**The Center for Life Enrichment**

**Participant Handbook**

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**Mission:**

**To provide programs and support services that will increase the vocational and personal potential of individuals with disabilities**

**Vision:**

**The vision of the Center for Life Enrichment is to provide individuals we support with access to community opportunities to the same degree of individuals without disabilities.**

**Individuals will have the opportunity to:**

**- Make Life Choices**

**- Obtain Employment (Integrated and/or Competitive)**

**- Participate in Recreational/Leisure Activities**

**- Have Companionship with Individuals of his/her Choice**

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**We are excited that you have chosen The Center for Life Enrichment (TCLE) as your provider:**

TCLE will focus on providing a quality service. Our target goal is to provide a meaningful day in the community! This handbook will provide general information concerning our programs, guidelines, and requirements. We encourage everyone to get involved and work as a team. We hope your experience with TCLE is happy and beneficial.

**Entering the program:**

Prior to the first day of services, TCLE developed a Service Funding Plan that outlined your request for services. We use this plan to become more familiar with your needs and desires. The Service Funding Plan provides specific information on which type of services will be implemented:

1. Day Habilitation
2. Supported Employment
3. Individual Support Services (ISS)
4. Personal Support (PS)

**Day Habilitation:**

Individuals receiving Day services will concentrate on developing skills related to social interactions and participating in fine motor and mobility activities. Participants will also have an opportunity to develop pre-vocational and vocational skills; individuals can receive additional vocational training by participating in one or more of our supervised work crews known as Enclaves. Enclaves are described in more detail on the next page of this handbook.

TCLE strives to provide a “Meaningful Day.” Our program works toward increasing range of motion, mobility, and peer involvement. It’s about doing your best!

The Day program also encourages and promotes community integration.

**Supported Employment:**

Individuals receiving Supported Employment services will focus on vocational skills with the ultimate goal of obtaining employment in the community.

TCLE provides a Community Employment Specialist who will work on Job Development and Job Coaching. TCLE also provides transportation to and from the jobsite for those individuals receiving this service.

Individuals in this program are encouraged to work toward independence.

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**Enclaves:**

Enclaves are work programs that provide direct supervision for participants; worksites usually consist of five or more workers.

Individuals receiving supports through the Enclave Program will receive specialized work training. Enclave sites are owned and/or operated by TCLE. Individuals will receive direct support from TCLE staff on a daily basis. TCLE currently has the following enclaves:

* Holiday Inn
* Vintage Values Thrift Store- located in Leonardtown, Lexington Park, Prince Frederick, & Mechanicsville
* Custodial
* Commissary (shelf stocking)
* Metcom (reading water meters)
* Snack Box (bakery)
* Various volunteer opportunities

Enclaves will require participants to demonstrate the willingness to learn and become independent. Most enclaves will require the following from participants:

* Participant is willing to learn vocational skills
* Participant can work for an extended period of time
* Participant can follow single to multi-step instructions
* Participant can work in a group setting

**Enclaves (continued):**

**Holiday Inn (specific training):**

* Desire to learn basic skills in housekeeping
* Some lifting is required
* Remain standing for long periods of time
* Will handle household cleaning supplies and use commercial cleaning equipment
* Will be required to follow the rules and regulations set forth by Holiday Inn Corporation

**Vintage Values Thrift Stores (specific training):**

* Shows an interest in retail duties and responsibilities
* Some lifting required
* Fine hand motor skills

**Custodial (specific training):**

* Desire to learn basic custodial skills
* Remain standing for long periods of time
* Will handle household cleaning supplies and use commercial cleaning equipment
* Some lifting required
* Will be required to follow the rules and regulations set forth by outside agencies/contracts

**Commissary (specific training):**

* Desire to learn basic shelf stocking skills (grocery store)
* Remain standing for long periods of time
* Work is performed in the late evening
* Lifting is required
* Will require some basic reading/word recognition
* Will be required to follow the rules and regulations set forth by the US Naval Air Station

**Metcom (specific training):**

* Desire to learn maps and numbers
* Walking is required
* Some lifting required
* Will work in all types of weather conditions (proper clothing attire is necessary)

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**Individual Support Services (ISS):**

Individuals receiving Individual Support Services will focus on community integration and developing independence. The purpose of this service is to address individual needs so that one can live independently.

