

CENTER FOR DISABILITY SERVICES

EMPLOYEE HANDBOOK

SKILL BUILDING, SENIOR DAY SERVICES, SUPPORTED LIVING, CASE MANAGEMENT AND CLS



WESTERN MICHIGAN UNIVERSITY
College of Health and Human Services
Center for Disability Services
and Adult Wellness Programs



WELCOME!

Welcome to the WMU Center for Disability Services (CDS). Whether you work in the Skill Building (SB) Program, Case Management, Community Living Services (CLS), Supported Living Services or Senior Day Services we hope you find fulfillment in your experience at CDS.

This handbook includes some basic information we feel you need to be successful at CDS. We have many policies and procedures not included in this handbook. Your supervisors will cover these with you throughout your employment.

MISSION:

Our mission is to help people who need personal, physical, and/or cognitive assistance to live life fully.

VISION:

Our vision is to increase our expertise in making it possible for people with physical and/or cognitive limitations become valid members of society.

VALUES:

- All people are valued members of society
- All people have the right to make choices affecting their lives.

We will achieve this mission by:

- Empowering people to control their lives
- Changing community attitudes
- Removing barriers to community participation
- Listening to stakeholders
- Increasing our understanding of the desires and wants of people who cannot communicate conventionally

Gentle Teaching

- CDS is committed to the spirit of Gentleness:
- CDS is committed to teaching others to feel safe, loved, loving and engaged.
- CDS is committed to recognizing companionship and community are the most basic values in care giving.
- CDS is committed to the philosophy that positive procedures produce desired behavior changes. Employees are trained to use positive training techniques.



CDS Program Locations

CDS programs occur at various times and in different locations. You are expected to report to the site in a timely manner. Your hours are based on the individuals we serve.

Skill Building

Ernest Wilbur Building (EWB)

Hours: Monday through Friday 7:45am – 4:15 pm. Your shift may include any of the following:

7:45 am - 12:15 pm, 7:45 am - 2:15 pm, 11:45 - 4:15 pm.

Case Management

1000 Oakland Drive, 4th Floor, Kalamazoo MI 49008

Senior Day Services

110 W. Cork St. Kalamazoo, MI 49001

Hours: Monday through Friday from 8 am - 5 pm.

Supported Living

Is available to clients in various community locations and offered 365 days per year.

Closures

Holidays

Staff working in a participants home providing community living services will be paid holiday pay (time and 1/2) for the following University holidays. Otherwise, CDS is closed on the following:

- | | |
|-------------------------------------|--|
| - Independence Day | - Christmas Eve |
| - Labor Day | - Christmas Day though New Years Day |
| - Thanksgiving Day (& Friday after) | - New Year's Eve after 3 p.m. |
| - Martin Luther King Jr. Day | - New Year's Day |
| - Memorial Day | - Fridays before spring and fall break |

CDS Day Programs (**Senior Day Services and Skill Building**) are closed when WMU is closed for the Winter Break. CDS still staffs homes and Community Living Services during this time.

Closing Policy

- Some CDS programs are closed when Western Michigan University is closed. Western Michigan University policies guide the closing of CDS operations due to weather conditions, physical damage or other emergency conditions that prevent normal operations. **This only impacts individuals in day program sites.**
- Skill Building uses the 'group me' app to notify staff of program closure.
- Individuals served in their homes must receive service for meals and medications. Individuals who receive minimal assistance may be rescheduled. Call your supervisor to discuss.
- CLS IDD staff do not provide services for CLS IDD during a closure unless the consumer has a medical necessity.



Operational Policies

Attendance and Time Off

- It is the expectation that employees will attend work as agreed upon by CDS management and the employee.
- CDS will allow an employee to request time-off in advance. This request must be submitted to your immediate supervisor in writing.
 - **Senior Day Services** and **Supported Living** time-off requests can be emailed to dawn.robarge@wmich.edu.
 - **Skill Building** time-off requests will be submitted in writing on the “time off request form” and submitted to the supervisor.
 - **CLS IDD** time-off requests will be emailed to Sandra Wagner at sandra.wagner@wmich.edu.
- Employees may call-in prior to their scheduled start time and request the day off due to illness or other personal reasons. Employees must attempt to talk to a supervisor when calling in - call the main office number for the program in which you work that day. Skill Building employees - you may leave a message at main office line if calling off the day of.
- Employees may be asked to present documentation to verify that time off was required.
- Absences in excess of the above-mentioned guidelines will result in a decreased work schedule, suspension or termination of employment.

