



*Skills of Central Pennsylvania, Inc.
Adult Training Services*

Participant Handbook

*Skills of Central Pennsylvania, Inc. is committed to
creating opportunities, providing choice and support,
and promoting recovery to enhance all aspects of
people's lives.*

Adult Training Services

Participant Handbook

Welcome

Welcome to the Adult Training Services at Skills of Central PA, Inc. You are ready to learn more about yourself and the world around you. We want to address your individual needs so that you may experience personal growth and enrichment.

Skills of Central Pennsylvania, Inc. is committed to creating opportunities, providing choice and support, and promoting recovery to enhance all aspects of people's lives.

This handbook will tell you about the Skills of Central PA, Inc. programs and about your responsibilities as a participant. We want you to be involved with the purpose, progress, and outcomes of your services. Whenever you have questions, comments, or suggestions, please discuss them with your Adult Training Services Assistant or Program Specialist.

This handbook belongs to you, so feel free to write in it. There are places for your name, personal information, program assignments, and other notes. You are encouraged to keep a record of services you receive and progress you make.



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Introduction

Welcome to Skills Adult Training Services. Our program is designed to address your individual needs so that you may experience personal growth and enrichment. We strive to create a sense of empowerment that allows individuals to make choices and achieve their desired lifestyle. Community activities are available by way of recreation, leisure, and volunteerism. Our services are designed to promote independence and enhance everyday lives.

Other areas of training include:

- ◆ Pre-Vocational Training
- ◆ Daily Living Skills
- ◆ Social Skills
- ◆ Leisure/Physical Fitness/Recreation
- ◆ Communication Skills
- ◆ Community Participation Skills
- ◆ Nutrition/Health
- ◆ Cultural/Ecological Awareness
- ◆ Volunteerism
- ◆ Self-Advocacy
- ◆ Senior Program

Personal Page

This handbook will inform you about the Skills Adult Training Services and your responsibilities as a participant. We want to keep you informed about the purposes, progress, and outcome of your program. Whenever you have questions, comments, or suggestions, please discuss them with your Adult Training Services Assistant. The following is a list of Skills personnel assigned to assist you.

Your Name

Your Address

Your Phone Number

Adult Training Services Assistant (ATSA)

Program Specialist

Manager

Program Assignment

Outcome Statement: _____

Progress Made Toward Outcome: _____

Organization History

Skills of Centre County Incorporated began in Bellefonte in 1960 as a sheltered workshop for local residents with disabilities. People with disabilities in Centre County over the age of 16 were eligible to apply for admission. The center's first four trainees learned furniture refinishing, weaving, hammering, and etching on aluminum.

In 1970, services expanded to Huntingdon, Mifflin, and Juniata counties, and the name of the organization was changed to Skills of Central Pennsylvania, Inc. When the Commonwealth of Pennsylvania initiated a statewide **Community Living Arrangement** program, Skills quickly established residential programs to meet the demand for housing created by this program. In addition, Skills opened Adult Training Facilities (ATFs) and Vocational Training Facilities (VTs) to serve people with severe disabilities, and industrialized its work centers.

The 1980s marked a period of vast expansion for Skills. Additional facilities were obtained in Blair County in 1980 and in Cambria County in 1986. Vocational programming became more integrated in the community. Skills secured placement with affirmative businesses and created workstations in industry. With funds provided through state demonstration grants, Skills was also able to initiate and expand its supported employment program. A mobile evaluation unit was set up to provide vocational assessments in rural areas. In addition, Life sharing began providing individuals with disabilities the opportunity to live with families in the community.

Preparations for Adult Life programs, which teach transition from school-to-work skills, were also implemented with participating school districts. Residential programs were expanded to include homes for people who were previously underserved, such as individuals who are diagnosed with both mental illness and mental retardation or who are non-ambulatory. Intermediate care facilities were added in Altoona for people with severe disabilities who require active, long-term medical treatment. Transitional and permanent housing for people with mental illness was also established.

In the 1990s, residential and employment services expanded into the following counties: Clinton, Lycoming, Clearfield, Jefferson, Cumberland, Perry, York, and Adams. Skills behavioral health services expanded to provide many support services to individuals with mental retardation and mental illness, including opening the Northern Cambria Drop in Center in 1997. In 2003, Skills began to provide services for children and youth. In addition, Skills supported living services began to provide support and encourage greater independence to individuals with disabilities living independently or with families.

