FAMILY SERVICES HANDBOOK

Home and Community Based Services

Updated 2/2025 CI

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Mission Statement:

"ADEC empowers people with disabilities to live fulfilled lives in their communities."

Core Values

We lead with:

Dignity and respect for all
Excellent service
Faithful stewardship
Dedicated teamwork
Rising to the challenge

ADEC wants to ensure that the information in this handbook is presented to you in a way that you can best understand. Should you need assistance with this, please contact an ADEC representative.

Family Services

Welcome to ADEC Family Services. We know that you have a choice in providers, and we thank you for choosing ADEC. In this handbook, each of the services offered under the umbrella of Family Services is outlined. Information regarding the scope of Family Services is also shared through the agency website, brochures, the agency activity calendar, the individual's handbook, and in discussion with stakeholders such as families or waiver case managers.

All services provided are available through the Medicaid Waiver. These services are also available through self-pay if the individual does not have the Medicaid Waiver. If there is an interest in self-pay options, please speak to your Program Manager. The self-pay rate is the same as the Medicaid Waiver reimbursement rate.

While our intent is to place all interested parties immediately, that is not always possible. If there is no availability, families may choose to be placed on hold and referred to their Waiver Case Manager to explore other options that may be immediately available.

REFERRAL SOURCES: Referrals are accepted from BDS (Bureau of Developmental Disability Services), Case Management, Self/Family and other interested parties.

Certifications and Qualifications

ADEC Family Services are Certified by the State of Indiana, Division on Disability and Rehabilitation Services, Bureau of Quality Improvement Standards and Commission on Accreditation of Rehabilitation Facilities (CARF). All ADEC staff participate in orientation training at the beginning of their employment including CPR/First Aid and MANDT training. All ADEC direct care staff are CPR and First Aid certified and have passed Medication Core A and B as required by the State of Indiana. Staff are required to maintain recertification each year. In addition to the above training, Music and Recreational Therapists are board certified clinicians. Board certification is achieved by completing an internship and passing a board certification exam. All Behavior Consultants have completed their master's degree and are required to complete the ANCOR Certificate of Achievement – Behavior Specialist training prior to working with persons served.

ADEC Summer Camp

ADEC Summer Camp is one of the only full-time summer camps in the Michiana area that serves children/young adults with intellectual and developmental disabilities. Throughout the summer, campers, ages 6-22, are given the opportunity to participate in the same summer fun as their peers. The Summer Camp program is staffed by direct support professionals (DSP) who are specially trained to meet the unique and diverse needs of the individuals served. Summer camp provides one DSP for every four campers to provide adequate supervision throughout the summer. This gives families peace of mind while allowing campers to experience field trips in the community as well as maintain the academic and interpersonal skills developed during the school year.

ADEC Summer camp has two locations, one at the ADEC Resource Center in Elkhart and the other in Mishawaka. Summer Camp runs for approximately 9 weeks Monday-Friday from 9:00 a.m. – 3:00 p.m. during the months of June, July and August. (These locations and times are subject to change based on availability from year to year).

Admission Criteria for Summer Camp

Families must first complete the online application for ADEC Summer Camp, available on ADEC's website. Once the application is submitted, ADEC staff will review it to determine whether the summer camp program can meet the potential camper's needs.

If accepted, the guardian must contact the Waiver Case Manager to add summer camp to the Waiver budget. Upon acceptance, families will receive detailed information, including camp dates, times, and locations, as well as access to the Parent Portal. The portal contains essential documents such as the HIPAA statement and the Family Services Handbook.

Summer camp services are also available through self-pay if the individual does not have the Medicaid Waiver. If there is an interest in self-pay options, please speak to the Family Services Manager.

ADEC After School Program

ADEC After School program is one of the only after school programs in the Michiana area that serves children/young adults with intellectual and developmental disabilities. Throughout the school year, students, ages 6-22, are given the opportunity to participate in after school activities with their peers. The After School program is staffed by direct support professionals (DSP) who are specially trained to meet the unique and diverse needs of the individuals served. After School provides one DSP for every four students to provide adequate supervision throughout the program. This gives families peace of mind while allowing students to engage in different activities including help with homework when needed and activities that support social and communication skills.

ADEC After School Program is located at the ADEC Resource Center in Elkhart and follows the Elkhart Community School Calendar. After School hours are 2pm – 6:30pm on days that school is in session. (Times and locations are subject to change)

Admission Criteria for ADEC After School Program

Families must first complete the online application for the ADEC After School Program, available on ADEC's website. Once the application is submitted, ADEC staff will review it to determine whether the After School Program can accommodate the needs of the student.