Appropriate Clothing

CDS has a dress code to ensure employees, students and volunteers wear clothing that presents a positive, professional image to our consumers, their families, external agencies and the public. This policy will also ensure that you wear protective clothing for your own safety and that of our consumers. Clothing should be appropriate to the activity.

Acceptable clothing includes:

- Shirts: Shirts that are sleeveless, casual and dress shirts are all acceptable. Not acceptable are halter tops, shirts or tube tops that expose the back or midriff.
- Pants/Shorts: Jeans/shorts are the most appropriate dress. Not acceptable are short athletic style shorts, skintight shorts and leggings where the torso is exposed.
- Footwear: Footwear must protect your feet from hazards in the workplace. Shoes must be substantial and cover the entire foot. Athletic shoes are appropriate. Flip-flops are not acceptable.
- General attire should not be expensive or valuable. Do not wear jewelry that may get damaged or could be pulled off. CDS is not liable for damaged clothing.

Social Networking and Electronics

- It is not acceptable for a staff member to be on a personal cell phone while at work. Your responsibility is to the person served.
- It is not acceptable to engage in texting or phone calling while driving with clients.
- It is not acceptable to engage in social networking activities with individuals, their families or friends.
- All CDS electronic correspondence is done through the WMU email system.

Staff Development and Training

All staff will attend basic training based on their job assignment: you are paid for your attendance. For Skill Building, it will be your responsibility to complete a paper time sheet and leave in the supervisor's mailbox.



You are responsible for bringing the training confirmation information back to your supervisor.

Mandatory trainings include:

- Recipient Rights Training
- First Aid/CPR
- HIPPA
- Limited English Proficiency
- Customer Service
- Dispensing of Medication
- New Staff Orientation
- Physical/Non-physical Intervention (MANDT) (select staff)
- Blood Borne Pathogens
- Person Centered Planning
- Cultural Diversity
- Corporate Compliance
- Emergency Preparedness
- Yearly Training Recertification

The following DCO trainings (For Skill Building and Case Management employees only) must be completed. They include:

- Suicide Assessment and Prevention
- Managing Bias
- Continuity Planning
- Military Culture
- Trauma Informed Care

Training is available through a WMU virtual training platform. You must maintain your trainings to continue employment - employees will receive notifications when trainings are due. **Failure to maintain your trainings as requested will result in termination.**

Competencies for Direct Support Professionals

- **Attitude**-When you work for CDS, your attitude is very important. The quality of activities for consumers is greatly dependent on your attitude. If you have a positive attitude the people you support will also.
- **Initiative** - Ask questions if you are unsure of what to do. Ask your supervisor or a co-worker. We recommend that you keep a personnel file in your file drawer where you write down the answers to questions, so you have them for future reference.
- **Respect** -Treat all consumers and co-workers with the respect in which they are entitled. We ask you to treat others as you would like to be treated. When out in the community, refer to the consumer you are with as “friends” and do not indicate that you are paid staff.
- **Judgment** -You are a representative of CDS, in that role you are expected to conduct yourself in a professional manner. If you are unsure of choices to make while in the community, call a supervisor. All supervisors’ numbers are on the emergency phone number list.
- **Know your limits** -We realize that we work with people who have some very challenging behaviors. We expect all staff to act in a professional manner. It is not acceptable for staff to express anger or frustration towards a consumer.
- **Provide professional intervention** -All staff have an obligation to provide professional intervention to assist an individual with learning new skills. We operate under the principles of individual choice, although an individual’s health and safety may override an individual’s decision to put themselves in harm’s way. CDS staff must develop and use a variety of techniques to assist the person with developing good judgment skills and seeking assistance from supervisors when needed. Interventions may include: The options we present to an individual, the way we word requests and the opportunities we provide.

Direct Support Professionals - General Responsibilities

- Your schedule is determined by your availability and the needs of the consumers
- Support individuals to actively participate in all activities.



- Facilitate interaction between individuals and community members to develop natural supports for consumers.
- Teach individuals new skills while at CDS programs to help them increase their level of independence.
- Provide daily personal care services to individuals, such as feeding, passing medications, and personal hygiene needs.
- Transport individuals to and from community activities.
- Assist individuals with arrival and departure times at CDS programs.
- Serve as a liaison to individual's families, residential staff, and staff of other agencies.
- Develop, locate and plan for new activities in which individuals can participate.
- Complete daily authorization request forms before taking any individuals to activities, update as necessary.
- Complete daily documentation on assigned individuals and within 24 hours of providing the service, using the CDS electronic medical record.
- Have a functional knowledge of the Kalamazoo area or be able to understand directions or use google maps.
- Use proper lifting and positioning techniques to avoid injury.

