WELCOME!
For over 30 years, the Center for Disability Services has been providing services for people with disabilities. Today, the center is a multi-service agency that has provided more than two hundred thousand hours of service annually to over 250 individuals. The center operates as a community service under the auspices of the College of Health and Human Services. We are particularly proud of our experience and orientation toward respecting the individual, and promoting their well-being. The center also provides WMU students with an opportunity for innovative learning and discovery in the field of disabilities through internships, field experiences, volunteering and employment.

HISTORY
In the late 1970s, Western Michigan University joined discussions with the mental health community and the Greater Kalamazoo United Way, in an attempt to respond to a state mandate to care for people with disabilities in community settings rather than in institutions. Believing that education cannot be divorced from real life, WMU saw the joint sponsorship of a community agency to serve those with disabilities as ideal for integrating education, service, research and for the university be a contributing participant in its own community. In 1981, WMU Center for Disability Services opened its doors to 15 individuals. In 2001, CDS opened what is now known as WMU Senior Day Services to serve older individuals with cognitive or functional impairments that need special assistance or supervision during the day. Today, WMU’s Center for Disability Services provides individuals with many service options that include individual and group skill building through community inclusion activities, community living services, case management/support coordination, supported living services and senior day services for adults with Alzheimer’s or other dementias.

MISSION AND VISION
The mission of the Western Michigan University Center for Disability Services is to help people who because of age, illness or disability need assistance to live life fully. Through our community living, care coordination, skill building and aging services, our goal is to support a person’s intellectual and physical functioning and independence by minimizing the negative impact of age or disability on their life, and assisting them to remain living at home and participating in their community.

Our vision is to provide high quality supports and services and to help all people be active members of their community and achieve the highest quality of life possible.
CODE OF ETHICS
CDS is committed to providing quality services; an ethical, fair, and professional work environment; ethical individual practice standards; an ethical business practices that comply with university policies.

WESTERN MICHIGAN UNIVERSITY CONNECTION
Education of University Students
CDS is a service and educational component of the Western Michigan University College of Health and Human Services. CDS provides students with an opportunity for innovative learning and discovery in the field of disabilities. The practical experience promotes engagement and service to the community and encourages students to pursue careers in related fields.

TAX EXEMPT STATUS
Western Michigan is a tax-exempt state university that derives its powers from the constitution of the State of Michigan.

ACCREDITATION
CDS is fully accredited by the Commission on Accreditation of Rehabilitation Facilities in the areas of Community Support Services, Respite, and Adult Day Services. This national accreditation is the highest level of its type, and is awarded to organizations that show substantial fulfillment of rigid standards that ensure WMU/CDS services are of the highest quality, measurable, and accountable.

AFFILIATIONS & FUNDING
Integrated Services of Kalamazoo contracts with CDS to provide services in the areas of community supports, skill building, outpatient therapy, respite, community living and supports coordination.

CDS ADMINISTRATION AND PERSONNEL
CDS is administered by Western Michigan University and is governed by an Advisory Board that provides advice to CDS. The board is made up of a diverse group of citizens, parents and family members of individuals and faculty from Western Michigan University.
STAFF TRAINING
Each year CDS requires staff members to attend basic training programs based on their job responsibilities and duties. Staff members also attend in-service training programs offered by Western Michigan University. Staff members training and requirements are as followed:

- Recipient Rights
- Cultural Diversity
- Incident and Accident Reporting
- Blood-borne Pathogens, Universal Precautions
- CPR and First Aid
- Corporate Compliance
- Emergency Preparedness
- HIPPA
- Guide to Service
- Right to Know
- Person Centered Planning
- Limited English Proficiency
- Use of a Hoyer Lift

We also annually check staff background and drivers records.

Depending on job assignment, staff may also be trained in the following:

- Dispensing of medication
- Physical/non-physical intervention
- Transferring/positioning of individuals

ACCESS TO SERVICE
Our main office can be reached at (269) 387-7414.

CONTACT INFORMATION

Toby Ward
Supports Coordination/Case Management
(269) 387-7269

Jessica Torrey
Supervisor of Programs and Activities
Office: (269) 387-7405
Jessica.e.mankin@wmich.edu

SERVICE CONDITIONS ENTRY, TRANSITION AND EXIT CRITERIA
In order for a person to enter into services, he/she must meet the following conditions:

- Have a disability and/or other impairment that interferes with activities of daily living.
- Have sponsorship by a funding source or make private payment arrangements.
• Have a reasonable expectation to participate in, and benefit from, services that are consistent with the agency mission.

