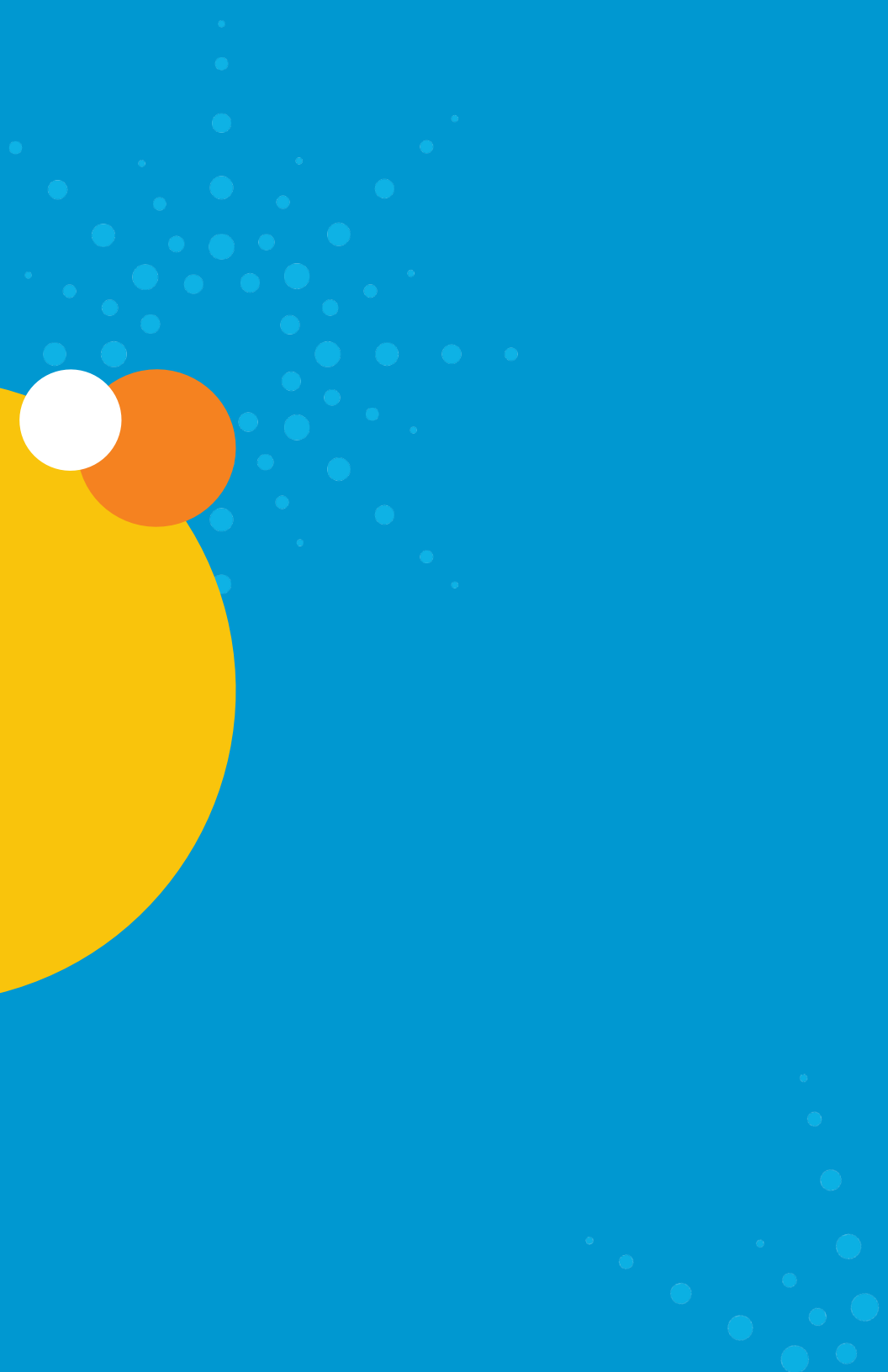


Kaleidoscope Community Adult Program Handbook



Leading the way to ensure individuals and families affected by disabilities can live, learn, work and play to their full potential.





INTRODUCTION

Welcome to the Kaleidoscope Community Adult Program (KCAP), from Easterseals Northern California. This Participant Handbook is being provided to you as a resource, and provides an overview of the Kaleidoscope Community Adult Program and the rights and responsibilities of participating. It is important for you to understand the eligibility requirements, the services, service providers/staff, and also the limitations of this program so you can make informed decisions about your care.

Although this manual covers many topics relevant to KCAP, we understand you may have additional questions. We encourage you to discuss any questions or concerns you may have regarding the program or this Handbook with the Program Manager and/or Program Director.

