 816 531-0045 Fax: 816 756-5612
Office Hours Mon—Fri 8:30 am—5:00 pm**

PERSON SUPPORTED HANDBOOK

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CONTACT INFORMATION

Center for Developmentally Disabled

1010 West 39th Street

Kansas City, MO 64111-3859

Phone 816-531-0045 Fax 816-756-5612

PROGRAM SITES

Birch House
816-231-7227
1603 Spruce
Kansas City, MO 64127

Cedars House
816-221-9351
2220 E. 8th Street
Kansas City, MO 64124

Sycamore House
816-231-0468
1600 Spruce
Kansas City, MO 64127

Elms House
816-241-3705
2312 E. 6th Street
Kansas City, MO 64124

Lafayette Manor
816-965-5053
13900 Southern Rd
Grandview, MO 64030

Kinbrook Apts.
816-761-6776
6110 Highgrove Rd.
Grandview, MO 64030

Villas Apts.
816-960-7245
1300 E. Armour Blvd
Kansas City, MO 64109

Summit Apts.
816-842-1918
855 Brooklyn Ave
Kansas City, MO 64124

ISL SITES

**ISL sites are found across the
Kansas City metro area.**

**To contact an ISL please call
the CDD main office at 816
531 0045**



WELCOME

We would like to welcome you to CDD! We are very glad you have chosen to be part of our family. We are excited to see all the great contributions you will make to your home. We here at CDD believe you have many talents and skills that will enhance your life and those around you. We cannot wait to see your talents!

The purpose of this Handbook is:

This handbook is to give you and your family and/or support team a snapshot of CDD and your rights and responsibilities. In this handbook you will learn important things you need to know such as your rights, how to let people know about things you are unhappy about . It will also let you know how to go about getting to see your records if you want.

Understanding this Handbook

It is important you understand the information being given to you. The staff in your home is another good resource to help you read and understand everything in this book. As you read ,or after you have finished, talk about what you have read and heard. If there is anything you do not understand, talk with your support team. We are here to help you in any way that we can.



SECTION ONE: GETTING TO KNOW US

OUR HISTORY

CDD was founded in 1972 by a mom who needed services for her child. She could not find an agency to provide those services so she started an agency of her own. CDD started small with one home, over the years it has grown. Today we support over 100 individuals through out the Kansas City area. Our goal then as now is to provide the best possible community residential and support services to those people with developmental disabilities.

Today our administrative office is located at 1010 W. 39th St. in Kansas City. CDD's leadership consists of three parts all working together. CDD has upper management that monitor programing in all the homes. Administrative staff who work in our main office and sees who all the nuts and bolts of day-to-day business are completed. And a Board of Directors who serves as a governing board.

Our Mission and Belief

Mission: To support persons with disabilities in achieving their fullest potential.

At CDD, we hold ourselves to the following beliefs:

- ⊙ Everyone has the ability to learn, grow and maintain skills.
- ⊙ Everyone can make choices about their own lives.
- ⊙ Lives are enriched through social relationships, active community involvement and access to comfortable and safe residential opportunities.
- ⊙ Everyone has the means to express themselves, to communicate, to interact and develop relationships, resulting in a positive self-image.

PHILOSOPHY

Our community-based philosophy is grounded in the principles of community membership, self-determination and human rights assurance.

It is our view that quality of life is achieved through establishing relationships, through supporting individual lifestyle choices and by respecting individuals as valuable members of society. In addition, quality of life is enhanced through safe, comfortable living environments, through medical and assistive technology, and through learning, adapting and changing according to the demands of an individual's social environment.

GENTLE TEACHING

CDD believes in the philosophy of Gentle Teaching. Gentle Teaching focuses on four essential elements; these are safe, loved, loving and engaged. These elements are used by our Direct Support Professionals to encourage the people we support to grow and be active participants in their own lives and communities. CDD is striving to build a community of support not only the individuals we support, but everyone who comes in contact with the agency.

