



Catholic
Social Services

Special Needs Services

PARENT HANDBOOK

**Catholic Social Services
Special Needs Services
3710 E. 20th Ave.
Anchorage, AK 99508
cssalaska.org**

**Cheri Race, Program Director
(907) 222-7308, crace@cssalaska.org**

Dear Consumers, Parents and Guardians,

Welcome to Catholic Social Services Special Needs Services Program. This is one of 10 programs of Catholic Social Services.

Special Needs Services has been in operation since October, 1981, and was originally designed to provide quality respite care to children experiencing developmental disabilities in Anchorage. Since the start of the program in 1981, we have expanded our services to include a wide range of supports for both children and adults who experience developmental disabilities. These services are outlined in this parent handbook. It is our goal and mission to assist not only the consumers receiving our services but their families as well.

We serve the community by providing: support services and advocacy for children and adults who experience special needs in order to enhance the quality of life for those individuals and their families. Called forth and empowered by Gospel values, we endeavor to provide competent and compassionate care, respecting the rights of all people to experience a life of dignity, love and acceptance in the community.

In the parent handbook, we have set forth conditions which we will meet and which we expect the consumers and parents/guardians of all our consumers to meet. These conditions have been carefully planned to ensure adequate protection for each consumer while receiving our services. In the event that we find it necessary to update policies governing consumer services, we reserve the right to do so without notice, while assuring you that it is our intention to communicate with you openly to the best of our ability.

We will do our best to provide each consumer with a balanced program of care designed to best meet his/her needs. We welcome your comments and suggestions and look forward to continuing to provide excellent services to the individuals we serve.

Cheri Race, Program Director
Special Needs Services

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I. Special Needs Services Program

A. Philosophy

Families of developmentally disabled children shoulder the burden of primary care, advocacy, and support for their children in addition to their regular lives, and often face the threat of exhaustion and/or burnout. It is the Special Needs Program's philosophy to provide temporary relief to the caregiver and supportive meaningful services to the consumer through competent compassionate direct care providers. Providing these services relieves the caregiver from the constant daily stress of caring for someone with a disability, which helps keep families stable and intact. In addition, by improving the well-being of the caregiver, we are ultimately preserving the emotional, physical, and psychological well-being of the consumer.

We strive to provide services that promote personal dignity, respect, self-advocacy, and opportunities for meaningful participation, inclusion, and self-determination. We offer strengths-based, person-centered, adaptive supports and interventions so that we can accommodate the wide variety of challenges faced by each person. We aim to assist consumers in achieving maximum independence in the least restrictive environment. Our services support the establishment of meaningful social relationships and the development of natural support systems.

Consumers, their families, and the community as a whole, are served when the Special Needs Program provides support services and advocacy for children and young adults, who experience special needs, in order to enhance the quality of life for those individuals and their families. The program makes every effort to provide competent and compassionate care while respecting the rights of all people to experience a life of dignity, inclusion, and acceptance in the community.

B. Eligibility

The Special Needs Services Program is designed to provide support services to parents and primary caregivers of individuals who experience developmental disabilities as defined by the Alaska state law.

DEVELOPMENTAL DISABILITIES ELIGIBILITY

According to state law (AS. 47.80.900 (7)), the term developmental disability (DD) means a severe, chronic disability that:

- is attributable to a mental or physical impairment or combination of mental and physical impairments;
- is manifested before the individual attains age 22;

- is likely to continue indefinitely;
- results in substantial functional limitations in three or more of the following areas of major life activity:
 - self care;
 - receptive and expressive language;
 - learning;
 - mobility;
 - self direction;
 - capacity for independent living;
 - economic self-sufficiency; and
 - reflects the person's need for a combination and sequence of special, interdisciplinary, or generic assistance, supports or other services that are of lifelong or extended duration and are individually planned and coordinated.

Examples of types of developmental disabilities are mental retardation, cerebral palsy, autism, and seizure disorder. Mental illness and Fetal Alcohol Spectrum Disorder may also be developmental disabilities. However, the disability must result in substantial functional limitations and meet the other criteria in the definition in order for the individual to qualify as developmentally disabled.

