DISABILITY PROGRAM SERVICES

DAY PROGRAM | PARENT HANDBOOK

2024

tucsonjcc.org | 3800 E River Rd | 520.299.3000

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TUCSON JCC MISSION

The mission of the Tucson Jewish Community Center is to cultivate and enrich Jewish identity and ensure Jewish continuity, foster wellness, and broaden communal harmony.

TUCSON JCC VISION

We strive to be an outstanding (perhaps the pre-eminent) Jewish Community Center in North America.

SERVICE PLEDGE

We create community based on Jewish values by providing the highest quality programs and services in a safe and secure environment for all people of all ages.

DPS VISION

The Tucson J is one of Southern Arizona's largest providers of disability services. Through our Taglit Day Program and Arts for All, we offer an array of programming dedicated to our community of young adults with disabilities.

TAGLIT: The J hosts the Taglit Day Program, which provides a small supportive group of young adults with disabilities with a full-day program designed to explore, cultivate, and maximize each individual's potential. By emphasizing wellness, social action, education, and fun, we work to meet each individual's unique needs through a program spirited by Jewish values and communal harmony.

ARTS FOR ALL: The arts enrich the lives of everyone, which is why we work with individuals. It allows people to have creative experiences that they would not otherwise have. Our hands-on approach to drawing, painting, pottery, music, dance and drama instills creativity in the people we assist daily.

ADDRESS

Tucson Jewish Community Center
3800 E. River
Tucson, AZ 85718

Tucson Jewish Community Center – Arts for All
2520 N. Oracle Rd
Tucson, AZ 85705

PROGRAM HOURS

Monday – Friday 8:00am - 3:00pm. Administration will be reachable from approximately 7:30am – 4:00pm. Staff regularly checks voicemail. If you cannot reach anyone, please leave a message or e-mail and your call will be returned as promptly as possible.

**Taglit and Arts for All are a Division of Developmental Disabilities (DDD) vendor and accept adults who are registered with the DDD*

IMPORTANT CONTACT & COMMUNICATION INFORMATION

Communication is essential for the success of this and every department here at the J! We need the help of each family to keep lines of communication strong and open. As our day programs continue to grow, it is increasingly imperative that information be communicated through the proper channels. While we understand the importance of direct communication between families and Direct Support Professionals (DSP), certain information must be communicated through the DPS administration to allow cohesion and proper planning.

The following information must be communicated through administration (vs. through direct support professionals):

- Late arrivals
- Early departures
- Absences
- Medication Changes
- Any significant changes to schedule/routine.

TUCSON JCC's General Number (FRONT DESK)
(520) 299–3000

Charlie Paige, Sr. Director of Disability Program Services
(520) 299-3000 ext. 3168

Veronica Trujillo, Director of Taglit
(520) 299-3000 ext. 3173

Missi Alston, Director of Arts for All
(520) 299-3000 ext. 3205

DPS Compliance Manager
(520) 299-3000 ext. 3172

Felice Masel, DPS Program Specialist
(520) 299-3000 ext. 3128

PARENT-SUPPORT STAFF COMMUNICATION

Communication regarding your son/daughter's day is important for each participant's continued success. Many families establish a method of communication with their child's Direct Support Professional (DSP). Parents are encouraged to check-in with their child's DSP at drop off or pick up. Parents can also create a communication log or checklist that DSPs will complete throughout the day and return home with the participant.

Occasionally DPS administration and Direct Service Professionals choose to share their personal contact information directly with families. This is not required by the department and is at the discretion of each staff member. We ask that families respect this choice and remain conscious of typical workday hours and refrain from contacting staff on their personal phones outside of these hours.
**Taglit and Arts for All are a Division of Developmental Disabilities (DDD) vendor and accept adults who are registered with the DDD*
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DROP-OFF/PICK-UP PROCEDURES

Drop-off/Pick-up:

Arts for All and Taglit's program begins at 8am and participants should arrive to program no earlier than 8am. Participants can be transported to the Tucson JCC by their parents or by a transportation service. Parents who would like to schedule transportation services need to contact their child's DDD Support Coordinator.

For Taglit parents dropping off their children, please enter the J's main entrance and walk with your child to their respective program room. For pick-up, please enter the J and inform the J's front desk staff that you are here to pick up your child. The front desk staff will communicate with Taglit's staff to alert them that you are here. If you are unable to go to your child's room, the J's front desk staff will alert Taglit's staff and staff will walk with your child to the front desk.