EASTERSEALS NORTHERN CALIFORNIA'S MISSION, PURPOSE AND VALUES

OUR MISSION

Easterseals Northern California (ESNorCal) is leading the way to ensure individuals and families affected by disabilities can live, learn, work, and play to their full potential.

OUR PURPOSE

To change the way the world defines and views disability by making profound, positive differences in people's lives every day.

VALUES

Values shape the culture and define the character of ESNorCal. Values guide how we, as an organization, behave and are the standards by which we make decisions. As an organization, our values include:





IMPORTANT CONTACT INFORMATION

ESNorCal's CEO and members of the Board of Directors may be reached through the Corporate Office. The Corporate Office is open during regular business hours, typically between 9:00am and 5:00pm.

ESNorCal's Corporate Office is located at:

2730 Shadelands Dr.
Walnut Creek, CA 94598
(925) 266-8400

ESNorCal's Kaleidoscope Community Adult Program is located at:

5601 Arnold Rd.
Suite 102
Dublin, CA 94568
(925) 248-9922

Parents, guardians, and caregivers ("Significant Support Person") are asked to call with non-emergencies during morning/non-program hours, typically between 8:00am to 9:00am and between 3:00pm to 4:00pm.



STATE REGULATIONS

The regulations that govern the operations of the organization's Adult Program are kept on file in the office of the Program Manager or their designee. Because the administration must ensure adherence to all state and local requirements, all employees are required to be familiar with and follow all applicable regulations and guidelines and, if necessary, to consult with the Program Manager concerning them.

POSTING OF REGULATIONS

Regulations are posted at each service center in a location visible to the public, where it may be easily seen.

REGULATORY AUTHORITY

Regional Center of the East Bay, Authorized Representatives, and Law Enforcement are authorized, as necessary, to:

- Interview participant(s) and/or ESNorCal employee(s), and to inspect and audit participant of facility records, without prior consent
- Observe the physical condition of participant(s), including conditions which could indicate abuse, neglect or inappropriate placement, and to have a licensed medical professional physically examine the participant(s)

RIGHT TO CONTACT REGULATORY

Parents have the right to contact the Regional Center or local Law Enforcement agency if they suspect any unsafe condition(s) or practice(s) on the part of ESNorCal.

PARENT/GUARDIAN/CAREGIVER OBSERVATION

Parents have the right to observe the ESNorCal Kaleidoscope Community Adult Program activities during any regular hours of operations.

PARTICIPANT'S RIGHTS

WE ARE COMMITTED TO PROTECTING THE RIGHTS OF OUR CLIENTS AT ALL TIMES.

You have the following rights:

- To receive services in a manner free from abuse, retaliation, humiliation, neglect and financial or other exploitation.
- To receive services voluntarily and of your own free will.
- To receive services that are sensitive to age, gender, sexual orientation, race, cultural or religious preference, health status and physical ability.
- To receive sufficient information prior to the start of any services, so that you can give informed consent.
- To refuse services offered after being notified of the benefits, alternatives, and consequences.
- To be an informed participant by receiving information regarding services in a reasonably prompt and confidential manner.
- To access information and records in sufficient time to facilitate decision making, as outlined in the Notice of Privacy Practices.
- To have your records protected as required by applicable privacy law, as described in our Notice of Privacy Practices.
- To receive relevant information regarding the individuals providing services, to the extent permitted by organizational policies and applicable privacy laws.
- To be provided on request, an accurate and current set of professional credentials of practitioners working with the client.
- To file a complaint without fear of retaliation or the imposition of any barrier to service.
- To be provided with information on how to lodge complaints about professional practices of practitioners through the applicable professional licensing/credential board.
- To be provided with access to or referral to self-help support services, advocacy services, and legal entities for appropriate representation, when applicable.

KALEIDOSCOPE GUIDING PRINCIPLES

ESNorCal offers a Community Adult Program in Dublin for adults with developmental disabilities, aged 18 and above. The program is designed to provide community-based recreational and social activities for individuals with developmental disabilities, in support of independence, positive self-image and social awareness, and to facilitate self-determination and development of critical life skills. Services are provided in safe, caring and accepting environments, which are beneficial to learning and full participation. To accomplish this mission, our program employs the following approaches and guiding principles:

SELF-SUFFICIENCY

Program participants (“participants”) increase independence, self-sufficiency and self-determination through emphasis of generalization, integration and development of critical life skills. Making choices and understanding consequences are key areas of focus. Activities are frequently integrated in the community.

RESPECT

Each participant is viewed as a unique individual, and treated with respect and dignity in an age-appropriate manner. The program works to enhance participant self-esteem, identify choices, promote individual decision-making and validate feelings.

