

Program Participant Handbook



supporting your journey

NUPATHINC.

®

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Welcome to NuPath!

Our **mission** is to make life's journey happier, healthier, and more fulfilling for people living with disabilities.

Through community engagement, day habilitation, career development, clinical services, transportation and autism-specific programs, we both support and challenge our program participants, giving them the opportunity to achieve goals in an environment that is safe, caring, and secure.

We have three fundamental beliefs that guide our mission and vision:

Every person matters –

Regardless of their abilities, every person deserves the chance to live a life with dignity, joy, and self-respect. Our programs are designed to meet each individual at their level of capability, offering the right balance of challenge and support to help every program participant achieve their best life possible.



Every family deserves access – The web of services available for people with disabilities, especially those that have aged out of the public school system, can be challenging to navigate. We hold sacred the trust that families place in NuPath, and that's why we deliver an exceptionally high standard of quality and care, through every program and service we offer.

Every community benefits – From job placement to residential living, our programs and services help people participate more fully in their communities. We build confidence, ensure safety, and strengthen bonds to make our communities better, more inclusive places to be.

Based in Woburn, MA, and offering services across Eastern Massachusetts, we are proud to be part of a growing network of regional agencies that is changing how the wider world views people with disabilities. At the heart of this effort is our staff, a group of 500+ professionals who deliver clinical, practical, and emotional support and care, 24 hours a day, seven days a week, to the people supported by our programs.

We hope you'll share our vision to create a world in which people with disabilities live with dignity and respect.

NuPath Mission Statement

Our mission is to make life's journey happier, healthier, and more fulfilling for people living with disabilities.

NuPath Vision Statement

Our vision is to create a world in which people with disabilities live with dignity and respect.

Our Core Values:

Community
Unity
Belonging
Innovation
Collaboration
Sharing

Support Philosophies

All supports are based upon innovative, evidence-based best practices. Our supports remain current through an array of professional affiliations, field partnerships, in house research, training and employment of outside consultants.

Person Centered Supports

“Supporting your journey!”

This is the pledge we make to everyone who chooses supports from NuPath. We put you, the person, first. We help each person to develop their goals, create their service team and realize their potential. We view the needs that we support today as the foundation for the future.

NuPath’s approach to Person Centered Supports is flexible, future focused and positive. It includes both planning and supports to progress towards your goals.

All supports are built upon the needs and desires of the person. When someone is seeking support, we ask what the expectations and desired outcomes are for his/her supports. Based upon what (s)he wants we help to build an individualized plan to help the person achieve his/her aspirations.

We focus on strengths, abilities, needs and desired outcomes while working towards eliminating barriers.

We do not ask individuals to fit into a slot, we built individualized and flexible supports within utilizing our extensive service network. We do not build supports specifically to accommodate barriers or regulations, we work to eliminate barriers whenever possible.

At NuPath Person Centered Planning is a commitment that includes:

- orientation to the process with the person supported
- orientation and training for all staff and service team members
- facilitation of choice and input into all aspects of planning and support
- negotiation with regulatory bodies when funding/regulations present barriers to growth
- thorough review with the person supported of individual strengths, abilities, needs and desires prior to development, renewal or modification of service plans

- regular review of progress with the person supported
- planned elimination of all potential barriers including communication and accessibility issues
- advocacy for individual funding to support desired outcomes
- advocacy to ensure that all service team members, ancillary supports, families, guardians and peer providers embrace the principles of person centered planning and supports
- empower individuals to speak up for themselves and make choices in their lives
- encourage all persons to recognize their own self-worth and potential
- Support all people in their quest for independence in both their work and personal life
- Promote the people we support in a positive way through community integration

NuPath's Mission is *to make life's journey happier, healthier and more fulfilling for people living with disabilities*. Our vision is to create a world in which people living with disabilities live with the dignity, acceptance and love everyone deserves.

Programs

Employment Program and Community-Based Day Supports



NuPath believes in employment as the first option for anyone able and desiring community employment. The employment program is designed to provide you with an array of training and employment opportunities in the community. It focuses on improving work skills and habits/attitudes in order to enhance community independence.

When participating in the employment program, you will work on various paid and volunteer jobs that will give you the opportunity to learn skills that will be marketable to potential employers.

Community Based Day Supports

For participants en-route to employment or seeking meaningful days being part of their communities, NuPath offers a Community Based Day Supports (CBDS) program that highlights their strengths through volunteerism and provides an outlet for building long-standing relationships. Through this community-inclusive program, program participants gain the personal confidence, skills and training needed for future employment.