C. Admission/Intake

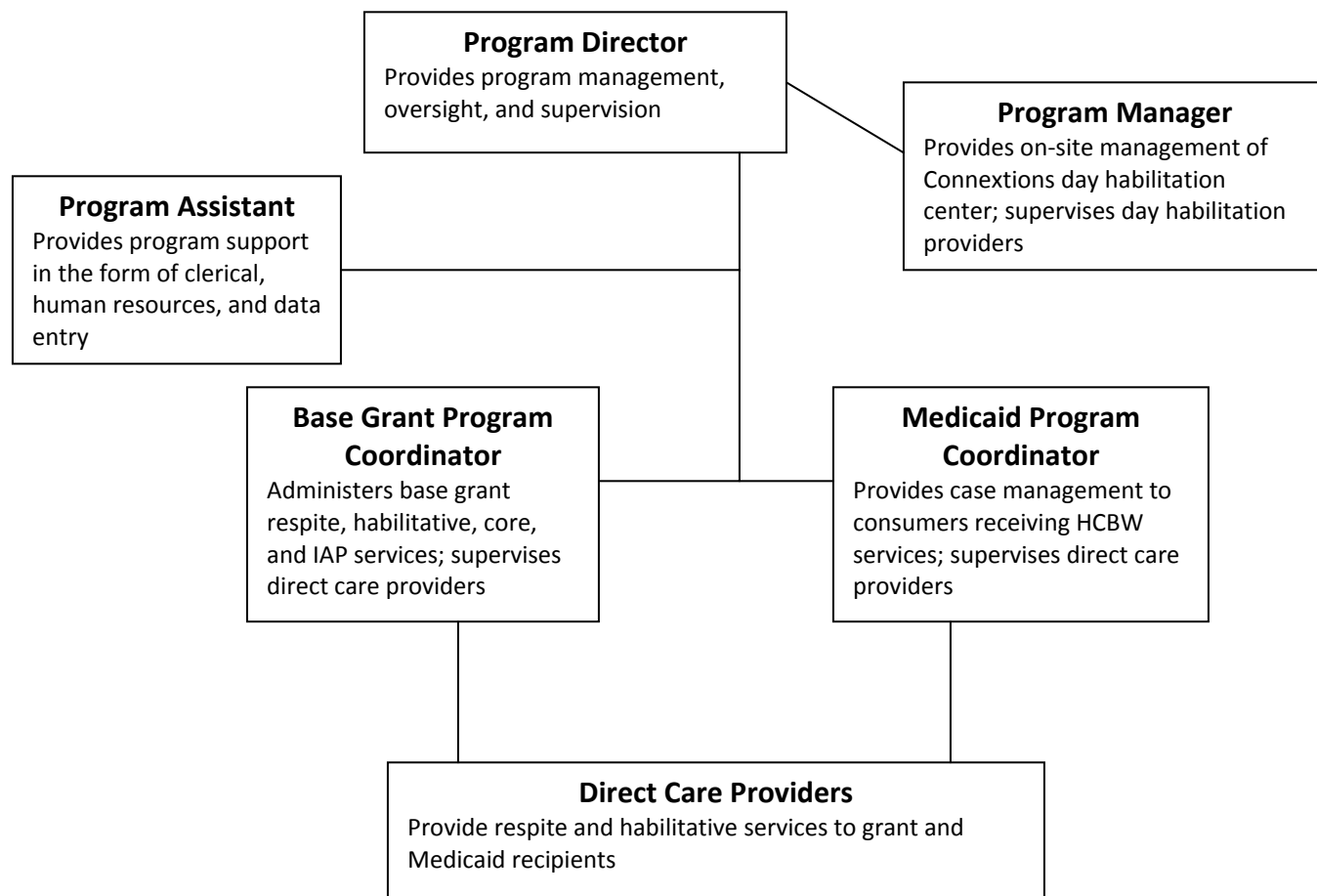
Before services can begin, we must first have an eligibility letter from the Division of Senior and Disability Services (DSDS), stating that the individual is eligible for services. At that time, we will schedule an appointment to enroll in services. Prior to any services being provided, a Home Safety Checklist must be completed. This may be done by program staff or by the first provider who provides services.

It is recommended that program staff meet with any new potential consumer to ensure the program can provide the service that is needed. Depending on the services being requested, different program staff will coordinate to work with the consumer to design a plan for service. The program staff is always willing to assist with completing any requested paperwork.