ENVIRONMENT

Services are provided in a suitable environment that is physically and emotionally safe for participants and staff. Learning and modeling appropriate behavior, with special emphasis on socialization and skill building, are the focus of staff-participant interactions and activities. Realistic expectations are established; opportunities and support required for learning, participation and achievement are provided. Professional staff also serve as facilitators, teachers, coaches and mentors.

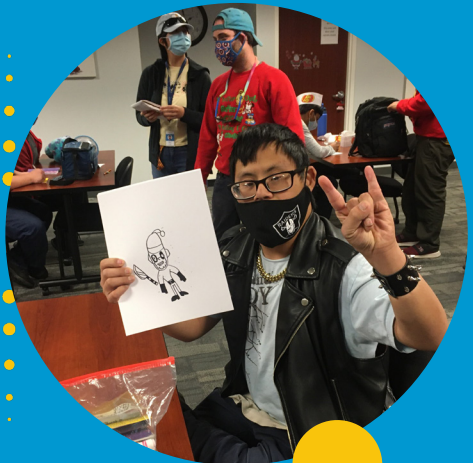
COMMUNICATION

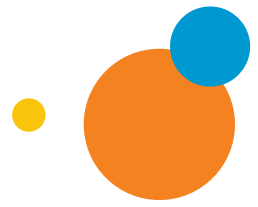
Our professional staff initiate and maintain consistent, respectful and positive communication with families to identify and build participant and family strengths. Staff-to-family feedback is honest and timely. Working closely with participants, families, schools, Regional Centers and other key stakeholders, professional staff identify and develop specific, measurable objectives for participants, assuring a coordinated, mutually supportive effort to meet participants' present and future goals. Communication is constructive in nature and solution-oriented.

COMMUNITY INTEGRATION

Recreation, leisure and community integration are central to the program. Learning experiences, within the community, are enjoyable and stimulating. Community integration is emphasized through activities such as:

- Walks to local grocery stores, eateries and shops
- Training and guidance to support development of vocational, independent living and social skills
- Team sports
- Use of public transportation





OUR PROFESSIONAL STAFF

PERSONNEL

ESNorCal seeks employees who meet high standards of performance with capacity and demonstrated interest in personal and professional growth and development. Our skilled professional staff is committed to providing you with care-filled services in a comfortable, safe environment. Our professional staff has been selected for their creativity, enthusiasm, and recruited based on the following criteria:

- Education
- Work and life experience
- Ability to relate and interact positively and effectively with individuals with special needs or developmental disabilities
- Positive responsiveness to supervision
- Acceptance of and willingness to try new ideas
- Ability to nurture those placed in their care, and adherence to an appropriate and effective set of core values and beliefs

FINGERPRINTING

In accordance with State and local laws and regulations, background checks, including a criminal record check and fingerprinting through the Department of Justice, are performed for each new employee prior to the first day of employment.

HEALTH EXAMS

All employees must meet standards for working with adults as required by the State of California. Direct participant contact dictates that each employee be in good health and free from communicable disease.



PROGRAM GOALS

At ESNorCal, we believe adults with disabilities flourish when they are provided experiences in community settings comprised of ordinary life activities. Independence and self-esteem are increased for participants in order to have opportunities for meaningful participation, build a sense of connection to their community and form associations with community members.

The program aims to increase participant ability to care for themselves and self-advocate, increase the quality of life for the participant and family, and help participants reach their employment goals. The overall goal is that each individual will gain greater integration into their community and achieve more independence in their life.



PROGRAM ELIGIBILITY AND ENROLLMENT PROCESS

PRE-ENROLLMENT EVALUATION

Entrance Criteria

An enrolling participant (“applicant”) must be able to function effectively with the existing program. Current staffing levels and the requirements and needs of existing participants are considered during the evaluation of an applicant.

Criteria typically used during the evaluation of an applicant include:

Behavior

Types of behaviors, severity and frequency, especially as related to safety and staffing requirements, include:

- Physically aggressive behavior
- Ability to stay on task
- Self-injurious behavior
- Behavior that may be injurious to others
- Screaming or yelling behaviors that are disruptive to the group

Group Setting

Ability to function in a group setting.

Regional Center

Background information provided by the Regional Center Case Manager, including the *Individual Education Plan (“IEP”)*, *Individual Program Plan (“IPP”)*, *Consumer Development Evaluation Report (CDER)*, *Program Plan Review Report*, *Annual Review*, and other information available for an assessment. If parents and/or caregivers are seeking the private pay option, all relevant information related to evaluations of the child’s social, emotional, and educational development, including relevant diagnoses must still be provided.



Schedule

Days of week and hours of service being requested.

