



**AbilityPoint**

Serving Individuals with Intellectual and Developmental Disabilities

A CHAPTER OF  **The Arc.**

## ***PROGRAM POLICIES AND PROCEDURES***

AbilityPoint, Inc.  
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316-943-1191  
[www.abilitypoint.org](http://www.abilitypoint.org)

## TABLE OF CONTENTS

	Page
A. Mission Statement	3
B. Program Statement of Purpose	3
C. Contacting AbilityPoint	3
D. Programs and Ages of Participants	3
E. Eligibility for Programs	4
F. Program Registration Procedure	5
G. Program Fee & Payment Procedures	5
H. Program Cancellation and Postponement Policy	6
I. Activity Participant Check-In	7
J. Activity Participant Check Out	7
K. Responsibilities of Parent(s)/Guardian/Care Giver/ Personal Volunteer/Participant in Preparation for Activities and Trips	8
L. Program Ratios	8
M. Forms the Must be Signed and on File	9
N. Medication Policy and Procedure	9
O. Program Emergency Procedures	10
P. Seizure Procedures	10
Q. Incident Reports	11
R. Program & Activities Restrictions	12
S. Activity Supervision and Discipline Procedure	12
T. Volunteers	14
U. Transportation Rules and Procedures	14
V. Overnight Opportunities	14
W. Smoking and Vaping	14
X. Program Evaluations	14
Y. What Will You do to Make a Difference	14
Z. Programs Grievance Procedure	15
AA. Procedure for changing Program Policies and Procedures	15

## **A. AbilityPoint's Mission Statement**

The mission of AbilityPoint is to improve the quality of life for individuals with intellectual and developmental disabilities and their families across their lifetime, by providing educational and social opportunities to enhance the development of individual potential while advocating for supports and services in the community.

## **B. Program's Statement**

AbilityPoint's programs offer quality life-learning experiences in a safe and loving environment to provide respite for families and promote independence for individuals with intellectual and developmental disabilities.

## **C. Contacting AbilityPoint**

**In Person:** AbilityPoint's office hours: Monday – Friday 8:30 am – 4:30 pm  
2919 West Second, Wichita, Kansas 67203

**Phone:** 316-943-1191 If calling on weekends, holidays and after 4:30 pm, you will get the automated voicemail.

**Online:** [www.abilitypoint.org](http://www.abilitypoint.org)

**Receive Schedules for all the following programs by calling 943-1191.**

## **D. Programs and Ages of Participants:**

<b>Mini Tours:</b>	Ages 16 & over Travel and local entertainment opportunities year round
<b>Youth Activity Days:</b>	Ages 5 – 21 One Tuesday a month for special education classes and COF programs Sept. – December & March – May
<b>Monthly Dances:</b>	Ages 18 & over Hosted at Club Rodeo. They are closed to public and only open for AbilityPoint
<b>Lunch Bunch:</b>	Ages 18 & over Socialization & Fellowship. Art project opportunity after lunch
<b>Camp Ability:</b>	Ages 13 & over 1 week summer residential camp
<b>YESS Program:</b>	Ages 5 – 21 ½ day education and ½ day recreation activities

<b>Adult Days:</b>	Ages 18 and up Every other Friday for individuals who are assessed at a Tier 0 or who are not in services for Day and/or Residential supports Offers activities 9:00 am – 2:00 pm
<b>Small Steps</b>	Ages 18 and up A program promoting healthy living through exercise, gardening, meal preparations, and exploring healthy choices.
<b>Discovery Days</b>	Ages 5 – 21 For special education students when school is out for in-service days. Typically run from 8:00 am – 4:00 pm
<b>School Break Camps</b>	For special education students for Spring Break M-F 8:00 am – 4:00 pm and Winter Break. Days vary for winter break depending on where Christmas falls.

**EDUCATIONAL SERVICES:**

**Self-Advocates:** Ages 18 and over. Self-advocates offer year-round social and volunteer opportunities that allow for individual community growth.

**Circle Of Friends (COF):** A peer-to-peer program in the schools that matches special education students with regular educational students in a yearlong social program that promotes awareness through friendship.

