



Welcome To Oak-Leyden's Lifelong Learning Center

Oak-Leyden Developmental Services operates two Lifelong Learning Centers, one in Oak Park, Illinois and the second in Elmwood Park, Illinois. The mission of Oak-Leyden is to help people with developmental disabilities meet life's challenges and to reach their highest potential. We apply our mission each day to direct and guide us in the work we do at Oak-Leyden.

We provide a learning environment that allows participants to be involved in activities and community events that we hope each participant finds of value. We believe that learning happens in the community as well as in our Lifelong Learning Centers. We work with each participant to understand what their interests are and what they want in the future. We work together to accomplish what each participant has decided that they want to achieve while at Oak-Leyden.

We advise you to attend the program closest to where you reside. This helps you get to know people in your communities and neighborhoods so friendships can be developed and maintained outside of our program. You will also visit and use community resources that you can later access on your own, as our program is both center-based and community-involved. We do not deny anyone the opportunity to attend a day program farther from one's home if that is the preference. We do follow guidelines from Illinois Department of Human Services and limit the time spent traveling one way to either of our sites to one hour or less.

There is specific staff who will work with you at our Lifelong Learning sites:

1. **Your QIDP (Qualified Intellectual Disabilities Professional)** - This person is someone that helps you develop the outcomes from your Person Centered Plan, helps fix any problems that might arise, and is there to ensure that you have a great experience at Oak-Leyden. Each of our QIDPs has a college education in a related field and has taken a special course of instruction to learn how to best assist you. In addition, each one has at least one year of experience in working with people who have an intellectual or developmental disability.
2. **Your Training Counselor** - This person is the staff member who will work most directly with you each and every day. He or she must have the life experiences needed to communicate with you and provide quality support. The Training Counselor for your group will have passed a class called Direct Support Professional Training which requires both classroom and on the job training. Each Training Counselor is listed on the state registry, which means they have passed all State of Illinois background checks as well.

Your QIDP is:

Your Training Counselor is:

The Address of your Lifelong Learning Site is:

24 Conti Drive
Elwood Park, Illinois, 60707
708-453-3175

or

320 Chicago Ave
Oak Park, Illinois, 60302
708-383-2050

Connect with us on Facebook!

Orientation

Before you start at Oak-Leyden, we want to take the time for us to get to know one another. You will have been referred to Oak-Leyden by either your Pre-Admission Screening Agency, your Home Based Facilitator, or possibly by your school.

We need the following documents for you to begin:

- Proof that you have an intellectual and or developmental disability
- A copy of your Social Security card
- A copy of your Medicaid card
- A Service Agreement from your Home Based Facilitator or an Award Letter
- An Agreement for private pay if you do not have funding
- Psychological Evaluation
- Medical Records
- Adaptive Living Assessment
- Your most current Person Centered Plan if you have been in service before
- An Individual Education Plan if you are coming straight from school
- A Behavior Support Plan if you have used one

Before you begin, we ask that you come for a visit to see the program. We encourage you to talk with the staff and participants about the program and the things that you like to do. Your QIDP will sit down with you and your family/guardian to discuss your interests and what you want to be doing in your future.

Your visit will start with you meeting with your QIDP who will show you around the program and introduce you to your Training Counselor and other participants. You will review this handbook, and they will answer any questions you have.

Eligibility

To come to the Lifelong Learning Center, a person must have an intellectual and/or developmental disability. This means you likely took special education classes in school. You may have a medical condition that causes you to learn in a different way than others. Some of the people that attend Oak-Leyden have autism, cerebral palsy, Down syndrome, Fragile X, or epilepsy. In addition some people have other conditions such as depression, schizophrenia, bipolar disorder, or severe anxiety. As long as you are not a danger to yourself, or those around you, we can work together to provide you with a safe and meaningful learning environment.

To be eligible for services, a person must have funding or be able to pay for their services. Most of our program participants are funded through the Illinois Department of Human Services and come to us through a Pre-Admission Screening Agency such as Suburban Access or Community

Alternatives Unlimited. You need to be Medicaid eligible to be approved for funding as that is the only way the Illinois Department of Human Services can fund your services. If you need assistance with arranging funding we are able to assist with that.