Transportation

Availability of transportation to and from the program.

Toileting Needs

The assistance level required while using the restroom.

Wait List

The enrollment process will begin only when there is space available in the program for enrollment. ESNorCal will use a waiting list when an individual meets the criteria of the program but the program does not currently employ enough staff to meet the ratio needs of the individual.

Notice of Availability of Space

ESNorCal will notify Regional Center Case Managers and/or currently inquiring individuals of the availability of space within the program to enroll new applicants.

Review of Regional Center Documents

The Program Manager will work directly with the Regional Center Case Manager and the parents/caregivers in private pay situations to evaluate the applicant's needs and review the applicant's *IEP, IPP, CDER, AR, and Program Plan Review Report*. Additional information for review may include *Behavior Plan, Person Centered Planning information, medical records* and any other documents and/or information relevant to the applicant's enrollment in the program.

Observation at the Program Site

After Regional Center documentation has been reviewed, and providing the Kaleidoscope Leadership have determined that the program is able to meet the applicant's needs, an observation will be scheduled for the applicant to visit during program hours. The objective of this observation is to further the evaluation of the applicant's needs and the ability of the program to meet them.

Observation in the Classroom

If necessary, the Kaleidoscope Leadership will conduct a classroom visit at the applicant's school during class time to complete the evaluation of the applicant and his or her fitness for the program.

Evaluation Results

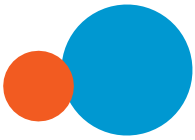
The Kaleidoscope Leadership will contact the Authorized Representative and Regional Center describing the results of the evaluation.

ENROLLMENT

Trial Period

ESNorCal observes a trial period of three-months with all newly enrolled applicants. During the trial period, staff will keep Authorized Representatives informed of the applicant's progress. Staff will meet with Authorized Representatives at the conclusion of this period to determine the appropriateness of enrolling the applicant as a participant.





Applicant Packet

The applicant packet must be completed and submitted by parents/ caregivers prior to a participant's entrance into the program. Forms and documents that must be completed and/or reviewed include:

- Intake
- Applications
- Physician's Report
- Parent's Report
- Emergency Contact Information
- Medication Information and Authorization
- General Liability Release
- Release of Information
- Authorization for Release of Participant
- Authorization for Community Outings
- Enrollment Contract
- Authorization for Participant-to-Participant Contact
- Notification of Parent's Rights
- Rights of Developmentally Disabled Adult
- Personal Rights
- Contract for Payment of Services
- Activity Fee Agreement
- Participant Handbook Acknowledgment
- Purchase of Service from Regional Center
- Suspected Abuse Reporting Procedures
- Emergency Action Plan
- Medication Policies and Procedures

TERMINATION OF ENROLLMENT

Addressing Behavioral Concerns

When practicable, staff will attempt to address a participant's behavioral problems such that continued enrollment within the program is possible. However, safety of all participants and staff will always be our first priority. Any participant whose behavior threatens the safety and/or well-being of her/himself, another participant or an employee, will be disenrolled from the program.

Behavior Management Plan

Steps used to address a participant's behavioral problems may include:

1. Identify the behavior
2. Determine the reason(s) for the behavior
3. Meet with Authorized Representatives, Regional Center Case Manager, and/or teacher(s) to determine if behavior problems are expressed in a specific location, or universally; identify potential antecedent(s) of behavior
4. Develop and implement *Functional Behavior Assessment & Behavior Intervention Plan (FBA-BIP)*
5. Keep Authorized Representatives and Regional Center Case Manager informed of participant's progress
6. Conduct follow-up meeting with Authorized Representatives and Regional Center Case Manager to determine if the FAB-BIP can be amended or adjusted to improve likelihood of success
7. Temporarily suspend participant from program
8. Create an Inter-Disciplinary Team, which may include KCAP staff members, a behavioral consultant, Regional Center Case Manager and Authorized Representatives, to discuss and evaluate possible termination from the program



Suspension/Termination from the Program

A participant may be temporarily suspended from the program if she/he exhibits behavior that have been deemed unsafe to self or others in our sole discretion.

Participants may be immediately suspended from the program for the following:

- Aggression toward others resulting in hospitalization; posing a danger to themselves, other participants, staff or other members of the community; and if updating and implementing an emergency Individual Program Plan has not been sufficient in meeting the participant's or other participants needs.
- Participant's behavior that violates the program's lease or facilities license.
- Possession or distribution of contraband.
- Theft, or other illegal activities.
- Being arrested.
- Engaging in behaviors that require constant attention of one or more staff members in order to ensure safety or successful participation.