Each year an updated plan of care will be completed by the parent/guardian and the Program Coordinator, so we will be apprised of any changes in the consumer's condition or circumstances. You are also encouraged to call the SNS office if there is any new pertinent information. Updated information is vital for us to provide high quality services.

Consumers and/or parents and guardians are expected to complete annual updates of requested paperwork. If updated information is not provided, service may be suspended until the paperwork is received. The paperwork may be sent out in the mail but may also be requested via email. All completed forms must be an original copy.

D. Program Structure



E. Providers

All Catholic Social Services Direct Care Providers come to the program with an investment in the field of developmental disabilities. Providers are thoroughly screened through a process of fingerprinting and a name based background check. Providers are required to maintain certification of CPR, First Aid, and Nonviolent Crisis Intervention. Providers are also required to provide proof of a negative annual Tuberculosis screening.

Every effort is made to assign families the provider that will best meet the needs of their family member. Families are encouraged to participate in the recruitment process if need be, and we can provide them with all of the necessary information to make an informed choice. If, at any

time, a parent or consumer is unhappy with their provider, they can request someone else. We also send out monthly service evaluations to those families who have used providers, and we encourage them to send those evaluations back to us with as much information as possible so that we can continually evaluate our program.

All employees of the Special Needs Services Program, including full-time, part-time, on-call, and seasonal providers are subject to the same qualifications, trainings and orientations. All employees must maintain a minimum number of training hours dependent upon their employment status. Each employee participates in an orientation of the program and agency which provides them with policy and procedure information. During the orientation phase, they also accompany another provider to learn about providing service. They are also required to attend monthly in-service training sessions, which are provided by specialized personnel. The following is a sample list of various in-service topics, which may cover:

1. Safety and program emergency procedures
2. Accident prevention
3. Seizures
4. Alternative communication skills
5. Behavior management
6. Up to date information regarding various types of disabilities
7. Maintaining and using adaptive equipment
8. Proper management of medication
9. Nutrition and special feeding techniques
10. Recreation and leisure time programming
11. Program policies and procedures
13. Neglect and abuse
14. Techniques for effective relationships
15. Group management techniques
16. Medical complexities:
 - a. oxygen
 - b. monitors
 - c. tracheotomies
 - d. gastrostomies
17. Sign language
18. Documentation
19. Community Resources
20. Cultural Awareness

Parents are welcome to attend our in-service meetings, which are held on the third Tuesday of each month from 6:30pm to 8:30pm. Training is provided to the direct care staff so they have the ability to provide high quality services to all individuals the program serves. We believe that every staff benefits from training, therefore, **no services are scheduled after 6:00 pm on the third Tuesday of every month.**

In addition to the regularly scheduled staff training, providers may be asked to participate in specific training to enhance their skills. We will do our best to coordinate training with minimal disruption to the services provided by the program, but expect parents to understand when a provider may be unavailable for services as training is an essential component of quality service.

If at any time, a consumer and/or parent/guardian have suggestions for areas of training, please inform the program staff.

II. Services Offered

A. Base Grant

The amount of hours available to each consumer is based upon how many families are enrolled in the grant. There are 120 slots in the base grant. If all slots are filled, a program waitlist will keep track of those waiting for service and the order in which all completed enrollment information was received. If a consumer leaves the program or is selected for other funding, consumers from the program waitlist are added to the base grant in the order they were placed on the waitlist. The SNS program staff will inform families of the amount allotted per month.

Respite services are granted to the families on an as needed basis to give caregivers a break from their everyday routine in caring for the child with a disability, medical appointments, transporting a child to therapy, an occasional vacation, etc. *According to State regulation 7AAC 43.1049 (4)(A) respite services may not be used for child-care purposes or so that parents may go to work.*

These services are provided to consumers who have been determined eligible for Developmental Disabilities services through the State of Alaska. The base grant portion of the program provides respite services. Families may access respite services by using any of the following options or a combination of the following options:

Agency-Based Hourly and Daily Respite

Respite services are provided by a Direct Care Provider who goes into the consumer's home to provide care so the primary caregiver/ parent can have a break. To be eligible for any in-home services (both habilitative and non-habilitative), the parent/guardian must have in place a smoke detector, fire extinguisher and a working telephone on the premises. A Special Needs Services staff member or the first Direct Care Provider to your home will complete a safety checklist. Providers may provide services in their own home as long as they have a safety checklist on file.