Once accepted, the guardian must contact the Waiver Case Manager to add ADEC After School Program to the Waiver budget. Upon acceptance, the guardian is notified with specific details regarding location, times and dates of service.

ADEC After School Program is funded by the Medicaid Waiver. For those students who are not supported by the Medicaid Waiver, self-pay is an option. Please contact the Family Services Manager for more information.

Music and Recreational Therapy

Music and Recreational therapy services are offered to both children and adults of any age and are delivered by qualified professionals who are formally trained, credentialed through national testing and are board certified. Music Therapy is the use of music interventions such as instrument playing or singing or any other music-based intervention to address goals in the areas of communication, social skills, fine or gross motor skills, cognitive skills and any other areas that need addressed. Recreational Therapy is the use of activities to address goals in the areas of communication, social skills, fine or gross motor skills, cognitive skills and any other areas that need addressed. These services are provided at each ADEC Day Service location, as well as Goshen City Church of the Brethren in Goshen, IN.

Locations – Music and Recreational Therapies

South Bend Day Program	ADEC Resource Center	Bristol Day Program	Goshen City Church
2010 E Farnsworth	1205 Middleton Run Rd	1671 W Vistula St	203 N. 5th St
South Bend, IN 46614	Elkhart, IN 46516	Bristol, IN 46507	Goshen, IN

Middlebury ADEC
802 Wayne St
Middlebury, IN

Admission and Acceptance Criteria for Music and Recreational Therapy

Once interest is expressed in either Music Therapy or Recreational Therapy, the ADEC Family Services Manager will place the individual in the appropriate program. The Therapist assigned to the individual will contact the family regarding a start date and weekly session times.

If there is no availability for the service requested, the individual will be placed on hold and referred to their Waiver Case Manager to explore other options that may be immediately available.

The individual always has a choice in services. If at any time during services, the individual is no longer interested, they can end services by contacting their therapist or the Family Services Manager, or their Waiver Case Manager.

There are different reasons ADEC may terminate Therapy services. If goals are met, then services may be terminated. If the individual is having a difficult time following the attendance protocol (see below) or needs additional supports before Music or Recreational Therapy are effective, services may be ended with a 60-day notice. If services are terminated, a different service may be recommended that can better support the individual.

Behavior Management Services

Behavior Management is offered to children and adults and may include training, supervision, or assistance in appropriate expression of emotions and desires, compliance, assertiveness, acquisition of socially appropriate behaviors and the reduction of inappropriate behaviors. Behavior Management is provided by a master's level professional and is designed to help individuals with developmental and physical disabilities live, work, play, and achieve the same as anyone else. ADEC Behavior Management services are provided at each ADEC Day service location, as well as Goshen City Church of the Brethren. Behavior Management may also be provided at the individual's home at the discretion of the Behavior Consultant and the IST.

Locations – Behavior Management Services

South Bend Day Program
2010 E Farnsworth
South Bend, IN 46614

ADEC Resource Center
1205 Middleton Run Rd
Elkhart, IN 46516

Bristol Day Program
1671 W Vistula St
Bristol, IN 46507

Goshen City Church
203 N. 5th St
Goshen, IN

Middlebury ADEC
802 Wayne St
Middlebury, IN 46540

Admission and Acceptance Criteria for Behavior Management

Once interest is expressed in Behavior Management Services, the ADEC Family Services Manager will place the individual in the appropriate program. The Behavior Consultant will contact the family to complete a Functional Behavioral Analysis and a formal Behavior Support Plan. Once the Behavior Support Plan has been approved by the HSPP (Health Service Provider in Psychology), the Individual Support Team and the Human Rights Committee, the Behavior Consultant will implement the plan which may require weekly sessions.

If there is no availability, the individual will be placed on hold and referred to their Waiver Case Manager to explore other options that may be immediately available.

There are different reasons that Behavior Management services may be terminated. If goals are met for Behavior Management, services may be ended. If the individual is unable to follow the attendance protocol (see below) or needs additional support before Behavior Management is an effective service, services may be ended. The Behavior Consultant may recommend a different service that can better support the individual. If, for any reason, ADEC chooses to end services, 60-day notice of termination will be provided.