**Family Events:** Events held throughout the year to promote family interaction and communication.

**E. Eligibility for AbilityPoint Programs**

- Participants must have an Intellectual and/or a developmental disability; (ex. Autism, Epilepsy, Down Syndrome, Cerebral Palsy, Fetal Alcohol Syndrome)
- Participants must have all the needed forms completed and on file in Camp InTouch registration system. (See M for list)
- Participants must pay all required fees prior to attending activities.
- Participants must adhere to all rules and procedures contained in this document.

## F. Program Registration Procedure

To register for any program activities please visit our website. Go to the programs tab then Schedules & Forms for registration link or type:

<https://thearc.campintouch.com/ui/forms/application/camper/App>

- Provide AbilityPoint with an IEP, behavior plan, PCSP, whichever is applicable.
- Many of AbilityPoint activities have participation limits and are filled by the first to apply and complete the application and all paperwork in the system.
- Failure to select an activity in the system may result in not being able to attend and waitlisted because the capacity is reached.
- When activities are selected in the Camp InTouch System, you have “applied” which indicates that you are interested in enrolling.
- You will receive a pop up notification that you have applied for activities listed. Staff will review account for completion of application and paperwork/forms before the participant is enrolled. **Enrollment is not automatic.**
- AbilityPoint staff will not give out names of those enrolled in activities.
- As outlined in G below, your online enrollment for an activity or program is your promise of fee payment in full. Your registration also assures that all needed forms will be in AbilityPoint’s files prior to the activity.
- **Communications through Camp Intouch with important program information is sent via email. You MUST check email so you don’t miss reminders, updates or changes that may have occurred.**

## G. Program Fee, Payment Procedures, Spending Money

- The following Programs offer FREE activities: Adult Day, Dance Nights, Small Steps, Swim Nights, and Youth Activity Days.
  - A few of these may have fees from time to time to help pay for food or activities.
- Most program activities have a fee. This fee covers the following: transportation from AbilityPoint to activity and back, meals, admission, snack, housing and staffing.
- Participants who have HCBS funds for personal care services that cover staffing costs may pay a reduced fee. To receive this reduction AbilityPoint must be listed as an approved provider for the appropriate number of monthly units on the HCBS plan of care and be entered into Authenticare. To calculate the number of units needed for each program please call AbilityPoint at 316-943-1191. The funding is based on the staff ratio the participant needs for adequate support and is explained in section L.
- **Fees must be paid prior to attending activities.** Fees can easily be paid online through Camp Intouch account or mailed to AbilityPoint.
- **YOUR REGISTRATION IS YOUR AGREEMENT TO PAY THE FEE IN FULL!**
- For program activities that are multiple days long (YESS, Camp Ability, Break Camps, Mini Tours) participants must pay the entire multiple day fee whether

they attend part or all the days. **(AbilityPoint must pay for staffing whether the participant is at the program or not.)**

- AbilityPoint reserves the right to assess additional charges for property damage caused by the participant or to provide food for participant if a sack lunch was not packed as requested
- **FAILURE TO PAY FEES** will result in the participant being excluded from programs until payment is made or a payment agreement is established with the finance department.
- **Outstanding Balances:** If a participant has an outstanding balance, any payment received will be allocated to the outstanding balances first, if participant has applied to attend an activity. The balance for the current activity will still need to be paid, if enrolled.

***SPENDING MONEY:***

- AbilityPoint uses the online canteen program within Camp InTouch for spending money.
  - Funds can be added to the participant's Canteen through the portal using electronic payment method on file or cash or check can be brought to AbilityPoint prior to the activity.
- Handling of remaining spending money
  - funds will stay in the canteen for future enrolled activities; or
  - will be added as a credit to the participant's account; or
  - can be requested as a refund
- For participants bringing their own debit/credit cards for spending, they are responsible for their own receipts and tracking their spending limits.

## **H. Program Cancellation and Postponement Policy**

### **Postponements**

Most activity/event postponements will come from the venues. When a postponement occurs, participants will be notified and asked if they want to remain on the reservation for the future date of the event. If not, the following options will be offered:

1. Leave payment on account as a credit for future activities.
2. Receive a refund.

### **Cancellation by AbilityPoint**

AbilityPoint may cancel or postpone program activities for the following reasons:

1. Bad Weather
2. Not enough participants registered by deadline
3. Not enough staff/volunteers available for the activity
4. Problems with transportation
5. Cancellation of activity by event officials/venue

In the case of an activity cancellation, AbilityPoint will try to contact all those who have registered for the event. If you have questions as to the status of the activity call 943-1191 and ask for staff in the Programs Department.