In order for a person to transition to another service or level of service, he/she must meet the following conditions:
• Demonstrate that a different

In order for a person to exit the service he/she must meet the following conditions:
• Individual choose to discontinue service
• Individual requires a higher level of support than what CDS is funded to provide.
• Individuals condition has changed to where CDS can no longer safely serve them.
• The individual is unwilling to use prescribed assistive devices such as walkers and wheelchairs.
• The individual exhibits behaviors that cause the participant to be in danger or endanger others and cannot be managed by program staff with accepted physical intervention techniques.
• The participant develops medical needs that require on-going skilled nursing care during program hours.
• The participant has a contagious disease or condition.
• The participant is repeatedly absent or cancels frequently.
• There is a lack of cooperation by caregivers for information, failure to pick up at designated times, supply medication and clothing.

FEES AND FEE SPONSORSHIP

Fees for service will be discussed with Individuals and their teams prior to the start of any service. For people wishing fee sponsorship in Community Connections, Community Living Services and Supports coordination, an application can be made at the Kalamazoo Mental Health Access Center. You can reach the Kalamazoo Mental Health Access Center at (269) 373-6000.

VISITING PRIOR TO MAKING A DECISION ABOUT SERVICES

During an initial meeting, CDS personnel, and the potential individual along with their family or representative, will assess whether CDS services meet the needs and desires of the individual. If CDS services seem appropriate, forms can be completed at that time. The forms include an initial release, consent for services, a general release of information, emergency medical treatment permission, email communication, dispensing money, level of supervision and an optional media/photo release. We will also require verification of a funding source. If a meeting cannot be conveniently scheduled, the director or designees will evaluate information and make a recommendation regarding suitability of the prospective individual for the service.

ATTENDANCE AT SCHEDULED SERVICES

Individuals are expected to attend services during the times indicated in the plan of service.
Excessive absence can result in cancellation of the service. If for any reason a person cannot participate in his or her scheduled plan of service, they should contact the appropriate site supervisor. The individual may choose to be excluded from the service until his/her capacity improves or until the service plan is revised. Individuals who cannot participate for six weeks or more will have their continued participation reviewed. A meeting will be held with the responsible parties to consider circumstances. If cancellation of services needs to occur, CDS will seek other programming most beneficial for the individual.

**REPORTING ABSENCES - INDIVIDUAL ILLNESS**

We ask family members, home operators, and/or other home support staff to notify CDS when an individual will be absent for any given service. Individuals should not attend services if they are ill. If an individual is ill when he/she arrives or becomes sick while at CDS, the responsible person will be contacted and the individual will need to return home where he/she can be more comfortable. Individuals will be given a magnet with CDS contact information.

If an individual is receiving community living services or individual support, the decision of whether to support the individual in his or her own residence while he or she is sick, will be made on a case by case basis.

Any individual absent for an extended period of time may prompt cancellation of service. The CDS director authorizes service cancellation.

**INPUT IS VITAL!**

Mutual communication between CDS and the people receiving services is of utmost importance. Through its staff, Advisory Board, and well-established programs and procedures, CDS is committed to communicating with and receiving input from family members and guardians as well as from other service providers and the community at large.

**MEASURING YOUR SATISFACTION WITH OUR SERVICES**

Individuals, family members, and individual support team members will be involved in evaluating the quality of service. CDS meets each year with the individual and his/her representatives to review and develop an individual plan of support. Individuals and their representatives are also asked to complete an annual written satisfaction survey. Service satisfaction for individuals, who do not effectively communicate their preferences verbally, is obtained by systematic direct observation of individual responses to activities, people, and events at CDS.
PLANNING YOUR SERVICES

Person/Family-Centered Planning

WMU/CDS fosters a partnership between the individual, others of his/her choice, and professional staff that helps the individual set his/her goals and dreams for the future. These goals will be achieved by building on strengths, skills, and capabilities of the individual. Individuals will provide the primary direction in shaping their services and formulating their service/support plan. Involvement of family members and friends will be paramount in the process. Other people the individual selects may be involved to help develop a plan for achieving a more desirable future. We believe that individuals receive the greatest benefit when the plan of service is created by all persons involved—the individual served, family, WMU/CDS staff and other service providers or persons of the individual’s choosing.

Coordination of Services

The individual has chosen multiple services through WMU/CDS, one staff member will be designated to serve as the liaison between WMU/CDS services and the service team. This staff member will become the primary contact person for the guardian, family members, home operators, and case manager.

HIPAA & RECIPIENT RIGHTS

The HIPAA and recipient rights advisor can answer questions and process complaints on behalf of WMU/CDS individuals, guardians, family members or anyone acting on behalf of the individual. The advisor makes sure that each individual has access to complaint forms and cannot discourage an individual or representative who wants to make a complaint. The advisor is the Administrative Assistant in the administrative offices, WMU Unified Clinics, 1000 Oakland Drive, 4th Floor. The telephone number is 387-7213. Complaints can be filed directly with the Recipient Rights office at the Kalamazoo Community Mental Health Services Department for individuals of the mental health system.