Therapy Attendance Protocol

1. Once the individual has been assigned a therapist, the therapist will call to schedule a weekly appointment.
2. If the individual is not able to attend the scheduled weekly appointment, they should contact the therapist.
3. To help the individual reach the established goals, it is important to attend weekly sessions.
4. We understand that illness and life happen; We ask that every effort is made to attend 75% of sessions (9 out of 12) each quarter.
5. In the event a session is cancelled, every attempt should be made to reschedule the session.
6. If an individual falls below 75% attendance during a quarter, an individual risks losing the scheduled time slot.

What are the hours of service?

Service hours for Recreational and Music Therapy and Behavior Management: Monday – Sunday, specific hours are based on the mutual availability of the Therapist and the individual served.

Are ADEC programs still available on vacations and Holidays?

ADEC Family Services will be closed on the following holidays:

New Year's Day
Memorial Day
Fourth of July
Labor Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Eve Day
Christmas Day

Program Interruptions Due to Weather or another Emergency:

In case of inclement weather, Summer Camp or Therapy services may be delayed or closed.

If a program interruption is necessary due to weather or other emergency, you will be notified via the following:

Online: **http://www.adecinc.com** or on Facebook or Instagram

Closing information scrolls across screens during morning broadcasts and is listed under closings on media websites. Look for ADEC under Businesses or Government agencies in the listings.

General Guidelines

ADEC therapists and staff are committed to helping you succeed in learning skills.

HIPPA Guidelines

1. You have the right to review all information about you. If you or your guardian wishes to review these records, please speak with your program manager.

2. You and your guardian have the right to make decisions and requests based upon all information available. Informed Consent means you can ask questions and have information shared with you in a way that you can understand before you decide. You should be treated with respect, assume all information is truthful, have opportunity for choice and have all information remain confidential as outlined in ADEC Code of Ethics. All individuals will be respected with any cultural differences.

No Smoking Policy

1. As of September 1, 2012, ADEC has a no smoking policy. You may not smoke while on ADEC property. You may not smoke in any ADEC vehicle or ADEC sponsored activity. If you would like to quit smoking, please talk to your Program Manager about cessation classes.

Grievance/Appeal Procedure

If you think that people have not treated you fairly, or that you have not been able to receive the service you want, you should tell someone who might be able to help you. (This is called a 'grievance procedure'). This procedure is written about in the ADEC Policy and Procedure Manual, entitled "Individual Grievance Procedure." Your Program Manager will help you look up the procedure if needed.

This is what you need to do to file a grievance:

1. You should ask to talk with your Program Manager. The Program Manager will help you tell the person your concerns.
2. If you are not satisfied after talking with your Program Manager and the person in question, ask your Program Manager to help you write down on paper (Individual grievance form) what makes you upset. This paper will be given to the Vice President/Chief Operating Officer. You should know what is going to happen 3 days after you and your Program Manager write about the problem. If you don't like what they have decided, then:
3. The Vice President/Chief Operating Officer will send the paper (grievance form) to the President/CEO of ADEC. This person will write down an answer to your problem and send it to you within three working days.
4. You may ask that a state agency read or hear your complaint. Phone numbers for the following agencies are maintained and kept current in the Protective Service Office in Bristol. You may call the Protective Service officer and request the telephone numbers:
   Indiana Protection and Advocacy Services
   Developmental Disability Ombudsman
   Indiana Bureau of Developmental Disabilities

They will decide if ADEC made the right decision about your complaint. Your Program Manager can help you (or your parents, guardian) to ask for this review.

At each IST meeting, you will be reminded by your program manager that you have the right to file a grievance if you feel you are being treated unfairly or denied services. You will be asked to check that you are aware of that right.

Protection of Individual

ADEC wants to protect the people who participate in ADEC services

To protect your rights, ADEC staff will do the following:

1. The Person-Centered Individual Support Plan (PCISP) will be reviewed annually, and progress reviewed bi-annually by you and your team to make sure that you are enrolled in the right program for you.
2. Each quarter, you will meet with your team to discuss your PCISP as well as your goals and objectives. At these meetings you will also talk about any changes in your medical condition or behavior status. You have the right to decide who attends your meetings. You have the right to talk about what you would like to talk about at your meetings.
3. Your PCISP and treatment plan will be reviewed at least quarterly and more frequently, if needed. Your team will explain this information to you and your input is very important. Your Program Manager will be able to answer any questions you may have.
4. If you have a Behavior Plan, this will be looked at by a person called the ADEC Human Rights Representative. This person is someone who makes sure that other people treat you fairly.
5. The ADEC Human Rights Representative will make sure that the special behavior program written for you is not hurtful in any way.
6. Every year a special group of people (Human Rights Committee) read behavior programs to make sure that no part of that program hurts you.