In 2000, The Skills Foundation conducted its first annual appeal for donations to support the mission of Skills of Central Pennsylvania, Inc. The Foundation also developed Discovery Garden in Blair County, a fully accessible public garden and the cornerstone of Skills horticultural therapy program.

Skills now serves approximately 850 individuals, employs over 1,000 staff, and provides services in the following 16 counties: Adams, Bedford, Blair, Cambria, Centre, Clearfield, Clinton, Cumberland, Huntingdon, Jefferson, Juniata, Lycoming, Mifflin, Perry, Somerset, and York

Licensure

Skills Adult Training Facilities are in compliance with the Title 55, PA Code, Chapter 2380 Regulations for Adult Training Facilities, and, where applicable, Title 6, PA Code, Chapter 11 Regulations for Older Adult Daily Living Center. They are licensed by:

The Department of Public Welfare
Central Region
Willow Oak Building, Room 430
P.O. Box 2675
Harrisburg, PA 17101-2301

PA Department of Aging
Office of Long Term Living
555 Walnut Street 6th floor
Harrisburg, PA 17101-1919

Eligibility Requirements

Department of Public Welfare

Adults eighteen (18) years of age or older with developmental needs who require assistance to meet personal needs and perform basic daily activities are eligible for admission. For example:

- a. adults who have a physical disability such as blindness, visual impairment, deafness, hearing impairment, speech or language impairment, or an adult who has a physical disability
- b. a person with mental illness
- c. a person with a neurological disability such as cerebral palsy, autism, or epilepsy
- d. a person with mental retardation
- e. a person with a traumatic brain injury

Long Term Living

Individuals with functional impairment who are sixty (60) years of age or older or who are eighteen (18) years of age or older and have post-stroke dementia-related disease, Alzheimer's, or other organic brain syndromes are eligible.

Intake & Admission Procedures

Following a referral for services, intake procedures begin with a tour of the facility and a meeting with the Admissions Committee. Medical and/or psychological evaluations are arranged as needed. Upon receipt of sponsorship/authorization, an admission date is set and training program plans are discussed. Upon admission, the following policies and procedures are reviewed/implemented:

1. Tour of the facility
2. Pre-admission conference
3. Physical examination
4. Intake interview report
5. Admissions and orientation checklist
6. Adult training services program description
7. Rules and regulations
8. Restrictive procedure policy
9. General fire and safety responsibilities and policy
10. Emergency evacuation procedure
11. Smoking safety procedures no smoking policy
12. Individual Bill of Rights
13. Equal opportunity service delivery
14. Civil rights compliance
15. Grievance procedure
16. Medication administration policy
17. HIPAA/confidentiality and release of information policy
18. Consent for emergency medical treatment
19. Name and phone number of person designated for emergency contacts
20. Consumer Sexual Harassment Policy
21. * Ambulance Authorization
22. * Enrollment Agreement
23. * Responsible Party Documentation

* Pertains to individuals 60 years of age or older

Referral Procedures

Skills cooperates with many private and public agencies and refers individuals for necessary services, including speech and hearing, medical services, employment, self-advocacy, behavioral support, and senior services.

Individual Support Plan Process

An assessment is completed after twenty (20) attendance days. A team meeting is held to develop an Individual Support Plan (ISP). An ISP and an Assessment of Personal Skills (contained within the ISP) are completed, reviewed, and updated on an annual basis. In addition, a team meeting may be called by any team member at any time when revisions need to be made or when a significant problem arises which needs to be discussed. The ISP follows the philosophy of Self-Determination.

Program Area Descriptions

Pre-Vocational Training

Basic skills and concepts of increasing complexity are addressed in industrial, janitorial, business, or other work areas. Training is provided to the individuals for the type of work done at the Industrial Services, such as packaging, assembling, inspecting, and mailing.

Activities of Daily Living

Individuals are introduced to tasks and activities that enable them to achieve independence and improve self-awareness. Areas addressed include mobility, personal hygiene, self-care skills, and community living skills. These areas help to provide opportunities for self-expression and achievement.

Social Skills

Individuals are taught examples of acceptable behavior in various situations and settings through role-playing, instruction, and experience/exposure to real entertainment for promotion of social appropriateness and interaction. Training is provided in interpersonal relations, anger management, and job readiness.

Leisure/Physical Fitness/Recreation

Individuals are provided with training to enhance gross and fine motor skills, eye/hand coordination, recreational play, and leisure experiences for personal and social development. Physical activities are done both on and off site. (Examples include basketball, swimming, bowling, dancing, and exercise classes. Some individuals go to the YMCA or to exercise classes at local universities. Special therapies are also available for certain individuals, such as physical

therapy, sensory integration, or music therapy.) Individuals also participate in many leisure activities like theatre, creating various arts and crafts, or playing games.

