

LAKE COUNTY BOARD OF MRDD

# Adult Services Handbook

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*Lake County Board of MRDD*

**T**he mission of the Lake County Board of Mental Retardation and/or Developmental Disabilities is to advance public awareness and to assist individuals with disabilities to become valued and contributing members of their chosen communities

In support of its mission, it is the philosophy of the Lake County Board of Mental Retardation and Developmental Disabilities to foster inclusion and community membership by offering opportunities for comprehensive and holistic planning in support of the strengths, interests, and preferences of citizens of all ages with developmental disabilities in Lake County. Toward this end the Board strives to provide or assist in locating the services/supports desired or needed by the individual.

### Guiding Principles

1. Persons with developmental disabilities should receive, within available resources, the full range of supports and services they need to be participating members of their communities. Employment Services, continuing education, transportation, technological supports and therapeutic services should be available to individuals dependent upon their choices, desires and preferences.
2. Employment options include but are not limited to community competitive employment, mobile work crews, enclaves, entrepreneurships, and sheltered employment. Regardless of the individual's choice of work site, adults should have access to the supports necessary and within available resources to be successful and should receive the benefits provided to other workers in the same setting.
3. Individuals should have supports, as needed and within available resources to have access to retirement, recreational, social and employment activities. Individuals for whom work is not a priority may spend their days involved in activities of interest and personal benefit. The county board shall plan and set priorities for services based on available resources.

## Services

Lake County Board of MRDD provides a wide range of services for individuals with disabilities. Adult Services is one program area. Other program areas include:

Services for **Children** are Early Intervention, Integrated Preschool, School Age Program, and Lake Employment Experience Program (LEEP).

**Community Living** supports individuals living in their own homes or in group homes throughout Lake County. This service is offered through private residential providers.

**Family Resource Services** provides assistance to families of people with MR/DD living at home including Respite Care and specialized equipment.

**Support Administration** is the coordination of waiver services, waiting lists and eligibility determination.

**Recreation Services** includes Special Olympics and sports, leisure and social activities for all persons with MR/DD.

**Residences at Deepwood** are long term care facilities on the Deepwood Campus in buildings operated by the Board for children and adults.

**Respite** at Deepwood or Heisley House is short term care in residential settings for individuals with disabilities living at home.

**Adult Services** consists of three types of day programs for individuals with disabilities. *Vocational Habilitation*, also known as Work Services, is a non-integrated sheltered employment option for individuals meeting performance based criteria. *Adult Day Support* also known as Adult Day Habilitation is an alternative for those unable to work offering social, leisure and recreational activities that enhance an individual's quality of life. Community Employment Services offers a *supported employment* option for workers with MRDD in community jobs. Jobs are found at individual placements, enclave sites or mobile work crews.

## Emergency Closing Information

In event of a severe weather emergency, listen to the following radio stations for closings: **WBKC 1460 AM or WTAM 1100 AM**

Call the emergency phone number: **440-350-5299 or 918-5299** for a recorded message concerning workshop closing (this is the only official notification source of calamity days).

# Important Phone Numbers

**Lake County Board of MRDD (Deepwood)** 440-918-5100/350-5100

**Superintendent** 440-918-5200/350-5200

**Snow-Emergency Line** 440-918-5299/350-5299

**Transportation** 440-918-5220/350-5220

**Emergency Respite Care** 440-918-5181/350-5181

8121 Deepwood Blvd.  
Mentor, Ohio 44060

**Adult Residence Center (ARC)** 440-918-5150/350-5150

**Jacklitz Continuing Development Center (JCDC)** 440-918-5180/350-5180

**Recreation Department** 440-918-5165/350-5165

8121 Deepwood Blvd.  
Mentor, Ohio 44060

**Broadmoor School** 440-602-1000

8090 Broadmoor Road  
Mentor, Ohio 44060

**Community Employment Services (CES)** 440-918-1050

7533 Tyler Blvd. Unit F  
Mentor, Ohio 44060

**Service and Support Administration** 440-918-5145/350-5145

7171 Industrial Park Blvd.  
Mentor, Ohio 44060

**Vocational Guidance Center (VGC)** 440-918-5190/350-5190

8121 Deepwood Blvd.

Mentor, Ohio 44060

**Willoughby Workshop** 440-269-2180

2100 Joseph Lloyd Parkway,  
Willoughby, Ohio 44094

**Ohio Legal Rights** 1-800-282-9181 (voice and TTY)

**Ohio Department of MRDD** 1-866-313-6733

## Accreditation

Programs and services offered through Lake County Board of MR/DD are licensed and accredited by the Ohio Departments of Mental Retardation and Developmental Disabilities, Jobs and Family Services and CARF (Commission on Accreditation of Rehabilitation Facilities.)

