

Handbook

Crisis Services



This handbook belongs to:

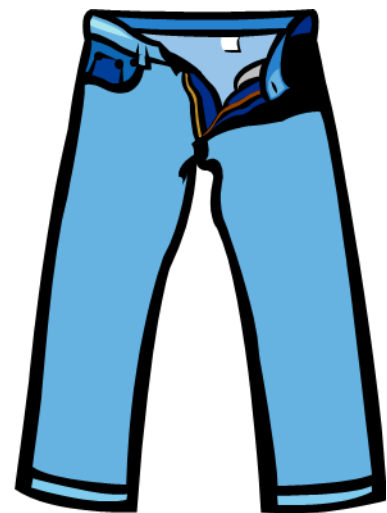
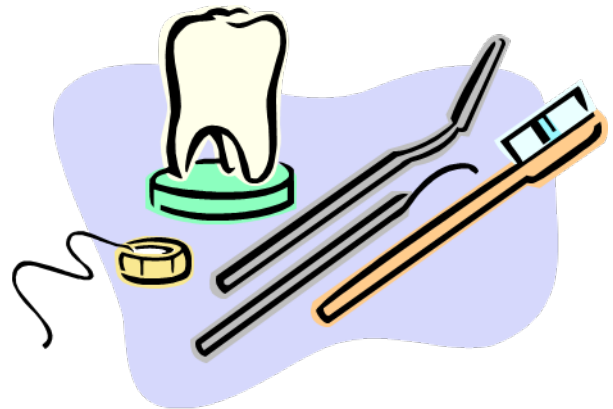
Welcome!

We are happy to welcome you to the OPTIONS Crisis Services. Our Crisis Services program offers you the opportunity to live in a comfortable group home in Atascadero. While you are living at the group home, you will learn lots of things that will help you with your transition to a long-term placement in the future. There are two programs, Sonata and Legato. The Sonata home is a short term program of 18 months or less. Legato is a home people can stay at without a time limit as long as they benefit from the services.



What do I need to move in?

Each home has all the furniture and supplies you will need, except for personal items. If you want to bring your own bedroom furniture, that is usually okay. You may also want to bring your own sheets, pillows or towels, although there will be plenty at the home for you to use if you like. Stereos and radios are items that many people bring with them to the OPTIONS homes. Other electronics will be discussed and approved by the team. Sometimes video games and computers are not brought to the home right away until a plan is in place. And of course you will want to bring your own clothes and personal grooming items.



Who is responsible for cooking the meals , cleaning the house and doing yard work?

You will be responsible for helping to fix your meals and keeping the inside and outside of your home clean and neat. Sometimes you will be able to do only a small part of these chores, but we ask that you help out as much you can. A schedule of your daily and weekly chores will be posted for you. Your staff are there to help you.



*Do I have transportation to and from work,
day program or school?*

If you attend a public school, the public school bus will take you to and from school. If you work or attend a day/work program outside of OPTIONS, you will either take the city bus to and from work, or Ride On. If you are in an OPTIONS day program, OPTIONS may take you to and from the day program site.



Can I have visitors, get mail and use the phone?

You can send and receive mail whenever you like. The mail carrier will bring your mail directly to your OPTIONS home and you can ask for help in opening it and reading it if you want.

You can use the phone when you want, but each call should not be too long minutes so that everyone will have a chance to make and receive calls. Also, you must pay for any toll or long distance calls that you make.

Your family and friends can visit you at any reasonable time as long as it is safe and healthy for them to do so. It is a good idea for them to call first to make sure that you will be at home.



Can I leave for daytime and/or overnight visits?

Yes... as long as the IDT agrees it is safe to do so. Visits will be arranged beforehand with the Residential Supervisor so we can ensure you are prepared for your visit. You will want to make sure you do not have any appointments or important meetings before you go on your visit.

Activities such as visiting your friends, going shopping, or just going out for a walk should be discussed during your Individual Service Plan (ISP) meeting. At your ISP meeting everyone can talk about your ideas and plan on how you can do these kinds of things in a safe way, that no one will worry.



Do I have to pay for something if I break it?

If you break something on purpose that belongs to someone else, then you will have to either fix it or pay for it. If you accidentally break something, OPTIONS will pay for it. If you damage other property the IDT will discuss a plan on how to help you make better choices. This may include paying for items you break on purpose. If property is damaged in the community a person or store owner could take legal action. We ask for you to be careful with all property and to work with staff on using positive coping skills to manage emotions.



What about holidays?

The OPTIONS homes are always staffed during holidays and vacations. Some people choose to spend holidays with their families, but if these are not your plans, the home will have staff who will celebrate the holidays with you and your peers. You can celebrate any holidays that you choose.



Are there rules? What are they?

Each OPTIONS home has its own guidelines that are made by the people that live in the homes, together with the OPTIONS staff. The guidelines are meant to help people live together in a positive way and ensure everybody's needs are met. For example, if some of the people in the home smoke cigarettes, there will be guidelines for safe smoking practices and designated smoking areas. For the most part, the guidelines make sure that people are respectful to one another and are kind. A staff person will go over how things work with you when you are ready to move in.



