



The Blick Center
Enhancing Lives

**RESIDENTIAL
SERVICE
GUIDE**





We strive to make a difference in the lives of those who choose to receive our support by being an active and involved part of their everyday lives. We work together to identify the services that will best support individuals through important life decisions including how to live, work and play.

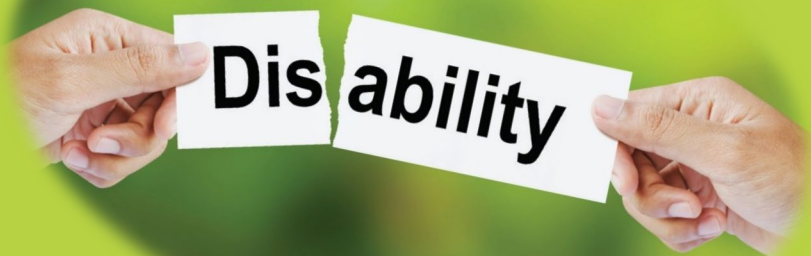
We help individuals realize a greater sense of independence and a closer connection to their community. Our approach is to create a safe, active, and healthy environment that is rich in community interaction and family involvement.



We currently provide clinical outpatient, residential and day program services to more than 1,200 people each year. The Blick Center has been a trusted resource for individuals, families, and the community for over 50 years.

Our priority is to help you reach your full potential by providing supportive services and resources for developmental, behavioral, physical, substance use, and/or mental health conditions.

We hope you will find this residential service guide helpful, as it contains important information for you. If you need help understanding this information, our staff will be happy to help you.



A MESSAGE FROM THE DIRECTOR OF RESIDENTIAL SERVICES



Welcome to The Blick Center Residential Services Program

I hope you find this residential guide helpful, as it contains important information for you. Our priority is to provide you with quality services that exceed your expectations. Our staff are here to support you with your day to day experiences.

It is our hope that your home is a welcoming and enjoyable place to live. We are looking forward to serving you and enhancing your life to the best of our ability.

Thank you for choosing our Residential Services Program.

Sincerely,

A handwritten signature in black ink, appearing to read "Rosie Howard". The signature is fluid and cursive.

Rosie Howard

Director of Residential Services



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The Blick Center has been helping individuals for over 50 years.

Serving early childhood, school- age, adults, and older adult individuals with developmental, behavioral, physical, and mental health conditions.

MAIN PHONE NUMBERS

Main Phone Number : 330-762-5425

TTY Phone Number : 330-762-2284

To determine your eligibility for OUR RESIDENTIAL SERVICES or services, please contact The Blick Center.

OUR RESIDENTIAL SERVICES

Residential Homes

Our residential homes, located throughout Summit County, provide you with an opportunity to live in a home with assistance from caring support staff. Staff provide personalized services based on your interests, needs preferences, and goals. There are up to four persons living in each home. Many opportunities are provided for you to learn new skills and to enjoy your favorite activities. All homes have reliable transportation, so you can access the community for social events, shopping, medical appointments, visits with friends and family, etc.

Shared Living Homes

Shared Living provides an opportunity for you to receive services within a family setting. You will be able to participate in daily activities of the community and family life based on your personal interests. You will have the opportunity to spend time with a provider and get to know them before choosing a home. Your provider will be available to assist you if needed with tasks such as meal planning, laundry, medical appointments and accessing the community for activities. Support staff are available for individualized activities and events.

For Your Comfort & Safety

Use of Tobacco

Smoking, vaping, and the use of tobacco products are prohibited on any Blick Center property. This includes at/near entrances and doors, parking lots and other Center property. If you want help to quit smoking, ask your clinician/staff member to refer you to the Center's Medical/Nursing Department. If you smoke, we will provide a designated smoking area outside your home.

Alarm System and Emergency Drills

All of our residential homes have smoke detectors and fire extinguishers. If the smoke detector sounds or a staff member asks you to evacuate (leave the area) for safety, you are expected to cooperate. Evacuation routes are posted on the wall in every room. First Aid equipment is available to help you.

To ensure your safety, The Blick Center periodically conducts emergency drills (fire, tornado, etc.). Please follow the staff instructions, which may require you to leave the building.

Weapons-Free and Drug-Free

Your home is a weapons-free and drug-free place. You may not enter the home if you are carrying a weapon, any illegal drug or drug paraphernalia.

Use of Electronic Equipment

You may use electronic equipment at your home such as cell phones, computers, tablets, etc. If you would like Wi-Fi in your home you will be responsible for the cost, but we will assist you to set up the services with a Wi-Fi provider.

Your Care And Treatment

Blick Center Staff

All of our staff who will be working with you are qualified and competent to provide supports. They are required to comply with a professional code of conduct and ethics. Our staff receives extensive training and requires annual recertifications.

The strength of The Blick Center culture is within our Core Values. They include “Building Better Lives with Integrity, Commitment and Kindness.” We strive to uphold these values every day to maintain the highest level of quality of services for you and for our agency.

