



DAY SERVICES OPPORTUNITIES



Consumer/Family Guide Training and Support Services

Tri-Development Center
of Aiken County, Inc.



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“Making a positive impact on the lives of children and adults with disabilities, their families, and our community.”

Our Mission

Our mission statement is twofold in purpose:

To promote, provide, and coordinate community services in Aiken County for individuals with autism, head/spinal cord injuries, and developmental disabilities to maximize independence, safeguard and support human rights and dignity, and achieve community inclusion;

And to provide education and resources to the public to help in the understanding and prevention of autism, head and spinal cord injuries, and developmental disabilities.

Tri-Development Center of Aiken County, Inc. is in compliance with civil rights legislation and provides services without regard to race, creed, religion, color, age, sex, disability, or national origin.

Family Involvement

The focus of services is to assist individuals in choosing their own goals and supports. We recognize that family involvement is an important component and strongly encourage participation by parents, guardians, and other important persons in the individual’s life. There are several ways family/friends may participate.

Throughout the year other team meetings may be held to address additional needs or changes that may arise. Meetings may be requested by Tri-Development Center staff, the service coordinator, and/or the individual/family. With the individual's consent, family/friends may participate in these meetings.

We will also communicate with individuals, families, and advocates through a variety of ways including phone calls, mail, email, notes sent home with individuals or drivers, conversations with staff, and communication through the service coordinator. *For this reason it is very important that you keep your address and phone number current.* You may also use these methods to communicate with us.

There is a family group called Family/Friends Action Group that meets on the 4th Wednesday of every other month at 12:30 p.m. It is an open forum where information about the agency, services, etc. is presented and opportunities for questions are provided. This is a good opportunity for families to become aware of current trends, issues, or other topics related to disabilities. You will be notified by memo through the mail or Training and Support Services when meetings are scheduled.

At least once a year a planning meeting is held to discuss progress and identify desired goals for the coming year. Individuals may invite family and friends to participate in this meeting.

Support Services

We believe that each individual is capable of choosing and directing the services and supports he or she needs to be successful. An array of services is available within which an individual's specific interests and needs can be supported. We are committed to working with each individual to identify his or her specific desires/needs and to develop services and supports that match his/her needs. Individuals interested in services through Tri-Development's Training and Support Services may choose from several options. All services are provided at no cost to eligible individuals for whom day support services are funded by the SC Department of Disabilities and Special Needs.

Career Preparation is aimed at preparing participants for work through exposure to and experience with careers and through teaching concepts such as compliance, attendance, task completion, problem solving, safety, self determination, and self-advocacy. Career preparation services are time limited with the expectation that participants will become employed in either group or individual positions.

Employment Services / Group provides intensive, ongoing supports that enable participants for whom competitive employment at or above minimum wage is unlikely without supports, and who, because of their disabilities, need supports to perform in a regular work setting. Employment services include activities such as supervision and training needed to sustain paid work. Employment services may be provided in group settings, such as mobile work crews or enclaves usually in community settings where people without disabilities are employed. Employment services is an avenue whereby people with disabilities can engage in meaningful work, sustain a wage and contribute to society regardless of their support needs.

Employment Services / Individual (often referred to as job coaching) are available for persons who desire and need assistance to obtain and maintain employment. Services include interests/skills assessments, training in interpersonal skills, time management, use of public transportation, problem solving, on-the-job training, benefits planning, and career planning.

Community Services assist participants in developing awareness of and/or participation in their communities through exposure to and experience in community settings. Activities are aimed at teaching concepts such as self-determination, self-advocacy, socialization, and the development of social roles.

Community services may be provided on an individual basis in natural community settings or in facility-based settings for those who prefer regularly scheduled supervised activities outside their own home.

Day Activity Services are supports provided in facility based settings to enable participants to achieve, maintain, improve, or decelerate the loss of personal care, social, or adaptive skills. Activities may include recreation/leisure activities such as crafts and games, communication and social skills activities, and mobility training. Services also include opportunities to learn about community services, to be introduced to careers and work concepts, and to develop self-determination and self-advocacy skills.

Support Center Services provide non-medical care, supervision and assistance in licensed facilities for people who because of their disabilities are unable to care for and supervise themselves. Non-habilitative activities and opportunities for socialization are provided but not as therapeutic goals.



Compensation for Work Performed

Individuals who participate in work as a part of the supports they receive will be compensated for the work performed. All workers will be paid every other Friday for work performed. Paychecks are two (2) weeks in arrears.

Hourly paid workers are paid a commensurate wage. This is a special minimum wage paid to a worker with a disability and is based on the worker's individual productivity in proportion to the wage and

productivity of experienced non-disabled workers performing essentially the same type, quality, and quantity of work in the vicinity in which the individual is employed. Prevailing wage surveys are conducted at least one time per year. Tri-Development Center holds a special minimum wage certificate under the Fair Labor Standards Act, 29 CFR, Part 525-Employment of Workers with Disabilities Under Special Certificates.

The hourly rates paid to a worker are based on his/her productivity and range from less than one dollar/hour up to the federal minimum wage or greater. Workers are assessed within the first 30 days and at least every six months thereafter.