Respite services are focused on the consumer. Please note that watering plants, feeding family pets and other types of household tasks are not considered job duties.

Family-Directed Hourly and Daily Respite

The Family-Directed respite system was developed to allow parents to contract with a person of their own choice to care for the individual receiving services. The person is not employee of CSS; therefore, is not subject to many of the same policies as an employee. Please contact the program staff for more information on enrolling in the family directed program.

Overnight Out-of-Home Respite Care

At this time, Catholic Social Services does not have any licensed homes within which we can provide out-of-home respite care. We can make referrals to other agencies if this is a service that the family needs.

Habilitative Services

Under this year's base grant, Catholic Social Services is able to offer two additional services similar to those offered under the Home & Community Based Waiver, In-Home Supports and Day Habilitation:

- In-Home Supports - direct care services designed to work on the goals established by the planning team to promote skill development and/or prevent regression, these services take place in a combination of home and community environments.
- Day Habilitation - direct care services that provide teaching/learning opportunities in a community environment. These services are not provided in the home.

B. Core Services

Another type of service funding is Core Service funding. The State is no longer awarding core funding. Consumers who currently have Core Service funds are allowed a specific amount of annualized funds awarded by the Division of Senior and Disability Services. In order to qualify for Core Services, the individual must be on the DD Registry and referred by an agency. The amount for all Core Service recipients is the same, for example, if the state allows for \$2550 annually, then any consumer receiving Core Service funding will receive that amount.

Services accessed using Core Service funds are specific to the recipient needs and the service plan is unique to each individual. The funds may pay for direct care services, such as respite, or it may pay for therapies, equipment or other services that are needed. All requests must be related to the individual's disability and must be related to the plan that was developed for the consumer. Appropriate justification for the requested service may be requested. A copy of the Core Service Guidelines provided by DSDS is available at our administrative offices.

C. Individualized Assistance Plans (IAP):

These funds are awarded to individuals whose specialized daycare was closed in 1994. Like Core Services, these funds are meant to provide a wide range of services as designed in the consumer's plan. Each IAP may be funded at a different amount depending on the consumer's need, how the plan is written and what has been authorized by the State.

D. Home and Community Based Waivers (HCBW)

When an individual is selected for full funding and qualifies for a Home and Community Based Medicaid Waiver, many services may be available. The consumer's Care Coordinator will assist with waiver planning and access to the many different options available under the HCBW program. Some of the services that are provided under the waiver system through the Special Needs Services program are:

- In-Home Supports - direct care services for minor children, designed to work on the goals established by the planning team to promote skill development and/or prevent regression, these services take place in a combination of home and community environments.
- Supported Living - direct care services for those 18 years and older, designed to work on the goals established by the planning team to promote skill development and/or prevent regression, these services take place in a combination of home and community environments.
- Day Habilitation - direct care services that provide teaching/learning opportunities in a community environment. These services cannot be provided in the home.
- Respite Services - these are the same services available to those individuals receiving base grant respite services, except that CSS cannot provide sibling care for individuals on a Medicaid waiver due to federal regulations.

All direct care services provided to waiver recipients have a Program Coordinator (case manager) working as a part of the team. This staff person works with the consumer and provider to ensure the goals are being worked on and to provide community resource information.

III. Policies

A. Scheduling

All direct care services provided by the SNS staff of Catholic Social Services must be authorized and coordinated through the Special Needs Services program staff.

Parents and guardians who are requesting services must call the SNS program and request the services. Every attempt is made to secure a provider for the requested service. Special Needs Services Direct Care Providers are not to accept assignments from parents.

Individuals receiving regularly scheduled In-Home Support, Supported Living, or Day Habilitation services must submit a monthly schedule to the Special Needs program. The Program Coordinator must be informed of any changes to the planned schedule prior to the changed services being performed.

If a parent and Special Needs Services provider choose to schedule services outside of the Special Needs Services program, they must come to an agreement as to how the provider will be paid for services. The Special Needs Services program will not be responsible for payment of service that is not approved and arranged by the Special Needs Services program.

