



Individual's Residential Manual



Table of Contents

I. YOUR RIGHTS	2
A. Privacy	2
B. Feelings and Emotions	2
C. Decisions	2
D. Personal Property	2
E. Exploitation	3
F. Abuse	3
G. Training	3
H. Living Arrangement	3
I. Community	3
J. Healthcare	3
K. Religion	3
L. Nutrition	3
M. Age Appropriate Treatment	4
II. LIVING WITH OTHERS	5
A. Freedom and Responsibility	5
B. Life in the Community	5
C. Leisure Time	5
D. Personal Items	5
E. Schedule	6
F. Health	6
G. Medications	6
H. Visitors	6
I. Visits	7
J. Shared Responsibilities	7
K. Laundry	7
L. Use of Equipment	7
M. Phone-Doorbell	7
N. Smoking	7
O. Drinking	7
P. Property Damage	7
Q. Meetings	8
III. FINANCIAL	9
A. Banking	9
B. Purchasing	9



IV.	SAFETY	10
A.	Fire	10
B.	Tornado	10
C.	First Aid	10
V.	RESPONSIBILITY FOR CONDUCT	11
VI.	PROBLEM SOLVING	12
VII.	PROBLEM-SOLVING PROCEDURE (DUE PROCESS).....	13
VIII.	PLANNING FOR THE FUTURE.....	14



RESIDENTIAL MANUAL

Welcome to your new home! We are pleased that you are here.

Another staff person or I will help you understand the contents of this manual. We will help you with your laundry, meal preparation, and other household chores if you need assistance. We will also teach you other skills for living here and getting around in the community. As you learn more skills, we will encourage you to assume more responsibility for yourself with less supervision.

Living with other people is not always easy. If each person is considerate of the rights of others and willingly shares in responsibilities, living together can be enjoyable.

This manual has been prepared to help you explain the procedures here. It will help you understand your responsibilities and privileges.

Please keep this manual where you can find it. There may be times when you may want to refer to it.

NAME:

ADDRESS:

PHONE:



I. YOUR RIGHTS

As a person, you have human and legal rights. You do not have to earn these rights or work for them. They belong to you because you are a person.

A. Privacy

You have a right to privacy, which means you can be alone if you want. If you need help with personal care, such as going to the bathroom, bathing, or dressing, you have a right to be helped in a way that will not embarrass, humiliate or make you feel bad.

Your right to privacy also means that you will be able to receive personal letters. Staff will not open your mail or read it after you have opened it, unless you ask them to do so in your presence.

You also have the right to make and receive your own phone calls.

You have the right to close the door to the bathroom and your bedroom. If anyone wishes to enter, that person shall knock and ask for permission to enter. These rooms will have locks to maintain your privacy.

B. Feelings and Emotions

You have the right to be treated as a person with feelings and emotions. You may say what you like and do not like.

You may like some people better than you do others. You may also get upset or angry at people or situations. At all times you have the right to be treated nicely and like you want to be treated. You should treat other people nicely as well.

You may choose your own clothes and other personal items. You will have an area for keeping your personal possessions, such as clothes, religious items, toilet articles, radios, games, craft materials, jewelry, letters, and other articles and equipment. No one will look through your personal items unless you are present and have agreed to it.

During free time, you have the right to choose your activities or what you want to do.

You may want to be in a group activity or you may want to do something else.

C. Decisions

You have the right to be involved in decisions that are made about you. If you need help or guidance in making decisions, you have the right to a legal guardian or advocate who can help make decisions to protect you and promote your wellbeing.

D. Personal Property

You have the right to your own personal earnings, money and property. Your personal funds shall not be used to pay for equipment, supplies or materials normally provided by ABLED, Inc.



If ABLED, Inc. is payee for your funds, staff will be responsible for keeping accurate records and for being sure your money is used right.

E. Exploitation

You have a right to protection from exploitation, unfair treatment or people taking advantage of you. If you feel you are unfairly treated, you should talk about the problem with Residential Coordinator or your Service Coordinator. If the problem continues, you may want to follow the grievance procedure outlined on page 14 in this manual.

F. Abuse

You have a right to protection from abuse. If you have been abused, you, your staff, or Service Coordinator should contact Protective Services at the Department of Health and Human Services.

G. Training

You have the right to training that will help you learn things you need to learn. As you learn, you have the right to move to harder tasks so that your skills will be developed as much as possible. You also have the right to live with as little help as your skills permit.

H. Living Arrangement

You have the right to live with your family, a foster family, or people-your-age other people in a home-like situation. As part of the family, you may help with meals, household tasks, and other family events.

I. Community

You have the right to be a part of the community in which you live, including work, social, recreational and sports events. This will be limited only by costs and by access to transportation.

J. Healthcare

You have a right to good medical care. If you cannot afford such care, staff will help you find ways to pay.