Community On-Site Program

The on-site programs are designed to give you an opportunity to work within an enclave in the community in various settings. They range from various experiences with full supervision to sites that can be attended with minimal supervision.

These opportunities are offered to not only earn a pay check, but to also gain experience in many employment situations.

These programs will assist program participants in making decisions about career goals and objectives.

Day Habilitation

NuPath's Day Habilitation programs are designed for you to work on skills training. This program focuses on community experiences and skill development. In this program, occupational, physical and speech therapies are available to you as well as Behavioral Services. Nursing care will also be made available. You will receive staff support according to your individual needs. Support staff has all up-to-date trainings and certifications.

Community Living



The NuPath Residential Programs are designed to offer three community-enriched options, with a strong focus on independence. We support Residential Homes, Shared Living, as well as Independent Supports. Our homes are located in nice neighborhoods and well-maintained. Our Community Living Services offer customized support to help you live as independently as possible and become an active, contributing member of your communities.

Clinical Services

NuPath embraces and applies Universal Positive Behavioral Supports throughout our programs. For participants who benefit from specific clinical support, we strive to meet your individual needs with the support of structured ratios. In this program, we are able to support your individual needs including counseling, medications, behavioral plans and special reinforcement schedules. Participants who benefit from clinical services are eligible for, and participate in, all aspects of our community-based programming.

Transportation

NuPath offers transportation on a contract basis. We are certified by the Montachusett Regional Transit Authority (MART). NuPath offers employment shuttles for program participants in the community. We also offer our vans for use on community outings.



Technology



navigating life™

Take control of your journey with Navigating Life™

Navigating Life uses an intuitive interface to help program participants, their families and NuPath employees stay connected. Real-time communication within the mobile app allows us to securely share updates and photos, increasing safety and accountability within the community.

Some of the benefits of Navigating Life include:

- Delivers real-time communication and information sharing
- Tracks and records group location using GPS technology
- Centralizes and coordinates group and individual schedules
- Records relevant data related to group and individual activities
- Encourages communication through a private social media network

Human Rights Committee

The Human Rights Committee is a group of interested people who review NuPath's services. The committee membership comprises a variety of expertise all with a commitment to oversee and review human rights issues. In addition, every program location has at least one human rights officer on staff who you will be introduced to during orientation. You may speak with anyone that you trust and feel comfortable with to discuss any areas of concern.

Individual Plans

In order to assist you in reaching your objectives and to ensure that your wants and needs are addressed, a full Individual Service Plan (ISP) will be developed with you on an annual basis, however, it can be reviewed more often at your request. You and your Employment, Developmental or Residential Specialist will create this plan together based on your likes, dislikes, strengths, weaknesses and areas of interest.

Scheduling

NuPath programs operate 52 weeks per year. Offices are open from 8:00am to 4:00pm, Monday through Friday. The hours of operation are as follows:

Employment and CBDS: 8:45-2:45

Day Habilitation: 8:45-2:45

On-Sites and Community Employment: Determined by Industry Needs

Holiday schedules will be provided annually.

Records

An individual case record will be maintained for you. It contains information concerning your program at NuPath and the objectives you have been working on. You have the right to see your record at a time that has been agreed upon by you and your Case Manager.

All information in your record will be kept confidential. If anyone outside of your service team requests information from your records, you will be asked to either grant or deny permission through an informed consent form. A record access sheet will be maintained to document who has viewed your personal information. You have the right to refuse the release of information.

Weather Emergency

On rare occasions, severe weather emergencies, including but not limited to winter weather, which pose a risk to safety will necessitate the closing of some or all programs depending upon the location and impact on geographical areas. On an annual basis in the late fall, NuPath will provide updated information on notification including posting on the company website www.nupathinc.org, calling our main switchboard 781-935-7057 or subscribing to automatic text service through your manager.

Grievance Procedure

If you feel that your rights are being violated, you are being treated unfairly, you disagree with an agency decision or your self-advocacy efforts are being ignored and disregarded, you have the right to express your concerns through the grievance procedure. This procedure is designed to assist you with problem solving.

If you need the support of an advocate, the Human Rights Officer or any staff you feel comfortable with will be your internal contact. (S)he will interview all concerned parties and will arrange a meeting between those involved.