- These agencies provide oversight to our daily operations and serve as a technical consultant to maintain and improve services. This accreditation demonstrates that we have met the highest state and nationwide standards for providing services.
- Further information on the accreditation processes, including the reports, is available for review through the department managers.

## Policies and Procedures

Lake County Board is required by accreditation standards and law to have policies and procedures outlining each program area and how it functions. There are policies for the entire agency and some specific to each program area. The following is a very brief general description of the official agency wide policies and rules that are in place for the Adult Services Department. You can obtain copies of the actual documents, in their entirety, by asking the Building Director.

### Equal Employment Opportunity Policy B-13

The Lake County Board of Mental Retardation and Developmental Disabilities does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services.

### Unusual Incidents

This is an event or occurrence involving an individual with MR/DD, which is not consistent with routine operation, policies or procedures, or as defined in their Individual Service Plan. Unusual Incidents (UI's) include but are not limited to; medication errors, falls, peer to peer incidents that are not Major Unusual Incidents (MUI), and any injury to an individual that is not an MUI.

In compliance with ODMRDD rules the following board policies deal with reports when accidents, injuries or other incidents affecting health and safety happen; A-10 Reporting / Handling of Consumer Unusual Incidents, A-17 Consumer Abuse/Neglect/Mistreatment, and B-11 Employee Work place Accident, Illness, and Occupational Disease Reporting.

## Consumer Rights – Policy A-27 Rights of Persons with MR/DD

Your rights are to be reviewed with you at least yearly. These rights are guaranteed to you by virtue of the Constitution, Bill of Rights and Ohio Public Law. Rules of Conduct for programs are reviewed in County Board Policy A-35.

### **INDIVIDUAL RIGHTS**

Ohio Revised Code 5123.62

- Be treated nicely at all times and as a person
- Have a clean, safe place to live in and a place to be alone
- Have food that is good for you
- Be able to go, if you want, to any church, temple, mosque
- Be able to go to a doctor or dentist when you are sick
- Be able to have people help you with the way you walk, talk, do things with your hands, act or feel if you need it
- Be able to have people help and teach you, if you want
- Be able to have time and a place to go to be by yourself
- Be able to call, write letters or talk to anyone you want about what you want
- Be able to have your own things and be able to use them
- Be able to have men and women as friends
- Be able to join in activities and do things that will help you grow to be the best person you can be
- Be able to work and make money
- Be treated like everyone else
- Not be hit, yelled at, cursed at, or called names that hurt you
- Be able to learn new things, make friends, have activities, and go into the community
- Be able to tell people what you want and be part of making plans/ decisions about your life
- Be able to ask who you want to help you, let others know how you feel or what you want
- Be able to use your money to pay for things you need and want with help, if you need it
- Be able to say yes or no before people talk about what you do at work or home or look at your file
- Be able to complain or ask for changes if you don't like something without being afraid of getting in trouble
- Not be given medicine that you don't need or held down if you are not hurting anyone
- To vote and learn about laws and your community
- To say yes or no to being part of a study or experiment

If you have questions or concerns about your rights, you may call Ohio Legal Rights Services' statewide toll free intake service at 1-800-282-9181; or the Ohio Department of MR/DD at 1-866-313-6733; or, the Lake County Board of MR/DD at (440) 350-5100.

## Conflict of Interest

The Ohio Revised Code and County Board Policy G-3 require board members and employees to adhere to specific guidelines prior to working for both the county board and private provider. All new employees sign an affidavit acknowledging this provision to their employment. When a new or current employee plans to work for a private provider and the county board at the same time they have to demonstrate the following:

- 1) The employee is not in a capacity to influence the award of the contract.
- 2) The employee has not attempted in any manner to secure the contract on behalf of the individual, agency, or other entity.
- 3) The employee is not employed in management level two or three according to rules adopted by the Director of Mental Retardation and Developmental Disabilities.
- 4) The employee is not employed by the board during the period when the contract is developed as an administrator or supervisor responsible for approving or supervising services to be provided under the contract and agrees not to take such a position while the contract is in effect, regardless of whether the position is related to the services provided under the contract.
- 5) The employee has not taken any actions that create the need for the services to be provided under the contract.
- 6) The individual, agency, or other entity seeks the services of the employee because of the employee's expertise and familiarity with the care and condition of one or more eligible persons and other individuals with such expertise and familiarity are unavailable, or an eligible person has requested to have the services provided by that employee.