Our Philosophy of Care

Our philosophy of care is to use evidence-based practices to maximize your growth, development, independence, productivity, well-being, and happiness.



Your Rights and Responsibilities

You have the right to:

- Be treated at all times with courtesy and respect and will full recognition of your dignity and individuality.
(Be treated nicely at all times and as a person.)
- An appropriate, safe, and sanitary living environment that complies with local, state, and federal standards and recognizes the person's need for privacy and independence.
(Have a clean safe place to live in and a place to be alone.)
- Have food that adequately meets accepted standards of nutrition.
(Have food that is good for you.)
- Practice the religion of your choice or to abstain from the practice of religion.
(Be able to go, if you want, to any church, temple, or mosque.)
- Access appropriate medical or dental treatment.
(Be able to go to a doctor or dentist when you are sick.)
- Access to necessary ancillary services, including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavioral health and other psychological services.
(Be able to have people help you with the way you walk, talk, do things with your hands, act or feel, if you need it.)
- Receive appropriate care and treatment in the least intrusive manner.
(Be able to have people help and teach you if you want.)
- Privacy, including both periods of privacy and places of privacy.
(Be able to have time and a place to go to be by yourself.)
- Communicate freely with persons of your choice in any reasonable manner you choose.
(Be able to call, write letters, or talk to anyone you want about anything you want.)

Your Rights and Responsibilities continued

You have the right to:

- Ownership and use of personal possessions so as to maintain individuality and personal dignity.
(Be able to have your own things and be able to use them.)
- Social interaction with members of either sex whom I choose.
(Be able to have men and women as friends.)
- Access opportunities that enable individuals to develop their full human potential.
(Be able to join in activities and do things that will help you grow to be the best person you can be.)
- Pursue vocational opportunities that will promote and enhance economic independence.
(Be able to work and make money.)
- Be treated equally as citizens under the law.
(Be treated like everyone else.)
- Reasonable protection from physical, sexual, or emotional abuse and inhumane treatment, financial or other exploitation, retaliation, humiliation, and neglect.
(Not be hit, yelled at, cursed at, called names that hurt you, have non-consensual contact with anyone, things stolen from you, or be retaliated against.)
- Participate in appropriate programs of education, training, social development, and habilitation, and in programs of reasonable recreation.
(Be able to learn new things, make friends, have activities to do, and go out in the community.)
- Participate in decisions that affect your life.
(Be able to tell people what you want and be part of making plans or decisions about your life.)

Your Rights and Responsibilities continued

You have the right to:

- Manage your personal financial affairs, based upon individual ability to do so.
(Be able to use your money to pay for things you need and want with help, if you need it.)
- Confidential treatment of all information in your personal and medical records, except to the extent that disclosure or release of records is permitted under state or federal laws and regulations.
(Be able to say “yes” or “no” before people talk about what you do at work or home or look at your file.)
- Voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal.
(Be able to complain or ask for changes if you don’t like something without being afraid of getting in trouble.)
- Be free from unnecessary chemical or physical restraints.
(Not be given medicine that you don’t need or held down if you are not hurting yourself or others.)
- Participate in the political process.
(To vote and learn about laws and your community.)
- Refuse to participate in medical, psychological, or other research experiments.
(To say “yes” or “no” to being part of a study or experiment.)

Your Rights & Responsibilities

You, your guardian, and your family have the responsibility:

- To encourage family participation.
- To be involved and participate in your care by telling us, to the best of your knowledge, accurate and complete information about any issues regarding your treatment, medications and any other matters relating to your health and the services you receive.
- To help develop your individual service plan and how often it will be reviewed. You must accept the outcomes if you don't follow your service plan.
- To report unexpected changes in your condition to any Blick staff member responsible for your care.
- To be considerate and respect the rights and property of others.
- To contact your Summit DD Board Service Support Administrator (SSA) to talk about the level of care you wish to receive and the use of artificial means of life support should a serious medical condition occur.
- To provide complete and accurate information about all available payment sources (insurance, Medicaid, Medicare, etc.).

Our Responsibilities

We have the responsibility to provide:

- Quality Service
- Confidential protection of information
- Prompt and respectful responses
- Understandable explanations of our findings
- Decision-making support
- Integrity, Commitment and Kindness
- A review of client rights at least annually

We have the responsibility to ensure our services are:

- Directed by the needs of those served
- Effective and appropriate
- Sensitive to cultural, gender and age differences
- Valued by those served
- Provided in accessible environments
- Available to other service and educational organizations



Frequently Asked Questions

How will you work with my team?

When you choose to make your home with The Blick Center Residential Services Program, Blick Center staff will become members of your team.

There will be a Team Planning Meeting before you move into your home and another meeting about 30 days after you have moved in. We want to make sure things are going well for you and according to your Individual Service Plan. Other meetings may occur at least once each year.

