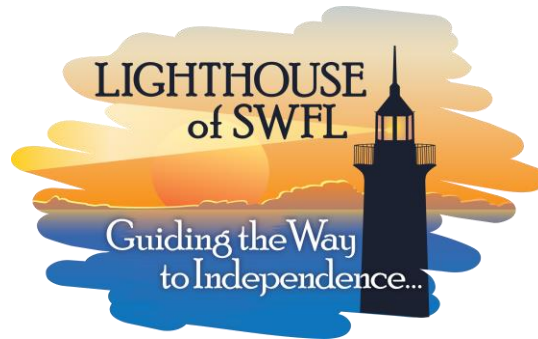


LIGHTHOUSE OF SWFL



PARTICIPANT HANDBOOK Adult Program Services

Agency Information

Hours of Operation:

Monday – Thursday 7:30 a.m. – 5:30 p.m.

Location:

**35 West Mariana Avenue
N. Fort Myers, FL 33903**

Phone:

239.997.7797

A list of staff extensions is available on the Lighthouse web site or can be provided on paper upon request.

Web Site:

www.lighthouseswfl.org

Adult Program Services

The Adult Program offers a variety of services to help meet individual needs.

Adult Program services include -

- **Independent Living Skills – provides participants with adaptive techniques for accomplishing daily tasks such as: money identification/banking, taking and retrieving a note (audible and written methods), personal organization/labeling, techniques to enhance use of remaining vision (i.e., contrast and lighting), clothing care/mending, cooking, and dining.**
- **Orientation and Mobility - includes sighted guide, protective techniques, orientation to surroundings, and long cane techniques to travel safely in residential and business areas.**

- **Access Technology** - offers a variety of training in the areas of technology, including computer keyboarding, access software, windows navigation, word processing, e-mail, internet, spreadsheets,, scanning, electronic note-takers, and smart phones.
- **Braille** - provides individuals with skills in Braille reading and writing to accomplish specific goals such as labeling, orientation, recreation, simple note taking, and reading. Instruction includes: Braille readiness, uncontracted (Grade 1) Braille, and contracted (Grade 2) Braille, and Braille writing/labeling tools.
- **Vocational Assessment** - provided for individuals who are referred for vocational training or job placement services including Supported Employment. The Vocational Discovery Profile Assessment includes interview and observation of an individual's readiness to enter into competitive employment.
- **Job Readiness – Ability to Market** training provides participants with the ability to develop job search tools and techniques, and learn effective work habits needed to maintain employment.
- **Job Placement** - services are provided to individuals who do not require intensive supports to gain or maintain employment. Participants are placed into competitive employment in an integrated setting and provided with job site evaluation, job site adaptation, and initial job coaching if needed. Follow up monitoring is provided for 90 days after placement has occurred.

Eligibility Criteria

- A. The presence of a bilateral visual impairment that results in a substantial impediment to the individual's daily living, educational, or employment activities.**
- B. The individual requires Lighthouse services to achieve an outcome of increased independence, access to education, or gaining competitive employment AND**
- C. The individual can benefit from Lighthouse services in terms of an independent living, educational, or employment outcome.**

A referral from the State of Florida Division of Blind Services Vocational Rehabilitation Specialist is required for an individual who is enrolled in the DBS Vocational Rehabilitation program.

Service Schedule

Participants are provided a service schedule with the specific time and location of service delivery upon the completion of initial assessment.

Attendance

Participants are expected to attend scheduled services. Participants are requested to advise service providers and any transportation service in advance of planned absences.

Transportation

Students are responsible for their own transportation to and from classes. Individuals served in the DBS Vocational Rehabilitation program may be eligible for transportation sponsorship from the Division of Blind Services.

Attire

Participants should exercise good judgment in selecting clothing to wear for participation in Lighthouse services. Clothing should fit properly and be neat, clean, and comfortable. Participants who are receiving orientation and mobility training should wear shoes appropriate to the lesson.

Personal Hygiene

Participants are requested to practice good personal hygiene including bathing, application of deodorant, hair care, etc.

Restroom Etiquette

Participants in center-based services are asked to be considerate of others using the restroom, to leave it clean, with the toilet seat down.

Medical Emergency

Participants should let a staff person know immediately if they are not feeling well. Participants should also notify their Lighthouse service provider of any contagious illness present, and refrain from service participation until no longer contagious.

Participants should maintain a list of current medications in their possession at all times. Participants who are diabetic are encouraged to bring needed supplies during service participation.

Lighthouse SWFL will contact 911 in the event of a medical emergency.

Designated Dining Area

Participants in center-based activities should use designated areas for eating and drinking beverages.

Smoking

Smoking is not allowed on Lighthouse SWFL property.