Discharge

Occasionally, people leave our program. This usually only happens if you either want to leave voluntarily or if your medical conditions change and we cannot provide the services you need. Sometimes a participant does not attend the program regularly and there is someone else who would like to have that place in the program. Sometimes a participant becomes a danger to themselves or others. In all of these cases, we will talk with the person and their guardian and work together to develop a plan that will meet their needs.

Hours of Operation

Our usual program hours are 8:30am until 2:30 pm. Participants begin arriving at our program sites from 8:00am to 8:30am and begin leaving from 2:30pm to 3:00 pm. However, at Oak Park we can arrange for individuals to start at earlier times beginning at 7:00am. We are also able to provide programming for participants at both of our sites from 3:00pm to 4:00pm. There is a charge of \$10.00 per hour for each additional hour a participant wants to attend our program beyond their regularly scheduled 5.5 hours per day.

Transportation

Oak-Leyden does not provide transportation to our day programs. Our program participants are encouraged to take public transportation, especially the para-transit system. In our area, the para-transit system is called PACE and is run by the RTA. To be eligible for door to door service and special user rates, an individual must apply to the RTA. Your QIDP can provide you with additional information.

Program Guidelines

Our guidelines are simple –

We expect everyone to be treated with respect: That means we are kind, give feedback in a nice way, and try to find solutions to problems. We expect everyone to do their best, work as part of a team, and help us all be safe in our program.

Practice good hygiene: Come to program every day clean and neat. Wash hands frequently. Stay home when sick so we do not spread disease. We all clean up our spots at the end of the day to sanitize our area and keep the building clean.

Keep the building safe: We clean up spills so no one slips. We do not run, so people do not fall. We clean up things that are on the floor and in passage ways. We report broken equipment so it can be fixed.

Get along with each other: We talk about problems. We do not use angry words or engage in name calling. We refrain from hitting others. We do not take the property of others. We tell our QIDP or Training Counselor whenever someone is not treating us the way we want to be treated so we can help fix the situation.

We are good neighbors: We go out into the community frequently, either in the local neighborhood or on trips to attractions & events. We listen to group leaders when we are on outings. We try to be a credit to ourselves and Oak-Leyden when we are out. We do not litter. We do not talk loudly. We do not take things that are not ours. We respect property and strangers.

Your Daily Schedule

The Lifelong Learning Center is a structured program designed to teach you skills and help you meet your goals. Each location has tweaked their schedule based on the wants and the interests of the people in the program. Below is an idea of what the schedule might be. The schedule changes from time to time as new opportunities are presented:

Before 8:30am	Participants arrive to the day program, put away belongings in lockers & put away their lunch.
8:30am - 9:00am	Morning Meetings: Each Training Counselor meets with his/her group to review the schedule of the day, & news both local & world.
9:00am - 9:45am	1 st Group – A Planned Activity or Health & Wellness/Exercises
9:45am - 10:00am 10:00am - 10:15am	Program Participant Break
10:15am - 11:00am	2nd Group - Planned Activity, Field Trip or Subcontract Work
11:00am - 1:00pm	During this time you will have a half hour lunch time. The remainder of the time you will work on individual goals from your Person Centered Plan.
1:00pm - 1:45 pm	3rd Group - Planned Activity, Field Trip or Subcontract Work
1:45pm - 2:30pm	4 th Group - Planned Activity, Field Trip or Subcontract Work
2:30am - 3:00pm	End of the Day - During this time your transportation arrives. This is the time we think about all the activities we did. We also clean up our materials for the day, sanitize tables/chairs & sweep floors.

We are open every week day, except national holidays. Each year we publish a calendar of when we will close for holidays. You will be given a copy of that schedule. We are open during bad weather as well. However, if the roads are dangerous, we understand that you may stay home. If you and your family want to come in for the day, we try to always have staff available.

In cases of inclement weather, families are directed to go online to the Chicago Emergency Closing Center or follow local TV and radio stations to find information on whether we will be open or closed.

If there are any unexpected closures, we tell you and send an email to you and your guardian and a note with you to your family. If there is no time to send home a note, we will call your home.