The employee must notify the Superintendent in writing. The Superintendent will notify the employee in writing of any conflict of interest or provide a letter authorizing the employee's employment for the Lake County Board and the Community Residential Provider.

Any individual receiving services who may feel a conflict with assigned staff person can bring the issue to the manager for possible resolution.

## Safety

To ensure your safety at any County Board operated program the board has adopted policies prohibiting Alcohol and Control Substance Abuse Policy B-17, Workplace Violence Policy B-24 and ensuring a Smoke Free workplace Policy B-20. These policies follow Ohio Revised Codes and Ohio Department of MRDD rules.

Due Process -Policy A-6 and C-1 Handling and Resolution of Complaints

*Complaint Procedure for Individuals Enrolled*

Should you have a complaint regarding the services that you are receiving you have the ability to voice/obtain a solution to your complaint through the following process:

1. Any questions or concerns that you may have can be referred to:

**Habilitation Manager or Building Director**

**Community Employment Services (CES)**

7533 Tyler Blvd. Unit F  
Mentor, Ohio 44060  
440-918-1050 ext 0

**Willoughby Workshop**

2100 Joseph Lloyd Parkway  
Willoughby, OH 44094  
440-269-2180

**Vocational Guidance Center (VGC)**

8121 Deepwood Boulevard  
Mentor, OH 44060  
440-350-5190

2. If your issue is not satisfactorily resolved, you may request in writing that our Agency Programs & Services Director review your complaint:

**Agency Programs & Services Director**

8121 Deepwood Blvd.  
Mentor, Ohio 44060

3. If your issue is still not satisfactorily resolved, you may request in writing that our Superintendent review your complaint:

**Superintendent**

8121 Deepwood Blvd.  
Mentor, Ohio 44060

4. Upon receipt of the Superintendent's decision, if not satisfied, you may appeal to the **President of the Lake County Board of MRDD.**

8121 Deepwood Blvd.  
Mentor, Ohio 44060

5. If necessary, you may present your non-resolved issue for a state level review with the office of the Ohio Department of MRDD.

**Ohio Department of MRDD**

1-800-282-9181  
30 East Broad St., 13<sup>th</sup> Floor  
Columbus, Ohio 43215

**Ohio Legal Rights**

1-877-464-6733

We view your input as a way to provide the best program possible to meet your needs. Please feel free to express yourself through these channels openly and honestly.

## Records and Confidentiality

Information about you is not shared with anyone that you do not want it shared with. This means that staff cannot talk about you, share your paperwork, pictures or videos of you without your ‘Okay.’

- All individuals served by CES, VGC and the Willoughby Workshop are to be treated with dignity and respect – including the right to confidential treatment of **all** personally identifiable information.
- Personally identifiable information will not be accessed, duplicated, disseminated, or disclosed to any person who does not have legitimate rationale for accessing the information. Although staff members or contracted employees (physical therapists, occupational therapists, and psychologists) do have the authority to access personally identifiable information, it should be done so for the purpose of education and/or habilitation.
- All personally identifiable information accessed by staff/contracted employees through the individual’s Master File (located in each facility) shall include a disclosure form which includes the date, staff person/contracted employee’s name, and reason why the file is being accessed.
- For more information concerning Records and Confidentiality of Persons’ served, please refer to Lake County Board of MR/DD Policies;
  - **A-5 – Confidentiality of Persons Served through Board Programs**
  - **A-11 Consumer & program records**
  - **A-25 Inspection of public records**
  - **A-26 Agency Records Control**
  - **A-36 Health Insurance Portability and Accountability Act**

A copy of any policy can be provided at your request.

### How can I access my personal record at the Lake County Board of MR/DD?

You are authorized to access your personal master record at any time by simply requesting such record to your building Records Clerk or Secretary. Unauthorized persons will require consent from you to access your personal master record as defined in Board Policy A-11.

## Hiring and Staff Qualifications

Prior to hiring staff to work with you, all applicants will be required to present proof of educational qualifications, including but not limited to possession of, or eligibility for, required professional licenses and certifications and proof of ability to work in the United States. All applicants must undergo a background check and pre-employment drug testing in accordance with Board Policy B-12 including, but not limited to, verification of prior employment, check of ODMRDD Abuser Registry, Nurse/Nurses Aide Registry, criminal conviction history and driving abstract.

## **Hiring and Staff Qualifications Continued**

Following hiring, all employees must attend an orientation program offering training in specific areas as required by OAC 5123:2-5-06. According to Ohio Administrative Code 5123:2-5-01 and 06 Adult Services Employees must have the following training.