K. Religion

You have the right to follow your own religious beliefs. You may attend workshops or religious education classes. You may also observe religious holidays in the manner observed by others of your faith. If you wish to attend services, staff will help you get there.

L. Nutrition

You have the right to receive appropriate and nutritious meals. You may help with the shopping and preparation of meals.



M. Age Appropriate Treatment

You have the right to be treated in a manner consistent with your age. If you are an adult, you will be treated as an adult and not asked to do childish things.

These are some of your rights as a person.

It is important to remember that you also have responsibilities. Your first responsibility is to yourself — to seek the best and then to do your best in every situation — at work, at home or wherever you are. Your second responsibility is to other people. Remember, other people also have rights. You should act in a way that would not make them unhappy or prevent them from doing what they want to do or what they want to have.



II. LIVING WITH OTHERS

A. Freedom and Responsibility

You have the right to freedom of movement — to come and go with as little help as you need. However, it is a common courtesy to tell others with whom you live of your plans — where you are going and when you will return.

You will decide with staff what will be done when going shopping, to a movie, etc.

If the Individual Support Plan team feels that your safety is at stake, someone may be with you until you have the skills you need to take care of situations by yourself.

B. Life in the Community

You will have many chances to be a part of religious, recreational, cultural and social events in the community. At times, travel will be arranged to special events in other cities or states. You may need to pay your share of the expense when ABLED, Inc. vehicles are used for recreational and leisure purposes.

All public facilities — libraries, swimming pools, parks — are open to everyone who lives in the community. You need to follow the rules when you use them.

C. Leisure Time

Living together does not mean that you must always do things as a group. You may need time alone — time to spend as you wish.

Leisure activities can be enjoyable but they can be a problem to others if they keep them from doing what they want to do. You may want to reach an agreement with others in the house about the use of radios, television, and stereos. You may want to take turns choosing programs.

You may wish to plan recreational activities, such as picnics, trips, ball games, etc. We will introduce you to many different activities offered in the community, give you opportunities to make choices, and provide any support and/or training you may need to participate in the activities you choose.

D. Personal Items

You will have a space or area that is yours. You may wish to have plants, pictures or artwork. You and staff may discuss ways to place personal things so that floors, walls, and woodwork are not hurt. We will make a list of your personal things when you move in.

In some cases, you may be sharing a bedroom. You will not want someone else to go through your things. Other people feel the same. It is important that you respect one another's right to be alone.

There may be times when you will want to share your things with others. However, no one should ever use your things without asking you first. When sharing, it is especially important to return the borrowed item in the same state as it was when borrowed.



E. Schedule

The schedule here will allow for as much individual choice as possible. However, when people live together, it is necessary to schedule the use of areas like the laundry, bath/shower, or recreation room(s), in order that everyone in the house has equal time to use all areas.

In planning the week, you will need time for chores, for laundry and clothes care, baths and other personal care, and rest.

Often it will be necessary to do things right on schedule so that you don't make someone else wait to take a shower or to do laundry. Staff will help you plan the week so that you have a workable schedule.

F. Health

To enjoy life to its fullest, you need to stay as healthy as possible. For this reason, it is important to:

- Eat well balanced meals
- Keep yourself clean
- Brush your teeth
- Get enough exercise and rest
- Dress for the weather
- Take prescribed medicines regularly

Regular medical and dental check-ups are also important. Someone will help you schedule these, if necessary.

If you get sick, staff will help you decide what to do. Sometimes staying in bed, taking aspirin and fluids is best. At other times, you may need to see a doctor. Residential staff and your Medical Services Associate will help as needed.

G. Medications

All medicine is kept in the container it came in and is locked up. Staff will help you get the proper dose, as needed, and will record when you take the medicine.

You may take care of your own medicine. This decision is made by your Individual Support Plan (ISP) team after you have shown that you can follow the directions for taking your medicine.

In this case, your medicine will be stored so that you can get it without the chance of someone else getting your medicine.

H. Visitors

You are welcome to have family and friends visit you. However, as a courtesy to the other people living with you, if you expect guests you will want to tell staff in advance so that you will be ready for your guests.

Friends who wish to "drop in" for a visit are asked to say so in advance, if at all possible.



I. Visits

You may wish to visit your family or friends on holidays and at different times throughout the year. If you plan to visit someone, you should tell staff about your plans so that all arrangements can be made.

J. Shared Responsibilities

When sharing a home with other people, you need to share housekeeping duties. Duties are planned to help you learn to do household chores like dish washing, dusting, cooking, lawn care, etc.

Duties are changed so that you may be responsible for different tasks in order to learn how to do all the jobs.

K. Laundry

You may need to do your own laundry, including sheets, towels and washcloths. We will help you at first. Gradually, we will teach you to do your laundry. Properly using the washer and dryer is one step toward being able to do things for yourself.

L. Use of Equipment

Staff will teach you to use the stove, microwave, oven toaster and other kitchen equipment. Before you have learned to safely use the equipment by yourself, you must have help from staff.

