**Developmental Services of Franklin County, Inc.**

# LIFE OPS PROGRAM

# INDIVIDUAL PARTIPCANT MANUAL

March 2026

Union, MO Location:
1312 N. Church St, Union, MO 63084
636-583-5801

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# Life Ops Day Program

ABiLITY, DSFC Inc.
LifeOps Directors Sherry Schneider and Eric Prinzi
1312 N. Church St, Union, MO 63084
636-583-5801 x1401 and x1277

## Who We Serve

### Mission Statement

Providing adults with Developmental Disabilities in a creative, hands-on environment to maintain and develop adaptive skills to increase their independence by having a meaningful day. These include, but are not limited to, areas of Developing/Maintaining Friendships, Daily Living, Safety, Self-Determination, Personal-Social Skills and Community Inclusion.

### Who We Work With

The Life Ops Program works with adult individuals diagnosed with a Developmental Disability. These individuals have identified the need for support and/or further skill development to increase their independence.

### Getting Started: How to Get Help

Our Program complies with the Policies and Procedures set forth by ABiLITY as a fair process when including individuals in this Program. They can be found on the Ability website.

### What do you do first?

If you are interested in our services, please contact your Service Coordinator to request a referral form be submitted to the Director of Life Ops.

If you do not have a Service Coordinator, contact the Disability Resource Board @ 636-584-7240.

## How We Provide Supports

### Our Program - Day Habilitation Services

Individuals may choose to attend LifeOps up to five days a week. The frequency of services provided may depend on individuals' need, funding source and transportation availability. All services are provided in the Least Restrictive Environment. All individuals will receive skill enhancement while on site and during community inclusion opportunities. It is our goal to help each individual gain independence to be an active member in their community and live as independently as possible using skills they have acquired through our supports in all environments. We participate in Community Membership and Volunteer activities as well as on-site learning opportunities in a group setting. Staffing ratios are determined based on the support needs of each individual to maintain safety and provide the level of support needed to meet their goals. Staff are available to work with individuals in a group with staffing ratios not exceeding 1:6 (one staff for every 6 individuals).

## Our Staff

The Life Ops staff work with the respective support team. This may include their family, staff, friends, service coordinator, or other important people in their lives. We help people determine what their goals are and the steps to reach them, using the Charting the LifeCourse modules. Group discussions, role modeling, videos and activities are some of the tools used to teach skill development. These skills can include, but are not limited to, safety, making friends, decision making, daily living skills, community membership, and how to manage their lives as independently as possible. Staff meet monthly to assess each individual as they progress with their skill development. This allows staff to adjust their support based on progress/regression for each individual.

## Positive Behavior Supports and Tiered Supports

We base our services on skills in Positive Behavior Supports and Tiered Supports. Staff are provided with training in both through the Agency.

## Assessments

To serve someone well, we need to know them. We start with an initial tour/assessment to begin this process. We want to learn about each person's current skills and abilities and what goals they want to achieve. We get to know an individual's wants/needs, likes/dislikes, what a typical day is like and if they have medical or safety concerns. This information will help us understand why a person behaves as he/she does. We also look at the person's performance and/or skill levels in getting along with others, communicating, caring for themselves and their home, being safe in the community, and physical needs. When we understand why the behavior occurs, we can teach new behaviors that help meet the person's needs in a positive way to improve their quality of life.

## Developing a Plan of Supports

Once the initial assessment has been completed, we then determine how/if we can support the individual to reach their goals. We use the information from the assessment and conversations with individuals and their support team to develop goals and a support plan for how to reach those goals.

## Learning and Personal Growth

Group discussions, role modeling, using videos, and activities are some of the tools used to teach skill development. These skills can include how to be safe, how to make friends, how to make decisions, learning skills to help at home and in the community, and managing their lives as independently as possible. These skills are worked on in the community and on site at the Life Ops program. Through staff support, we help the person identify and work on developing skills with the goal of increasing independence and quality of life. We also understand that people's needs will change as they achieve personal growth, or a new area of need is identified. Through data collection and observation, staff and the individual can adjust their teaching strategies to meet the person's needs throughout the learning process. Each person learns at their own pace. We work with individuals for as long as they feel the support is needed to reach their goals.

### Progress Tracking

Our staff use various methods to document data on a person's skill performance to determine strengths and deficits, including, but not limited to, Task Analysis and daily documentation. Task Analysis is a working document that is monitored throughout the PCSP year with changes made as seen fit for success.

### Evaluating Quality of Services

The Life Ops Director/Program Coordinator/Manager attends quarterly service monitoring meetings and annual/modified ISP meetings with the individual and Service Coordinator. Parents and guardians are welcome to attend these meetings. These meetings allow the person's support team to review successes/lack of with their goals and address changes they would like to make with this throughout the planning year. Individuals are encouraged and assisted with advocating their wants and needs to ensure they are getting the best support possible to meet their goals.

### Your Voice Matters: What do you think?

We have an Open-Door policy. Individuals/Guardians are welcome to talk to us to discuss your wants/needs, positives or concerns. It is best to schedule a time to come in to guarantee that we are available. For scheduling you may contact: Sherry Schneider- Program Director 636.583.5801 x1401

### The Choice to End Services

Individuals may choose to end services at any time as participation in the Life Ops program is their choice. If an individual determines they no longer want to attend this program, they can inform the Life Ops Director. They will then assist with meeting to discuss this with the individual, guardians, and Service Coordinator to determine an end date for services.