Suspensions may be lifted after we have met in person with the participant's Authorized Representative and the behavioral issue has been successfully addressed. When appropriate, and at the discretion of the Kaleidoscope Leadership, meetings may be conducted over the phone.

If a participant returns from a suspension but is unable to participate safely and effectively in the program, we may suspend the participant again and/or terminate his or her participation.





Termination

Termination will be preceded by a written 30-day notice of intent to terminate, sent to the Authorized Representatives and Regional Center.

Enrollment may be terminated as a result of safety concerns or other reasons, including without limitation:

- Any conduct for which a participant may be suspended
- When a participant no longer benefits from the program service
- When a participant has medical needs that cannot be met by staff
- When a participant is unable to regularly attend the program for any reason
- When a participant's attendance ratio (number of days attended divided by number of days absent) falls below 50% for a period of at least 2 months, for any reason
- An Interdisciplinary Team (ID Team) convened by the program has determined through a participant evaluation that the Kaleidoscope Community Adult Program no longer meets the participant's needs
- An ID team is convened and determines that the program no longer meets the participant's needs
- The participant, or his/her Authorized Representative acting on behalf of the participant, consents to an alternative placement identified by the ID Team as being able to meet the participant's needs and as being more cost effective pursuant to Title 17, Section 56718(a)(5)
- When a participant's behavior presents immediate danger to her/himself and/or others

The participant's Regional Center may terminate funding for a participant's placement in the program, if the Regional Center issues a written determination stating that continued participation in the program jeopardizes the participant's health or safety. If the Regional Center terminates the placement, termination shall be immediate, subject to participant's rights to appeal against the Regional Center under California law. The Regional Center shall provide the Kaleidoscope Community Adult Program with a written cancellation of the Purchase of Service Authorization.

PAYMENT OF FEES

Service Fees

If the participant qualifies for Regional Center services, the Regional Center may pay for all or part of the Day Services, based on each participant's individual Purchase of Service (POS) agreement. Questions regarding the number of hours purchased should be directed to the Regional Center of the East Bay. If the participant attends for more hours than authorized by their POS, the parent will be billed for the extra hours based on the Kaleidoscope Community Adult Program's private pay schedule.

Private Pay

Private Pay is an option for any participant who does not qualify for Regional Center of the East Bay Services or as a supplement to the authorized Regional Center hours as stated in the participant's POS agreement. ESNorCal will provide interested individuals with a current fee schedule for private pay rates. Private payments are due by the first of the month following the billing cycle (e.g., A bill for the participant's January hours will be received by the parent at the beginning of February. Payment in full is due March 1st). **A late fee of \$25 will be applied each time a private pay payment is late.** If payment is not received after 16 days from the original due date, the individual will be denied the privilege to attend the Kaleidoscope Community Adult Program.

Activity Fees

Activity fees are assessed to cover the additional cost of community outings which are not paid for by the Regional Center, such as visits to a theme park, movies, use of public transportation, visits to local eateries, area parks, etc. Activity Fee payments are due by the first of the month following the billing cycle (e.g., a bill for the participant's January hours will be received by the parent at the beginning of February. Payment in full is due March 1st). **A late fee of \$25 will be applied each time an activity fee payment is late.** If payment is not received after 16 days from the original due date, the individual will be denied the privilege to attend the Kaleidoscope Community Adult Program. Activity fee payments may be made in advance.



Fee Agreement

Authorized Representatives will sign Fee Agreements prior to the individual's enrollment in the program.

Fee Increase

Authorized Representatives will be notified in writing 30 days in advance of any scheduled increase to any fees.

PRACTICES AND PROCEDURES

Holidays

The Kaleidoscope Community Adult Program is closed every year on dates when the following holidays are observed:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteeth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day & Day after Thanksgiving
- Christmas Eve, Christmas Day & Day after Christmas

In addition, KCAP reserves the right to close ten (10) working days each year for staff training, facility repair and/or renovations, and other business needs as determined by Kaleidoscope Leadership. Authorized Representatives will be notified at least 30 days in advance of any planned closures.



Attendance and Absences

Regularly scheduled attendance at KCAP is expected. In order for KCAP to staff and maintain its high level of programming and participant care, we require a 24-hour notice of cancellation of scheduled services.

Attendance Contracts

Authorized Representatives will receive an Attendance Contract throughout the year as needed by KCAP in order to determine staffing and resource needs. It is encouraged to return signed contracts immediately, and at least by the deadline stated in the letter accompanying the contract. The information contained in the contract must be accurate in order to ensure proper resources for all participants attending each day. If the Attendance Contract is not turned in by the deadline, the participants will not be allowed to attend during that contract period. A reminder call will be issued to all families that have not turned in the contract one day before the deadline.