Communication

Cognitive/affective communication, sign language, augmentative communication training and speech therapy are arranged as needed. Additional communication skills are taught, including conversational skills, vocabulary, spelling, and letter writing.

Community Participation

Individuals are involved in community activities so that they may experience cultural enrichment, enhance their self-esteem, and develop a sense of belonging. Examples of community opportunities include shopping, visiting senior centers, child day care centers, and attending the theatre or museums.

Nutrition/Health

Individuals learn many skills to address health and nutrition needs. They learn food types, menu planning, food shopping, and preparation skills. Personal hygiene skills are also taught.

Cultural/Ecological Awareness

Individuals are provided instruction for community survival skills through training and involvement in current and seasonal community sponsored cultural events. Safety skills, such as pedestrian safety and carrying identification are taught. For those who choose to participate, cultural awareness is fostered through visits to community places like museums, and going to church or other organizations.

Volunteerism

Volunteer opportunities are available for individuals who are not currently interested in employment or as pre-training for employment readiness. Various volunteer projects promote community participation and inclusion for people in the program. Some of the projects involve conservation work in federal and state parks, and some include helping other community services such as Meals on Wheels, Veteran's associations, senior centers, and local nursing homes.

Self-Advocacy

A nurturing atmosphere is made available to individuals who wish to advocate for themselves. Advisors are provided as requested. Individuals receive information regarding self-advocacy groups outside of the program.

Senior Program

The senior program offers a variety of community activities and services for aging individuals so that they may maintain or improve their current level of physical and mental health. Emphasis is placed on the development of interests and participation essential in the enhancement of their quality of life.

Rules & Regulations

1. Physical appearance should be neat and clean.
2. Obey all safety signs and engage in proper safety practices.
3. Treat others with respect and common courtesy.
4. Eat only in designated areas.
5. Store personal belongings in the designated places provided upon arrival.
6. Adhere to all fire and safety procedures.
7. All Skills facilities are smoke free. Persons who wish to smoke must do so outside the facility. Any individual who requires assistance will be accompanied/assisted by staff.
8. All areas of the building must be kept neat and clean.
9. Receive permission/assistance before using any tools, appliances, or machines.
10. Wear or use protective equipment as needed (goggles, safety shoes, gloves, etc.).
11. Immediately report any accidents or emergencies to staff.
12. The use of drugs and alcohol are strictly prohibited.

Program Operation Information

Lunch

Each individual is responsible for bringing a lunch daily. There are also scheduled break periods throughout the day. Some service areas provide lunches for Senior Citizens through the Office of Long Term Living.

Transportation

Individuals are responsible for notifying their transportation provider when they are unable to attend. Arranged transportation must be round trip (where applicable). Transportation is arranged through authorization or private provider. In the event of inclement weather, listen to your local radio station. Skills programs are open unless otherwise noted by locality. When in doubt, please call the program office for clarification.

Hours of Operation

The facility is open from 8:00 a.m. to 4:00 p.m., Monday through Friday. Program hours may vary for each individual, but are generally between the hours of 8:00 a.m. and 4:00 p.m.

Attendance

Advanced notice of doctor appointments is requested to avoid any conflict with programming. Each individual must sign in or out upon leaving for or returning from scheduled appointments. Programs with time clocks should punch in and out.

Medications

No medications will be administered without meeting the requirements of the medication policy. The program specialist must be notified and will discuss these procedures with you should the need arise.

General Health Policy

It is the policy of Skills of Central PA, Inc. that program participants stay home if they are ill. Any individual who is not feeling well should be in the comforts of home, not in a work/day programming environment.

Participants should stay home or be sent home in the event that any of the following are observed: high seizure activity, diarrhea, vomiting, abnormally unsteady gait, excessive lethargy, fever or subnormal body temperature. It is understood that a person may not feel well and show none of the previously listed observation. Therefore, an illness is not limited to said observations. All people are different and the normal state of health will vary from person to person.

A participant who has a *contagious/infectious condition is to remain home a minimum of 24 hours after starting an antibiotic. Although the person is no longer contagious after the 24 hours, he/she may still not feel up to par and require more time to recuperate at home.

A participant who contracts a *communicable disease requires a written statement from a physician to return to the program. This written statement must contain the diagnosis, any physical limitations, and precautions that must be taken in order to prevent spread of the disease to other individuals.