### Workshop Specialists (Direct Care):

1. Must be at least eighteen years of age.
2. Must have a high school diploma or GED.
3. Have successfully completed one seminar or college course in each of the following areas:
  - a. Introduction to developmental disabilities that includes behavior support and self-determination;
  - b. Principles of work or principles of habilitation programming; and
  - c. Principles of behavior support.

### Job Coaches, Program Development Specialists, Placement Specialist and Habilitation Specialists (Writes programs and/or Team leader):

1. Must hold a bachelor's degree from a college or university.
2. Must have successfully completed one seminar or college course in each of the following areas:
  - a. Introduction to developmental disabilities that includes behavior support and self-determination;
  - b. Individual program development or principles of group facilitation;
  - c. Principles of work;
  - d. Principles of behavior support; and
  - e. Principles of habilitation programming.

### Adult Services Management

1. Shall have all of the above and:
2. Must have completed two years full-time, supervised, and paid work experience related to the position (as determined by the county board or by the department, if the applicant is not employed by a county board).
3. Must have successfully completed seminars or college courses in two of the following ten areas:
  - a. Business, health care, public, or social agency administration;
  - b. Public or administrative law;
  - c. Budgeting/finance;
  - d. Principles of leadership/supervision;
  - e. Information management or statistical analysis;
  - f. Human resources management;
  - g. Marketing/public relations;
  - h. Organizational theory and development;
  - i. Negotiation, conflict resolution, and mediation; or
  - j. Strategic planning, management, and implementation.

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### **Eligibility and Admission**

Once you are determined eligible for Adult Services, and you choose to attend, you will be notified about scheduling an Admission meeting. At the Admission meeting you will meet a small team of professionals who will be focused on helping you achieve what you want to achieve while at Day program. The Team will work with you and, if applicable, your Guardian. You can also choose to include your advocate to assist you through this process. The goal of this meeting is to make sure that everything is ready for your first day. This could include determining how you will travel to and from work, any medical issues you may have, any assistance the team feels you need throughout your day, and/ or if you take any medications how they will be dispersed to you while at work, etc. Also, at the end of this meeting you and the Team will schedule your first Individual Planning meeting that will be held after you complete your initial thirty day assessment period.

Over the next thirty days, your Team members will be evaluating you and your abilities. Your Team will listen to you to see what you want to accomplish. Your Team will try different activities with you to see how well you do and what you like. You may be evaluated by an Ancillary Professional (Speech Therapist; Occupational Therapist; Licensed Social Worker, etc.) if needed. You and your advocate will be expected to talk about what you like and don't like about your Day Program and to let your supervisor know.

### **Individualized Plan (IP)**

After completing your initial thirty-day assessment period and every year from then, your Individual Planning Team will sit down with you to decide what goals and activities you would like to work on in the upcoming year. There will be reports on your thirty day evaluation or progress from the previous year. There may be recommendations from Ancillary Professionals. You and your advocate will decide what things you would like to work on or learn or participate in during the next year.

Every three months, you and your Team Leader will review your plan. You will see the progress you are making toward your goals. You and your Team Leader will decide what to do for the next three months. If something unusual happens, or you have a problem that cannot be solved in the normal course of the day, a Special Team meeting can be called to discuss things and find a solution.

## Individualized Plan Continued

Other Services Recommended by Your IP Team May Include:

- ❖ Physical Therapy
- ❖ Occupational Therapy
- ❖ Speech Services
- ❖ Social Work Services
- ❖ Psychological Services
- ❖ Behavior Support Services
- ❖ Transportation Services
- ❖ Guardianship Assistance

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### Programs

#### **Vocational Guidance Center**

8121 Deepwood Blvd.  
Mentor, Ohio 44060  
(440) 918-5190 or 350-5190  
Facsimile (440) 918-5295 or 350-5295

#### **Willoughby Workshop**

2100 Joseph Lloyd Parkway  
Willoughby, Ohio 440940  
(440) 269-2180  
Facsimile (440) 269-2190

Hours are Monday- Friday 8:00 am – 4:00 pm,  
Closed on Weekends and Holidays

#### **1. Adult Day Support (AKA Adult Day Habilitation Services)**

- ❖ For individuals who are unable to work without moderate supports
- ❖ For individuals who may choose not to work
- ❖ Offers a variety of activities throughout the day in order to maintain or improve daily living and/ or social skills
- ❖ Typically for those individuals who require more specialized services in personal hygiene, feeding/ eating and/ or social skills
- ❖ For individuals who are able to participate in a program of aggressive active treatment to develop and enhance social, leisure, and community skills, as recommended by the IP team.

The Team, through assessment of your individual needs and choices, will recommend services that will enable you to maximize your abilities adaptively, functionally and socially.