Services can be, but not limited to:

* Assistance with transportation to medical appointments
* Assistance with budgeting
* Socialization; TCLE’s PALS Program
* In-home supports
* Specialized funding

This support is offered by additional funding through DDA. For more information, individuals may discuss options at their annual team meeting.

**Personal Support (PS):**

Individuals receiving PS will focus on receiving assistance with a wide range of services to promote independence (very similar to the services offered under ISS).

Services can be, but not limited to:

* Assistance with transportation to medical appointments
* Assistance with budgeting
* Socialization; TCLE’s PALS Program
* In-home supports
* Specialized funding

This support is offered by additional funding through DDA. For more information, individuals may discuss options at their annual team meeting.

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**![C:\Users\Ann Kline\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\X37BYRIZ\MC900445706[1].wmf]()PALS Program:**

Realizing the need for individuals with disabilities to experience a quality leisure and social program, The Center for Life Enrichment created the PALS program. With a different activity scheduled daily, individuals can exercise choice in selecting activities.

The PALS program is offered five days a week from 3 p.m. to 8 p.m. The program includes daily learning activities, focusing on music, current events, arts, crafts, and academic skills including math, reading, and writing. Following the learning activity, individuals participate in a community outing. Community outings have included trips to nearby metropolitan areas, local parks, concerts, museums, and sporting events. Individuals also enjoy trips to the movies, bowling alley, library, and various other exciting activities. Every month, the PALS program hosts a dance at The Center for Life Enrichment. PALS dances give individuals the opportunity to socialize and establish new friendships. Every other month, the PALS program also offers a weekend activity. Participants have visited the Baltimore Aquarium, National Zoo, Washington DC, and amusement parks.

**PALS Program (specific training):**

* Ability to function in a group setting with minimum supports
* Ability to follow rules set forth by the event or place of business
* Some activities require additional cost
* Activities/services are provided late afternoon-early evening and some weekends

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**Making a Change:**

TCLE is required to follow all Service Funding Plans as they are written. Any change must be approved by the Developmental Disability Administration (DDA). Changes to Service Funding Plans can be made through the follow process:

1. During the annual planning meeting, potential changes can be introduced
2. During the annual planning meeting, the team will document the request using the Request for Service Change (RFSC) form
3. Information collected is then forwarded to the Southern Maryland Regional Office for approval
4. TCLE must wait to receive written notification from the Regional Office prior to making any changes in the Service Funding Plan
5. If written approval is received, a new Service Funding Plan will be developed, and then submitted to DDA for approval

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**Fiscal Responsibilities:**

**Attendance:**

All participants should follow the schedule as outlined in the Service Funding Plan. Excessive absences may be addressed at the individual’s annual team meeting. Funding is based on attendance; excessive absences could be grounds for a reduction/change in services.

**Forms:**

If participating in an enclave, individuals must complete the following documentation in order to receive a payroll check/direct deposit from TCLE. It is important that all participants have a photo ID and original birth certificate or Social Security Card. TCLE offers a direct deposit payroll process.

1. W4 (Federal Tax Form)
2. MD 507 (Maryland Tax Form)
3. 1-9 Form (Federal Identification Form)
4. Direct Deposit Form

Any questions concerning these forms can be addressed to the Human Resources Department/Personnel Coordinator.

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**Assessments:**

For participants that receive paychecks from TCLE—TCLE will conduct time trials for all work performed. Time trials are used to determine one’s rate of pay. The US Department of Labor has granted TCLE a special certificate that permits us to pay less than minimum wage when productivity does not meet industry standards. For more information, your Program Coordinator will explain in detail all the necessary steps.

TCLE performs an annual Individual Eligibility Evaluation for all participants working within TCLE programs. This assessment is completed to meet the Ability One Presidential Commission Requirements.

Annually, TCLE will conduct meetings that will determine goals and services to be provided. Emphasis on the individual’s desires, strengths, and needs will be taken into consideration for the planning. All annual meetings are documented and any team member can request a copy of all paperwork.

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**General Rules of Conduct at TCLE Facilities:**

The following rules apply at all sites. Failure to comply could result in a change in programming. Participants requiring special services due to behaviors may require a behavior modifying program.