It is in the interest of all concerned to provide the best possible care to the people for whom we provide services. We look forward to everyone's assistance in providing the same quality of service to individuals who do not feel well as re extended to the general population. Individuals who are out sick for three or more days will be required to have a doctor's excuse and any follow up information in order to best support the individual upon their return to programming

* *Infectious/Contagious*—an illness in which an infection is present and is easily transmitted from person to person by casual skin contact or respiratory droplets when coughing or sneezing.

* *Communicable disease*—an illness due to specific infectious agent, or its toxic by-products. This illness is passed by transmitting the infectious source of an infected person or an infected non-living object to a susceptible person, either directly or indirectly within the environment.

Holiday Policy

Skills will be closed on the following holidays. Notices will be sent home to inform you of the exact days of holiday closings.

<i>Holiday</i>	<i>Number of Days Closed</i>
New Year's Day	1
President's Day	1
Memorial Day	1
Independence Day	2
Labor Day	1
Thanksgiving Day	2
Christmas	2
In-service day for staff (if applicable)	2

Fire and Safety Policies & Procedures

All individuals shall be instructed in the individual's primary language or mode of communication, upon initial admission, and re-instructed annually on these topics: general fire safety, evacuation procedures, responsibilities during fire drills, the designated meeting place outside the building or within the fire safe area in the vent of an actual fire, and smoking safety procedures (if individuals smoke). If an individual is medically or functionally unable to participate in the fire safety training, the facility will keep documentation specifying why the individual could not participate. A staff person will be assigned to ensure that this individual exits the building during emergencies.

Individual Bill of Rights

Skills Adult Training Services recognizes that you have certain rights and responsibilities in your relationship with the services and its employees. It is our intention to deliver your service with the thoughtful behavior described below.

1. You have the right to receive services in the least restrictive setting available.
2. You have the right to be treated with respect, dignity, and consideration by all employees.
3. You have the right to expect quality service and high professional standards.
4. You have the right to every consideration of your privacy concerning your service. Discussions concerning you will be conducted discreetly and handled confidentially.
5. You have the right to confidentiality of all records pertaining to your Individual Support Plan (ISP), except as otherwise provided by law or by your prior written agreement.
6. You have the right to attend any team meetings concerning your ISP and to fully participate in the development and implementation of your ISP.
7. You have the right to know what facility rules and regulations apply to your conduct as a participant.
8. You have the right, upon written request, to have access to information in your records.
9. You have the right to aesthetically pleasing and safe physical accommodations involving, as much as possible, individual choice and control.
10. You have the right to be free from abuse, neglect, exploitation, restraint, harsh or unusual treatment, or corporal punishment.
11. You have the right to have ready access to telephones during your scheduled breaks and for emergency situations.
12. You have the right to privacy including unrestricted, private communication and privacy in the restroom and during personal care.
13. You have the right to refrain from or to participate in religious activities.
14. You have the right to receive services designed to promote your independence.
15. Unless you have been declared incompetent by a court of law, as an adult you have the right to handle your personal affairs.
16. You have the right to be assisted in the assertion of your civil rights, to see a lawyer or advocate at any time and be represented by him or her.
17. You have the right to make complaints and to have your unresolved concerns heard and resolved promptly.
18. You have the right not to engage in labor that is forced or productive labor for which you are not legally compensated.
19. You or your guardian have the right to voluntarily agree to the restriction of rights and privileges for a limited period of time as a condition of your services, provided you or your guardian or a court of law feel such restrictions are in your best interest and not in violation of your civil rights.

Grievance and Problem-Solving Policy

In Adult Training Facilities, complaints and grievances are inevitable. The necessity for prompt attention to such problems or misunderstandings is unquestionable. Individuals receiving services, families, guardians, and advocates must be assured that if necessary, it their right and privilege to follow a formal procedure to the “top” without fear of censure or reprisal. Skills of Central PA, Inc. recognizes that problems may arise and grievances cannot always be resolved independently. Individuals should always contact their Program Specialist in matters relating to complaints between the ATSA and individuals prior to implementing a grievance.

If the complaint is not mutually resolved after an informal meeting, the grievance procedure may begin. The grievance procedure will be considered to have started when the individual contacts his/her Program Specialist, the person responsible for the operation of his/her particular program, or Manager. A grievance is defined as any condition of programming or services that the individual, family/guardian, or advocate think or believes is unjust or inequitable.

Grievance Procedure

Step One (1)

Individual should discuss their complaint or problem with their Program Specialist. This shall be done within five (5) working days from the time the incident occurred. The Program Specialist will have five (5) working days in which to render a decision on the matter.