Short-Term Absences

If you are unable to attend one of your regularly scheduled days due to an illness or an appointment, Authorized Representatives should notify KCAP no later than 8:00am on the date of the absence. **Authorized Representatives will be charged a fee of \$25.00 per occurrence for absences not reported by 8:00am.**

Long-Term Absences

Authorized Representatives must notify KCAP of any anticipated absence of a period of three (3) or more days ("long term absence") at least five (5) working days in advance. Long-term absence due to participant's illness must be supported by a physician's statement. A participant's attendance ratio (number of days attended divided by number of days absent) should remain at or above 50% for a period of at least 2 months.

Authorized Representatives will be charged a fee of \$25.00 per day of absence for long-term absences not reported at least (5) working days in advance.

Late Pick-Up Penalty

In an effort to eliminate individuals being picked up late, we will assess a fee of \$25.00 for the first 15 minutes after 2:30pm and \$1.00 for every minute thereafter until the individual is picked up. Any late pickups require ESNorCal to pay staff for additional hours. In the event that no emergency contact is able to be reached, KCAP will call Dublin Police Department.

Designated Emergency Contact

In addition to themselves, parents and Authorized Representatives must identify two (2) individuals as emergency contacts for their participant. In designating an emergency contact, only individuals that are able to travel to the program site within 45 minutes of being contacted should be considered. In the case of an emergency, if KCAP is unable to contact either parent or an Authorized Representative, the first designated contact will be called. If KCAP is unable to contact the first designated contact, the second listed individual will be called. In the event that no emergency contact is able to be reached, KCAP will call local law enforcement.

Change of Designated Emergency Contact

Parents and Authorized Representatives must notify ESNorCal immediately of any changes to their designated emergency contact, and/or contact phone number(s).

Notification of Allergies or Other Conditions

If a participant has any food or other allergies, or other health condition, parents should notify ESNorCal at the time of enrollment.

Release of Liability

Liability

Parents and Authorized Representatives release and hold harmless ESNorCal, a non-profit corporation, from any and all claims, damages, liabilities, losses of personal property, including eyeglasses, hearing aids or other medical equipment, clothing, etc., arising from participation in programs and activities in the community, or while using public, private or ESNorCal owned transportation.

General Liability Release

By signing the General Liability Release, Authorized Representatives release all claims for injuries, damages or loss to property, real or personal, whether known or unknown, foreseen or unforeseen, patent or latent, which releaser may have against ESNorCal, arising from the participation in program and/or activities, in the community, while using public, private or ESNorCal owned transportation.

Significant Support Participation and Involvement

Parent and Authorized Representative involvement in program and support services, including fundraising events, meetings, and advocacy on behalf of persons with disabilities, is strongly encouraged.

Advocacy

ESNorCal employees are available to attend *IEP*, *IPP* and *ID* meetings, school conferences and to hold observations at school or in extra-curricular activities. Please make arrangements with the Program Manager.





SPECIAL PRACTICES/EXCEPTIONS FOR FULL DAY PROGRAM

Lunches

Parents and Authorized Representatives are responsible for providing their individual with a balanced, nutritious lunch and snacks, including water and any other desired beverages on days unless otherwise noted on the schedule. As participants are often in the community during lunch hours, they should not bring meals that require a heating source, such as a microwave. **If a participant fails to bring a lunch or a lunch sufficient to meet that individual's needs, a lunch will be provided at a cost to the parents or Authorized Representative of \$10.00 per occurrence.**

HEALTH AND SAFETY

Sick Policy

ESNorCal will use its best judgment to decide if treatment should continue when a participant or staff is ill. Sessions must be cancelled when a participant is ill. The participant should be free of symptoms for 24 hours before returning to KCAP. Parents and Authorized Representatives must notify KCAP if the participant shows signs of illness, unless there is documentation provided by a medical provider stating that the participant is well enough to attend program.

- If anyone else in the family or home is experiencing any signs of illness, we ask that a safe distance be maintained between the individual and ESNorCal staff to prevent transmission of any illness.
- If the participant or anyone in the participant's home has a highly contagious disease, such as but not limited to, Pink Eye, Strep, Impetigo (skin infection), or Hand-Foot-Mouth Disease, attendance must be cancelled. A note from a medical provider may be requested by ESNorCal prior to resuming services.
- If anyone in the home has head lice, please let us know and keep the individual home until it can be treated and cleared.

IMPORTANT: SICK POLICY

ESNorCal requires all participants and staff to strictly abide by the terms of the Sick Policy. Attendance will be withheld if there is a risk of spreading illness and/or infection.