WMU/CDS promotes a service atmosphere wherein individuals and others acting on their behalf feel, and are, safe from any form of pressure, retaliation, or discrimination, direct or indirect, when filing a complaint.

Recipient Rights Process

- A verbal or written complaint is filed with the understanding that the Rights Advisor or Director is able to answer questions or take complaints.
- After a complaint has been filed it is the responsibility of the Director, the rights Advisor, and other staff designated by the Director to investigate.
- If the complaint is a rights violation involving an individual of the mental health

Marti Haug
HIPAA
Recipient Rights Advisor

Western Michigan University
Center for Disability Services
1000 Oakland Dr. Kalamazoo, MI 49008
Administrative Office (269) 387-7200
System, the Kalamazoo Community Mental Health Office of Recipient Rights will be notified.

- Within 30 days, recommended remedial action to be taken will be communicated to the complainant.
- Within 45 days after receipt of the investigation results, the individual may appeal the decision.
- Within 30 days of receiving the appeal, it will be reviewed by the WMU/CDS Board and, for individuals of the mental health system, by the Kalamazoo Community Mental Health Recipient Rights Advisory Board.

**Individual Abuse and Neglect**

It is the policy of WMU/CDS to preserve the human rights, dignity, and personal safety of individuals. The agency will seek to protect persons served by the agency from abuse, including physical, sexual, and/or psychological abuse, and neglect. The agency maintains procedures to report, investigate, view and act upon instances of alleged abuse and neglect.

Employees, students and volunteers are required to report the following incidents, even if only suspected or alleged by an individual:

- Physical abuse
- Verbal abuse
- Excessive use of force
- Sexual abuse
- Neglect
- Serious injury or death

**Grievance and Appeals**

There are a variety of ways individuals and their representatives are able to express dissatisfaction with services or providers.

- Any individual served or their representative may request a meeting at any time with the WMU/CDS program staff, Director, or their entire service team.
- Phone calls and personal contact with a WMU/CDS staff member, another agency representative or the director is welcomed.
- Individuals needing to resolve conflicts can also do so during regularly scheduled person-centered planning meetings.
- The individual or representative may request the involvement of an advocacy agency as a mediator. WMU/CDS is willing to assist with making the request.
- Individuals of the mental health system may use the formal grievance and appeals process by calling the Kalamazoo Community Mental Health **Member Services Office** at 373-6000.
  - An appeal must be filed within 20 business days of the adverse decision.

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Western Michigan University
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o The Provider Network Director/KCMHS will respond within 20 business days.
o If a 2nd appeal is desired, it must be filed within 20 business days of the receipt of the unsatisfactory appeal result.
o A decision will be reached and notification made within 20 business days.
o A final appeal may be made within 10 business days of receipt of the last appeal decision.
o A final decision in writing will be made within 10 business days.

**Protecting Legal Rights of WMU/CDS Recipients**

WMU/CDS strictly follows the Michigan Mental Health Code and all state and local policies and procedures to ensure that the rights of individuals are not violated. WMU/CDS requires all employees, students, and volunteers to report and act upon instances of alleged abuse or neglect, including physical, sexual and/or psychological abuse.

**GUARDIANSHIP**

When an individual has a guardian appointed by the court, the guardian assumes the rights of the individual in court appointed areas. This includes granting informed consent in appointed areas of guardianship. CDS must have a copy of the guardianship order on file.

**HEALTH AND SAFETY**

**Medications**

Specially trained WMU/CDS employees can administer medication, as prescribed by a physician. To do so WMU/CDS must receive a copy of the prescription form. WMU/CDS also must have written orders to administer over-the-counter medications, prescribed medications, or internal feedings. WMU/CDS employees are trained on passing medication at ISK Training Unit and follow the policies and procedures they are taught in this class.

**Medical Emergencies**

*In case of a serious or life-threatening illness or injury WMU/CDS staff members and students will seek assistance or call 911 when necessary and arrange for transport to the hospital.*

For an injury, illness or condition considered a medical emergency, the individual’s family, guardian, care giver, and supports coordinator will be notified immediately. Instructions or requests from the family or guardian about choice of hospital will be honored when feasible. The family physician also will be contacted when necessary.

**CDS staff will initiate CPR on any individual who experiences respiratory or cardiac arrest. Under no circumstances will CDS staff make the decision to withhold lifesaving treatment. CDS staff do not qualify as health professionals, and therefore do not qualify to evaluate proof of a do-not-resuscitate order.**
**Communicable Disease and Infection Control**

WMU/CDS tries to minimize exposure of individuals, employees and students to contagious disease and infectious conditions. All inquiries about potential health risk of infectious disease are referred to the WMU Sindecuse Health Center and WMU Environmental Health and Safety and will seek information as necessary from the communicable disease specialist of the Kalamazoo County Public Health Department.