Will I be able to go to church?

If you wish to go to a church, synagogue, or other place of worship, be sure to bring this up at your first ISP meeting so we can plan for transportation and staff. It will be important to ensure you are ready to attend in person so others are not disrupted. We will work with you to practice the religion of your choice.



What can I do in my spare time?

Your I.D. Team will help you plan your own general daily schedule of activities like school or day program. Peer group meetings are held to figure out the plans for activities. Everyone in the home is encouraged to participate in the planning of activities so be sure to talk about anything you would like to do when your home is planning activities. Some examples of activities include bocce ball, basketball, parks, hiking, going to the beach, games, etc.



Do I have to pay to live in a group home?

Most of the people who live in OPTIONS group homes are funded by state or federal government agencies. If you receive Supplemental Security Income (SSI), it will be used to pay for some of your expenses and is called Board and Care. Usually a small amount is left for you to use for personal spending on things like clothes and recreation (P&I) each month. Your SSI payee will work with OPTIONS to make sure that your SSI funds are spent properly. OPTIONS will help you to manage your own money as much as possible.



What about taking medication?

Many people living in OPTIONS homes take medications. If you are able to take medication by yourself, a staff person will check to make sure it is taken according to your doctor's instructions. Most people who live in OPTIONS homes need help in taking their medications, and staff will always be there to supervise and help you. The Crisis homes have a Psychiatrist who will meet with you bi-weekly. One of the important things they will discuss with you is your medication and how you are feeling. It is important to work closely with your psychiatrist to get the proper dose to help you feel better.

This is an important topic that you likely will discuss at your ISP meeting.



What kind of behavior is not OK?

We ask everybody to work on expressing themselves and communicating in a positive manner. Sometimes people become frustrated or angry or feel agitated. When this happens sometimes people say or do things they don't mean which can frighten others or make them sad. We will work with you to develop a plan to focus on making healthy choices and becoming more positive. Everybody has goals to work on to become their best selves. We ask that you work on your goals with staff. We will encourage you and let you know what you are doing right. We want to have a positive and safe environment for everybody and ask that you work on your individual plan.



Understanding Diversity

OPTIONS works to understand the diverse needs of each individual person by encouraging knowledge, sensitivity and development of skills to get along with people who may be different than you. There is a great diversity of people based on culture, religious or spiritual beliefs, sexual orientation, age, socio-economic status and language. It is important to recognize the many ways in which people are alike and respecting the differences between us. Each of us has unique talents, skills and opinions, based on our different experiences. We ask that you treat those you interact with, with respect and dignity no matter how different they may be from you.



Things to Remember

Continue to wash your hands!

- **How to wash hands:**

Lather with soap and warm water for about 20 seconds (how long it takes to sing happy birthday)



- **When to wash hands:**

Before and after: eating, leaving the house, using the bathroom, blowing your nose or touching your face at all, touching an animal, and whenever you feel necessary.

If soap and water are not available, you can use hand sanitizer. Make sure you have some just in case!

Staff are there to help you...

- Practice good hygiene
- Receive vaccines
- Get more information about vaccines
- Wash your hands
- Be safe if you are sick



Vaccines

- Vaccines (shots) are one of the tools we have to fight the COVID-19 pandemic.
- The vaccines are safe for you to receive and help protect you and your peers.

What if you feel sick?

- It is important that you always tell staff if you feel sick.
- You may need to isolate in your room to prevent your peers from also getting sick.
- At times staff may ask you to wear a mask to protect yourself or others when there are a lot of people sick. We ask that you do your best to cooperate with staff to keep everybody healthy.

Your Rights

YOUR RIGHTS:

1. You have a right to learn things that will help you do your best; things like cooking or how to live in an apartment or how to work.
2. Your ID Team helped you plan an Individual Service Plan or "ISP." The ISP explains the behaviors, adaptive living skills, medical and/or other needs to help you reach your goals. You will be an important member of your ID Team.
3. You may request an ID Team meeting at any time.
4. You have a right to go to classes and learn things like reading and writing.
5. You have a right to have people treat you with care and be free from harm.
6. You have a right to be by yourself when you want to be and to have privacy.
7. You have a right to be with anyone you choose.
8. You have a right to see a doctor when you need to see one, without waiting for a long time.
9. You have a right to go to any church or synagogue you want to or to stay home and not go to a church or synagogue.
10. You have a right to go places and be with people.
11. You have a right to have your family or friends visit you at the program.
12. You have a right to exercise and have fun.
13. You have a right to look at your records at any time. If you wish, CSS staff will explain the contents to you.
14. You have a right to send and receive mail by yourself. CSS staff will offer you assistance if you want it.
15. You have a right to make and receive phone calls in private. CSS staff will offer you assistance if you want it.
16. You have a right to not be tied down or locked in a room.
17. You have a right to take only as much medicine as you need as prescribed by your doctor. You have the right to receive or reject medical care or services, except for those whom legal authority has been established.
18. You have full rights granted by the Constitution of the United States of America, including exercising your right to vote.
19. You have a right to be treated like everyone else.
20. You have a right to wear your own clothes.
21. You have the right to move but are asked to follow the admission agreement.
22. You have a right to keep your personal belongings in a storage space, such as a closet. If you have more belongings than fit in the space you have, assistance will be provided to help you find somebody to store it for you or to help you rent a storage unit.
23. You have a right to hold and control your money.
24. You have a right to have safe, healthy and comfortable accommodations, including furnishings and equipment to meet your needs.
25. If you choose to perform any work for us that is not addressed in your ISP, you have a right to be reimbursed at the minimum wage for your work. At some programs, a sub-minimum wage may be paid based on productivity which will be explained to you.
26. If you do not like what we do, you have a right to talk to the Manager of the services you are receiving or the OPTIONS Program Director. An ID Team meeting can be held to discuss the issue and you can follow the grievance procedure. OPTIONS can also let you know of governmental agencies that you may talk to.