#### Life Enrichment (Seniors) Program

- For those individuals 55 years of age and older who no longer possess or who do not have the abilities/ skills to continue to participate in vocational services
- Offers a variety of activities throughout the day including, but not limited to: participation at other community senior centers, going out to lunch, afternoon matinees, trips to local theater productions, parks, zoos, and various other community programs/ services

## Adult Day Support Continued

### Multi-Handicap Services

- Provides Nursing Services
- Provides personal care, daily living and other various services, as determined by the IP team
- Provides special medical and therapeutic services, socialization, community integration and other individualized services and supports as determined by your IP team through assessments, interests, needs and choices

The goal of this program is to enable each person served to achieve his/ her maximum level of function emotionally, adaptively and physically.

## 2. Vocational Habilitation

### Work Training

- ❖ For Individuals who choose to work a portion of the day and participate in preferred and/ or social activities for the remainder of the day
- ❖ Typically complete work tasks at least 1-2 hours a day, when paid work is available. Participants can choose to work more if work is available to them
- ❖ May provide personal care, daily living and other various services, as determined by the IP team

If paid work is not available, Individuals may participate in simulated job tasks in order to improve their work skills or other habilitative and/ or social areas

The Team, through assessment of your individual needs and choices, will recommend services that will enable you to maximize your abilities adaptively, functionally and socially. The goal of this category is to assist individuals in developing strong work skills, with the ultimate goal of eventually participating in Work Services

### Work Services

- ❖ Willing and able to participate in remunerative work and habilitation services as determined by the IP team.
- ❖ Demonstrate the ability to:
  - Perform current subcontract jobs at minimum of 10% productivity, compared to the norm; or
  - Remain engaged in subcontract work, with a high degree of accuracy for a minimum of 2 hours with minimal supports
  - Have completed the internal assessment rating scoring within the minimal range for work services.

## **Attendance Procedure**

- ❖ You are expected to attend either VGC or the Willoughby Workshop **Full Time** (5 days/week – 7 hours per day). Hours attended per day can vary from individual-to-individual depending upon transportation, scheduled appointments, etc.
- ❖ It is your responsibility to contact the designated person in your program area when you will be absent. You may call the main line and leave a message. Should you not contact your building, you will be contacted by an employee of either VGC or Willoughby to confirm your absence.

## **3. Supported Employment Services (AKA Community Employment Services or CES)**

7533 Tyler Boulevard, Unit F  
Mentor, Ohio 44060  
(440) 918-1050  
Toll free (888) 918-1050  
Facsimile (440) 918-1060

Office hours are Monday- Friday 8:00 am – 4:00 pm,  
Closed on Weekends and Holidays

- ❖ CES is the supported employment program of the Lake County Board of MRDD. CES provides all services guided by the philosophy that individuals should use the least restrictive community services to the greatest extent possible.
- ❖ CES provides job development, job placement, situational assessments, job coaching, and follow-along services to help individuals maintain their employment. These services are provided in a variety of settings as indicated by and individual abilities, preferences and choices and by available resources.
- ❖ Program development, and ancillary services such as social work, speech therapy, and psychological services may be provided to address work-related issues.

## **Community Employment Services Criteria**

Applicants for CES will be assessed for eligibility when an opening occurs. The CES Eligibility Committee will review the applicant's record and gather information for the screening tool. The CES Eligibility Committee will also set up a trial to assess the work performance and work adjustment skills of the applicant. The eligibility criteria are indicated as follows:

- Comes to work clean, dressed appropriately, and is able to care for personal needs.
- Uses or willing to use public transportation
- Capable of communicating effectively with co-worker, supervisor, the public.
- Able to move through the work place independently
- Able to complete jobs with minimal supervision

- Can work for 2-4 hours without minimal prompting
- Free of behaviors which disrupt the work site for 6-12 months
- Capable of handling own medical needs
- Able or willing to stay home if unemployed

Once the screening and trial are completed successfully and the individual is determined to be eligible for CES then an Admission meeting is scheduled and plans are put in place for job placement and needed services.

CES also requires individuals to maintain employment criteria. Factors that may result in discharge from CES include poor attendance, the inability to keep a job, or specific employment preferences that the team cannot meet resulting in unemployment. CES will review employment criteria for individuals who are unemployed and/or under employed.

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### **Transfer from one program area to another**

If you want to change from one cluster or enclave to a different one, let your supervisor know. Changes can be made within the same service area as long as there is an opening in the new cluster or enclave and the new area meets your needs. Your team leader can assist you with a change of cluster or enclave.