In the event of a cancellation due to any of the above. AbilityPoint will leave the credit of the canceled activity or program on the participant account for future usage or offer refund.

### **Cancellation by Participant**

**NOTE:** AbilityPoint must pay for admissions, lodging and meals long before some activities, in preparation for trips and programs.

- No shows. If you do not show up and are registered for the activity, you are still responsible for payment in full.
- If you cancel and we have a waiting list for the activity. If we have someone that can fill your opening, you can receive full reimbursement. If not, you will be out the expenses that have been incurred on your behalf.
- If you cancel and we do not have a waiting list and no one is available to fill your opening, you are responsible for the expenses that were incurred planning for your attendance. You may receive partial reimbursement.

## **I. Participant Activity Check-In**

- For each Program Activity there is a time for check in. PLEASE BE ON TIME.
- Do not arrive early hoping you can leave participants with staff. Doors will remain locked until communicated check in time.
- Participants must be accompanied by a Parent/Guardian/Caregiver/Friend and must be checked in with the appropriate staff member for that activity.
- Check-in is not complete until the appropriate Check-In staff tells you that you may leave.
- For many activities you will be asked to leave phone numbers in case staff needs to reach you during an event.
- Many of our events are time sensitive and if the email communication says we leave at a certain time, chances are we will leave at that time. Make sure you have checked email for the latest information. Sometimes adjustments are made.
- If you are running late, call the program cell phone for the adult or youth coordinator running the program and let them know. There is no guarantee we can wait. Adult Programs: 316-928-6741; Youth Programs: 316-389-5661
- No refunds if you miss the departure time.

## **J. Participant Activity Check Out**

- **PLEASE BE ON TIME** to pick up participants. Arrive a few minutes prior to the return time in the email communications.

- If we are going to be over 20 minutes late returning for pickup, we will TEXT you our new arrival time.
- Before leaving with participant, you must:
  - Check with staff to make sure someone knows you are leaving.
  - If you turned in any documents or medications, pick them up at checkout.
  - Double check and re-check to make sure you have all bags and items participant had at check-in and all souvenirs.
  - If a participant has not been picked up on time within the 15-minute grace period, and we must call to remind you to pick up the participant, **AbilityPoint may charge a late pick-up fee of \$25 for every 15 minutes late after the grace period.**
  - Continued abuse of being late may result in AbilityPoint's inability to allow participant to attend certain activities and may be turned into KDADS for review.

#### **K. Responsibilities of Parent(s)/Guardian/Caregiver/Payee/Participant in Preparation for Activities and Trip**

- Register participants for activities in a timely manner.
- Make sure all forms are completed correctly and on file in Camp InTouch.
- Make sure all fees are paid in full and on time.
- Have participants arrive on time and be picked up on time.
- Make sure the participant has all needed items for activity including spending money, ID, feminine hygiene products, personal items, pull-ups etc.
- For overnight activities make sure all items are packed in a duffle bag or suitcase.
- Always leave phone numbers with staff in case of emergencies.
- Participants should dress appropriate for the activity and weather.
- For each activity, all medications need to be pre-packaged for each time they are to be given. Drop off medications to staff at communicated deadline.
  - This allows staff to follow up on any packaging errors prior to departure.
- **MAKE SURE AbilityPoint's STAFF HAS BEEN GIVEN ALL NEEDED MEDS!**
- If participant self-administers meds, please turn into staff following the same procedure to secure from the chances of someone else accessing their medication.
- Assist AbilityPoint whenever possible with fundraising activities and activity donations such as water, pop, snacks etc.

#### **L. Program Ratios**

- Each participant in the following programs has a ratio that has been assigned by our staff, participant's parents and or the participant's case manager that will not exceed 1:5. As determined by supervision-needs for safety activities feature 1:1, 1:2 and 1:3 staffing ratios. A fee scale is established to determine the costs for each participant's staffing ratio.