If the issue cannot be resolved this way, further steps may be taken including completing the steps to file a formal grievance at which time you or the staff helping you will write a summary of the problem and work with the program manager to provide you with a written response. If you are not happy with the response, you may have the problem reviewed by the Director and VP of your program.

You have the right to express your satisfaction and have your problems addressed. At no time will you be punished or lose services as a result of making a complaint. If you are unhappy with the result of the grievance process, you may seek external support through your funding source, advocacy services or legal representation.

Statement on Disclosure

In all aspects of our operations, we strive to minimize and avoid potential conflicts of interest that may have a negative impact on our programs. When a conflict of interest does arise and is identified, it will be fully disclosed by the organization to all relevant parties including the individuals served.

As a consumer of services, NuPath will also provide accurate and complete information on the costs of services to you. This information will be made available to you at your intake and any changes will be immediately communicated in writing.

Statement on Staff Qualifications

NuPath is committed to hiring and retaining the best staff possible to help you reach your goals. When recruiting new staff members, we look for a balanced combination of experience, personal characteristics, education and ability to support your progress.

After analyzing the qualifications of all potential candidates and completing our interview process, including input from program participants, NuPath will hire the staff that best suits your needs.

All staff assigned to work in our programs meet the minimum requirements that are identified in the job descriptions. This may include a level of education or a minimum combination of experience and education.

NuPath staff are required to complete an annual core training list to enhance their skills. These trainings include but are not limited to: Crisis Prevention and Management, CPR and First Aid, Human Rights, Reporting Abuse and Neglect, Safety Training, Safe Driving and a host of additional offerings to develop the best staff possible.

Statement on Risk

Risk may come in many forms and levels when pursuing community ventures and independence. Risk may involve potential physical and emotional damage, risk of failing, financial risk and the risk of not achieving your goals to name a few.

NuPath also recognizes that there is a certain amount of dignity in risk and that if you don't take chances, you may never realize your full potential. As a priority, NuPath will take every step to protect your health and safety.

NuPath staff will also take the steps needed to educate you about potential risks, working with you and/or your guardian to make informed choices when making decisions that may put you at some level of risk. Known risks will be reviewed at annual planning meetings.

Special Policy on Participant Input

NuPath is committed to the full and complete participation of the people supported in all of our programs. It is imperative that you provide your perspective in the development and maintenance of the systems that have been put into place. The input given is essential to your full involvement in all aspects of your own life.

In order to insure that you are fully included, the following procedure will be followed:

- There will be at least one participant on the Safety Committee appointed by the Safety Chairperson as a result of staff recommendations.
- There will be a minimum of one participant on the Human Rights Committee.

- All participants will be fully involved in the development of their plan and will have final decision making power in all individual programs implemented. While preparing for their annual ISP review, a Satisfaction Questionnaire will be filled out. The results of the questionnaire will be included in the program's semi-annual report.
- At least annually, Transportation will request feedback on satisfaction from all passengers.
- Program managers will maintain an open door policy as well as ensure an accessible presence in programs to receive feedback, discuss concerns and respond.

Special Policy on Safety

In order to insure the basic health and safety of everyone, NuPath has incorporated a comprehensive system on health and safety policies and procedures. These encompass no smoking, first aid, CPR, universal precautions, Crisis Management training, emergency drills, emergency system checks, vehicle inspections, building surveys and safety committee responsibilities. The combination of all these procedures makes up the safety system for the agency.

Safety Committee

The Safety Committee is responsible to ensure that the environment at NuPath's main building, homes, vehicles and on-sites are safe. The committee monitors all emergency and protective systems to insure that they are in proper working condition.

Smoke Free Building

NuPath day programs and vehicles are smoke-free environments. Smoking at our homes is only allowed outside and away from any doors or windows and outside the proximity of any non-smokers. NuPath staff and workers will follow all community codes and worksite policies applicable when in the community.

Important Phone Numbers and Communications

NuPath Corporate (New Boston)	781-935-7057
NuPath Main Fax	781-935-4227
NuPath Transportation	781-935-7057 x3121
NuPath Westford	978-392-1979
NuPath Marie Martin Center	781-569-0036
DPPC	1-800-426-9009
DDS Central Middlesex	978-206-2050
DDS Metro North	781-338-2300
DDS Charles River West	617-623-5950
DDS North Shore	978-927-2727
DDS Lowell	978-322-4300
DDS Newton/S.Norfolk	508-668-3679