Step Two (2)

If you are not satisfied with your Program Specialist's decision, you then may request a meeting with the Manager. As a courtesy to your Program Specialist, please contact him/her to arrange a convenient time for you to meet with the Manager. This request must be made within three (3) working days after receipt of the Program Specialist's decision. The Manger will have the minimum of five (5) working days to investigate your grievance. If more time is required, this must be discussed between the Manager and you, your family, guardian, or advocate.

Step Three (3)

If you are still dissatisfied, you may contact one of the following: the County MH/MR Office, the Pennsylvania Human Relations Commission, the American Civil Liberties Union, Legal Aid, The Arc of Pennsylvania, or the Long Term Care Ombudsman. You may request assistance with getting in touch with one of these agencies or contact them directly through your local telephone directory. You may also contact one of the following:

The Department of Public Welfare
Central Region
Willow Oak Building, Room 430
P.O. Box 2675
Harrisburg, PA 17101-2301

PA Department of Aging
Office of Long Term Living
555 Walnut Street 6th floor
Harrisburg, PA 17101-1919

The following is a list of designated Skills personnel to assist you in resolving a grievance:

ATSA _____

Program Specialist _____

Manager _____

Director _____

Facility Address _____

Equal Opportunity Service Delivery

Admission, facility usage, the provision of services, placement, and follow-up of individuals shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age, sex, communication abilities, or the ability to speak English. Program services shall be made accessible economically, by available feasible methods. These methods include, but are not limited to, equipment redesigned, the provision of aids, or use of interpreters. Structural modification shall be considered only as a last resort among available methods.

In the event a non-verbal or non-English speaking individual is referred, or admitted, an interpreter may be requested through the Office of Vocational Rehabilitation in order to facilitate communication. No individual shall be denied services solely on the basis of their inability to communicate or speak English.

Civil Rights Compliance — Individual's Awareness

In accordance with applicable Federal and State civil rights laws and regulatory requirements, you, as an individual in this facility, have the right to be provided services at this facility and to be referred for services at other facilities without regard to race, color, religious creed, disability, ancestry, national origin, age, or sex.

Program services shall be made accessible to persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to equipment redesign, the provision of aids, and the use of alternative service delivery locations. Structural modification shall be considered only as a last resort among available methods.

To file a complaint of discrimination if you feel you have been discriminated against on the basis of your race, color, religious creed, disability, ancestry, national origin, age or sex refer to any of the following:

Skills of Central PA, Inc.
341 Science Park Road, Suite 6
State College, PA 16803

PA Human Relations Commission
Harrisburg Regional Office
Riverfront Office Center
1101 S. Front St., 5th Floor
Harrisburg, PA 17104

U.S. Department of Health and Human Services
Office for Civil Rights
Suite 372, Public Ledger Bldg.
150 South Independence Mall West
Philadelphia, PA 19106-9111

Department of Public Welfare
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
PO Box 2675
Harrisburg, PA 17105

Human Services Development Fund
DPW
P.O. Box 2675
Harrisburg, PA 17105

Affiliations

- ◆ The Arc of Pennsylvania
- ◆ National Senior Citizen Counsel
- ◆ Office of Mental Retardation
- ◆ Office of Vocational Rehabilitation
- ◆ Ombudsman for Aging and Mental Retardation
- ◆ PA Adult Day Care Association
- ◆ PA Association of Rehabilitation Facilities
- ◆ PA Office of Long Term Living
- ◆ Pennsylvania Community Provider's Association
- ◆ United Cerebral Palsy
- ◆ United Way

Confidentiality

Written consent of the individual, or the individual's parent or guardian, individual has been declared incompetent, is required for the release of information, including photographs, to persons not otherwise authorized to receive it. All records shall be maintained and stored in locked file cabinets when unattended.

Signature of Acknowledgement

I have read and/or have had explained to me the contents of the Participant Handbook including the Rules and Regulations, Bill of Rights, Grievance Policy and Procedures, Equal Opportunity Service Delivery, and Civil Rights/Non Discrimination in Services. I understand that I may request further clarification by staff if I so desire. I understand that the information in the Handbook is subject to change as situations warrant. Any changes will be explained to me by my Program Specialist.

My signature acknowledges that I have reviewed the contents above and shall do so on an annual basis.

Participant's Name	
_____	_____
Participant's Signature	Date
_____	_____
Parent/Guardian/Decision Maker (if applicable)	Date
_____	_____
Program Specialist-ATS	Date