Because there is no employee/employer relationship between Catholic Social Services and the family directed providers, this policy only relates to direct care providers who are employees of Catholic Social Services.

B. Sibling Care

For those consumers receiving base grant respite, the Special Needs program also provides sibling care, up to the age of thirteen. *There is additional charge for sibling care.* We will care for a maximum of four children including the one who is the consumer; i.e. one consumer and three siblings or two consumers and two siblings. The program staff may decide to send more than one provider depending on the circumstances. The ratio of providers to consumers who are in wheelchairs must be 1:1. If it becomes a health, safety, or quality of care issue to provide services to siblings, the parent/guardian will be contacted to problem solve. At no time will a SNS provider be allowed to care for more than 2 consumers simultaneously, without the parent/guardian or another SNS staff present. This is to ensure the health and safety of those we are serving. We will not care for friends or relatives during the respite nor may friends of the sibling/s be in the home. All sibling hours are documented on the provider's time card. If there is a discrepancy in the number of hours documented, the parent/guardian is encouraged to discuss this with the Program Director.

Additional paperwork is required to care for siblings, such as an 'Emergency Treatment Consent', 'Consent for Transportation' and an abbreviated fact sheet. Providers will not care for any sibling if the appropriate forms are not on file.

If a child under the age of 13 is present in the home at the time of the service and the parent/guardian is not, SNS considers this a responsibility for the sibling and parents will be charged accordingly.

Please note that sibling care is available for BASE GRANT RESPITE SERVICES ONLY. Medicaid regulations does not allow for sibling care. All other direct care services provided by the program are designed to provide teaching and learning opportunities which must be focused intently on the consumer and his/her goals.

C. Emergency Contact

The parent/guardian is required to leave a telephone number where they can be reached or the designated back-up emergency person can be reached. The emergency contact person is required to remain in the Anchorage area. It is also necessary to furnish a telephone number for the next of kin if the parent/guardian is going out of town.

D. Emergency Treatment

Should a consumer require emergency treatment during the respite for any reason, the provider is required to first contact the paramedics for assessment of the situation and then contact the parent or designated on-call emergency contact. Next, the on-call SNS staff should be notified of any emergencies. The parent/guardian will sign a statement agreeing to assume the cost of emergency medical care.

E. Health

We do not provide care for consumers who show signs of infectious diseases. If a consumer becomes ill while a direct care service is being delivered, the consumer's parent/guardian will be contacted and asked to return home for the following:

1. Oral temperature of 101 degrees or greater
2. Vomiting more than once
3. Uncontrolled diarrhea
4. Uncontrollable, persistent cough
5. Appearance of acute illness or complaint of severe pain

Any contagious disease requiring antibiotics must be treated for a full 24 hours before services will be provided.

F. Confidentiality

Catholic Social Services respects the privacy rights of all consumers and takes every reasonable and necessary step to protect the confidentiality of any such information it might acquire as a result of providing services to consumers. All such information is strictly limited to those who need to know. All employees are expected to abide by the Catholic Social Services' Privacy Policy and violation of this policy will result in disciplinary action including termination of employment. Steps that are taken to ensure confidentiality are:

- All employees of Catholic Social Services receive confidentiality training and are required to sign a Statement of Confidentiality at the time of hire.
- Consumer files are secured in a locking file cabinet.

- All paper documents containing consumer information are shredded before being discarded.
- All consumers and/or their parents/ guardians are informed of their confidentiality rights and no information is released unless a valid consent form has been provided.

Catholic Social Services adheres to all Health Insurance Portability and Accountability Act (HIPPA) of 1996 regulations.

The SNS office staff will not disclose the telephone number or addresses of any program staff.

G. Transportation

With consumer and/or parent/guardian permission and a signed 'Transportation Release', the provider may transport the consumer during the service. Providers must carry auto liability insurance, have a valid Alaska driver's license, and annually submit proof of a clean driving record. All documentation is maintained through the CSS Human Resource department. Proper safety restraints and precautions are required, including the use of an appropriate child safety seat.