If you want to change from one service area to another, (i.e. Adult Day Support to Work Training, Work Services to CES, etc.) let your supervisor know. Changes can only be made when an opening exists. Talk to your supervisor and IP team at least annually about desired changes. Training requirements for other jobs and advancement opportunities should be included in this discussion and included in your IP when appropriate.

Should you and your guardian decide that you would like to change groups or work shops, please request a copy of the Adult Services Procedure AS-2. Your Team Leader can assist you with your request.

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### **Transportation**

How do you get to the program site?

You can come to Adult Service programs in many different ways, including:

- Bus – Lake County Board of MRDD Bus or Lake Tran route buses
- Van - private provider or CES van
- Laketrans Dial a Ride or Public Transportation

Specific Rules for each type of transportation will be provided during Admission.

## Consumer Advocacy

Each workshop has a Consumer Advocacy Committee consisting of individuals as well as staff. The staff person(s) serve(s) as moderator for the group. These individuals meet on a regular basis to discuss various issues that affect them at the workshop.

Members of the Consumer Advocacy Committee serve as representatives for the individuals at each facility. To participate on the Consumer Advocacy you should contact the Advocacy moderator of your building.

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## Nursing Services

### Individual's Responsibilities

You or your guardian will be responsible for providing the following:

- ❖ Current EMTA (Emergency Medical Transportation Authorization)
- ❖ Current list of all medications
- ❖ Signed physician order for all medications taken at work
- ❖ Signed Informed Consent for all medications taken at work
- ❖ Current (with in 1 year) medication administration assessment (unless living at home)
- ❖ Medications ( unless provided by Omnicare Pharmacy)
- ❖ Signed physician order for all treatments provided at work
- ❖ Signed Informed Consent for all treatments provided at work.
- ❖ Supplies needed to complete Physician ordered treatment.

### Nursing's Responsibilities

All LCBMR/DD Nursing Staff will provide the following services:

- ❖ Nursing Assessments
- ❖ Medication Administration (as determined by the medication administration assessment)
- ❖ Treatments (as prescribed by a physician and needed during day program hours)  
Examples: G-Tube feedings, glucometer testing, tracheostomy care, vital signs
- ❖ First Aide
- ❖ Consultations regarding medication side effects and interactions

### What if you get sick or hurt at work?

- ❖ Tell staff immediately
- ❖ The nurse will do an assessment and provide first aide as needed
- ❖ The provider/guardian will be notified of illness/injury and nurse recommendations
  - On-site care for illness/injury is intended to be for a limited time until the guardian/provider arrives to take the individual home

**When should YOU stay home?**

Temporary exclusion from program areas:

If you are experiencing any of the following you should not come to work.

If you experience any of the following while at work the nurse will do an assessment and provide onsite care until guardian/provider arrives to transport home.

- Elevated temperature - defined as 99.6°F oral or 1° above normal 2 or more episodes of vomiting
- 2 or more episodes of watery unformed stool
- Rashes that indicate a contagious disease
- Pain not relieved by prescribed or over the counter pain medication and interferes with the individuals usual daily activities
- Post seizure complications which prevent the individual from participating in routine daily programming within 1 hour following the seizure
- Persistent nose bleeds which can not be stopped with routine first aide.
- Eye infections, drainage or redness which continues after routine cleansing
- Severe, persistent, protracted coughing
- Urinary pain, frequency, urgency
- Evidence of contagious parasitic infections
- Difficult or rapid breathing that is not relieved by rest
- Open draining wounds that cannot be covered
- Any other injury or illness determined by the licensed nurse following an assessment and is determined to be a health risk.

## Deepwood Industries

### What is Deepwood Industries?

- Deepwood Industries (DI) is a separate non-profit entity that contracts with the Lake County Board of MR/DD to provide work opportunities to enrolled individuals.
- A Board of Trustees oversees the operations.
- Employees receive services from the Lake County Board of MR/DD
- Supervisors are employed by the Lake County Board of MR/DD
- Employees work in two workshops (located in Mentor and Willoughby), and in small employment groups throughout Lake County as part of the CES Program.

### PURPOSE of DEEPWOOD INDUSTRIES

“The purpose or purposes of this corporation shall be to provide employment for Lake County Board of Mental Retardation/Developmental Disabilities consumers enrolled in Adult Service Day Programs, including both facility-based and community-based programs, and to do all such acts and to utilize and employ all such resources necessary to accomplish the purposes.”

### Deepwood Industries, Inc. Board of Trustees

The Deepwood Industries Board of Trustees usually meets at 7:00 pm on the third Thursday of each month at the Vocational Guidance Center.

