



## **W**ELCOME PARTICIPANTS & FAMILY

Thank you for choosing *Cornucopia* as your service provider. We are excited to have the opportunity to work with you and your family and look forward to having you participate in our services and programs. This handbook was written to help guide you during your time with us, as well as to answer any questions you may have as you begin services.

2002 Bridge Boulevard SW  
Albuquerque, New Mexico 87105-3104  
505.877.2002  
[www.cornucopia-ads.org](http://www.cornucopia-ads.org)

## VISION

Our Vision is to be a cornerstone of the community and to prolong the independence of our clients and prevent their institutionalization.

## MISSION

Offer a safe, reputable and growth-oriented environment where our clients may maximize their potential in a community-based setting.

## GOALS

To be the first choice by caregivers for outreach, protection, advocacy and service. To maximize any and all resources entrusted to us to deliver care to our clients.

## VALUES

Advocacy, Safety, Compassion, Community

### *Cornucopia's* SERVICE POPULATION

To provide community-based Adult Day Services. The population served by *Cornucopia* consists of persons who are:

- 18 years of age or older
- Adults with different abilities
- Disabled, elderly, frail
- Adults with a variety of conditions, including Alzheimer's, Dementia, Depression, TBI, Schizophrenia, Intellectual Disabilities, Down Syndrome, Parkinson's, Epilepsy, Blind, Deaf/ Mute, COPD, Amputation, Stroke, Diabetes, OBS, Cerebral Palsy, Autism, Seizure Disorders, and Fetal Alcohol Syndrome.

**In an effort to encourage *community inclusion* Cornucopia offers a variety of program for our Participants:**

## **CUSTOMIZED COMMUNITY SUPPORTS**

### **Adult Habilitation and Community Access**

Adult Habilitation is a core program at *Cornucopia*, which provides socialization and interaction with others to reduce isolation and improve functional ability. Program goals include improving our client's health and well being, enhancing life and work skills, encouraging regular moderate exercise, and building relationships. We encourage participation in outside activities, striving to assist individuals to develop natural supports within the community.

An alternative and/or parallel service to Adult Habilitation is Community Access. This service is specifically intended to address the individual's independence, long-term vision and goals. Community Access services are designed to promote maximum participation in community life, support individuals in achieving their personal goals, and promote self-advocacy. This is done through focused teaching of adaptive, self-help, and/or socialization skills. Community Access services are designed to support individual development of skills that lead to an eventual reduction of/or independence from specialize supports.

## **FAMILY LIVING PROVIDER**

Family living services provides a natural environment with a family/home for the support and nurturing of an individual, which emphasizes activities within our community. These supports are provided while integrating with other family members and, when appropriate, involvement in a work and/or educational plan during the day. This service may be in one's own family home or that of another family approved by the Medicaid Waiver and *Cornucopia*, Inc. Family Living Providers are responsible for implementing an Individualized Service Plan for the individual served. There are mandatory state and agency trainings required to assist in the implementation of the person's specific goals and objectives.

## **CORNUCOPIA GREENHOUSE INITIATIVE**

*Cornucopia* participants need more than physical care, they need enrichment activities and experiences that enhance quality of life, build daily living skills, and preserve independence. *Cornucopia's* Greenhouse is a program that provides an opportunity to learn and develop life skills, including cooperation with others, setting and working toward common goals, meeting responsibilities, decision-making, problem solving, and the ability to follow complex instructions. The Program also encourages inter-generational interaction as younger clients learn from the life experiences of our elderly clients, who often have gardening experience and wisdom to share, and therefore become mentors to our younger participants.



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## **CIVITAN MEMBERSHIP**

As a participant we offer membership to the Civitan club. Civitans are everyday citizens who come together in communities throughout the world to make life better for their neighbors. Family, friends, neighbors, and co-workers meet at a local Civitan club, like *Cornucopia* Adult Day Services, to socialize, learn, and serve in their communities. Client driven community outreach meetings are held monthly where Civitans discuss volunteer projects that give back to the community. Special guest speakers are invited during this time.

## **MEALS**

*Cornucopia* provides breakfast, lunch, and snack for clients. Healthy, fresh meals, accommodating dietary needs, are served Monday-Friday.

## TRANSPORTATION

*Cornucopia* receives grants from the Department of Transportation which allows us to purchase vans specifically crafted to accommodate wheel chairs with full-motorized wheel chair lifts. *Cornucopia* Day Service Vans allow us to provide transportation to all outings/events and door-to-door transportation to and from the facility for participants that live within a 6-mile radius.

