

# Able-

SERVICES

## *Able Training Center Participant Handbook*



*January 2023*

## Able-Services History & Mission

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Able-Services provides both transportation and community participation support services for adults with special needs and is part of the lifespan of services offered by Leg Up Farm. Able-Services offers a culture of caring and welcoming to our program participants, our staff, and our visitors. Our program opened in May 2015 and is licensed by the Department of Human Services. We strive to provide engaging activities to assist individuals in developing skills to increase their level of independence and build relationships within the community.

**MISSION:** *To enrich the lives of individuals and families with special needs and unique challenges, through support and customized programs.*

## Programming

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Participants will explore skill areas such as:

- Independent Living
- Socialization
- Communication
- Self-Advocacy
- Leisure/Recreation
- Creative Arts
- Exercise/Fitness
- Gardening/Landscaping
- Nutrition & Health
- Community Participation
- Language and Math
- Volunteering

**Facility Activities:** In addition to the provision of a variety of activities related to developing skills in the above areas, Able-Services also operates a year-round Greenhouse program, utilizing an on-site greenhouse and outdoor gardens. This allows the skills of growing and caring for plants to be incorporated into many aspects of daily programming.

**Community Activities:** Participants will engage with and build relationships within their community through a variety of activities and volunteering opportunities provided in small groups at locations outside of Able-Services. The types and frequency of these activities will be determined on an individual basis for each participant, based on their desires and feedback from their ISP Team. Staff members will provide transportation to and from each activity and supervision will be provided at the staffing ratio indicated in their Individual Support Plan.

## 2023 Holiday & In-Service Closure Dates

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Able-Services will be closed for staff training or holiday observance on the following dates in 2022.

Date	Reason for Closing
Monday, January 2, 2023	New Year's Day Observance
Thursday, March 9, 2023	Staff In-Service Training
Friday, March 10, 2023	Staff In-Service Training
Monday, May 29, 2023	Memorial Day
Thursday, July 4, 2023	Independence Day
Monday, September 4, 2023	Labor Day
Monday, October 9, 2023	Staff In-Service Training
Tuesday, October 10, 2023	Staff In-Service Training
Thursday, November 23, 2023	Thanksgiving Day
Friday, November 24, 2023	Thanksgiving Holiday
Monday, December 25, 2023	Christmas Observance
Tuesday, December 26, 2023	Christmas Observance

## Program Rules & Expectations

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1. Treat others with respect and common courtesy.
2. Obey all safety & fire signs & procedures and engage in proper safety practices, including wearing or using protective equipment as needed.
3. Maintain a physical appearance that is neat, clean, and hygienic.
4. Keep all areas of the building neat and clean and store personal belongings in the designated places provided.
5. Receive permission/assistance from a staff member before using any tools, appliances, or machines.
6. Immediately report any accidents or emergencies to staff.
7. The Able Training Center and its property are smoke free. There is no smoking allowed at any time during program hours.
8. The use of drugs and alcohol are strictly prohibited.

## Program Operation Information

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**Absences & Late Arrival/Early Departure:** Each participant is responsible for contacting Able-Services if they will be absent from the program or will be arriving late or leaving early on a particular day. This contact may be made via phone or email ([attendance@able-services.org](mailto:attendance@able-services.org)) and advance notice for planned vacations/absences is appreciated. Participants' attendance will be taken into account when activities are scheduled. Unexpected absences or late arrivals/early departures may result in participants missing scheduled outings/program activities.

**Clothing:** Each participant is responsible for wearing weather-appropriate clothing that does not contain any profane images or wording. Participants should also keep a spare change of clothing in their designated bin at Able-Services for use in the event of an accident, clothing malfunction, or spill. Please make sure all clothing is clearly marked with the participant's name.

**Confidentiality:** Written consent of the program participant (or his/her parent or guardian, if applicable) is required for the release of information, including photographs, to persons not otherwise authorized to receive it. All records are maintained and stored in locked file cabinets when unattended. Compliance with confidentiality laws and HIPAA regulations is maintained.

**Emergency Contacts:** Upon intake, a list of emergency contacts is collected for each participant. As changes occur, please provide any updates to this information to the Program Specialist or CEO immediately.

**Emergency Treatment:** Upon intake, all participants (and applicable guardians) will sign a statement authorizing Able-Services, in the event of an emergency, to seek and/or provide transport for the participant to a medical facility and ensure treatment is provided as their condition indicates. This signed statement will be used as consent for any medical or dental procedures that are necessary to preserve life or prevent permanent impairment of a participant's health.