Deepwood Industries Business Office is located at:  
8121 Deepwood Blvd. (Vocational Guidance Center)  
Mentor, Ohio 44060  
440-918-5231 or 440-350-5231

## **Deepwood Industries, Inc. “Yesterday and Today”**

In 1964, a group of concerned citizens recognizing the lack of employment training for mentally retarded adults applied for and received a corporate charter in the name of *Lake County Sheltered Industries*. This humble origin consisted of six employees and one supervisor at a site obtained from the American Legion on Hopkins Road (which later would become the Mentor Police Department). Transportation consisted of one donated station wagon, courtesy of Bob Erb Ford.

In 1965 a growing Lake County Sheltered Industries with 32 employees moved to the vacated Post Office at 3<sup>rd</sup> and Clark in Willoughby. The State of Ohio’s formation of County of Mental Retardation Boards in 1967 placed Lake County Sheltered Industries under the operating guidelines of the Lake County’s Board (Deepwood Center) and in 1972 with an Admission of 98; we relocated to the county’s newly constructed workshop on Deepwood Blvd...

Continuously adapting in 1991 Lake County Sheltered Industries underwent a name change to Deepwood Industries, Inc., reflecting society’s changing views of the abilities of individuals with mental retardation and developmental disabilities. One short year later, we again grew when the County Board constructed and opened a second workshop on Joseph Lloyd Parkway in Willoughby, providing us with facilities to serve additional employees.

Progressively paving the way, Lake County Sheltered Industries formed its C.L.E.O. (Creative Learning Employment Opportunities) in 1986. In 2003 C.L.E.O. underwent a name change to Community Employment Services (C.E.S.). Located on Tyler Blvd. in Mentor, C.E.S. offers training and employment opportunities for crews and individual employees at community businesses instead of the traditional workshop setting.

## DI Employees

### Employee Status

ACTIVE... Begins first day on payroll and continues until a break due to inactive status, medical leave, retirement or resignation.

ABSENT STATUS... Employee who does not report to work for 3 consecutive months and is not on Medical Leave.

MEDICAL LEAVE... Employee’s health prevents them from working and a doctor has provided written notice to that effect (not to extend more than one year). A Return to Work Order from the physician should be brought to work upon the employee’s return.

### RESIGNATION FROM PROGRAM

Notify DI in writing of date.

## Benefits

SICK TIME...All active employees on the DI payroll and those on medical leave are given five paid sick days per year.

*CES* DI employees are able to take sick days when needed. Holidays such as Good Friday, Easter Monday, Columbus Day, Thanksgiving Friday, and Veteran's Day may not be paid as sick days. *CES* individuals may be scheduled to work that day depending on the contract site.

Workshop DI employees are able to take unpaid sick days. DI will not restrict the number of unpaid sick days. Please let your transportation provider know if you will be absent from work.

Workshop DI employees are paid for additional holidays as follows:

|               |                     |               |
|---------------|---------------------|---------------|
| Good Friday   | Columbus Day        | Veteran's Day |
| Easter Monday | Thanksgiving Friday |               |

VACATION TIME... Active workshop employees on the DI payroll earn five paid vacation days yearly. To be eligible for initial vacation pay, you must be on paid status for three months. The vacation days are paid as:

- Four days during July Shutdown
- One day during Christmas Shutdown

*CES* DI employees accumulate five vacation days a year. *CES* individuals submit "A Request for Time Off" to their supervisor for days that they would like to have off as vacation days. Approval is up to the discretion of the supervisor based the needs and demands of the contract site.

HOLIDAYS...All active employees on the DI payroll are given five paid holidays a year: Memorial Day Independence Day Labor Day  
Thanksgiving Day Christmas Day.

### Overview

Please ask for a copy of D.I. Policy 93-4 for complete details regarding your benefits. Any questions regarding these benefits should be directed to the D.I. Business office Supervisor.

### What type of work will I do?

#### **Opportunities to earn a paycheck at the workshop include:**

- Light Assembly
- Packaging
- Mailing
- Housekeeping
- Clerical

**Work opportunities offered at CES include the following:**

**Housekeeping Services**

Cleaning offices  
Cleaning restrooms  
Vacuuming  
Sweeping/Mopping  
  
Wiping down surfaces  
Glass care/cleaning windows  
Setting up tables/ chairs  
Cleaning Lobbies  
Emptying Trash

**Restaurant Work**

Busing Tables  
Dishwashing  
Food Preparation  
Hosting/Greeting Patrons  
Setting Tables  
Serving Food and Drinks  
Stocking Items

**Laundry Services**

Washing and Drying Laundry  
Folding / Hanging Laundry  
Organizing Laundry  
Operating Laundry room  
equipment  
Filling laundry orders

**On-Site Factory Work**

Quality Control  
Stacking items  
Assembly  
Counting Items  
Packing Items

**Lawn Care/ Grounds**

Cutting and Trimming grass  
Picking up trash  
Disposal of garbage

**How you are paid?**

For individuals enrolled as a trainee in Deepwood Industries, you may be given vocational opportunities. This opportunity is dependent upon your capabilities, individual schedule, and availability of work.