**Program Exclusion**

To protect others, CDS temporarily excludes from service any employee or participant when

- a person is diagnosed with a contagious disease or condition that makes him/her unable to participate in his/her regular activities or schedule;
- a person has one of the following communicable conditions: bacterial and viral infection such as staph, strep, impetigo, chicken pox, measles, influenza, shigella, hepatitis A, mumps, head lice, salmonella, pink eye (conjunctivitis), ringworm, scabies, scarlet fever, shingles, tuberculosis; or
- a person is exhibiting symptoms of illness, a contagious disease, or an infectious condition including; vomiting, thick yellow or green discharge from nose and throat, uncontrollable coughing, fever greater than 100 degrees, serious skin eruption, blisters or rash that’s not normal for that person, and diarrhea.

The program coordinator or director decides whether to exclude an individual on a temporary basis during an illness. CDS may request a written release or a health care appraisal form from a physician before allowing a person to return to CDS.

**WMU/CDS DAILY HOURS, SETTING AND FREQUENCY**

CDS Skill Building program is open from 8:00 A.M. to 7:00 P.M., Monday through Friday. Individual services are typically 4 hours in length and are provided between the hours of 8:30 AM to 6:30 PM. Individuals receiving Community Living Services will have schedules based on their needs. Services can occur in a variety of places in the community or in a WMU on-campus location. The frequency of service is determined during the individual's Person-Centered Planning Meeting.

**TRANSPORTATION TO SERVICES AND FUNDING FOR TRANSPORTATION**

Assistance with arranging transportation to and from the WMU/CDS facility or certain community services can be provided by WMU/CDS. We arrange transportation with Metro County Connect for either Kalamazoo County or Metro County Connect services to provide door-to-door transportation when it is needed. WMU/CDS employees also transport individuals in their own personal vehicles, and/or in one of the WMU/CDS owned lift-equipped vans. Funding for transportation is decided on a case by case basis and is not typically provided for individuals receiving part time services.
Metro County Connect
To cancel a ride, call Metro County Connect at 350-2970. You must call one hour before the scheduled pick up time to not be considered a “no-show”. They accept cancellations on their voice mail so you may call before 8:00 A.M.

CLOSING POLICY
CDS is closed when Western Michigan University is closed. University policies guide the closing of WMU/CDS operations due to weather or other emergency conditions that prevent normal operations. In cases of complete or near complete shutdown, local news media will be used under normal circumstances for notification purposes. CDS will not ordinarily have a separate closing notice. If there is any doubt to whether the university will be in operation, a message will be available on WMUK-FM (102.1) and WIDR-FM (89.1).

HOLIDAYS
CDS observes a number of holidays throughout the year. WMU/CDS is closed on Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the day following, Christmas and New Year’s Day. The Day Programs are closed during the time between Christmas and New Year’s. Community Living Services operate on an “as needed” basis.

MEALS WHEN RECEIVING OUTPATIENT SERVICES OR COMMUNITY SERVICES
Individuals are responsible for their own snacks and beverages. Assistance is provided to those consumers whose plan of service specifies that staff support is needed during meals. Some consumers require complete assistance, while others require minimal assistance.

We ask that foods not require excessive preparation due to staff being busy supervising individuals. We have found that meal times are a difficult time for our individuals served. Many do not practice safe eating habits, and it is not uncommon for some individuals to over fill their mouth, or chew their food minimally. WMU/CDS does not have enough staff to guarantee that each individual is personally monitored for the entire snack period. For these reasons we ask that foods that are difficult for an individual to eat should not be sent in for meals. **Foods that have frequently contributed to choking are peanut butter sandwiches, peanut butter crackers, hot dogs, grapes, and fruit with tough skin.**

Beverages are served throughout the day, or as specified in an individual’s plan of service. While WMU/CDS occasionally provides beverages other than water, it is expected that individuals will provide their own beverages.
PERSONAL CARE
CDS staff are committed to meeting the personal care needs of each person including: feeding, toileting, and other personal care assistance. It is the responsibility of the participant to provide his or her own personal care items such as adult briefs.

DISCRIMINATION POLICY
It is the policy and commitment of Western Michigan University not to discriminate on the basis of race, sex, age, color, national origin, height, weight, marital status, sexual orientation, religion, disability or Veteran status in its educational programs, activities, admission or employment policies in accordance with Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendments Act of 1972, Executive Order 11246 as amended, the Americans With Disabilities Act of 1990 and all other pertinent federal and state regulations.

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