**Fire Safety Policy & Procedure:** All participants will receive fire safety training upon admission and annually thereafter. The topics covered during these trainings will include general fire safety, evacuation procedures, responsibilities during fire drills, and the designated meeting place outside the building in the event of an actual fire. In addition, unannounced fire drills are held at Able-Services once each calendar month on varying days and times.

**Food Restrictions:** Due to the variety of medical conditions, special diets, and allergies that participants and staff of Able-Services have, no outside food may be brought in to be shared with the group. This includes special treats for holidays or birthday celebrations. Participants are also discouraged from sharing any items from individual lunches with other participants.

**Greenhouse/Gardens:** The opportunity for learning skills within the greenhouse and in various gardens and outdoor areas on the Able-Services property is a regular part of daily programming. It is important that each participant be dressed for the outdoor weather and have extra clothing available if needed.

**Health Policy:** Participants should stay home or will be sent home if any of the following are observed: seizure activity, diarrhea, vomiting, abnormally unsteady gait, excessive lethargy, fever, or subnormal body temperature. In the event that a participant would require health care beyond the first aid we are able to provide at Able-Services, the participant will be transported to the appropriate medical facility, their emergency contact will be reached, and a staff member will stay with the participant until the identified caregiver arrives.

**Hours of Operation:** Programming hours are 9:00 am to 3:30 pm. Participants can be dropped off between the hours of 8:30 am and 9:00 am and picked up between the hours of 3:30 pm and 4:00 pm.

**Inclement Weather:** If the decision is made to open the facility late or close for the day, due to inclement weather, notification will be made as follows:

1. An email will be sent out to the contact email on file for each participant.
2. A message will be placed on Able-Services voicemail.
3. Closing/Delay information will be available on WGAL's closing calendar, both online and on their station's closing banner.

**Lunch:** Each person is responsible for bringing a lunch daily. Lunches can be stored in refrigerators in the on-site kitchen and microwaves are available. When scheduled for some off-site outings, a cold lunch may be required. On occasion, participants may have the option to purchase a lunch while on an outing.

**Medications:** Able-Services' staff are trained to administer medications to participants if needed. However, no prescription or over-the-counter medications will be administered without a written prescription order from a doctor. We are prohibited from accepting verbal instructions. In addition, all medications on-site at Able-Services must be stored in their original containers and remain locked during the program day, for the safety of all participants.

**Money:** Participants do not need to have any money with them during their program day. We request that participants not bring large amounts of money with them, as our staff/agency will not be responsible for individual funds. Personal use of money on outings is an independent decision for each individual.

**Participant Rights:** Able-Services has written policies and procedures to ensure that program participants are able to exercise their rights regarding information, treatment and program planning, freedom from abuse & restraint, privacy, work, freedom of association & correspondence, and activities. Participants are adults and program operation and planning is based on their right to choose the activities they participate in, the goals they are working toward, and their level of participation each day. Able-Services will provide a variety of activities and opportunities each day, but the choice to participate lies with the individual.

**Personal Items:** Participants each have an unlocked bin where they can keep their personal belongings. Each individual should have a change of clothes, water bottle, and seasonally appropriate sun protection and/or outerwear, marked with their name. Able-Services is not responsible for the loss or damage of any personal items brought into the program. Participants are encouraged to not bring expensive items and/or money to Able-Services. If such an item is accidentally brought to the program, the participant can ask staff to keep it locked in the back office, until it can be safely transported home.

**Physical Exam/TB Testing:** Participants are required to provide documentation of annual physical exams and biennial TB tests. 45-60 days notice will be given before an exam is due and the required forms will be provided. There will be a grace period of 2 weeks to schedule and attend the needed appointment and turn in the required documentation to Able-Services. Following this grace period, the participant will be suspended from participating in day program services until the required examination takes place and needed documentation is provided to the program.

**Relationships:** We strive to teach and model boundaries, communication, and relationships that would be appropriate for any workplace, and we expect participants to adhere to these expectations. While we encourage participants to develop deeper friendships and realize that romantic relationships may develop, we continuously reinforce what proper conversations and behavior are at work and redirect participants if they are not meeting those standards. In addition, if participants do not get along, we work with them on how to maintain a respectful “co-worker” relationship and redirect any bullying or disagreements that may arise by utilizing conflict resolution techniques and discussion.

**Staff Training:** It is vital to providing high-quality services to participants that each staff member receive necessary training to learn and improve their skills in this field. Having a highly qualified and trained staff is a priority of Able-Services and each year the program will be closed for 4 days in order for staff members to attend and participate in trainings designed to help them continuously improve their skills and our programming.