- All other adult program activities including Mini Tours and Adventure Tours maintain at least a 1:5 ratio.
- AbilityPoint's activities are in a group respite setting. A participant with a 1:1 ratio may have several staff supervise and interact with them throughout each activity depending on certain situations maintaining his 1:1 ratio.
- From time to time a participant's ratio needs may change. That process will be coordinated with AbilityPoint staff, parents and case manager.

## M. Forms That Must Be Signed and on File

The following forms will be completed in Camp InTouch by all participants. If participants do not have access to a computer, they can request forms to be mailed to them.

### **One Time Forms:**

- HIPAA Acknowledgement of Receipt
- AbilityPoint Program Policies and Procedures Acknowledgement of Receipt. Families will be notified of revisions.
- COVID Waiver
- **Forms to be Completed Yearly:**
  - Releases for Transportation, Publicity, and Appointment of Agent
  - Medications Form
  - Membership renewal annually
  - Physical Form completed, signed, and dated by a physician

**Exemption from Forms:** Activities in which participants come with their own staff and are the responsibility of other agencies or school staff do not require the signed forms. (Youth Activity Days, Monthly Dances, Lunch Bunch, Watson Park Family Nights)

## N. Medication Policy and Procedure

- All medications must be placed in envelopes for each administration time that a participant is to receive meds. (These envelopes are available at AbilityPoint.)
- Bottled pills or loose pills will NOT be accepted.
- Information that must be on envelope:
  - Participant's name, date, day and time meds in the packet are to be administered
  - # of pills in packet
  - any information about medications AbilityPoint staff will need to know.
- If a liquid medication is to be given, an envelope still needs to be completed with administration times to prompt administration.
- If a participant needs a snack or special drink to take meds, that must be provided by the participant.

- When checking participant in for an AbilityPoint activity and leaving meds make sure staff has a phone # in case questions arise.
- Meds are given 4 times per day during AbilityPoint events:
  - AM (Breakfast)
  - Lunch
  - Dinner
  - Bedtime 8:00 pm – 10:00 pm
- If a participant needs ointments, eye drops, shots and or sugar level testing and cannot do this themselves, please call our staff a week prior to the event to discuss this issue.
- AbilityPoint staff will not assist with suppositories or breathing machines.
- If a participant refuses to take the medication that has been provided, parent/guardian will be notified as soon as possible.
- If a participant has any strange reactions to meds, parent/guardian will be notified.

## **O. Program Emergency Procedures**

When an emergency of any type occurs during a program activity the following procedures are implemented:

1. Degree of Emergency is determined by AbilityPoint Staff/Volunteers.
2. Staff/Volunteers check the scene and clear all other participants from the area. (Staff/ Volunteer takes other participants and tries to continue activity.) Once the scene is safe, basic first aid (if needed) is applied.
3. Staff/Volunteer determines if 911 should be called.
4. AbilityPoint's Programs Coordinator is called in all emergency situations. The Programs Coordinator is responsible for contacting the Operations Director and/or Executive Director.
5. AbilityPoint's Programs Coordinator or the Staff/Volunteer will call Parent /Guardian to inform them of the situation. (They may wish to come to the scene if the activity is local.)
6. AbilityPoint Staff/Volunteer may feel the participant needs to be checked by medical personnel and may transport them in AbilityPoint vehicle to a medical clinic. The Operations Director should be contacted by Programs Coordinator.
7. If EMS arrives, they become in charge of the emergency and our staff gives all needed forms and information.
8. If transporting the participant becomes an issue, the final decision to transport the participant to a hospital by ambulance is EMS. When possible, parent/ guardian will be involved in this discussion.
9. If a participant goes to a medical facility our Staff/Volunteer will stay with them until Parent/Guardian arrives.

10. Staff should continue to check on participant's situation and complete an incident form with copies to all relevant parties as soon as possible.

## **P. Seizure Procedures**

When a seizure occurs, follow the basic program emergency procedures with the following additions:

- Staff/Volunteer begins timing the seizure.
- At 3 minutes and no signs of improving, Parent/Guardian is contacted and if time allows, AbilityPoint Programs Coordinator is contacted.
- At 4 minutes and no signs of improving, Staff/Volunteer makes the decision to call EMS. If EMS is called, once they arrive, they become in charge of the situation.
- If a participant's seizure is less than 4 minutes staff/volunteer will continue observing the participant until they are stable.
- Parent/Guardian will be called if the seizure was the first our staff is aware of or if the seizure was unlike most of this participants seizure activity.
- An incident report will be completed for all seizures.