Attendance

We encourage each person to attend each day, unless you have an agreed upon schedule with us to attend less than daily. We believe it is good for everyone to have a schedule, a place to go and people to see. We also have limited space. If you do not attend, we may have to invite people who want to attend to take your place.

If you have a special situation, please talk to your QIDP and we will try to make accommodations. We ask that everyone attends at least twice a week in order to maintain a regular schedule and to fully participate in the activities that are happening at Oak-Leyden.

We want you to have a meaningful experience while you are at Oak-Leyden and will work hard to make that happen!

Activities

So, what happens during activities? What are they? We have a wide range of activities that happen throughout the day. The list of activities changes all the time. You have input into the activities that will be put into your schedule by telling us what you want. We offer activities that have included following:

Advocacy: What are your rights? How can you speak up for yourself?

Life Skills: Cooking, doing laundry, vacuuming, sweeping, cleaning -- all the things you need to know how to do to take good care of yourself.

Choir: The Voices of Oak-Leyden perform at a variety of community events, schools and nursing homes. They have Spring and Holiday concerts as well.

Spa Activities: Doing hair, doing nails, foot baths, lotions, aroma therapy.

Relaxation: Meditation, relaxation exercises, calming music, stretching, deep breathing.

Social Skills: How to make friends, how to be assertive, how to control anger, how to ask a question, dating, and everything you need to do to get along with others.

Health and Wellness: Walking Clubs, exercise, bocce ball, group work outs, healthy eating tips and nutrition suggestions.

Communication: Sign Language, picture systems, learning words or using assistive technology.

Games: Trivia, Mini-Olympics, bowling, Xbox games, bingo, table games, matching games, word search, card games. All these things keep our minds as active as our bodies!

Hobbies: Photography, Choir, Movies, Music, using computers, travel club (learning about the world).

Arts & Crafts: Painting, drawing, jewelry making and group art projects. The list of things we can do is endless!

Academic Skills: These are the things we learned in school and we don't want you to forget. It can include math skills, handwriting, and reading. You worked hard to gain these skills and we don't want you to lose them!

Safety: Being safe in the building, being safe in the community, and being safe at home.

Subcontract Work

We know that adults like to work and earn money. When we are able to bring in work, we regularly do so. If you work, you are paid for the work you do based on how fast you work. Each part you do has a value based on what a worker in that company would do. If you work as fast as that worker, you earn the same wage. If you work slower, you are paid less.

We also have a Supported Employment Program that assists participants in gaining employment in their community and neighborhoods. Every year we explain these points to you when you have your Person Centered meeting.

After Hours Program

On certain dates, we offer after hours programming which consists of creative and organized events focused on exploring the community and building friendships while providing respite for caregivers. The events are 4 hours in length and run from 3:00pm to 7:00pm.

For more information contact Chuck Nilles, Director of Vocational Services, at cnilles@oak-leyden.org or at (708) 383-2050 x 201.

Supports from Applied Behavior Analysis of Illinois

Oak-Leyden Developmental Services works with Applied Behavior Analysis of Illinois to provide participants with needed behavioral supports. ABA of Illinois staff have designed and implemented support strategies that promote positive behavioral change with a focus on preventing problem behaviors before they occur. The services that ABA of Illinois provides are paid through the funding that a participant receives from different Home and Community Based Waiver programs or from private pay. You can receive further information about ABA of Illinois by contacting your participant's QIDP.

Confidentiality

When you start at Oak-Leyden, we collect a great deal of information about you and your family. As you are with us, we learn even more. We make a promise that what we learn is kept confidential. This means we cannot talk about it outside of Oak-Leyden unless you give us permission to do so in writing. We will not use your picture without your consent.

Code of Ethics

We intend to do everything the right way. We intend to follow all the laws that govern what we do. We pay you fairly. We keep your information confidential. We do not engage in illegal business dealings. We ensure that you are able to exercise your rights. If you believe any one of us or the organization as a whole is breaking the law and not following our code of ethics, you have the right to report us. You can tell your staff or a staff person you trust. You can tell the Program Director or the Executive Director. We guarantee that you will not be treated badly for making a report.