**Transportation:** Each participant is responsible for arranging their own transportation to and from the program each day and notifying their transportation provider if they are unable to attend or if the program is closed for a holiday, in-service, or inclement weather. All passengers in any vehicle utilized during Able-Services programming must always wear their safety belt and adhere to all program expectations regarding safety and respect.

## **Able-Services Staff Background Check & Training Policies**

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At Able-Services we pride ourselves on providing the highest level of quality care. One of the best ways to give our participants and their families peace of mind that we have a safe and secure environment is to ensure we hire and maintain a workforce of high integrity. All employees of Able-Services go through extensive background checks before hire and complete over 40 hours of initial orientation training and 24 hours of additional training annually. Background checks include, but are not limited to, a Pennsylvania State Criminal History Record check, a Pennsylvania Child Abuse History Clearance, Verification of Education, drug testing, physical and free of communicable disease verification, exclusion list screenings, and a driving record check (as applicable).

## **Abuse, Neglect, & Exploitation Policy**

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Participant abuse/neglect is not tolerated under any circumstances. Intentional action or inaction of a staff member that results in abuse is prohibited. To protect the rights of the people we serve, as well as all employees, it is the policy of Able-Services, Inc. to report and/or investigate any allegations of participant abuse/neglect in a fair and consistent manner without undue delay.

All Able-Services, Inc. staff are **mandated reporters** of suspected abuse/neglect occurring within our agency by participants or employees, and by others outside of the agency. Any person who witnesses, is notified of, or has suspicion of an incident of abuse/neglect is required to report this to their supervisor immediately after the safety of the individuals involved has been ensured. This

is the case regardless of whether agency staff are directly involved in the act of abuse/neglect. Failure to do so is a serious violation of agency policy, may constitute neglect, and is subject to disciplinary action, up to and including termination. Employees and participants are protected by the agency “Whistleblower” policy, which guarantees no reprisals will be brought by the agency against any employee or participant who reports abuse/neglect according to agency procedures. Upon receipt of any report of alleged abuse, a certified investigator is assigned to investigate the abuse allegation and makes all notifications and reports required by county and state regulations. For more information regarding categories of abuse, Able-Services’ Investigatory Process and Incident Management Procedure, and the Whistleblower’s Protection Policy, please contact the CEO.

### **Civil Rights Compliance – Nondiscrimination in Services Notice**

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Admissions, the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, gender, or sex.

Program services shall be made accessible to eligible 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 aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any client and/or guardian, who believe they have been discriminated against, may file a complaint of discrimination with:

**Able-Services, Inc.**

Able Training Center  
3100 North George Street  
York, PA 17406

**PA Human Relations Commission**

Harrisburg Regional Office  
333 Market Street, 8th Floor  
Harrisburg, PA 17101

**Department of Human Services**

Bureau of Equal Opportunity  
Room 223, Health & Welfare Building  
P.O. Box 2675  
Harrisburg, PA 17105

**US Dept. of Health & Human Services**

Office for Civil Rights  
Suite 372, Public Ledger Building  
150 South Independence Mall West  
Philadelphia, PA 19106-9111



## Complaint Policy & Procedure

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Any participant, participant's family, advocate, staff person, or any person acting on behalf of an individual participating in a program operated by Able-Services, Inc. has the right to file a complaint, without fear of censure, reprisal, or intimidation, about conditions, rights violations, services, or lack of services provided by the agency, or appeal an administrative decision made concerning a participant receiving services in a program operated by Able-Services, Inc. While Able-Services recognizes that problems may arise that cannot be resolved independently, participants and/or family members are encouraged to speak openly with staff members to problem-solve any situations or complaints as they arise. Program Specialists can also be utilized in matters relating to complaints between the Direct Support Staff and the individual we support. If an issue cannot be mutually resolved, a complaint should be filed, utilizing the procedure below. Participants and/or the individual making the complaint may request assistance from any staff member in filing the complaint at any step of the complaint process.

**Step One** – A complaint should be made in writing to the participant's Program Specialist. If an individual's communication abilities dictate, the grievance may also be made to their Program Specialist orally. This shall be done within five (5) days from the time the incident occurred. The Program Specialist will then have five (5) working days in which to meet with complainant, investigate the complaint, and render a decision on the matter. The decision will be in writing and a copy will be provided to the individual who filed the complaint and the CEO.

**Step Two** – If you are not satisfied with your Program Specialist's decision, you may appeal in writing to the CEO and request a meeting to discuss the complaint. This may also be done orally, as appropriate. This request must be made within three (3) days of receipt of the Program Specialist's decision. The CEO will then have a minimum of five (5) working days to meet with you, investigate your complaint, and render a decision. If more time is required, this must be discussed between the CEO and you, your family, guardian, or advocate. The CEO will respond in writing with the final determination and/or resolution. Complaints will be resolved within 30 days of the date the complaint was submitted.