If the parent/guardian wishes to have the provider transport the consumer in the family vehicle, the parent/guardian is responsible for maintaining adequate liability and collision insurance as well as ensuring the vehicle is in good operating condition with functioning safety restraints. All Direct Care Providers are required to provide proof of adequate vehicle insurance as terms of their agency employment.

H. Photographs

Occasionally, photographs of consumers may be taken during events, to appear in the newspaper, a brochure or video presentation. We will not take photographs unless there is a signed 'Media Participation Consent Form' giving us permission. Names of the consumer in photos are not released without consent.

I. Agency Liability Insurance

Our agency maintains liability insurance. In the event of an accident, first aid will be administered and 911 will be called if necessary. The Direct Care Provider will report to you any accident on an 'Incident Report Form'. If emergency medical attention is obtained, the parent/guardian will be contacted immediately. If the Direct Care Provider is unable to reach the parent/guardian, the emergency contact will be phoned. Please speak with the Program Director if you would like further information.

J. Behavior Management

As a program, SNS follows all policies and procedures outlined by CSS on behavior management. The program only uses behavior management interventions in a manner that protects the rights and dignity of the clients. Our philosophy is to use the safest, least restrictive, and most effective methods of behavior management as possible. Examples of acceptable techniques that may be used by a provider are redirection, positive reinforcement, verbal de-escalation, removal of stimuli, and environmental adjustment. While this is not an inclusive list of techniques, the program promotes non-violent crisis intervention that follows basic safety rules that are developmentally appropriate, follow age appropriate expectations, and recognize and reinforce positive behavior with praise.

At no time are employees authorized to use any of the following:

- Corporal punishment
- Aversive stimuli
- Interventions that involve withholding food or water
- Forced physical exercise
- Punitive work assignments
- Punishment by peers

We believe it is important for staff, parents and other professionals to work together in developing appropriate behavior techniques. Direct Care Providers are trained in Nonviolent Crisis Intervention and are not authorized to use any other techniques. We look to the parent/guardian to provide any information regarding behavior modification or positive behavior plans being used with the consumer.

K. Program Fees

Base Grant respite consumer families are expected to pay a parent contribution in the form of sliding scale fees. Without the parent contribution, the program would be forced to eliminate some of the grant dollars available and reduce the number of consumers it serves under the Base Grant Respite Program. The parent fee applicable to your family will be determined during the intake process.

Upon review of the Consumer Account Information¹ your fees will be determined according to a sliding scale. Proof of income may be required and fees are reviewed on an annual basis. Your fees will be reflected in a monthly billing and are due upon receipt.

L. Grievance Procedure

Please see CSS Grievance Policy for more information on filing a grievance.

If at any time you have questions or issues with the services provided, please do not hesitate to call the Program Director or CSS Management staff.

We also provide consumers and their families with monthly evaluations of our services if you have used an agency provider and an annual survey is sent out in January for all of our families to evaluate the services we have provided the past year. Families are encouraged to return both to provide us with detailed constructive criticism and comments regarding our program so that we may better serve you.

M. Denial of Services

It is the intent of the SNS program to provide services for individuals who experience developmental delays or disabilities regardless of the disability or challenging behavior who are approved for funding through the Division of Senior and Disabilities Services. Services are contingent upon funding and, in the event that a consumer loses his/her eligibility services may be interrupted or discontinued. We have in the past and, reserve the right in the future, to restrict the ways in which we may provide services. It is our intent that these restrictions are temporary. The program will work together, to the best of our ability, with the consumer and parent/ guardian to resolve the situation causing the restriction in a timely manner. Due to behaviors of the individual, parent/s, guardians or other family member, the Program Director may determine that we will provide services at particular location or with specific restrictions. Providers have the right to refuse to provide services to consumer families if they feel they cannot work with a particular family. Consumers and consumer families have the same right to choose to have or not have certain provider care for their child/ or individual. Reasons for restricting services to an eligible consumer include, but are not limited to:

- Parent/guardian is unable or unwilling to provide adequate emergency contact information.
- Failure to comply with policies regarding medication administration or safety.
- Refusal to complete and submit all the necessary paperwork.
- Inability or refusal to provide a work environment free of health and safety hazards and/or violence.
- Behaviors on the part of the consumer that could be life threatening to him/herself or the direct care provider.
- Behaviors on the part of the parent, other family members or other people let in the home by the parent/guardian that could cause risk to the consumer or provider.
- Behaviors or medical interventions that are beyond the skills of trained providers.
- Undue delay or failure by the parent/guardian to establish contact with the direct care provider when a consumer becomes ill while service is being provided.
- Undue delay or failure to respond by the parent/ guardian when contacted in an emergency.
- Parent/Guardian is unwilling to adhere to program policies or procedures.
- Parent/ Guardian is unwilling cooperate with program or agency staff.