Help consumers learn new skills by teaching and modeling through:

- Demonstrating the correct way to do a task
- Verbally prompting them to complete the task
- Providing verbal praise for making steps toward correct completion
- Seeking assistance from supervisors and co-workers if all techniques used have failed

CDS supervisors are available as needed.

Use of Vehicles

Some programs require staff to have a vehicle available to transport people they serve.

- Please obtain a copy of the active vehicle insurance policy from your supervisor. It is the employees responsibility to ensure they notify their supervisor of any changes in active coverage on their personal vehicle.
- WMU insurance coverage is the primary coverage anytime the employee is driving a CDS vehicle for work purposes.
- WMU insurance coverage would be secondary to employees' own coverage should they be held liable for an injury to a consumer while driving for CDS in their private vehicle.

Time Reporting

Senior Day Services and CLS Employees

Filling in a timesheet:

- Fill in your first and last name, beginning and end date including the year.
- Fill in the dates, Monday through Sunday, even if you do not work every day.
- Your time should accurately reflect time with the consumer based on when you arrive and when you leave especially if it is different from the intended schedule. Your drive time to and from work each day is not included in time worked.



- If you go from one site immediately to another, you can bill your time as indirect.
- If you work in CLS, include the initials of the consumer(s) with whom you are working.
- In the “Daily Total” column, write the hours and minutes you work. We need actual hours and minutes. Example: 15 minutes=.25, 30 minutes=.5
- Total the time at the bottom of the page. Do not total after each shift.
- Sign your timesheet.

Time sheets are **due on every Friday by noon**. CDS cannot guarantee that you will have those hours included on your paycheck if timesheets are submitted late. Since time sheets are due before you are done working, please make your best estimate on your hours. Adjustments can be made on the next time sheet if necessary.

Skill Building employees

The Skill Building Program uses a time clock system. Staff will need to bring their bronco net id card to swipe in and out for their shift. If an employee does not have an id, they will need to get a replacement card through Parking Services at the employees expense.

Travel Log Instructions

- Travel logs are due every week to your supervisor. Management may have to hold travel logs several weeks until the amount is at least \$20.00.
- Skill Building employees - If you are responsible for consumer drop off or pickups, a paper timesheet will need to be completed for travel time.
- CLS and Senior Day Services employees: Please report travel time on your weekly timesheet

Protecting the Rights of Consumers

- Confidentiality and Privacy - Information in the record of a recipient, including all information from another mental health, health service or public agency, and information acquired while providing services, is confidential and is not for public inspection or release.
- CDS strictly follows Michigan Mental Health Code and all state and local practice guidelines to ensure that the rights of its consumer are protected.

Your Duty to Report

- All CDS employees, students and volunteers are mandated reporters by Michigan law.
- Please communicate with your immediate supervisor if you have a concern and they will assist you with formally submitting a concern. Additionally, you may contact the CDS Recipients rights advisor, Marti Haug at (269) 387-7213.

Consumer Abuse and Neglect

You must report the following, even if only suspected or alleged by a consumer.

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

The following time-frames must be followed when reporting consumer abuse or neglect:

1. Verbal report to a supervisor or administrator immediately
2. Written report by the end of the day on which the incident occurred



3. Cases of assault, criminal sexual conduct, and criminal homicide must be reported to the police immediately
4. Cases of physical, mental, or sexual abuse, maltreatment, neglect, or exploitation must reported to Adult Protective Services immediately

Failure to report such incidents could include disciplinary action and civil liability.

Consumer Incident and Accident Reports

- Employees, students and volunteers are required to fill out an incident/accident report whenever they witness, discover, suspect, or are notified of an unusual incident involving consumers.
- An unusual incident is an occurrence that disrupts or adversely affects the course of treatment or care of an individual, or an unexpected and important event or occurrence having a bearing on consumer progress or participation in the program. In general, incidents are those events and occurrences which require added supervision, intervention, or services beyond those provided as a standard course of training.

Unusual incidents include:

- Any injury of a consumer and/or incidents which could have caused injury
- Maladaptive behaviors which are not addressed in the plan of service such as property damage, attacks on other persons, or unauthorized leave
- Suspected abuse or neglect of a recipient
- Incidents involving inappropriate sexual acts
- Medication errors
- Suspected criminal offenses involving consumers.
- Any notable change in physical appearance such as a bruise, cut, or injury that is visible upon arrival at the day program site or throughout the day
- Elopement from the premises
- Any notable change in behavior such as unusual falling, lack of orientation, previously undocumented self-abuse.