Contagious Illnesses

Parents and Authorized Representatives are asked to notify KCAP immediately if they become aware that their individual has contracted or been exposed to a contagious illness or disease. This allows KCAP to take appropriate and necessary safety precautions to protect the health of other participants and employees.

Notice of Injuries Occurring Outside Program

Parents and Authorized Representatives should notify ESNorCal if their participant has experienced a significant accident or injury away from program.

Medication Assistance

Whenever possible, please administer medication prior to the participant's arrival at program.

If needed, KCAP staff will supervise or assist in the self-administration of participant's medications. Any medication, including over the counter medication, the participant needs assistance with ***must be brought in a clearly labeled container from your pharmacy with participant's name, the name of the medication, the dosage, the amount that must be taken, and the time it must be taken.***

Parents and Authorized Representatives will provide written authorization for employees to distribute the prescription medication by completing and signing the *Medication Information and Authorization Form*.

Medication Authorization Form

Medication Authorization Forms are provided to parents and Authorized Representatives at the time of enrollment, and are also available from the program's administrative office. Forms must be renewed after ten (10) working days, except in cases of long-term medication. If long-term medication will be taken, the participant's parents and Authorized Representatives and physician must complete and sign an *Exception Form*.

Injury or Illness

Minor Injury or Illness

Parents and Authorized Representatives will be notified via telephone immediately, or as soon as possible, of a participant's minor injury or illness.

Severe or Life-Threatening Injury or Illness

In the event of a serious or life-threatening injury or illness, employees will first contact emergency services. A life-threatening emergency is defined as a situation wherein a participant is not breathing, is experiencing severe bleeding, does not have a detectable pulse, and/or is experiencing chest pain. Parents and Authorized Representatives will be notified via telephone immediately, or as soon as possible, of a participant's severe or life-threatening injury or illness.

Notification to Regional Center

ESNorCal will inform Regional Center of any incident of severe or life-threatening injury or illness on the day of injury. ESNorCal will generate a Special Incident Report to parents and Authorized Representatives and Regional Center within 24 hours of a severe injury or illness.

LIST OF CHARGES

Monthly Activity Fee	\$150.00
Late Payment Fee	\$25.00
Unexcused Absence	\$25.00
Late Pick Up	\$25.00 for first 15 mins, then \$1.00 for every minute thereafter
ESNorCal Lunch Provided	\$10.00
NSF Returned Check	\$25.00



LOST AND FOUND

KCAP is not responsible for a participant's personal belongings that are lost or misplaced while the participant is in transit or in attendance at the day program. Lost or misplaced items should be reported to KCAP staff as soon as possible so an attempt can be made to locate them. Participants and parents are encouraged to mark all personal belongings such as hats, jackets, etc. with a permanent marker or name label before bringing them to KCAP.

EMERGENCY OPERATION PLAN

Safety is an integral part of our daily operations within the ESNorCal organization. All offices have a safety response team to direct and assist employees, clients/participants, and visitors in the event of an emergency. All employees are trained to understand the ESNorCal Emergency Operations Plan. Kaleidoscope Community Adult Program maintains an Emergency Operations Plan onsite and training is provided annually.





INCLEMENT WEATHER PLAN

Participant and staff safety is paramount. The Kaleidoscope Community Adult Program will make every effort to remain open during inclement weather. Our goal is to make sound decisions based on the safety of the participants, while still meeting their needs. During inclement weather times, participants will be returned to the Kaleidoscope Center and will be given choices of activities that do not require being outdoors. In the event that the Kaleidoscope Community Adult Program needs to close, parents and Authorized Representatives will be notified via email or phone call or both.

DRESS CODE

Please provide the participant with a change of clothes every day in the case of water play, toileting accidents, etc. Unfortunately, the Kaleidoscope Community Adult Program has a limited supply of clothing that we must save in cases of toileting issues and we are unable to provide the individual with a change of clothing if he/she gets wet or dirty during program activities. If preferred, a small bag with a change of clothing can be packed in your participant's bag. Having a change of clothing will insure that your participant will have the opportunity to participate in any and all activities and remain comfortable all day.

If you choose to send the participant in shorts or a skirt, please make sure that the clothing item is knee length. In addition, please make sure that your participant's shirt covers the entire chest area as well as stomach (when arms are raised above head).

For our participant's safety, we ask that they DO NOT wear loose or open toe shoes, such as slippers or flip flops.

Any individual who arrives at the Kaleidoscope Community Adult Program wearing inappropriate clothing will be asked to change. If necessary, staff will assist the participant. If the participant does not have a change of clothing, parents or Authorized Representatives will be contacted to pick up the participant or asked to bring in a change of clothing as soon as possible so that program activities are not delayed. If this becomes an on-going issue, it will become mandatory for your participant have changing options with them at all times.