## **SEIZURES IN AND AROUND WATER**

- If a participant has a seizure around water and Staff/Volunteer is positive the head was completely out of water during the entire seizure, the above seizure procedure will be followed.
- If the participant's head was submerged at any time during the Seizure, EMS will be called immediately.
- At a public pool, when lifeguards are present, they have the right to become in charge of the emergency and can use our staff for information and support.
- Once EMS has been called to the emergency AbilityPoint staff/volunteer will follow the general AbilityPoint emergency and seizure procedures.

## **Q. Incident Reports**

Incident reports will be completed for the following:

1. Any situation that is considered an emergency.
  - a. Any time a participant gives or receives aggression from another participant that is deemed serious. (Incident left a mark or caused bleeding)
  - b. Serious aggression towards staff/volunteers or other citizens
  - c. Anytime an injury occurs.
2. Known loss of personal items due to behaviors. (Personal or those of other participants.)
3. Known theft.
4. Extreme inappropriate actions.
5. Whenever a participant is left or gets away from an activity.

6. Anytime a participant does anything negative that is out of character for that participant.

**AbilityPoint incident reports go to:**

- The parent/guardian of involved participants, participants' case managers, Programs Coordinator, Operations Director, Executive Director, if requested, and other legal authorities if proper request has been made.
- Families will receive verbal communication of incidences.
- Incident reports are kept at AbilityPoint in the individual(s) file or files for at least 3 years.

## **R. Programs and Activities Restrictions**

Although AbilityPoint wishes we could be all things to all people, we cannot. Our age restrictions on program activities represent the ages we feel can safely participate in appropriate social activities.

- Most of AbilityPoint's programs have limited restrictions. Most programs require participants to be ambulatory and be able to take care of most of their personal needs. (Ambulatory: able to walk unassisted on and off vehicles and to most activities)
- Once a participant attends a program, our staff will evaluate the level of success and experiences the participant receives from the activity. A major question is asked: Does involvement by this participant compromise program safety and or limit the positive experience of other participants? If the answer is yes, we will work with Parent/Guardian, Case Manager, participant, AbilityPoint staff and others to see ways that we can fit our AbilityPoint programs to the participant. If efforts fail, we may have to restrict participation in the program.

**AbilityPoint Program Restrictions can occur from the following:**

- Failure to pay program activity fees.
- Constant acts of aggression towards participants and staff/volunteers putting the participant's and others' safety at risk (biting, spitting, kicking, hitting, etc.).
- Causing constant damage to personal, public and AbilityPoint's facilities and equipment.
- Sending participants to activities without proper medicine.
- Unless an emergency occurs, restrictions from any program will only occur after written documentation has been sent to all concerned parties and a meeting of all concerned parties has been held.

AbilityPoint realizes that each participant is an individual and we strive to serve individual needs and requirements the best we can.

## S. Activity Supervision and Discipline Procedure

### Supervision

Our program activities have staff /volunteer supervision. At each activity, there will be a supervisor designated.

- **Exception:** Those activities that feature large groups from agencies and schools (Youth Activity Days, Monthly Dances, etc.) will have at least 2 staff members. The Staff/volunteers from other agencies or schools who bring participants to these events are expected to stay with their participants to supervise. AbilityPoint staff runs the event but does not supervise participants.

### Discipline

AbilityPoint is implementing a positive behavior management philosophy.

- AbilityPoint Staff will be involved in all needed discipline during activities.
- At the conclusion of each activity parent/guardian may request staff to provide verbal communication of participant's behavior during an activity. They can also request what discipline methods, if any, were used.
- An incident report will be provided.
- If there is a question about the reason for and the type of discipline used, please contact the Program's Coordinator.
- It is important for families to answer honestly when completing the camper questions in the application and share techniques you use that will give staff insight to better assist the participant in a high stress situation to help with de-escalation.

The discipline procedure is as follows:

1. Assess the situation: Staff will assess body language, parties involved, and environment to decide the safest and most appropriate course of action. Staff will establish the safety of all parties involved.
2. Redirect: Staff will help separate participants from others or environment, validate feelings, talk through the situation, and help participants come up with a reconciliation plan.
3. Reconciliation: Staff will encourage and assist participants in the reconciliation plan. This may include apologizing to appropriate parties, cleaning up messes, returning to the activity, etc.
4. Communication and Documentation: A parent/guardian will be communicated with at the end of the program for minor instances. An incident report will be provided to the parent/guardian within 24 hours of the incident.