## CODE OF ETHICS

- To provide services which fall within the scope of one's expertise, competence and experience.
- To commit to the provision of high quality services.
- To treat customers and colleagues with honesty, fairness and integrity.
- To conduct ourselves in an appropriate manner in all organizational business and whenever representing *Cornucopia*, recognizing that good conduct attributes include honesty, courtesy, respect, and timeliness.
- To act in accordance with *Cornucopia's* mission statement; offering "a safe, reputable and growth-oriented environment where our clients may maximize their potential in a community-based setting."
- To follow *Cornucopia* standards, policies and procedures.
- To display good judgment and behavior when making decisions and never induce or compel others to take part in unethical, improper, or illegal conduct.
- To disclose to appropriate administrative personnel any conflict of interest that might call the conduct of *Cornucopia* or its employees into question.

## REMEMBER:

- We must have emergency contacts current and available at all times.
- Please call in advance if a participant is going to be absent.
- *Cornucopia* provides a monthly activity calendar with outings (including cost) and a monthly menu for your reference.
- *Cornucopia* provides transportation within six (6) mile radius for a monthly fee of \$60.00 for pick up/drop off.
- *Cornucopia* strictly adheres to state standards of a 1 to 5 client to staff ratio.

## **DISCHARGE CRITERIA:**

- 30 consecutive days of absenteeism without notification and/or prior communication.
- Doctor's orders.
- Participant's request.

### **Who will work with me?**

Our Program Director, Service Coordinator, and Direct Support Staff will help you in our Adult Day Habilitation program. *Cornucopia* requires mandatory training for all staff, which means that no one should ever work with you before they are fully trained and/or have worked with an experienced staff member. Staff receives specialized training designed to support each individual's needs specifically and are fully trained to support people with disabilities in the community while respecting their needs and rights. All staff participates in on-the-job and ongoing training, as well as classroom instruction. Staff attends up to 40 hours of agency/individual specific state mandated training including Mandt and Assisting with Medication, paid by the agency in order to provide our clients with the highest quality of service.

### **How can I be a part of the Team?**

An individualized plan is developed for each person receiving services. Developing the plan is a team effort with you, your service providers, and your family/guardian. The purpose of the plan is to guide services while representing your needs and interests. We want you to be a part of the team that determines the services you participate in. Staff will meet with you before your meeting to talk about what you want to do and learn. We need you to tell us about your interests, likes and dislikes.

### **What if I want to schedule a meeting?**

If at any time you want to discuss your services and programs, you may schedule a meeting through your Service Coordinator. We will be happy to help you with this if you need assistance. There is also a monthly, individualized meeting with a DSP to review and select community inclusion opportunities.

### **Who sees information about me?**

Only you, *Cornucopia* staff, interdisciplinary team members, and funding agency representatives will have access to your records, which are kept in a secure location. Individuals served are provided a privacy notice upon admission. The notice explains rights under federal law including your right to review your file, request restrictions on the use and disclosures of information, and the right to revoke your consent to release information. Information relating to your care and program will only be released to members of the interdisciplinary team. Any other requests for information will be honored when you complete an Authorization to Release Information form. You will be asked to complete such a form annually, or as needed.

### **What if I have a problem, concern or complaint?**

If you have a complaint or are dissatisfied with a decision or action taken, please let a staff person know. If talking to staff does not resolve the problem, you should file a formal grievance with the Program Director and/or Service Coordinator, who will address your concern within 48 hours. Please review *Cornucopia's Participant Grievance Policy* for details on how to file a complaint.

### **Your health and safety are important to us!**

We want to work with you to keep you safe and healthy. We have regularly scheduled fire and emergency drills so that you know what to do in case of an emergency. It will be necessary for you to participate in these drills and follow staff instructions during the drills. If you take medications, only trained staff will assist you with your medications.

### **What if a participant is sick?**

No one should attend the day program if:

- Running a temperature of 100° or above.
- Has broken out with a rash that is not diagnosed.
- Has a contagious disease (i.e. chicken pox, impetigo, conjunctivitis, ringworm, pink eye, head lice).
- Has an excessive runny nose that is not related to allergies.
- Has more than one incident of diarrhea in 24 hours.

**THANK YOU FOR HELPING US KEEP  
OUR COMMUNITY SAFE!**

*Compassionate care for your loved ones.*

Office Hours: 7:30 a.m.—4:00 p.m. Weekdays  
Closed for all major holidays

CEO: Michelle Bishop-Couch, MPA



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