## Policies and Expectations

### Informed Consent

An informed consent is presented for signature of approval/denial for photographs and videos to be taken and used for Ability purposes. Unless this is returned, photos cannot be taken and used for publicity purposes.

Individuals agree to the Expectations that are required as a potential candidate. These are reviewed during the tour/assessment. If there is doubt that an individual has, this can alter the process.

Flawless attendance is a goal for our participants. Medical appointments, etc., should be scheduled for a day they do not attend.

Illnesses happen… we don't want anyone attending if they are ill. We operate in a congregate setting, and germs can be transmitted to others easily in this environment. Please be mindful of this when deciding whether to attend or call out. A phone call to the Director is mandated for any absence. A doctor's note may be mandated for excessive absences. Attendance is monitored closely, and action taken if there is a pattern of absences.

30-day notice may be given if all avenues have been exhausted in supporting an individual.

The program may be cancelled for inclement weather. We follow OATS cancellations, as many of our attendees utilize it.

A monthly calendar from the respective rooms is sent home at the end of the month for the next month. If an activity requires money, this will be noted here. If it is not sent, the individual will remain at the Program site with another group. There is additional info on this that may affect how they dress on a particular day, if they need to bring lunch in, etc. Please review this calendar with them. We encourage individuals are held accountable for choices.

An annual calendar is provided with scheduled closures for the year. Please be aware that unexpected closures may occur that are out of our control, such as weather, uninhabitable building, etc. If weather related, we follow OATS schedule for cancellations. Please join their REMIND app or watch the news channels for this information. Those that ride Ability transportation will follow their decisions.

Technology is utilized for skill building and leisure activities. A strict policy has been set as an expectation, with zero tolerance if not adhered to.

A lunch is required for all participants to bring in. There is not sufficient room in the refrigerators for all lunchboxes so please make sure an ice pack is in the box.

**Medications**

Medications can be given/taken while at LifeOps. Our Policy is as follows:

A current signed (P)hysician's (O)rder (S)heet will be kept on file for individuals that attend Life Ops and require administered medications. If there are any changes within the year, a revised POS will be sent to the Program.

*The POS can be either:

* Emailed to sschneider@dsfranklin.org or eprinzi@dsfranklin.org

*Or hand delivered

Those individuals that self-medicate (self-administer) during Program hours are required to have a signed POS updated annually on file. These individuals will be responsible for the storage and handling of their own medicines.

Medications must be in their original labeled container. The label must match the POS directives.

(O)ver (T)he (C)ounter medications must also be in a bottle/container with the label that correlates with the physician order (name of drug/strength)

Ability staff that administer medication are certified through ABiLiTY. Any error dispersing medication will be reported to the caregiver/guardian immediately, with a GER completed.

An internal (M)edication (A)ministration (R)eport will be kept on file at Life Ops for non-Ability individualss. Ability individualss will be marked on their MAR on Therap.

All medications that are administered by our staff will be kept in a locked container.

## Individuals Rights

### Your Rights are Important

Missouri has rules for respecting the rights of people. Our program follows these rules. At Life Ops want to ensure that we are providing support so that an individual can have a meaningful day.

### How to Advocate for Your Rights

We make sure individuals can voice their opinion and are free from coercion. If any person or guardian has a complaint, please bring it to the attention of the Program Director. If there is no resolution the Executive Director will be asked to become involved.

### Individuals Confidentiality

Records and information for individuals of ABiLITY Programs will be kept private. Only members of the team will have access to them. Written records will be kept in desks or file cabinets and locked after working hours. Computer records can only be opened with a password that is updated every six months.

ABiLITY considers all individual records as its property and limits who can see them. All staff treat the information confidentially. They share any necessary information to those outside the Individuals Plan team only if there is a signed release from the Individual.

### Ethics and Respect Toward Persons Served

Staff working at Life Ops will follow the high standards of professional behavior. This includes respect toward the people served, professional honesty, competence, always having the best interest of individuals, ensuring that the supports in place are attainable and providing competent documentation.

### Abuse and Neglect

DSFC, Inc. does not tolerate abuse and neglect. All staff of ABiLITY are “mandated reporters”. This means that Missouri law requires them to report anything they believe may be considered abuse/neglect. Any individual verbally stating/communicating that an incident occurred which involved their safety will also be reported. A state agency makes the decision whether to investigate and whether abuse or neglect occurred.

### Review of Records

Individualss and guardians have a right to be told about their services and plans. They may look at their records on request. The LifeOps Program Director or a Program Coordinator should review the records with the individual to help interpret the contents.

### Files

Individual records are worked on and saved to a secure data server; Therap, which is password protected. The file for individuals will be shared on a “need to know” system set up by employee access. The file will be maintained according to the Division of Mental Health record keeping

requirements and shall include all relevant information in the individuals' file. Staff will not give out any personal or identifiable information to others at any time.

**Contact Information/locations:**

| **Name** | **Email** | **Phone** |
|---|---|---|
| Sherry Schneider, Director | sschneider@dsfranklin.org | 636-583-5801 x1401 |
| Eric Prinzi, Director | eprinzi@dsfranklin.org | 636-583-5801 x1277 |
| Dustin Richardon, Implementation Specialist | drichardson@dsfranklin.org | 636-583-5801 x1405 |