DIVERSITY

CDD believes diversity promotes understanding. CDD supports people of all races, ethnicities, religions and lifestyles. Diversity of the many different ethnic and racial groups that have contributed to the social, economic and cultural values of our society should be learned about and respected.

SUPPORTS AND SERVICES

You will receive different supports including, but not limited to:

- ⊙ Taking medications
- ⊙ Buying food, clothing etc.
- ⊙ Taking care of your body
- ⊙ Cleaning your home
- ⊙ Transportation
- ⊙ Doing laundry
- ⊙ Advocacy & legal services
- ⊙ Cooking meals
- ⊙ Spending time with family and friends
- ⊙ Maintaining benefits (Medicaid, Section 8, SSI etc.)
- ⊙ Learning good eating habits
- ⊙ Seeing your doctor, dentist, counselor, etc.
- ⊙ Safety in the home and community
- ⊙ Money management



COST OF SERVICES

The cost of services varies among the agency owned homes and the apartments/homes individuals rent in the community. All fees are established through contracts and state agencies.

FINANCIAL INFORMATION

Personal Money. Each individual will receive personal spending money each month. The minimum amount will be \$30.00. You may elect to have your money maintained by CDD in a separate bank account. Any money requested will be in the form of a check.

Employment earnings. CDD staff will help you with cashing/depositing your earnings. Staff will help you pay your bills such as cable. You may also have to pay CDD a "direct payment" amount each month. You may also elect to have your money maintained by CDD in a separate bank account and CDD will pay your bills for you.

Resource Limits. No person receiving services can have resources (cash, checking or savings account) that exceed \$200.00.

FIDUCIARY TRUST & SUPERVISION

CDD provides the following to all persons served:

1. Financial planning and continuous updating of individual financial needs; and,
2. Individual assistance in banking and the spending of weekly cash allowances.

You may, at any time, see records of your finances.

FURNITURE & FURNISHINGS

All group homes are completely furnished. Each bedroom has a bed, dresser, mirror, night stand and chair. CDD also furnishes towels and linens. You are encouraged to decorate your room and house with your favorite pictures and decorative items.

If you live in an agency-owned apartment, you will be furnished with a complete bedroom which will include a bed, dresser, mirror, night stand and chair. You will also receive a couch, chair, lamp, a dining room table with two chairs or two bar stools if you live at the Villas. You are responsible for your own linens, dishes, silverware, pots, pans and all personal items.

If you live in an apartment/house not owned by CDD you are responsible for all household furnishings.

MEALS

In the Group Living Program you will be provided with three meals daily and snacks which shall provide at least minimum daily nutritional requirements. In the Apartment Living Program, you will be responsible for cooking your own meals with staff assistance as needed. At Kinbrook and Summit, you may also have the option to eat group meals if your skills warrant that kind of assistance.

TRANSPORTATION

The agency will provide emergency transportation and transportation to and from community resources that offer services when applicable. It is a program goal of the agency to teach people to utilize public transportation, thus promoting independence and self reliance. The agency provides transportation to and from work at all locations except Villas Apartments. People who live in that location are required to utilize public transportation.

PERSONAL PLANS

Each individual in our program has a Person Centered Plan (PCP) which indicates the different skills in all areas of life you want to learn. The PCP is developed by yourself, family members, guardian, CDD Staff, Kansas City Regional Office (KCRO) or EITAS Support Coordinator, workshop or day program staff and anyone else you wish to include. This plan will be reviewed monthly by you, your Support Coordinator and CDD staff to determine progress and/or the necessity for change.

If an applicant/referral meets the admission criteria for the program, but does not have a current and activated PCP, CDD staff will immediately assess and evaluate the person's skills, but will not begin formal training. The support team will schedule and construct a Plan with the individual within the first 30 days. Persons admitted to the program will remain on a probationary status for the first 30 days.



SECTION 2: RIGHTS AND RESPONSIBILITIES

RESIDENT RIGHTS

Each program participant is entitled by the laws of the State of Missouri to basic human rights that all citizens enjoy. The following are fundamental rights and privileges assured by the agency's mission, philosophy and program policy.