For Arts for All parents dropping off their children, please enter the front door at the southwest corner of the building. Press the intercom button and the front desk staff will open the door. Once you are in the lobby, please make sure they sign-in using the sign-in book at the time of their arrival. The front desk staff or AFA DSPs will notify the staff that your child has arrived. For pick-up, please enter the front door and inform the front desk staff that you are here to pick up your child. The front desk staff will communicate with Arts for All's staff to alert them that you are here.

For participants being dropped off with a transportation service, the J's security service or DSP staff will alert the J's front desk of their arrival. Once the front desk knows which participant is arriving, they will then alert AFA and Taglit staff who will come to the front desk and make sure the participant arrives at their respective program room. Participants or staff members will then sign-in the participant using the sign-in book.

Each day, a sign-in book is located in the AFA lobby or Taglit rooms and all participants must be signed in and out every day. Please help the staff keep track of this by making sure your son or daughter is signed in/out when you are present.

Anyone who wishes to pick up a DPS Program participant must be listed as an authorized individual to pick up the participant at the J's program facility. This form is part of the DPS-DTA Registration Packet filled out prior to attending program. If a parent wishes to add an authorized adult to this form, please contact your respective program's director and they can provide the necessary form
.

Ride Services:

Many of our participants utilize different transportation services to get to/from the JCC. If your child will be using a transportation service, please make sure that they check in with staff upon arrival and departure.

Please make sure that you are in communication with your ride service provider to ensure correct drop-off/ pick-up times and locations. We only have staff members available between 8:00am and 4:00pm so it is crucial that families communicate these times to transportation providers accurately. Common transportation service providers include:

- SunVan……(520) 798-1000
- Handicar ……(520) 881-3391
- Sun Shuttle/Dial-a-Ride…….(520) 792-9222

STAFF/PARTICIPANT PAIRING

Each participant is carefully paired with a Direct Service Professional based upon their DDD provided state supported ratio (either 1:1, 1:2, or 1:3), their individual goals, and personal needs. All DPS staff are employees of the JCC and complete several trainings, including CPR/First Aid, Article 9, Prevention and Support, Abuse and Neglect, in addition to multiple background checks. DPS administration works diligently to maintain staffing ratios while ensuring the safety and wellbeing of all participants and staff.

New and existing Direct Support Professionals will receive training to support each program's participants. All staff members will know each participants' goals and support needs and feel confident to provide direct support in any circumstance. Staff may be paired with a participant on a regular basis, depending on the participant's level of support needed. When necessary due to absences (**see attendance policy below), participants may be paired to work with other staff members. We will provide ongoing staff training at staff meetings and in-services to ensure that staff remain aware of each participant's support needs and work with other staff to provide direct support to all participants on a consistent basis.

We believe this will benefit each participant because they will receive high quality direct support, regardless of the staff member. Also, this will allow for better programming. Each staff member will be able to assist with and lead programming for all participants in their room. Finally, we believe this will decrease staff burnout by providing our staff with different opportunities to support more participants in their program.

ATTENDANCE and TARDINESS:

The Division of Developmental Disabilities will ONLY reimburse the JCC when participants are in attendance. When your son/daughter does not attend, the JCC does not receive any income for staffing. DPS administration must be informed of planned absences/vacations as soon as possible so that we can adjust our staffing accordingly. Please make sure this information is shared with administration and NOT directly with support staff.

Similarly, when we do not have participants in attendance, we must send staff home to maintain ratios. This impacts the retention of valuable employees who are faced with inconsistent or unpredictable schedules/hours. Excessive absences and tardiness also impact your son/daughter's programming as they may be missing out on valuable activities and experiences. Additionally, many of our field trips are time sensitive and by appointment so the group must leave on time. If you know that you are going to be late, please call administration to avoid staffing issues.
For the aforementioned reasons and due to the continued growth of the DPS Department, we recognized the need to implement the following policy:

Attendance Policy:

The Tucson J provides a small supportive group of young adults with disabilities with a full-day program designed to explore, cultivate, and maximize each individual's potential. We believe our participants will reach this potential by consistently attending their program. Regular attendance contributes to consistent work towards and support of each participant's goals, as well as offering more consistent and higher quality programming. Increased attendance will also help us better address the challenge of paying our staff full-time (30-40 hours per week) but only being reimbursed from the state for the time participants attend program.

DPS's new attendance policy will go into effect on January 1st, 2025. DPS will ask each participant to commit to attending program an average of five hours per day. This will be assessed on a quarterly basis based on total hours attended that quarter. For example, there are 62 program days in the first quarter of 2024. We will ask that participants attend 310 (62 days x 5 hours a day) of the possible 496 program hours.