In the event that services are denied or a consumer is discharged, the following appeal procedure is provided:

1. Information regarding the denial will be presented to the Program Director for review and resolution.
2. Should further appeal be desired, information regarding the denial will be presented to the Executive Director and the agency grievance process will be set in motion.

N. Mandatory Reporting

Any employee of Catholic Social Services who has reason to believe a child or adult with a disability has suffered harm as a result of abuse or neglect, shall immediately report this fact to the Program Director.

If there is an emergency situation where the consumer is in immediate danger of being harmed or harming others or themselves, the agency policy is to contact emergency services immediately.

The Program Director, along with the provider, will promptly report the suspected abuse to the Child Protection Unit of the Office of Children's Services or Adult Protective Services. This report shall include:

- a. Names and addresses of the child or adult with a disability and their parent or guardian responsible for his/her care.
- b. The age and sex of the child or.
- c. The nature and extent of the harm to the child or adult with a disability from abuse and/or neglect.
- d. The name, age and address of the person known or believed to be responsible for harm to the child from abuse and/or neglect.
- e. Information that the Office of Children's Services or Adult Protective Services believes may be helpful in establishing the identity of the person believed to have caused the harm to the child from abuse and/or neglect.

The above policies apply to any individual who is the custodial parent or functioning in that capacity. Any abuse or neglect of a child or disabled adult, whether another staff member or the parent is suspect, **MUST BY LAW** be reported. This agency is not required to notify the parent/guardian that a child abuse or neglect report has been or will be made. **The safety of the child or adult with a disability is our first priority.**

O. Unannounced Visits

The Program Director or administrative staff reserves the right to perform unannounced visits during scheduled work hours of the Direct Care Providers of the agency. This is meant to ensure quality service delivery as well as supervision and support to the employee.

P. Access to Records

All SNS program participants have the right to access their information, per Catholic Social Services agency policy. A consumer can request either verbally or in writing access to their records. The agency will provide the information and set a review date within 30 days of the request. Consumers and their families also have the right to request an amendment be made to change the records.

A request for records may be denied if the information is determined to be harmful or prohibited by law.

IV. Getting Services

A. Scheduling

To schedule services, please contact our office at 222-7300 from 9:00am to 5:00pm, Monday through Friday and ask for the Program Coordinator in charge of scheduling.

Parents are encouraged to schedule their requests a month in advance. We will attempt to fill all requests within reason; however, sufficient time is needed to make the arrangements. There are times within the fiscal year when we may have to limit the amount of hours available for each consumer. This occurs when the hours on the grant are exhausted, or if the consumer is out of available funds.

When you call to request services, please have the date, beginning and ending time, how many individuals will be present and any other pertinent information. If unable to reach the SNS staff, please leave a detailed voice mail. The minimum amount of time for a scheduled respite is two hours. Please try to adhere to the schedule you have requested, as the provider assigned may have another respite or appointment immediately following the assignment. When deciding on the length of time for respite services, please include thirty minutes for the check-in time and forty-five minutes to one hour if it is the first time a provider has been to your home. You are encouraged to set up regularly scheduled times for respites.

If there is no provider available for the time you have requested, you will be notified as soon as possible. Every effort will be made to fill the request.

For cancellations under 24 hours prior to the start of the respite, the individual will be charged 1 hour toward their allotted hours for the year.

In the event there is an emergency in a family (death or illness), our program reserves the right to cancel another service which already has a provider assigned, in order to accommodate the family who is in crisis. If your service is canceled due to these circumstances, please be assured we will go to the same effort for you if your family was in crisis. For **emergency use only**, you may call **229-4866**. **This number is not for last minute scheduling. It is only for emergencies.**

When we provide services in your home, it needs to reflect a reasonable standard of cleanliness in order for providers to prepare meals and care for the consumer. If the provider has concerns regarding potential health and safety hazards, they will discuss them with you or their supervisor. In cases where the agency feels it is inappropriate to care for a consumer and siblings in your home, the agency reserves the right to care for them at an approved provider's home, in community only, or cancel services.