You will receive pay as a training incentive. It is not pay for services rendered. Your training incentive will depend on the type of work training you do. In some jobs you are paid for each piece or unit you complete. In other jobs, you are paid an hourly rate. Your training incentive depends upon the amount of work you do. Therefore, it may go up or down. Your training incentive also depends on your hourly incentive or how good a job you do. The better you do, the higher your pay.

Because you are in training, your training incentive may average less than "*minimum wage*". The United States Department of Labor has given Deepwood Industries a special certificate. This certificate allows Deepwood Industries to pay less than the minimum wage during training. If you are paid less than the minimum wage the certificate requires Deepwood Industries to pay you an amount that is "*commensurate*" with your ability. This means Deepwood Industries must base your pay on the type, quantity and quality of work you do compared to non-disabled workers doing the same or similar work in industry.

Our United States Department of Labor certificate is posted in your program area.

### **How are you paid ? Continued**

You increase your incentive pay as you improve quality and speed. All training incentives are based on a survey of the same types of jobs within local industry. Deepwood Industries surveys the local area at least annually for the prevailing rates paid for similar jobs. Your work and production are reviewed at least every six months and your rate adjusted up or down accordingly.

Remember, as a consumer of the Lake County MR/DD Board, you will be provided many different services. Deepwood Industries will not pay a training incentive for: Recreation, therapy, or habilitation services, times when you refuse to work or do not work, and days you are absent.

Piece Rate Jobs – you are paid for each piece that you complete. So the more pieces you do the more money you make.

Hourly Rate Jobs – for jobs that are not piece rate jobs. You will be paid based on your speed and accuracy as it compares to an experienced non-disabled worker.

At times you *may* be ***asked to work on simulated jobs***, used for testing or training purposes. Deepwood Industries will receive no benefit from this work. You will not receive payment for this type assignment, and will be advised of this when you are assigned.

Paychecks are issued bi-weekly.

If you have any questions about your paycheck or how you were paid, please contact your supervisor or the DI Business Office directly.

Workers Compensation

**AS a DI Employee  
IF YOU EXPERIENCE AN ON THE JOB INJURY**

- 1) Report the injury / incident to your supervisor and complete all necessary paperwork. Your supervisor will give you additional instructions as needed.
- 2) Get ID card from the manager or Nursing department
- 3) DI Business Manger can provide additional written or verbal instruction.
- 4) We ask that you seek medical attention from list provided by your supervisor. You may seek treatment from any provider. However, the provider must be BWC "certified" to receive payment from CHS.
- 5) Give your "MCO Identification Card", provided by your supervisor, to the medical provider to ensure all bills and necessary documents are sent to the correct address.
- 6) Notify your employer of your medical condition.

**SEE YOUR SUPERVISOR FOR ALL NECESSARY FORMS**

## How do I get involved with Lake County Board of MRDD Adult Services?

Contact the Service Support Administration Intake Office at:

440-918-5048/350-5048

7171 Industrial Park Blvd.

Mentor, Ohio 44060

1. The Service and Support Administrator will determine eligibility for County board services by requesting documents, completing assessments and interviewing you and your supports. County Board Policy A-23 Eligibility for County Board Services provides specific information regarding the criteria used to determine eligibility.
2. Discuss your options with the Service and Support Administrator from the Lake County Board of MRDD and complete an application for Adult Services. Your name will then be added to the Wait List for the Adult Services Program.
3. The Service and Support Administrator assigned to Wait List will contact you in advance of any vacancies in the Adult Services Program to coordinate an assessment through the Vocational Guidance Services (VGS) to determine what service area will best meet you needs, if necessary.
4. Schedule a Tour of the Adult Services Programs facilities that would apply to your service needs. You may contact the SSA assigned to Wait List to schedule a tour at 440-350-5132 or 440-918-5132.
5. The Service and Support Administrator assigned to Wait List will advise you of openings if/when they exist in the program area that you are waiting for when you are the next person on the Wait List to be served. County Board Policy A-24 Establishment of Waiting Lists provides specific details regarding wait lists and what that means to you.

When you have been offered a position within the Adult Services Program, the Service and Support Administrator assigned to Wait List will assist you with the required paperwork to make a referral to the program.