



DAY SUPPORT SERVICES

PROGRAM DESCRIPTIONS

Day Support Services

MRCI provides a variety of programming for individuals with disabilities who are looking for enriching activities other than employment. We offer community-based programming, remote programming, and programming for older adults. All services are person-centered and carried out by trained and caring staff.

Community-Based Day Services: MRCI community-based day services offer individuals the opportunity to learn, grow, and explore in natural environments within their own community. Individuals actively participate in their program development as they plan volunteer events, relationship-building experiences, personal growth opportunities, and recreational activities. All services are provided in community settings and to provide person-centered, unique experiences, services are provided in small groups of 1:4. Every day brings a new adventure with our community-based day services!

Remote Day Services: MRCI offers five remote sessions daily covering over 20 varied topics. Through each interactive presentation, participants engage with peers and staff in discussions, follow-along activities, games, quizzes and more. Sessions are conducted in a positive social and educational manner, and may include PowerPoint® presentations, videos, and guest speakers. Our staff utilizes live Microsoft Teams® meetings to connect with each participant in a genuine way, helping to develop knowledge, skills, and social interaction. Remote sessions can be the primary programming for individuals or can be in addition to other services. Sessions have a staff ratio of 1:10.

Embracing Aging through Social Engagement “EASE”: EASE is a program for individuals with disabilities who are typically 55 plus, seeking genuine experiences to fill their day as an alternative to work. With a focus on community involvement through unique experiences and volunteering, we have something for everyone! Our experienced staff provide guidance and support while creating an enjoyable, individualized plan for participants to enhance community access and improve their social skills. Services include a mixture of community-based services and center-based services. EASE programs are offered in New Ulm and Mankato and provide a staff ratio of 1:4.

All MRCI Day Support Services include skill-building experiences that may include:

- Therapeutic Intervention & Adaptive Skill Building
- Community Access, Mobility, & Safety
- Self-Direction and Goal Setting
- Personal Health & Wellness
- Positive Behavior & Mental Health Support
- Independent Living
- Communication
- Problem-Solving & Conflict Resolution
- Interest-Based Decision Making
- Personal Self-Care
- Socialization

PERSONNEL POLICIES AND PROCEDURES

Purpose

These statements of personnel policies and procedures have been prepared as guidelines to identify the responsibilities of individuals receiving services when they are participating in day services. They are intended to assure fairness in personnel practices and promote healthy relationships.

Attendance

Minimum hours of service:

- Community-Based: A minimum of two scheduled full days per week is required unless the individual is receiving other MRCI services in addition to day service and MRCI Manager approval has been granted. Participants must attend a minimum of 90% of all scheduled hours.
- Remote: A minimum of five sessions per week is required if the individual is only receiving virtual day services through MRCI. A minimum of 2 sessions per week is required if the individual is receiving more than one service through MRCI.
- EASE: A minimum of two scheduled full days per week is required. Participants must attend a minimum of 90% of all scheduled hours.

Program hours:

- Community-Based: Services are generally provided between 9am and 3pm, but hours can be flexible based on the preferences of the individuals in the group.
- Remote: Sessions are provided between 9am and 4pm.
- EASE: Services are provided between 9am and 3pm.

Moving to a different address:

- MRCI requires a two-week advance notice when an individual moves to another residential location.
- In emergency cases only, a 48-hour notice is acceptable.
- If the individual is moving outside of their current service area, services may be interrupted, and a team meeting may be required.

Schedule accommodations:

- Schedule accommodations can be made for individuals who are working toward adding additional permanent days as long as the accommodation was made in advance, the experience scheduled are appropriate for the individual and the assigned MRCI supervisor/coordinator has given approval.

Personal Items

Individuals can bring a backpack sized bag as well as a lunch bag or lunch box from home if they choose to do so. The individual is responsible for keeping track of their personal belongings and MRCI will not be held responsible for lost, stolen, or broken items.

Lunches

Individuals will need to bring a lunch from home. Please provide adequate cold packs or insulation as needed. All lunches must come properly prepared from home per the individual's special dietary needs.

Payment for Activities

The individual is responsible for any expenses incurred for their personal participation in community-based activities including, but not limited to admission fees, meals, snacks, and personal purchases.