Please note that services will not be available after 6 pm on the third Tuesday of each month. Employees are obligated to attend a staff meeting, which provides ongoing training. **Services are also not available on these agency holidays:**

New Years Day
Presidents Day
Good Friday
Easter Sunday
Memorial Day
Fourth of July
Labor Day
Thanksgiving
Day after Thanksgiving
Christmas

If you have a concern regarding these days, please contact the office and discuss your concern with the Program Director.

B. Provision of Services

The provider and the parents/guardian are required to spend as much time as the provider feels necessary to observe your methods of communicating and handling the needs of the consumer. One hour is recommended for check-in if it is the first time that the provider has cared for the consumer or if the parent will be traveling out of town. This check-in period also allows the provider to become familiar with the respective environment.

In order to lessen the time spent with check-in procedures; please use the following guidelines:

1. Please have the CSS gray folder or white notebook available for the provider. **No provider may provide services without this information.**

2. If medication is to be administered, the parent/guardian and the provider are to inventory the medication at the beginning of the respite and then re-inventory again at the end of the respite. ***Prescriptions must be current and can only be given from the bottle.***

Prior to your departure from the respite site, please check all the necessary information in your In-Home file, sign the 'Provision Agreement' and any other necessary forms.

At the conclusion of the respite, the parent is required to sign a time card documenting the hours of service used. Please review the hours recorded, as you will be billed according to the hours listed on this card.

C. Feedback

Monthly Service Evaluations and Annual Consumer Surveys

We are dedicated to providing high quality support and services to all of our consumers and families. Every month, for those families who have utilized an agency provider, we send out a Monthly Service Evaluation form. Every January, we send out consumer surveys to everyone who receives services through the Special Needs Program. Once those evaluations and surveys are returned, the Program Director will contact you to discuss your comments and concerns.

We are constantly looking at ways to improve the program and serve families in the best way possible so we appreciate all of your feedback and constructive criticism. We are open to all of your phone calls or visits any time throughout the year. You do not have to wait for an evaluation form or survey to let us know what is on your mind!

V. Family Support

The Special Needs Services program is dedicated to not only providing support and services to our consumers but to their families as well. We recognize that families who have children with developmental disabilities are the primary caregiver and advocate for them as well as additional children and family members, and often experience high levels of stress, increased opportunities for burnout, and the potential for destabilization and breakup of their family unit. It is our philosophy to provide them with whatever assistance they need to keep their family stable and intact.

One advantage to an agency such as Catholic Social Services is that we have access to the other 9 programs within the agency, any of which may be accessed by our consumers and their families. The Special Needs program also maintains a comprehensive up-to-date list of resources in the community that may provide families with outside assistance. We can help families access a variety of resources on many subjects including child development, nutrition, behavior management, stress management, organization, time management, etc. The

following organizations are also great resources to get you started, but feel free to give us a call if they are unable to provide you with the information that you need.

1. Aging & Disability Resource Center



Hours of Operation

The Aging Disability Resource Center is open to the public for customer service during the following hours:

Monday thru Friday 8 am - 4:30 pm

Location

*Department of Health and Human Services
825 L St. Ste 203 Anchorage, AK 99501
Toll Free: 1-877-6AK-ADRC*

<http://www.muni.org/Departments/health/services/Pages/ADRC.aspx>

2. Alaska 2-1-1.

Alaska 2-1-1 is a free, confidential, health and human services information and referral system brought to you by the United Way of Alaska. Getting connected to the help you need is easy. You may speak directly with an Information and Referral Specialist live by dialing 2-1-1 or 1-800-478-2221 between 8:30 a.m. and 5:00 p.m. Monday through Friday or you may search our online data base 24/7.

www.alaska211.org

If you, or anyone in your family, is experiencing an increased amount of stress due to taking care of your child or other family member, please contact the Special Needs Program Director who will assist you in obtaining the support you need.