Your Responsibilities

1. You are with us because the ID Team believes we can help you. If we cannot help you, we will assist you in finding an alternative placement.
2. You cannot remain in the program if you do not work on your Individual Service Plan (ISP) goals.
3. When you are not doing what we think you can do to help yourself, we will request an ID Team meeting to address this issue.
4. You pay us to help you, or someone else pays us to help you. You cannot remain in the program if these payments stop.
5. Nobody can do everything they want to do all of the time. We ask that you do not do things that will cause other people to worry or get hurt.
6. We ask that you give us information that will help us to help you.
7. You are encouraged to contact your family and friends before it gets too late in the day. Unless there is an emergency, your family and friends should not contact you too late in the day. You may have visitors but they may not interfere with other people receiving services.
8. Do not keep or use things that are dangerous. Some things that are dangerous are guns, knives, drugs and alcohol.
9. You are required to give us thirty days notice if you want to exit the program. If we believe we are unable to provide services for "good cause" we will provide you with a thirty day notice to locate alternative services.
10. You are expected not to do things that are dangerous to yourself or others. Before you make a decision, first think about the consequences. If you hurt yourself or someone else, the ID Team will meet to decide if this is the appropriate placement for you and may determine that a thirty day or three day notice to discontinue services is necessary.
11. Do not verbally or physically hurt or frighten others. Other people must be able to feel safe around you.
12. If you want extra medical, dental, psychological, or any other services, you must pay for these yourself or find someone who will pay for them. If you choose your own doctor or dentist, you may have to pay that person yourself or find someone who will pay them.
13. Do not do things that will make you sick or keep you from getting better.
14. Allow other persons served to have time and space to themselves.
15. Respect the personal property of others and do not use things that belong to them without their permission. If you break something that belongs to somebody else, you may be responsible for replacing it.
16. Take good care of your clothes and personal belongings.
17. During the hours you are receiving services, you are responsible for telling us where you are going when you leave and when you will return.
18. Help with daily chores like preparing meals, setting the table, cleaning the house (including your room), etc.
19. Keep your money and valuable belongings in a safe place.
20. Listen to your stereo or TV at a volume that does not disturb other people.
21. Follow the rules of the OPTIONS program you are participating in.
22. You should not do things that get in the way of the rights of other people. Other people have the same rights you do and must be respected.

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What if I have a concern or problem?

If you have an issue or concern you can:

A) You can speak to the department supervisor. If the department supervisor is not able to help you within 1 week then:

B) You can speak to the Chief Executive Officer (CEO). If the CEO is not able to help within 1 week you can then:

C) Write a formal letter to the CEO. They must respond back to you within 20 business days of getting your letter, and will include an outlined plan to solve your concern. If the matter is still not resolved then:

D) Write a formal letter to the OPTIONS Board Members. This letter must have all the actions taken to try and resolve the concern. The Board Members may meet to discuss your concern within 10 days of receiving your letter. If Members decide not to take any action, they will send you back a letter saying why within 20 days. The board's action on particular concerns/issues will be final.

E) If you still need help then contact the appropriate State Agency case worker. The CEO or Program Director can provide to you the name, address and telephone number of that case worker. If the issue is still not resolved then:

F) You can contact the Developmental Disabilities Area Board IX (805) 682-8374 to get help. They may be able to help if no resolution has been given. If they cannot provide help then:

I) You can contact the specific State of California agency which might best address your specific concern / issue.

J) The CEO will keep a log of all issues and complaints, including notes on steps made to a resolution.

K) You can ask for a person to represent you and help you to make a resolution to your problem.

L) There will never be retaliation for you raising a concern.

***For a complete list of this procedure please see OPTIONS Grievance Procedure.**

Acknowledgement

I have received a copy of the OPTIONS Handbook and had it explained to me by OPTIONS staff.

Signature of Person Served

Date

Signature of Parent or Guardian (If Applicable)

Date

Signature of OPTIONS Designated Staff Person

Date