Alcohol, Illegal Substances & Firearms or Weapons

Alcohol, illegal substance, and firearms or weapons are prohibited on Lighthouse SWFL property.

Guide Dogs

A service participant with a guide dog is expected to keep the dog well groomed and to clean up after the dog is relieved. The participant must keep the dog under control at all times and not allow the dog to interfere with other participants.

A guide dog, while in harness, must be attentive to the needs of its handler. Service participants should not touch, call out to, feed, or in any way distract a guide dog without the permission of the owner.

Participant Behavior During Service Delivery

Participants should not discuss politics and religion during service delivery. These are personal topics and may evoke strong feelings that could be disruptive to the provision of services. Participants should refrain from rude or disruptive behavior that could interfere with service delivery. Cell phones and other electronic devices should be turned off or placed on silent mode during service delivery.

Safety and Evacuation Procedure

Orientation to Lighthouse SWFL facilities includes fire safety and evacuation procedures.

Agency Closure

Lighthouse SWFL will be closed in observation of the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Eve

Christmas Day

(The Lighthouse SWFL will be closed from mid-December until the first work day after New Year's)

In the event of an agency closing due to adverse weather conditions such as hurricanes, Lighthouse will follow the Lee County Public School schedule for resuming business.

CONSUMER RIGHTS

- **Consumers have the right to be treated with dignity, consideration, and respect regardless of religion, race, ethnic group, sex, age, or disability. Consumers are assured that they will not be placed in a position that will compromise their religious, cultural or social beliefs.**
- **Consumers have the right to be protected by Lighthouse SWFL from neglect, abuse and exploitation in their dealing with Lighthouse SWFL.**
- **Consumers have the right to confidentiality regarding their service program. Information may be released only under the following conditions:**
 - **with written consent of the client or legal guardian,**
 - **by court order,**
 - **if information discloses child abuse, or**
 - **If information discloses commission or threatened commission of a violent crime against self or others.**
- **Consumers and/or their caregivers/guardians have the right to be fully informed upon admission about their rights and responsibilities and the rules they are expected to follow.**
- **Consumers have the right to be assisted by Lighthouse SWFL in the exercise of their civil rights.**
- **Consumers have the right to express their feelings, beliefs and opinions regarding matters of concern and importance to them.**
- **Consumers have the right to participate in the development of their individual service plans and goals.**

- **Consumers have the right to receive adequate information and participate in proposed changes in their program and alternatives to the plan.**
- **Decisions regarding the person's choices will be discussed and information from the person's plan of service must be taken into consideration.**
- **Consumers have the right to receive appropriate programs delivered according to 'best practice' methodology.**
- **Consumers have the right not to be required by Lighthouse SWFL to perform services ordinarily performed by staff.**
- **Consumers have the right to participate or refuse to participate in cultural, educational, religious, community service, vocational, and recreational activities.**
- **Consumers have the right to review records maintained by Lighthouse SWFL on their behalf. The confidential treatment of personal information is a basic right of the individuals served by Lighthouse SWFL. A consumer or his/her legal guardian may have access to his/her record(s) at Lighthouse SWFL by following the appropriate procedures.**
- **Upon entry into programs, consumers have the right to be informed verbally and/or in writing of the Lighthouse SWFL grievance procedure.**

The Grievance Process

Consumers have the right to provide input or make a grievance to Lighthouse staff, Lighthouse administration and outside representatives without restraint, interference, coercion, discrimination, or reprisal.

Participants in Lighthouse SWFL services may use the following procedure if a grievance occurs:

- **If questions arise regarding the agency, programs, or if there is dissatisfaction with services, the participant should request to speak with the responsible Supervisor.**
- **If the issue is not resolved, the participant may request to speak with the Director of Operations.**
- **If satisfaction is not received, the participant may request to speak with the Executive Director.**
- **If still unsatisfied, the Executive Director will provide the information necessary to submit an appeal to the Lighthouse Board of Directors.**

Division of Blind Services State Office

The Florida Division of Blind Services State Office Client Advocate is available to provide assistance to individuals who are dissatisfied with service delivery. The toll-free phone number of the DBS State Office is (800) 342-1828.

Client Assistance Program

The Client Assistance Program (CAP) assists persons with disabilities who are interested in applying for and receiving services from rehabilitation programs, projects or facilities funded under the Rehabilitation Act. CAP helps individuals understand and deal effectively with programs established to provide these services, such as the Division of Blind Services and centers for independent living. CAP investigates, negotiates and pursues administrative, legal and other remedies to ensure that client rights are protected.

ADDRESSES AND TELEPHONE NUMBERS

The Advocacy Center for Persons with Disabilities Inc.

Client Assistance Program

2671 Executive Center Circle West, Suite 100

Tallahassee, Florida 32301

1 800 342 0823 (Voice)

1 800 346 4127 (TDD) or (904 488 9071)