A copy of how the worker's hourly rate was determined is available for workers/families to review with the worker's approval.

Production work within the sheltered workshops is paid at a piece rate. The piece rate is obtained by dividing the prevailing wage paid to experienced non-disabled workers performing essentially the same type/quality of work by the quantity of work completed in an hour (with allowances for personal time, fatigue, and delays).

Grievances

Our policy is to address grievances of individuals we serve promptly and fairly. Any person who believes that he/she has received inequitable treatment as a result of services provided by Tri-Development Center may request relief.

Grievances must be filed within one (1) year of alleged violation or 180 days in the case of alleged discrimination.

Grievances will first be heard by the immediate supervisor. If not satisfactorily resolved within 5 working days or if the grievance is with the supervisor, the individual may present his/her case to the Program Director. If the contested matter involves restrictions on rights or freedoms, either the individual/representative or the Program Director

may refer the matter to a Human Rights Committee (HRC) for an advisory opinion. The individual, along with a representative if desired, may personally appear before the HRC and present their concerns. The HRC's decision will be forwarded to the Executive Director.

If the grievance cannot be satisfactorily resolved, the individual has a right to present the grievance to a committee appointed by the Executive Director. If still not satisfied, the appeal may then be heard by a committee of Board members. Further appeals may be made to the DDSN Director of Community Services, the State Director of the South Carolina Department of Disabilities and Special Needs, and other local, state, or federal officials, such as, the Ombudsman, S.C. Protection and Advocacy, etc.

Note: You may request assistance in preparing your written complaint and you may have legal representation and/or witnesses to support your position. A complete copy of the grievance procedures and contact information for Title VI compliance is provided to individuals upon enrollment in Training and Support Services.

Rights of Individuals Who Receive Services

Rights are the things that the law says you should get, like the training you need to live and work like everyone else. You have many rights when you receive services.

1. You have the right to choose the services you receive and the provider of those services.

2. You have the right to be treated well by the staff. Staff cannot do things that might physically or mentally hurt you.

3. You have the right to a safe place to work/learn where you won't get hurt.



4. You have the right to know the rules about working/participating here.

5. You have the right to speak up for yourself.

6. You have the right to ask for an advocate or someone to speak up for you.

7. You have the right to have your questions or concerns answered as soon as possible.

8. You have a right to get the training you need to live and work more independently and to help decide what you will learn to do.

9. You have the right to be paid for work that you complete if the program is being paid for the work.

10. You have the right to receive services at no charge.

(Note: This does not mean that those who are competitively employed must be provided transportation to their jobs. Neither does it mean that the agency must bear the cost of any special equipment or clothing that must be worn at a particular worksite.)

11. You have the right to control the release of information from your file.

12. You can ask that a report about how you are doing be given to you, your family or your advocate.

13. People do not have the right to say or do bad things to you, keep you from eating, or take your money.

14. You have the right to know what to do when you don't like something.

15. You have the right to receive medical treatment for illness or injury and to have your family/guardian notified of this need.

16. You have the right to have a place to keep your things. (Please note, however, that space is limited.)

17. None of your rights can be taken away without a chance for you to tell your side of the story.

18. You have the right to refuse to participate in experimental research.

19. If you need assistance in having your rights protected by a guardian, family member, or an agency, a court/judge will appoint someone for this purpose. This cannot happen without a competency hearing in a court and/or written information that describes your ability to understand your rights and to make decisions for yourself being entered into your file. If you have been adjudicated incompetent, efforts will be made to solicit and include your input to the extent possible.

Transportation

Transportation is provided to and from the adult day facilities in Aiken/North Augusta and to/from work sites for individuals receiving center-based day supports.



Van routes usually begin at 7:30 a.m., Monday through Friday, with arrival at the center within 1-1 1/2 hours. Individuals are generally returned to their home between 2:45 and 4:00 p.m.

Van drivers are instructed to wait 5 minutes for individuals to come out of their homes. If no one comes to the door they will proceed to their next stop. If you miss the van, you or a family member may bring you to the center.

If there is a problem with the van (late, break down, etc.) we will try to notify you as soon as possible.

Van drivers cannot leave the vans and the riders unattended. Therefore, they will not get off the van and come to the door to assist an individual to the van.

All passengers must wear a seatbelt at all times. Drinking or eating on the vans is not allowed. The “rules of behavior” approved by the Board of Directors apply during the time an individual is being transported, as well as while he/she is at the center/worksite.

In the afternoon, when an individual is brought home someone must be there and visible before the driver will leave. (There can be exceptions if written arrangements are made ahead of time.) A person can be assessed as capable of staying at home alone.

If no one is at home after a five minute wait we will return the individual to the center. A family member/caregiver will then have to come and pick them up.