1. To humane care and treatment.
2. To be treated with dignity as a human being, courteously and in a manner befitting and respecting his/her age.
3. To safe and sanitary housing.
4. To a nourishing, well balanced and varied diet, and where possible to assist in the selection of the menu.
5. To bathe, shower, and meet personal hygiene needs at any reasonable time.
6. To medical care and treatment in accordance with the highest standards accepted in medical practice (to the extent that the facilities, equipment, and personnel are available).
7. To have access to consultation with a private physician at his/her own expense.
8. To know what medication has been prescribed for him/her and why.
9. To receive prompt evaluation and care, treatment, and habilitation about which he/she is informed insofar as he/she is capable of understanding, and to be evaluated, treated, or habilitated in the least restrictive environment.
10. To be the subject of experimental research only with his/her prior written and informed consent (or that of his/her guardian).
11. To refuse hazardous treatment or surgical procedure unless such treatment or surgical procedure is necessary. 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 his/her life.
12. To not participate in non-therapeutic labor.
13. To have an opportunity for regular physical exercise, indoor and outdoor recreation, and appropriate social functions with peers in the community at large.
14. To attend or not attend religious services.
15. To be free from verbal and physical abuse and to an impartial review of alleged violations or rights.
16. To wear one's own clothes, clothes, which are fashionable, seasonable, and fit properly.
17. To keep and be allowed to spend a reasonable sum of his/her own money.
18. To keep and display personal belongings and to be assisted in securing those belongings in a safe place.
19. To communicate by sealed mail or otherwise with persons including agencies inside or outside the facility.
20. To have reasonable access to a telephone, both to make and receive confidential calls.
21. To have access to his/her mental and medical records.
22. To have reasonable prompt access to current newspapers, magazines, and radio and television programming.
23. To have reasonable visits with family and friends and to be encouraged to maintain relationships outside of the facility.
24. To vote in public elections (if deemed competent).
25. To purchase property.
26. To express his/her sexuality.
27. To be free from sexual abuse/harassment.
- 28.

INFORMED CONSENT

When you have to make an important decision, staff will give you and your family as much information as possible. They will make sure you understand everything about the decision.

ACCESS TO RECORDS

You will have a Case Record Book that has information about you. Each Book is kept in a safe place in the location you live. You and your guardian can see your record any time you want by asking a staff person for access.

HIPAA

CDD staff will keep your health information private. Staff will not give out any private information without approval from you or your guardian, except to the following:

- ⊙ Doctors
- ⊙ Dentist
- ⊙ Other health care providers
- ⊙ KCRO/ Eitas Service Coordinators
- ⊙ Police and Courts
- ⊙ Abuse and Neglect Investigators
- ⊙ Your insurance provider

ABUSE & NEGLECT

Abuse is any physical injury, sexual contact and/or verbal or emotional harassment inflicted on an individual (other than through accidental occurrence) by those responsible for his/her care, custody and control.

Neglect is failure of an employee to provide reasonable and necessary services to maintain the physical and mental health of any person served when that failure presents either imminent danger to the health, safety or welfare of the individual, or a substantial probability that death or physical injury could result. This includes, but is not limited to, failure to provide adequate supervision during an event in which one individual causes serious injury to another individual.

Abuse and neglect reports are taken very seriously. Any abuse and neglect complaint made by you will be brought to the attention of the Executive Director. The Executive Director will investigate the matter, or will designate staff to do so, and will notify the Kansas City Regional Office (KCRO) or EITAS of the allegation, and whether there appears to be any substance to a complaint of abuse and neglect.

PERSONAL RESPONSIBILITIES AND EXPECTATIONS

Having a personal space you are proud of is important. We hope you will assist staff in keeping your living space and common area neat and clean. Your laundry is done at least one time per week. Staff are always available to assist you with any of your household responsibilities.

HOME VISITS

We encourage you to make arrangements to visit your family. Please tell your plans to your Group Home or ISL Manager. The DDP, Manager or your Service Coordinator will be happy to help you plan trips home or with inviting your family to visit you upon your request.