### For severe/ unsafe behaviors:

- If a participant's safety cannot be established or reconciliation cannot be accomplished, physical restraints may be used by Mandt trained staff for safety of participant, other participants and/or community members.

- The Programs Coordinator will call parents/guardians or 911 if necessary.
- If a participant presents to be unstable mentally and/or emotionally, the Programs Coordinator may decide to remove the participant from enrollment or activity due to safety concerns. The participant's guardian/parent will be notified.
- If participant's behavior results in anyone needing medical attention, then the participant may be removed from the program.

Consequences made exclusively by Programs Coordinator:

1. Go home for the rest of the day.
2. Stay home for a day of program.
3. Suspension the week of program or removal from next enrolled activity.
4. Expulsion from program/future activities.

## **T. Volunteers**

The best part of the AbilityPoint team has always been and will always be the volunteers!

- Many programs utilize volunteers that helps us reduce program costs

## **U. Transportation Rules and Procedures**

(Reference Program Transportation Policies)

## **V. Overnight Opportunities**

- The following programs provide overnight opportunities to those participants who can take care of most of their personal needs and can safely participate in the planned activities: Adventure Tours, Explorer Tours, Mini Tours, YESS, and Camp Ability.
- Overnight participants must be willing to sleep or remain self-occupied, so they do not interfere with the sleep of staff/volunteers or other participants.
- While in hotels, the room assignments are made by AbilityPoint Staff and are based on 4 people per room. Any rooming requests less than 4 to a room must be approved by AbilityPoint Program Coordinator and will include an additional fee.
- If a participant requires supplies for overnight incontinence, those must be supplied and packed by the participant.
  - All damages that occur because of accidents, will be the financial responsibility of the participant.

## **W. Smoking & Vaping**

- Smoking and vaping will be allowed in designated outdoor areas. Cigarette butts must be placed in designated containers and not on the ground. Smoking or vaping is never allowed inside of buildings or vehicles.
- Policies of community locations that we visit for activities must be followed.

## **X. Program Evaluations**

All programs are evaluated each year through verbal and written activity critiques. Results of these evaluations are discussed with AbilityPoint's Board of Directors. We appreciate families sharing their feedback, which helps us make decisions in program development.

## **Y. What You Can Do to Make a Difference**

Program support helps to keep AbilityPoint Program activities at a low cost and has had remarkable results. Hundreds of AbilityPoint members, families and friends have donated water, soda, snacks, T-shirts, buses, food, meat and much more to ensure our participants have quality activities. If you would like to donate to support our programs, please contact our Program Coordinators.

## **Z. Programs Grievance Procedure**

At any time, anyone can file a grievance questioning AbilityPoint's Program Policies and Procedures, their implementation, the staff/volunteers who implement them and how they affect the participants.

The following grievance procedure will be used:

1. Contact AbilityPoint's Programs Coordinator about grievance(s).  
A meeting or phone conversation will be held within 3 working days of verbal or written grievance notice. After this meeting if there are still concerns,
2. Contact AbilityPoint's Operations Director who will set up a meeting within 3 working days. After the meeting the Operations Director will answer your concerns in a written communication within 3 working days. If there are still concerns,
3. Contact AbilityPoint's Executive Director who will set up a meeting within 3 working days. After the meeting the Executive Director will answer your concerns in a written communication within 3 working days. If there are still concerns,
4. Contact the president of AbilityPoint's Board or their representative who will convene a meeting as soon as possible.
  - a. After this meeting AbilityPoint Board's Executive Committee will make the final decision on the concerns in written communication sent within 3 working days of the meeting.

## **AA. Procedure For Changing Program Procedures and Policies**

- AbilityPoint will add programs and activities. From time to time, we may eliminate some programs and activities. As programs change these policies will be amended by the Operations Director and shared with the Programs Committee for review and feedback.
- The revised policies will be shared with the Board of Directors.
- An updated manual will be available for review at AbilityPoint's office and on your Camp InTouch account.