Throughout 2024, we will work closely with each family to develop individualized attendance goals for each participant to reach by December 31st, 2024. We recognize the importance of participant's family vacations, personal appointments, and all other weekly activities outside of the J's day programs. We will do whatever we can to ensure each participant's schedule works with this new attendance expectation.

Our goal is that by January 1st, 2025, the new attendance expectation has been met or is progressing towards meeting the five hour a day average. If this is not the case, we will work with each family to either commit to a set part-time schedule for their participant or support each family's efforts to find an alternate program that better fits their schedule.

DTA and Respite Hours:

Adults in the J's DPS day programs are allocated a certain amount of day program hours funded by DDD: 8 hours a day, 40 hours a week, 52 weeks a year (2,080 hours). Each participant's DDD Support Coordinator requests these day program hours to be released each year to cover their day program attendance expense. Sometimes, participants' hours of attendance exceed eight hours a day. When this happens, their allotted eight daily hours are used up and the J then has to bill respite hours to cover the amount of time attended past eight hours.

Adults with DDD program hours are given DTA (Day Training Adult) program hours and RSP (Respite) hours. Adults are given 600 respite hours a year. This is approximately 50 hours a month and 12 and half hours a week. Once the allotted DTA hours are used on any given day, the J then requests for available respite hours to be released. If released, the J then bills these respite hours to cover for the time exceeded for day program hours billed.

DDD Support Coordinators will contact parents to get their permission to release some or all the available respite hours. Once released, the J will then bill these respite hours. If parents don't wish for the available respite hours to be used, the J's DPS accounting department will then bill parents directly for each quarter hour your child attends past approved DTA and respite hours.

In cases like this, the J's Accounting department will send the participant's guardian an invoice that only lists the amount that exceeded the eight DTA hours and that would have been covered by respite. This communication will include the amount of payment needed and instructions to provide payment to the JCC.

SICK POLICY and MEDICAL INFORMATION

Sick Policy:

We do understand that it is a hardship for working parents to keep participants at home when ill. However, The JCC adheres to policies set forth by the Arizona Health Department. In some instances, these policies may be stricter than the recommendation of an individual doctor.

We know infections can be contagious before a person shows symptoms and request that you be considerate of other participants when deciding whether your son/daughter should come to program. If your child is too sick to participate in all activities, please do not send him/her.

Participants should not come to program if he/she:

- Has a temperature of 1000 or above within the past 24 hours. Please do not bring your son/daughter after administering medication to control their fever.
- Has an uncontrolled cough/stuffy nose that inhibits breathing.
- Has diarrhea that is evident by watery stools more than three times in a day.
- Has vomited within the last 24 hours.
- We reserve the right to send a participant home if he/she is perceived to be ill. We may request a well-note from your doctor.

If Arts for All/Taglit administration sends a participant home with a fever, the participant must be fever free for 24 hours before returning to program.

It is important to keep DPS administration current as to any medication changes. We are required to keep this information documented in your son/daughter's file. DPS has a standard seizure protocol. However, if your son/daughter has a history of seizures we also request that a personalized Seizure Protocol Form be completed.

- ·**Procedure for prescription medications:**
  - All prescription medications must be brought in their original container. They will be kept in a locked safe during the day.
  - When prescription medications need to be administered and/or kept at program, we must have a completed Medication Consent Form on file.

- **Procedure for over-the-counter medications:**
  - Any over-the-counter medications require written permission from the parents.
  - Medications must be provided by the family and labeled with the participant's name.

- Staff will carry emergency cards with them when they are out in the community. These cards will list emergency contact phone numbers, vital information, allergies, seizure protocols, and preferred hospital in case of an emergency.

KASHRUT (KOSHER) POLICY

Our JCC is a dairy Kosher facility. This JCC observes Jewish Dietary Laws, some of which are complex. We understand that some of our participants have dietary restrictions and/or specifics but ask that these laws be respected to the best of everyone's ability.

- We ask that participants do not bring pork or shellfish products in their lunches.
- Since our JCC is a "dairy" facility, we ask that participants do not bring any meat in their lunches. However, if dietary needs require meat products we ask that participants do not mix meat with dairy
- Every year, the JCC recognizes Passover. During these 10 days, there are additional guidelines to follow regarding these laws. Some of the larger notable changes during this period of time include the closure of the café, closure of all vending machines, and typical Kosher laws are slightly more stringent.