**Step Three** – If you are still dissatisfied with the resolution of your complaint, you may contact one of the following: The County MH-IDD Office, the Pennsylvania Human Relations Commission, or the American Civil Liberties

Union. You may request assistance from program staff with getting in touch with one of these agencies. You may also contact:

**The Department of Human Services – Central Region**

Willow Oak Building, Room 430

P.O. Box 2675

Harrisburg, PA 17101-2301

**Step Four** – Documentation of each complaint shall be kept, including the name, position, telephone number, e-mail address, and mailing address of the initiator of the complaint, date and time the complaint was received, date of the occurrence, if applicable, nature of the complaint, the investigation process, findings, and actions to resolve the complaint, if applicable, and the date the complaint was resolved.

Participants and/or their family members may request assistance from any staff member at any step of the complaint process.

## **Individual Rights Policy**

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Able-Services has written this policy to ensure the following rights are recognized and respected for each individual receiving services at Able Training Center.

1. An individual may not be deprived of rights.
2. Able-Services shall educate, assist, and provide the accommodation necessary for the individual to understand the individual's rights.
3. An individual may not be reprimanded, punished, or retaliated against for exercising the individual's rights.
4. A court's written order that restricts an individual's rights shall be followed.
5. A court-appointed legal guardian may exercise rights and make decisions on behalf of an individual in accordance with the conditions of guardianship as specified in the court order.
6. An individual who has a court-appointed legal guardian, or who has a court order restricting the individual's rights, shall be involved in decision-making in accordance with the court order.
7. An individual has the right to designate persons to assist in decision-making and exercising rights on behalf of the individual.
8. An individual may not be discriminated against because of race, color, creed, disability, religious affiliation, ancestry, gender, gender identity, sexual orientation, national origin, or age.

9. An individual has the right to civil and legal rights afforded by law, including the right to vote, speak freely, practice the religion of the individual's choice, and practice no religion.
10. An individual may not be abused, neglected, mistreated, exploited, abandoned, or subjected to corporal punishment.
11. An individual shall be treated with dignity and respect.
12. An individual has the right to make choices and accept risks.
13. An individual has the right to refuse to participate in activities and services.
14. An individual has the right to privacy of person and possessions, including during personal care.
15. An individual has the right of access to and security of the individual's possessions, including access to food you have brought to the program at any time during the provision of services.
16. An individual has the right not to have their personal funds or property be used as a reward or punishment or for payment for damages, unless you consent to make restitution for damages and a written consent is obtained without coercion.
17. An individual has the right to voice concerns about the services the individual receives.
18. An individual has the right to participate in the development and implementation of the individual plan.
19. An individual's rights shall be exercised so that another individual's rights are not violated.
20. Able-Services shall assist the affected individuals to negotiate choices in accordance with the facility's procedures for the individuals to resolve differences and make choices.
21. An individual's right may only be modified in accordance with §2380.185 (relating to content of the individual plan) to the extent necessary to mitigate a significant health and safety risk to the individual or others.
22. An individual has the right to participate in religious, social, and community activities of your choice and to move about the facility and community in a manner consistent with non-Medicaid recipients in same and/or similar settings.
23. An individual has the right to regularly update their activities by expressing their desires to staff at any time or during quarterly ISP reviews with the individual's Program Specialist.
24. An individual has the right to confidentiality in treatment and services and individual records will be maintained with strict confidentiality.

25. Able-Services shall inform and explain individual rights and the process to report a rights violation to the individual and persons designated by the individual, upon admission to the facility and annually thereafter.
26. The facility shall keep a copy of the statement signed by the individual or the individual's court-appointed legal guardian, acknowledging receipt of the information on individual rights.

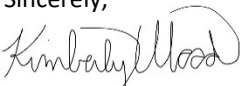
## Our Commitment

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It is our mission to enrich the lives of those we serve, and their families, and we can only do that if we partner with each of our participants and everyone who supports them. Our door is always open to discuss any suggestions, questions, concerns, constructive criticisms, or any other type of feedback on our programming and services. We strive to provide the finest quality services and to do so with passion, teamwork, respect, positivity, and innovation.

Thank you for allowing us to serve you.

Sincerely,



Kimberly Wood  
President & CEO  
Able-Services

For more information, please visit our web site at [www.able-services.org](http://www.able-services.org) or contact us at:

**Able-Services, Inc.**  
**Able Training Center**  
3100 North George Street  
York, PA 17406  
P: 717-384-6130  
F: 717-855-2533  
[info@able-services.org](mailto:info@able-services.org)

Admissions, the provision of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex.