Unusual incidents **must** be verbally reported immediately to a CDS professional, administrator or supervisor, whether observed or only suspected.

- Unusual incidents must be documented on a report form
- Employees, students and volunteers have direct responsibility for: Their own acts, their own failure to act appropriately and timely; Reporting actions of others; Attempting to intervene in the actions of others who are abusive, Intervening in the actions of consumers who are abusive to self or other consumers.

Safety Rules

Safety rules are developed to protect employees and students from hazards in the workplace. Sound first steps include:

- Use common sense and good judgment.
- Have a proper attitude toward safety.
- Take personal responsibility for safety.
- Report to your assignment rested and in good health. Fatigue is a serious factor in many injuries.
- Report all accidents to your supervisor immediately. Even minor injuries can become serious if neglected.



- Report immediately any faulty equipment, unsafe conditions, and/or unsafe acts.
- Wear required protective equipment.
- Wear suitable clothing and footwear.
- Use good housekeeping practices. Keep work areas neat. Pick up litter and mop up spills.
- Use proper lifting techniques.
- Know all emergency procedures.
- **Never leave a consumer unattended in a vehicle unless it is specified in their plan of service that it is acceptable.**
- Staff and consumers must wear seat belts at all times.
- In day programs, if a person enters the facility and staff feel threatened, the staff need to say to a co-worker or supervisor “Dr Green wants you call him.” This sends a message to our supervisors to call the local police.
- If you are injured while working, you must immediately report it to your supervisor even if medical attention is not needed.

Safety in Community Locations

- CDS staff will receive initial and ongoing training in health and safety procedures.
- One of the competencies is the necessity to scan their environment for potential health a safety risks. These risks may include noticing bees/wasps around picnic areas, pets roaming unleashed in parks, dangerous traffic, uneven walking surfaces, hot playground equipment, loud and unexpected noises, etc.
- CDS staff must have individuals assigned to them walk next to them or in front of them but within arm’s reach. Never allow an individual to walk behind you where you cannot see them. Never allow an individual to walk out to a van or into a building unattended.

Consumer Medical Emergencies

- All CDS staff members are required to have CPR certification and complete a first-aid training course.
- CDS staff members and students are not substituting for medically trained personnel, staff members can administer basic first aid for minor injuries or illnesses when necessary and can provide transportation to the hospital. In case of a serious or life-threatening illness or injury CDS staff members and students will seek assistance or call 911 when necessary and arrange for transport to the hospital.
- Call 911 for any untreatable condition, serious illness or serious injury.
- Seek medical assistance or call 911 whenever there is a question or dispute as to the severity of an illness or injury.
- WHEN IN DOUBT, GET HELP! For an injury, illness or condition considered a medical emergency, the consumer's family, guardian, caregiver and case manager will be notified immediately if possible. Instructions or requests from the family or home about choice of hospital will be honored when feasible. The family physician also will be contacted when necessary.

Discrimination Policy

Every individual will be considered for service 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.



Supervisor Contact Information:

Skill Building - EWB and Community Living Services IDD

Program Coordinator: Sandra Wagner

Office: (269) 387-7414

Cell: (269) 251-7475

Fax: (269) 387-7413

Supported Living Services

Home Manager: Caitlin Stumpf, Riverview

Office: (269) 459-9770

Cell: (248) 835-5868

Adult Wellness Programs, Senior Adult Day

Program Coordinator: Dawn Robarge

110 W. Cork St. Kalamazoo, MI 49001

Office: (269) 387-7994

Cell: (269) 720-3855

Jessica Torrey, Senior Supervisor

Office (269) 387-7996

Case Management

Program Coordinator: Toby Ward

1000 Oakland Drive, Kalamazoo MI 49008

Cell: (269) 762-2984

Center for Disability Services Director

Andrea Perez- Director; (269) 387-7027

Frequently Called Numbers

- Administrative Office (269) 387-7213
- Case Management (269) 762-2984
- Director and HIPAA Advisor – Andrea Perez (269) 387-7027
- Recipient Rights/Patient Rights Advisor – Marti Haug (269) 387-7213
- Skill Building..... (269) 387-7414
- Community Living Services Coordinator(269) 387-7403
- WMU Senior Day Services(269) 387-7994