MENU SUGGESTIONS

Macaroni and Cheese - Veggies with dip - Tuna salad and crackers - Deviled eggs
Fruit salad with cheese - Macaroni and tuna salad - Peanut butter and crackers
Pasta with/out sauce - Cucumber-cheese sandwich - Tortillas w/ cream cheese
Rice salad with fruit or veggies - English muffins w/ cheese - Crackers and egg salad
Bagel with cheese - Yogurt with fresh fruit - Cottage cheese with fruit or veggies

LUNCHES AT PROGRAM AND IN THE COMMUNITY

- Participants should bring a pre-packed lunch EVERY DAY unless otherwise noted on their schedules.
- When eating lunch in the community, please do not send a lunch from home that requires a microwave. All lunches can be refrigerated.
- Your child's schedule will indicate in advance if we will be enjoying lunch out in the community. Please provide money for these lunches to be purchased unless the schedule notes it will be provided as part of a field trip.
- Participants always have the option of bringing their own packaged lunch.
- Some lunches out will be planned as picnics or BBQ's. On such occasions, it will not be possible for your child to purchase lunch. Please read your schedule carefully!

VALUABLES, MONEY and ELECTRONICS

When you send money, please place it in your son/daughter's bag in a labeled envelope or wallet and notify staff about the money and its location. If your son/daughter carries their funds independently, staff will assist them in completing purchases when necessary. DPS administration and staff are not responsible for lost or stolen funds.

If your son/daughter needs help using money and cannot carry it independently, we have a variety of systems in place and will work with each family to determine the best system.

Many participants have expensive devices and electronic equipment (iPads, iPods, Kindles, smart phones, etc.) which they occasionally bring to program. DPS staff cannot be responsible for any of these items. There is always a risk that participants' valuable items may be accidentally lost or broken. However, we ask that other devices (especially those that are fragile and expensive) remain at home.

We understand that many participants have cell phones for safety purposes. However, they should not be used during program. Personal cell phones may be used if a participant needs to contact their parents, if they use tools on the phone as an adaptive device, or in case of emergencies.

SWIMMING

Throughout the year, DPS program participants swim at either the Edith Ball Adaptive Therapy Pool or at the Tucson JCC pool. During the warmer months, the group has opportunities to swim multiple times per week at the J. During the colder months, we visit Edith Ball every Friday. Please check your individual schedule for dates/days that your son/daughter will need to bring their swim gear. Unfortunately, we do not have extra swimsuits available. If your son/daughter does not bring a suit, he or she will not be able to swim.

Swim Brief Policy:

Please note that Edith Ball and the Tucson JCC require anyone who is incontinent to wear a swim brief when using the swimming facilities. Your son/daughter must have an appropriately fitting swim brief before they will be able to swim with the group. Listed below are some resources for finding adult-sized swim diapers online:

- http://www.kiefer.com/kiefer-adult-swim-diaper-products-338.php
- https://www.theraquatics.com/adult-swim-diaper.html
- http://www.northshorecare.com/swim-diaper-discovery.html

BEHAVIOR POLICY

DPS' day programs strives to provide a safe, well supervised, and fun experience to all of our participants. We understand that occasionally behavioral issues exist and we will always do what we can to support every individual. However, at no time will these issues be permitted to endanger the individual, other participants, or our staff. Please assist us by explaining to your son/daughter what behaviors are and are not appropriate and/or safe.

DPS has a zero-tolerance policy for violence or intentional property destruction. Parents will be notified of any behavioral incidents that happen at program and if necessary, appropriate consequences will be discussed.

If your son/daughter displays a recurring pattern of concerning behavior, DPS administration may require a meeting with you and your son/daughter to develop behavioral management strategies. In some cases, we may determine that enhanced staffing support is needed. In such instances, staff will submit a request for enhanced support to DDD.

All behavioral concerns will be considered on a case-by-case basis. Appropriate action will be determined at the discretion of the DPS administration. In extreme instances, DPS may begin the process of removing your son/daughter from their respective program.

DPS 2024 CLOSURES

Arts for All and Taglit

- 1/1 – New Year’s Day
- 3/4 – Staff In-service
- 5/20-5/24 – Staff In-service
- 5/27 – Memorial Day
- 7/4 – Independence Day
- 8/1 & 8/2 – Staff In-service
- 9/2 – Labor Day
- 10/3 & 10/4 – Rosh Hashanah
- 11/28 – Thanksgiving
- 11/29 – Day after Thanksgiving
- 12/9 – Staff Inservice
- 12/25 – Hanukkah (1st Candle) & Christmas
- 1/1/25 - New Year's Day

ACKNOWLEDGMENT FORM

We look forward to a memorable experience for everyone.

We have read the DPS Parent Handbook and will adhere to all policies found within. If we have any questions about the information found within this handbook, we will contact the DPS administration. If no questions are asked it will be expected that all of the information is understood and all policies will be followed.

Participant Name:

_____

Parent(s) signature(s):

_____ Date: _____

_____ Date: _____