Annual Requirements

At least one time per year you will meet with your service team. You can invite anyone you would like to the meeting. The list of people who will be attending your meeting includes your ISC staff, your QIDP, your Training Counselor, a Home Based Facilitator or Behavior Analyst, and your guardian. If you reside in a group home, you may also have a residential QIDP, a nurse, and a home manager at the meeting.

At the time of your Person Centered Plan meeting, you will be asked to review some of our policies, such as our grievance policy and your written rights. You will also be asked to sign releases of information so we can share information with your funding sources, your doctor or psychiatrist, and anyone else that we need to contact for your service. You have the right to decline to sign each release and you will be told what the consequence is for not signing. For example, we may not be able to provide the best possible service. It is always your decision.

You will be asked to go to the doctor and the dentist one time per year and give us a copy of his/her report. We are asked by our licensure to request this of you and to report the results in your Implementation Strategy.

Person Centered Planning

Your Person Centered Plan is a plan developed for the year ahead. The plan tells us what you want to be doing in the coming year. You have the opportunity to talk about what happened last year and what you want to do in the future.

That's a lot! What is important for you to know is:

1. It's all about you. What you want. What you need.
2. You should be talking to your ISC staff, your QIDP and guardian throughout the year to discuss how you are doing and to tell them what you want to be doing.
3. Person Centered Planning Meetings focus on the positive aspects of a person's life. You should consider things that you want to do with your life: where you want to live, with whom you want to live, what you will do during the day, and what you want for your future. We are all here to discuss with you what you want to be doing!
4. Your Person Centered Plan should identify the things you want to do, learn or experience in the coming year. You and your service team will work together on this part of the plan. Your QIDP will figure out how best to plan for you to do those things that you want to do and your Training Counselor will support you making it possible. It truly is a team effort.
5. Everyone who attends your Person Centered Meeting is there to help find ways for you have your needs and desires met. We want to help you find the right kind of place to live, build new relationships and continue those that you have, receive the kinds of supports you need, and find work or other meaningful activities to do during the day! We want you to have the kind of life that is just right for you.

Your Rights

We assume each person can make his or her own legal decisions. If you have a court appointed guardian we will work with the person(s) to ensure your needs are met and that you are happy at Oak-Leyden. We will not divulge information without you or your guardian giving permission. We will honor all the rights provided to you by the DHS rights statement. We will not take or use your picture without your permission. We will not submit you for medical

treatment without you or your guardian giving permission. We will treat you with respect in all aspects of your programming and life.

Our Rights

You have the right to select Oak-Leyden as your service provider or to select another organization to provide service. We retain the right to assign you to an activity area and to the staff that works best for you and those around you. We will make every effort to accommodate requests but please understand they cannot always be honored. Sometimes there are reasons we cannot share as to why decisions are made such as size of caseloads, expertise of certain staff, personalities, and conflicts between certain participants.

Staff members have the right to be treated with respect just like you do. They should be talked to kindly. They should not have to fear physical attacks or threats.

Problem Resolution Process

We are here to support you! Problems concerning your program will come up from time to time. We encourage you to talk to your family and the Oak-Leyden staff whenever you have a problem. You and your family can start by bringing your problem to your Training Counselor's attention. If he or she is not able to fix the problem to your satisfaction, you are asked to contact your QIDP.

Your QIDP will contact the Program Director if he or she is unable to resolve the problem. Your Program Director will meet with you and your family.

If the problem has not been resolved, your Program Director will inform the Executive Director. A meeting will be scheduled with the Executive Director to discuss the problem and work out a resolution. The decision reached by the Executive Director is your last available opportunity to resolve the problem.

Safety

Building Security

Each Lifelong Learning Center is protected by an alarm system. When we leave at night, it is set and the police are alerted if it is set off. During the day the buildings are locked and visitors must be allowed in by staff. At the Oak Park building, staff use a keyless entry to get into the building. The code is not provided to anyone but employees of the organization and it is changed periodically to assure no one has access that should not have it.

Each building has a video camera system so we can monitor what goes on in the hallways and in the training rooms. Those digital recordings are available to determine who has gained access, or to identify what has happened if there are issues.