CODE OF CONDUCT

This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee and/or participant welfare, and company operations also may be prohibited and will result in disciplinary action. Disciplinary action may include verbal warning, a written counseling statement, a behavior contract, suspension from program or program activities, reduction in days of attendance, probation, and/or termination from program. The following conduct is prohibited and will not be tolerated by the Kaleidoscope Community Adult Program:

- Excessive absenteeism or tardiness.
- Unexcused absences from program. Absences protected by State or Federal law do not count as violations of this policy.
- Failing to notify staff or obtain permission to leave for any reason.
- Unauthorized disclosure of confidential information.
- Threatening injury to persons or property.
- Exhibiting behaviors that are disruptive of program activities.
- Exhibiting behaviors that are not compatible with accepted standards of behavior in the community.
- Committing an act of intimidation, a threat of violence, or an act of violence.
- Provoking a fight or engaging in fighting.
- Sexual gesturing, advances, touching, or intimidation of staff, peers, or members of the community.
- Destruction of program property, community property, or property of an employee or participant.
- Engaging in behaviors that require 1:1 staff to participant care.
- Conduct in violation with the Kaleidoscope Community Adult Program Code of Ethics.

CODE OF ETHICS

I will respect the value and dignity of all individuals.

I will do my best to create and maintain a climate of loyalty, trust and mutual respect.

I will support an atmosphere where the participation and work of each individual is respected as important.

I will strive to speak to everyone in a friendly, positive, enthusiastic and courteous manner.

I acknowledge that enthusiasm and positive attitude create a strong and better environment.

I will strive for personal and professional growth.

I will carefully consider the public perception of my personal and professional actions and the effect that my actions could have on the Kaleidoscope Community Adult Program's reputation in the community and elsewhere.





GRIEVANCES OR COMPLAINTS

If you have any questions or concerns about policies and procedures, programming, treatment, care, or the overall operation of the facility, Kaleidoscope staff and Leadership are available to assist you.

The Kaleidoscope Community Adult Program is committed to providing a positive environment for everyone and therefore encourages everyone to be respectful of others. If an individual has a grievance with a staff member, she/he is urged to discuss it informally with that person. Occasionally, a participant may have a problem that they are unable to resolve. When this occurs, the following process is used to help the participant resolve the issue:

- Ask to meet with KCAP's Program Manager to discuss your concerns. Usually this is the only step you need to take. We are committed to resolving issues quickly. If you are not satisfied after meeting with a supervisor or manager, please move on to the second step below.
- If the discussion with a supervisor or manager does not resolve the issue, talk to a member of ESNorCal's Clinical and Family Services Leadership team.
- If the issue is not resolved by the Clinical and Family Services Leadership team, contact EsNorCal Office of Risk Management and Compliance at **1-833-44-PROTECT**.

This procedure, which we believe is important for both participants and the Kaleidoscope Community Adult Program, cannot guarantee that every issue will be resolved to a participant's satisfaction. However, the Kaleidoscope Community Adult Program values participant and Authorized Representative's observations and they should feel free to raise issues of concern, in good faith, without fear of retaliation.

At no time will any of the actions taken because of investigation lead to any form of retaliation against the participant, including but not limited to barriers of services provided. The Grievance Procedure is verbally reviewed with each participant or Authorized Representative before being admitted for services and on an annual basis at the time of the Individual Program Plan meeting. At any time, a participant or Authorized Representative may review the procedure and will be provided with any necessary clarifications.

If the problem continues to be unresolved or if you wish to file an anonymous complaint, you may do so by contacting the following numbers provided below:

**ESNorCal Office of Risk Management Compliance Help Line:
1-833-44-PROTECT**

**Regional Center of the East Bay (RCEB):
(510) 618-6100**

RCEB San Leandro
(510) 618-6100
Creekside Plaza
500 Davis Street | Suite 100
San Leandro, CA 94577

RCEB Concord
(925) 692-2300
1320 Willow Pass Road | Suite 300
Concord, CA 94520

**California Department of Developmental Services:
(916) 654-1690**
1600 9th Street
Sacramento, CA 95814

Mailing Address:
P. O. Box 944202
Sacramento, CA 94244-2020





esnorcal.org



**WALNUT CREEK
CORPORATE OFFICE**
2730 Shadelands Drive
Building 10
Walnut Creek, CA 94598
(925) 266-8400

HOURS

M-F 9:00am – 2:00pm

DUBLIN

5601 Arnold Road, Suite 102
Dublin, CA 94568
(925) 248-9922

*Easterseals Northern
California has been
awarded the highest
level of accreditation by
CARF International for its
Kaleidoscope Community
Adult Program.*



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