PETS

Pets will be allowed in agency-owned apartments, but certain criteria must be met. CDD will allow only one non-caged animal per apartment and prior approval must be given by the Executive Director. Caged pets are preferred such as birds and fish. Non-caged pets must be house broken. Your responsibilities will include:

- Providing food
- Health care and city registration/licensing
- Damage deposit of \$200.00 (prior to moving the pet in)
- Paying damages that are in excess of \$200.00
- Keeping the animal clean and cleaning up after the animal

SMOKING

The administrative office, all group homes Kinbrook and Summit Apartments have been designated as non-smoking areas. Anyone who smokes, must do so outside. Those individuals living at the Villas Apartments are allowed to smoke in their apartments. There will be no smoking in agency vans. CDD staff strongly encourages everyone to maintain a non-smoking environment.

DISCHARGE FROM A CDD PROGRAM

1. You may exit from the Group Living Program to a less restrictive program such as Supported Living when you and your support team determine that you have achieved maximum benefit from a CDD group home.
2. You may exit to a more restrictive program or to another group home that is more suitable for your needs if you and your support team make such a determination.
3. You may choose to leave a program voluntarily and can contact your Service Coordinator to begin that process. Service Coordinators from KCRO may be reached at 816-889-3400. Service Coordinators from EITAS may be reached at 816-363-2000. If you have a guardian, you must have written approval from your guardian in order to leave the program.

PERSON SERVED INPUT

CDD considers your input very important for improving agency policies and procedures and/or modifying services. The following ways we encourage your input: monthly site-based meetings, Satisfaction Survey, Personal Plans, notes in the suggestion box and frequent visits with management staff.

GRIEVANCE PROCEDURE

A grievance is a complaint about the way you have been treated. If you have a grievance about the home, house rules or procedures, staff members or another person living with you, you may take the following steps:

1. Ask a staff member to help you complete an Event Report documenting your grievance and submit this report to your Manager.
2. The Manager will have two business days to meet with you to try and resolve your grievance. If your grievance cannot be resolved, it must be submitted to the Program Director or Coordinator.
3. The Program Director or Coordinator has five business days to meet with you to try and resolve your grievance. If your grievance cannot be resolved, the Program Director or Coordinator shall submit your grievance and results of meetings to the Executive Director.
4. The Executive Director has five business days to meet with you and try to resolve your grievance. If the grievance is not resolved, it shall be reviewed by the CDD Board of Directors. A decision by the Board of Directors is final.
5. The Developmental Disability Professional (DDP) shall act as your liaison/advocate to ensure the solution is understood by you.
6. All individual grievances will be reviewed by the Individual Rights Committee chairperson.
7. An outside agency available to you is:
Missouri Protection and Advocacy
3100 Main, Suite 305
Kansas City, MO 64111
(816) 756-1001



SECTION 3: HEALTH AND SAFETY

ENVIRONMENTAL-HEALTH & SAFETY

The agency participates in an organized internal health and safety review process to promote efficient and effective conduct of its services while protecting the health and safety of individuals and staff. This process abides by state agency requirements and ensures that the physical locations serve to support the agency's mission.

HEALTH/MEDICAL MONITORING & SUPERVISION

Services are provided so that you maintain an optimum level of health. Guidance and assistance are provided to make sure preventative measures, treatments and medication administration procedures are followed.

EMERGENCY DRILLS

You will be trained and participate in emergency fire and disaster procedures monthly. These include:

- ⦿ Review of Emergency Supply Kit
- ⦿ Power Failures
- ⦿ Tornado drills
- ⦿ Bomb Threats
- ⦿ Stop, Drop and Roll
- ⦿ Fire Suppression Training
- ⦿ Earthquake Drills
- ⦿ Emergency Evacuation Drills
- ⦿ Medical Emergencies



Your Notes

Your Notes

CDD programs and services are funded by :

- ⊙ The Missouri Department of Mental Health (DMH)
- ⊙ U.S. Department of Housing and Urban Development (HUD)
- ⊙ The Developmental Disability Services of Jackson County—EITAS.

2014
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