EXPECTATIONS OF EMPLOYEES GUIDELINE

As a member of our team we want to ensure that you reflect the professionalism and spirit of C.A.P.S. Our expectations include:

To show up to work on time and ready to put the needs of your consumers first.

Treat your consumers and co-workers with respect and kindness.

Work in a manner that reflects your hard work.

If you do not know the answer…if you need help…if you are not sure….ASK. Communication and observation will be your most important “tool”.

Be consistent with your approach, positive with your words, and leave criticism on the porch.

Always speak in a positive manner about C.A.P.S. Have pride in the job that you have, the work that you do, and the commitment to the consumers that we serve.

As staff, you wake up and prepare our consumers for a great or bad day. Staff is the shoulder the consumers cry on, complain to, and hug. You as staff are the first to know. So let all the staff know so we can all be effective in helping our consumers.

**You are the greatest resource Community and Partnership Services has.**

STATEMENT OF PURPOSE

It is the purpose of Community and Partnership Services to provide personalized support for developmentally disabled adults in their home and to create opportunities in our community.

In order to achieve our goal of community integration staff is trained to assist consumers in all areas of life in an approach of prompts and support that begin minimal and increases in increments to achieve the individual’s desired result. The consumer’s independence is promoted and care is provided to create successful balance of support.

Consumers are empowered to make decisions and have control over their life. The staff is a mechanism that is used to maximize the self-determination of individuals. Consumers are encouraged to utilize this time with staff to help develop job opportunity, community exchange, group activity planning, skill building, medical appointments, house/personal shopping, or discuss any problems they want to address.

The positive support strategies allows consumers to use the circle of support or staff to problem solve, work out personal disputes, build support for a personal issue, or develop relationships with their housemates, peers, community members, and staff. The team of staff offers consumers a sound board in some problem solving situations, staff will ask open ended questions, and will offer other tangible solutions that can be effectively implemented. Ultimately staff is the adaptive tool and advocate for the needs and desires of the consumer.

Because their home belongs to them, each person is encouraged to perform daily tasks to help with the upkeep. This provides a perfect setting to teach independent living skills, activities of daily living, and empower self-esteem in an environment that instills a sense of pride and personal accomplishment. It is rewarding taking pride in one’s home and community.

The consumers with assaultive, disruptive, or self-injurious behaviors tend to respond to the positive support systems that are provided by our continuity of care. Consumers develop trust and understand acceptable parameters because successful support techniques and effective communication is taught to each staff as foundational tools.

C.A.P.S continues to support individuals through their changes successfully because we train staff in skills that it is provide excellent supports to our population. Through observation, skill training, effective communication, empowerment of choice and rights we are able to assist our consumers to realize their dreams and fulfill their needs. We hire individuals with the heart; train for skill.