M. Phone-Doorbell

You may need to answer the phone and the doorbell. If you choose, staff will teach you to politely answer them both, following some safety rules.

N. Smoking

All adults have the choice of smoking or not smoking. People who do smoke must smoke outside in designated areas, as all ABLED, Inc. houses are smoke free.

Staff will explain the safety rules for smoking. If you smoke, you need to follow these rules.

O. Drinking

You are expected to follow the rules for alcohol use. You should not drink alcohol if it has bad effects on your medication. Staff will help you decide about this.

P. Property Damage

If you damage property that belongs to ABLED, Inc., staff or other people in your home, you will need to pay for all or part of the repair/replacement of the damaged property. In some instances, a person may not have to pay for damage if the person's ISP team recommends it.



Q. Meetings

You and the others who live with you are encouraged to meet regularly to discuss outings, holiday events and other issues. Staff may help set up meetings, if needed.



III. FINANCIAL

A. Banking

You may receive checks from your work, pension fund, Social Security, etc.

All checks will be put in personal bank accounts. Each personal check written will be listed in your checkbook/ledger. Staff will help as needed when writing checks for personal needs, rent, etc. ABLED, Inc. prefers the use of debit cards rather than paper checks.

Personal checks may need to be signed by two people.

B. Purchasing

When you receive your income, the first thing you should do is to pay your monthly bills — rent, telephone, food, medical expenses, etc.

Staff will help you select and purchase personal items, if needed. As you learn to shop, you will be encouraged to shop by yourself.



IV. SAFETY

A. Fire

In case of a fire, you should get out of the building as quickly as possible. Do not try to put the fire out. When possible, tell someone else and go to the nearest exit. Someone in the building will help people who need physical assistance. Staff may practice fire drills once a month. A map showing fire exits and the location of a meeting place outside may be posted.

B. Tornado

If the civil defense siren sounds a warning that a tornado is coming, it is very important for you to remain calm and to listen to the directions given by staff. Tornado drills must be held each month from April through September but may be done monthly.

C. First Aid

All staff are able to give First Aid. They will teach you how to care for simple cuts and bruises and how to use the First Aid kit.

If a serious accident or illness occurs, staff will follow emergency medical procedures. Parents (only with your permission if you are an adult) or Guardians will be told.



V. RESPONSIBILITY FOR CONDUCT

You should behave or act in a way that is fair to others.

- A. You shall not hurt or try to hurt any other person.
- B. You shall not commit or attempt a sexual assault (sexual aggression toward a young person or unwilling partner).
- C. You shall not steal or break property.
- D. You shall not deliberately injure yourself.

If you do any of these things, the ISP team, including you and all appropriate family members, will discuss what you can do to correct the situation and keep it from happening again.

Behavior management procedures may be developed and may restrict or prevent you from demonstrating these behaviors. Restrictive procedures must be approved by a Rights Review Committee. You have the right to due process if you do not agree with any restrictions on your rights.



VI. PROBLEM SOLVING

If a problem should come up, you should try to work it out by talking with the person involved. If this does not work, you may talk to staff. If the problem is not resolved, staff may contact the Chief Operations Officer to help you find another way to improve the situation. The Chief Operations Officer should tell you of your rights and what you need to do. You may choose to begin the official problem-solving procedure.

If the problem is with the Chief Operations Officer, you should contact the Chief Executive Officer and explain the problem. If the problem is not settled the way you think it should be, you and/or staff should contact the Department of Health and Human Services. They will try to help you work things out or may advise you of the official problem-solving procedure.



VII. PROBLEM-SOLVING PROCEDURE (DUE PROCESS)

If you are not happy with treatment by ABLED, Inc. and have not been able to resolve the concern with the individual involved, the Chief Operations Officer, or the planning team, you should contact a member of the ABLED Executive Team. If they cannot resolve the issue, you may pursue a formal written complaint as outlined in the ABLED, Inc. Complaint Mechanism Policy and/or legal action.

The problem-solving procedure is made known to all people in services and their parents/guardians. This is a way you and/or parents/guardians can try to solve problems that have been bothering you.



VIII. PLANNING FOR THE FUTURE

What kind of life would you like to be living ten years from now? Where would you like to be living? With whom? These questions may be difficult to answer, but they are key questions and you need to think about them.

Every year your planning team meets to develop your Individual Support Plan (ISP). At that time you will be asked about your goals in life and, with other members of the team, will do some long range planning to help you achieve these goals and do what you wish to do in your life.

You are the most important member of the Individual Support Plan team. At any time before or during team meetings you are encouraged to:

- A. Talk about any concerns you have.
- B. Express your opinions.
- C. Set some goals for the future.

If you need to meet with your Service Coordinator or other ISP team members, please schedule meetings that will not interfere with your work.

This manual is not intended to answer all the questions you may have. Please ask the staff person in your house any questions you may still have. They will either answer your questions or direct you to someone who can.