Visitors

MRCI strives to assist all individuals with their program goals. Visitors may become a distraction to achieving these goals. MRCI requires prior approval from the individual's MRCI staff representative before visiting with a client.

Transportation

- EASE: Transportation arrangements must be made prior to the start of services. Transportation is available through public transportation or residential services. MRCI does not provide transportation to/from the individual's residence, but MRCI does provide transportation to/from program experiences during the day.
- Remote: MRCI does not provide transportation for individuals who participate in virtual day services.
- Community-Based: Transportation arrangements must be made prior to the start of services. Transportation is available through MRCI, public transportation, or residential services. MRCI can provide transportation to/from the individual's residence and can provide transportation to/from program experiences during the day. There may be limitations to transportation provided by MRCI such as: distance, space in vehicle, wheelchair accessibility, etc.
- All individuals accessing MRCI transportation must abide by the guidelines listed in the MRCI Transportation Policy.

Team Member Responsibilities

- Team members must notify the individual's MRCI representative with any changes to their contact information (i.e.: phone numbers, address, relationship to the individual, etc.) within 10 days of the change.
- A non-MRCI team member must be available during MRCI program hours in the event of an emergency or to pick-up the individual if the individual becomes ill. The non-MRCI team member would be expected to pick up the individual from their current setting, either center based or in the community, and the individual should be picked-up within 30 minutes of the notification.
- The individual and/or their team members must notify the MRCI representative with any diagnosis, medication, or treatment changes within 10 days of the change.
- The individual and/or their team members are responsible for the coordination of all non-MRCI transportation.
- The individual and/or their team members are responsible for notifying the MRCI representative of schedule changes and absences.

Day Service Code of Conduct

The following are expectations for when you are present in your MRCI day service program:

- I will follow MRCI's Day Service Dress Code Policies.
- I will follow MRCI's Attendance Policies.
- I will be respectful and follow MRCI expectations and policies.
- I will not borrow, share, or sell money or other personal property with others.
- I will not take anything that does not belong to me including other's personal items. I understand that the consequences of stealing could include suspension and/or termination of services.
- I will not use foul and/or abusive language or gestures.
- I will not engage in fighting (physically or verbally) with staff, peers, community members, or anyone I meet while receiving services.

- I will not wear inappropriate or revealing clothing as determined by MRCI.
- I will not drink alcohol or use illegal drugs prior to or while receiving services.
- I will not engage in inappropriate sexual behaviors or sexual harassment.
- I will not bring weapons to MRCI.
- I will follow MRCI's policy regarding electronic devices.
- I will try new experiences based on my preferences and the preferences of my peers.

Sending Clients Home

MRCI staff will use discretion when sending an individual home from services. Decisions may be made based on policies and procedures, person-centered positive support strategies, and best practices.

Examples may include, but not limited to:

- Behavioral incidents that are unable to be de-escalated in a reasonable amount of time.
- Any physical aggression toward others.
- Medical situations that are not mediated with basic first aid.
- Personal care needs that are unable to be met in the community setting.

Program Participation

MRCI will follow 245D policies regarding temporary service suspension and service termination. If MRCI team members are concerned about whether an individual is receiving the appropriate service, a special team meeting will be required. Examples of situations in which MRCI team members may request a special meeting include, but are not limited to:

- An individual may require more support than what a 1:4 ratio can provide.
- An individual may seem disengaged with services or may tell staff they do not want to be receiving services.
- An individual may display socially inappropriate behaviors and alternative strategies for teaching appropriate behaviors are not working.
- An individual's actions or inactions may be negatively impacting the programming of others.
- An individual may not be meeting minimum attendance requirements.

Clothing and Hygiene

- MRCI advises individuals to dress appropriately for their planned day service experiences.
- Clothing that is not permitted includes: halter tops, tops with spaghetti straps or strapless tops or dresses, crop tops, pajama pants, short shorts, or miniskirts. Clothing that includes offensive language, sarcastic or offensive gestures, graphics, advertising alcoholic beverages, drugs, offensive or obscene behavior is not permitted. All clothing must be clean. No torn, cut, or ripped clothing.
- Daily personal hygiene is required. Odor from lack of cleanliness may require requests to change clothes or bathe. No excessive scent will be allowed.