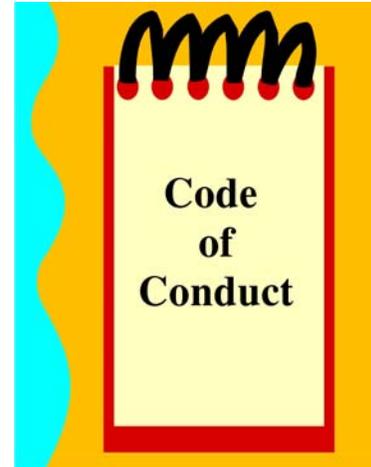
If an individual’s behavior during transportation is such that he may become a safety hazard to himself and/or other riders, the van will return that individual to his residence (if beginning morning route) for the remainder of the day or will return the individual to the Center (if in the afternoon) and a family member or caregiver will have to come and pick him up.

If an individual is unable to attend on a particular day please notify the center between 7:00 and 7:30 a.m. that day so that the driver can be notified. If an absence is planned please notify the center ahead of time. If an extended absence is expected, please relate this information when calling. *To notify the center you may call 642-8833 beginning at 7:00 a.m., Monday through Friday.*

A complete copy of the transportation policy is provided to individuals/families when enrolling in Training and Support Services.

Code of Conduct for Individuals Receiving Services

Individuals participating in Training and Support Services are expected to follow the rules listed. Failure to do so may result in disciplinary action including suspension of services.



Individuals will not:

- engage in fighting, gambling, or rough horseplay.
- enter the Center under the influence or while in possession of alcoholic beverages or unprescribed drugs.
- cause damage to or destruction of property belonging to the Center or another individual.
- be chronically absent.
- remove property from the Center or a work site.
- use Center equipment and/or supplies without proper authorization.
- violate safety rules.
- refuse to follow the instructions of his/her supervisor.
- engage in theft, fraud, or attempt to commit fraud.
- threaten, intimidate, curse, or interfere with other individuals receiving services
- possess firearms, knives, explosives or other weapons on Center

property (including vans).

- use the phone without permission of personnel.
- leave the Center without permission and/or go to other than the designated destination.
- engage in behaviors or acts that are not in the best interest of the individual or the Center.

Other Services/Supports

Prevention Services - We are dedicated to educating our community's citizens in an effort to reduce the incidence and effect of disabilities in Aiken County. Activities include, but are not limited to, a speakers bureau, child safety seat clinics, and efforts to prevent drunk/impaired driving.



Residential Services - While we strive to provide needed in-home supports to maintain individuals in family placements instances arise in which residential supports are necessary. As with Training and Support Services, we employ varying models of support to enable people to live as independently as possible. Residences range from one-bedroom apartments to group homes of various sizes.



Self-Advocacy - Self-advocacy is about people with disabilities speaking up for themselves in order to bring about changes in policies, attitudes, and opportunities. In Aiken our self-advocates' group is called "Friends in Action". Meetings are held once a month. The group has several special events throughout the year. You do not have to receive a day program service to participate in "Friends in Action."



For more information call 642-8800 or contact your Service Coordinator.

Hours of Operation

Training and Support Services staff members are available to take calls from 7:00 a.m. to 4:00 p.m., Monday through Friday. The switchboard is open until 5:00 p.m. Individuals may begin arriving between 8:15 and 9:00 a.m. Individuals should be picked up no later than 3:00 p.m.

Individuals working on mobile work crews or in enclave settings may work later and/or on weekends. Supervisors will notify individuals of their work schedules.

Lunch Policy

Individuals are required to bring their lunches. Drinks and chips/candy/bakery snacks are available for individuals to purchase if they choose to do so. Prices will vary. Staff will provide assistance in using vending machines if needed. Individuals are asked to use cold packs in their lunches particularly if working outside the Center. Refrigerators and microwaves are available in the centers. Water is readily available and is provided for work crews that leave the Center.

Bad Weather Closings

Training and Support Services will follow the schedule of the School District of Aiken County in closing for inclement or hazardous weather conditions. Individuals/families/caregivers should listen to local radio stations or announcements as to whether schools will be closed. (Staff members are required to call their supervisors for instructions.) Closings due to weather do not apply to individuals who are competitively employed.



Designated Holidays

Tri-Development Center's offices and Training and Support Services (including adult day programs) will be closed for the following holidays:

New Year's Day
 Martin Luther King, Jr. Birthday
 Good Friday
 Memorial Day
 Independence Day
 Labor Day
 Thanksgiving Day and the Day After
 Christmas (2 days)

In addition, Training and Support Services will close for staff development three days during the year. Advance notice of closings and reminders are sent home with individuals receiving services.

Some enclaves/mobile work crews may be scheduled to work on the above dates. The supervisor will notify individuals if they are scheduled to work.

Locations

Tri-Development Center of Aiken County, Inc.
 Administration and Training & Support Services Main Site
 1016 Vaucluse Road, Aiken, SC 29801
 (803) 642-8800 TTY (803) 643-4561
 Fax (803) 642-8806
Aiken Day Program Front Desk: (803) 642-8833

Tri-Development Center—North Augusta Satellite
 725 Edgefield Road, North Augusta, S.C. 29841
 (803) 819-1624 TTY (803) 819-5044
 Fax (803) 819-1672

Tri-Development Center—Work Contracts Division
 314 Hampton Avenue, Aiken SC 29801
 (803) 617-0954 Fax (803) 648-6238

Mailing address for all sites:
 PO Box 698 Aiken, SC 29802