ADEC does not discriminate based on Age, Race, Color, Sexual Orientation, Religious Creed, National Origin, Ancestry, or Disability

ADEC has the following programs to help **ALL** eligible people living in the surrounding Counties:

- A place to work and/or do activities during the day
- A place to live with other people about your age
- Training to learn different kinds of work and activities
- An opportunity to learn new skills including how to speak for yourself (self-advocacy).

ADEC offers these services to anyone no matter what race, sex, sexual orientation, religious creed, ancestry, disability, or color they are or no matter from what country they came.
All buildings that ADEC uses for services are for all the people that need the services no matter their race, color, sexual orientation or where they lived before coming to the United States.
ADEC wants all persons and/or organizations that tell people about ADEC's services to tell **EVERYONE**, not just certain people. ADEC wants to serve all people. They want **EVERYONE** to have the support they need to live the best life possible.

Individual Rights

Your rights will be reviewed with you annually, or as needed upon your request. Your rights will be explained to you in a method in which you can best understand. Please d0 not hesitate to contact an ADEC representative should you require assistance or clarification of any kind.

1. You have the right to be treated with dignity and respect.
2. People at ADEC should NOT talk about you or your program/plan to others (or in a place that others can hear). When staff needs to talk about you, they need to do it in a place where NO ONE else can hear. You are also protected by HIPAA confidentiality guidelines.
3. The papers about you should only be read by people who are responsible to work with you. Papers from your file will be given to others only when you sign your name to say ADEC can give those papers to someone else. Your guardian can also give written permission for people to look at the papers about you in the file. You and/or your guardian can look at your records. If you want to look at them, talk to your Program Manager.
4. You should receive services that you are interested in, that benefit you and that help you be independent. You have the right to refuse treatment.
5. You may choose to help plan your goals for the coming year.
6. You can tell people what you think about the rules or services that you get at ADEC. You can ask questions about the services that ADEC offers to you. You should expect helpful answers to any questions you ask. You should give suggestions for how services can be better. Your ideas are important.
7. There are some things that ADEC (and the law) prohibits. Other people may not abuse, neglect, exploit, or mistreat you. ADEC does not allow corporal punishment, forced physical activity, hitting, pinching, the application of painful or noxious stimuli, the use of electric shock or the infliction of physical pain, seclusion alone in an area from which exit is prohibited, verbal abuse, a practice which denies the individual sleep, shelter, food, drink, physical movements for a long time, use of bathroom facilities or work benefiting others without pay as outlined at 460 IAC 6-9-3-© (5). ADEC promotes the rights of people served. We want to ensure that you are free from abuse, neglect, financial or other exploitation, free from retaliation, or humiliation. You should always be treated with respect and dignity.

You should expect that others talk and act toward you with respect. You should treat all others with respect in your language and actions! You have the right to do **ALL** these things. Make sure you let other people know that you want to participate. Ask ADEC staff to help you ask for these basic rights.

ENVIRONMENTAL CONDITIONS

Individuals who attend day service sites may be exposed to possible communicable diseases, viruses, and illnesses. With the health and safety of individuals served and employees in mind, infection control standards and protocols have been developed and will be implemented when necessary to help reduce the risk of exposure *to the best of ADEC's ability* per ADEC's policy 12.2.

Depending on the situation, general guidelines when appropriate may include:

- Proactive Environmental Planning
- Preopening Deep Clean
- Health Quarantine Area
- Staff Training and Scheduling
- Education and Skill Building for Individuals with IDD
- Monitoring Individuals Served
- Symptom tracking and temperature taking, this includes an employee health screening process and a mask mandate
- Non-ADEC Personnel and Visitor Procedures
- Designated Therapy and Meeting spaces
- Personal Protective Equipment
- Enhanced Cleaning Protocols / Daily Disinfect
- Storage
- Six-Foot Social Distancing

When applicable, the individual served and/or legal guardian may be required to sign a liability waiver to participate in services.

Signed Receipt:
You will be asked to sign a form that says you received a copy of this handbook. Your signature and date on the Family Services Participant Handbook receipt form means that you were given a copy of the handbook.

END of Document