Safety within the Building

There is a safety officer assigned to each location. That person is responsible for monthly inspections, to ensure fire extinguishers exist and are filled, that staff have safety training, that First Aid supplies are plentiful, and that evacuation drills are held. We practice with the staff for all sorts of safety emergencies. Each of the staff is trained in CPR and in First Aid. We have several safety classes for program participants. There are several safety classes that are run periodically to assure you know how to respond to safety issues. Finally we have fire department inspections to ensure we are keeping everything in tip-top shape.

Leaving the Building

Some of our program participants leave the building during break and lunch time. Others do not have that privilege. This is decided by the service team at your annual meeting. It depends on your ability to move around the community safely and your ability to return on time. If there is somewhere you would like to go in the local area you can ask if a staff member can go with you or with a small group of people.

Giving Your Input

There are a variety of ways you can give us suggestions about how we do things. The best way is to simply tell us what is on your mind. We care about what you think.

1. You can tell your staff! Your Training Counselor or your QIDP care about what you think.
2. You can provide suggestions to the Participant Council that meets quarterly.
3. You are asked from time to time to complete a satisfaction survey.
4. Your family/guardian is asked to complete a satisfaction survey.
5. You can bring things up at your Person Centered Plan meeting.

We promise to give fair consideration to your input. We make changes based on it. You can suggest a class, an outing, or an activity. You can tell us if you do not feel safe. You can report to any staff person if you feel there is someone who is not respecting you.

Community Involvement

This is an important part of what we do. We believe it is important for people to be a part of their community. Every week we plan several outings. We expect each program participant to get out into the community at least one time a month and often many more times. You will be invited by staff to attend small outings. We will respect your decision not to go if the outing

does not appeal to you. However, we will continue to ask you to attend and ask you to suggest outings you would like.

We try and find outings that are free or low cost. If there is a cost, you will be informed in advance and can make your decision with your family or group home as to if the outing is within your budget. We do not pay for the outings.

Occasionally there are larger group outings we are invited to by community groups. The choir has been asked to perform at several places. Sometimes they perform in the evening or on the weekend. You and your family can decide if you want to attend. We expect participants to arrange transport to/from the Lifelong Learning Center and we provide transportation to the venue where we sing. We have been invited to the annual zoo trip and lunch at Brookfield Zoo each year. When these things happen we will send notes home with you to help explain to your family.

How Your Family Can Be Involved

This is your program, but at times we like to have families involved as well. You may want family members involved in your service planning, in the problem resolution process, or at special events.

We try to invite families to events and special occasions. We may have a choir performance, or an open house to show arts and crafts, or different classes we are doing. We will send out invitations to these events. Let us know who to invite.

There is a Program Committee of our Board of Directors that sometimes invites families to meetings. We have had guest speakers to several of the meetings. Your families can meet the families of other program participants. They can identify projects they might like to be involved with that will benefit Oak-Leyden. From time to time we have fundraisers that we may ask families to help with.

Readmission to the Program

If you have to leave the program, you are usually eligible to return. You can call the Program Director who will start your re-admittance process. If you were asked to do some things that would make you more ready for the program when you left, we will ask if they were completed. This might include setting up your transportation or getting counseling and behavioral services.

Your return is dependent on space in the program and the availability of funding for your services. We will ask you to contact the ISC (Suburban Access or Community Support Alternatives) or your Home Based Facilitator, to verify that your funding is still active. If it has

been more than six months since you left, we may ask for updated information such as medical reports. You will be asked to fill out the annual paperwork again, including releases of information.

INDEX

Topic	Page Number
Activities	6
After Hours Program	7
Annual Requirements	8
Attendance	6
Building Security	11
Code of Ethics	8
Community Involvement	11
Confidentiality	8
Daily Schedule	5
Discharge	4
Eligibility	3
Giving your Input	11
Hours of Operation	4
How Your Family Can Be Involved	12
Leaving the Building	10
Mission of Oak-Leyden Developmental Services	1
Orientation	3
Our Rights	10
Person Centered Planning	9
Problem Resolution	10
Program Address	2
Program Guidelines	4
Your QIDP	1 & 2
Readmission to the Program	12
Safety	10
Safety Within the Building	11
Subcontract Work	7
Supports from ABA of Illinois	8
Your Training Counselor	1 & 2
Transportation	4
Welcome	1
Your Daily Schedule	5
Your Rights	9