* All participants will treat coworkers and staff with dignity and respect
* All participants will report to their assigned work/program area at the beginning of each workday
* All participants are expected to follow the Individual Plan that identifies goals and schedules
* Any participant wishing a change in their services may do so by going through the team process
* TCLE does not provide daily lunches. Participants are required to provide their own lunch. Certain program areas may take advantage of community based restaurants (times and dates will be announced)
* Depending on the program, participants may be required to provide an annual medical evaluation; any additional evaluations may be required based on a team decision or professional recommendation. At the minimum, TCLE requires an initial physical exam and dental exam
* TCLE will accept a prior psychological exam from the previous provider
* Bullying is not permitted at any time. Any issues or problems must be reported immediately
* TCLE is a smoke free and tobacco free organization

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**Hours of Operation (times and days may vary):**

* Day Habilitation Program: Monday-Friday, 8 a.m. to 3 p.m.
* Supported Employment: Monday-Friday, 8 a.m. to 3 p.m. (many programs will vary based on work schedules
* ISS & PS: times and days of service will vary and are determined by the team
* TCLE will provide all participants a listing of closures. Closures can also be obtained by visiting our website at www.tcle.org

**General Information:**

Each program area has a Program Coordinator that supervises the staff and activities. Any questions or concerns can be addressed to the appropriate staff. Refer to the staff contact list found in the attachments section of this handbook.

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**Transportation:**

TCLE provides transportation to and from most program areas. It is the goal of TCLE to provide participants training in the use of public transportation or the ability to use natural supports. For those participants wishing to use TCLE transportation the following is expected:

* No eating, drinking, or smoking on agency vehicles
* All riders must comply with the state laws regarding wearing seatbelts
* Participants should be ready at least 15 minutes prior to their scheduled pickup
* TCLE drivers can only wait 5 minutes, at the maximum, at each site for any passenger
* If you do not require the use of TCLE transportation on a scheduled day, the participant/caregiver should notify the driver or office as soon as possible
* Any unscheduled stops will need to be approved by the Transportation Coordinator
* Behaviors will be monitored—yelling, fighting, and other actions will be addressed by the Program Coordinator and at the participant’s annual meeting for resolution

**Grievance Procedure:**

The following procedures apply to **formal** grievances by any individual the agency serves. This procedure does not exclude individuals from **informally** approaching TCLE staff to discuss an issue. If an **informal** discussion does not resolve the situation, the following **formal** procedure will be followed:

1. Any individual feeling that they have cause for grievance in the case of their situation, will contact the appropriate Program Coordinator verbally or in writing
2. A conference will be scheduled
3. If a satisfactory adjustment or solution is not reached as a result of this conference, the issue will be forwarded to the Program Director in writing
4. Upon receiving a written grievance, the Program Director will gather all available information and a meeting will be scheduled within 10 days
5. If a satisfactory adjustment or solution is not reached as a result of this conference, the issue will be forwarded to the Executive Director in writing

Appeal to Committee

1. Upon receiving a written grievance, the Executive Director will review the circumstances of the grievance and conduct an inquiry
2. If a satisfactory adjustment or solution is not reached as a result of this conference, the issue will be forwarded to the Standing Committee within 30 days

(**Grievance Procedure: continued)**

1. Individuals also have the right to assert grievances through: Standing Committee, qualified advocates, protection and advocacy system
2. Grievances can be initiated by contacting any member of the Standing Committee and that member shall bring the grievance to the committee members at large
3. Any expense associated with the individual’s representation shall be the responsibility of the individual
4. The Standing Committee shall have the ability to make recommendations to the Executive Director concerning issues affecting legal and human rights of the individual. The Committee shall provide the Executive Director these recommendations in writing

If the Standing Committee and Program Staff cannot resolve the issue, the appeal process will be submitted to the Board of Directors within 7 days

**Attachments:**

1. W4 Form (Return to your Program Coordinator)
2. MW 507 Form (Return to your Program Coordinator)
3. I-9 Form (Return to your Program Coordinator)
4. Direct Deposit Form (Return to your Program Coordinator)
5. Staff Contact List
6. TCLE Closures/Holiday Schedule
7. Inclement Weather Policy
8. Emergency Response Plan—Guide for Participants & Caregivers
9. Release For Use of Pictures Form (Return to your Program Coordinator)