Your Home Supervisor or Shared Living Coordinator will attend your home meetings. At times, other Blick Center staff will be present. We will help you identify goals you would like to work on in your home. We will also help you carry out the recommendations of others on your teams as needed. Remember, your team meetings are for YOU! If you would like, we will help you express your needs at these important meetings.

If you have someone, such as a guardian, advocate, family member or close friend, who helps you make decisions, we will be happy to work with them. Just tell us that you want this person to help with your services, and sign the appropriate release of information, if applicable.

You are welcome to bring someone to help you decide whether The Blick Center Residential Services Program can give you the home you want and need.

The Blick Center Residential Services Program will not share your information with others without your consent and/or the consent of your guardian. Please determine whom we can share information with so that we can have the rights forms signed and in place before your team meeting.

Frequently Asked Questions

Does The Blick Center offer other services?

Yes. In addition to our Residential Services, we offer the following services:

- Behavioral Health Services
- Mental Health & Treatment for Drug & Alcohol Use Disorders for Older Adults
- Community Psychiatric Supportive Treatment Services (Case Management)
- Therapeutic Behavioral Service (Partial Hospitalization)
- Adult Day Services
- Intensive Outpatient Program (IOP)
- Vocational Habilitation
- Supported Employment
- Medical/Nursing/Psychiatry
- Occupational Therapy
- Physical Therapy
- Speech/Language Therapy
- Money Management
- College for Living
- Non-Medical Transportation

If you would like to know more about these services, please read our Blick Center orientation guide.

Frequently Asked Questions

Can I have a pet?

In the group homes: all of your roommates, your guardian and treatment team, if applicable, and your landlord must agree that it would be okay for you to have a pet.

In the Shared Living Care setting: your guardian, if applicable, and your Shared Living Provider must agree that it would be okay for you to have a pet. Some Shared Living Providers may have their own pets. In this case, you will be asked to agree to the presence of the pet before moving into the home.

You may not have a pet if someone in your home is allergic to the pet you want. For more information regarding pets, please ask for a copy of The Blick Center ***Policy and Procedure 206: Residential– Pets.***



Frequently Asked Questions

How is my home monitored to ensure it is a healthy and safe place to live?

It is our responsibility to make sure your home is a healthy and safe place to live. Every month, a Quality Assurance staff member will visit your home to look at documentation, resident services, operations, clinical services, homemaker/personal care, Individual Service Plan, and the environment. This is called a Quality Service Review (QSR). The QSR reviewer may ask you questions while in your home. Please feel free to be honest and open with the reviewer about how you feel about your home and the services you are reviewing.

The Summit DD Board and the Ohio Department of Developmental Disabilities (DODD), will visit your home at different times. After they visit your home, they will usually send a report to you, your guardian, your Summit DD Board Service Support Administrator (SSA), The Blick Center and the Ohio Department of Developmental Disabilities.

The Blick Center also has met CARF requirements for community housing which is an international accreditation. This is a voluntary accreditation that recognizes quality, value, and optimal outcomes of service through continuous improvement.

Frequently Asked Questions

What will the schedule be like at my home?

In the home setting, the schedule will be largely determined by your needs and those of your roommates. As often as possible, you will determine when and what you want to do during the course of a day. Sometimes, it may be necessary to compromise because you will be living with several other people. If, for example, you want to take a shower at the same time each day as your roommate, you may need to negotiate to develop a schedule that works for the both of you.

Usually, Blick Direct Support Staff are scheduled in three shifts in your home. These include morning, afternoon and overnight. The exact hours of the shifts will vary in response to your needs and those of your roommates. Weekend and holiday shifts will be different from your Monday through Friday schedules. Direct Support Staff are not permitted to sleep at any group home at any time.

In the Shared Living setting, you will talk with your Shared Living Provider to agree on a schedule that works for everyone in the home.

Frequently Asked Questions

What can I do if I have a problem with my roommates, home, or other things?

We want you to be successful in your home. If you have a problem, please talk to your Home Supervisor. If you don't feel comfortable talking to your Home Supervisor, you can talk to your guardian, your Summit DD Board Service Support Administrator (SSA), your Residential Manager or the Director of Residential Services.

Will you help me do things in the community?

Yes, we encourage you to access the community based on your individual interests. We will provide you transportation and supervision in our Blick-owned vehicles so that you can go shopping, go out to eat, see movies, go to medical/dental appointments and other leisure activities. Activities may or may not include your roommates, and it is up to you if you would like to attend an activity with your roommates.



Frequently Asked Questions

What are “Home Meetings”?

At least once a month, your Home Supervisor will schedule a date and time for you and your roommates to meet. The purpose of these meetings is to give you and everyone else the opportunity to plan community activities, daily food menus including healthy lifestyle choices, daily home activities and routines, home décor, use of home space, problems you may be having with roommates, programs, plans and any other topics.

The Home Supervisor or their designee will help with problem solving and will prepare written meeting minutes. After the meeting, the Home Supervisor will prepare the monthly menu, community calendar and a daily schedule to include household responsibilities, chores, and appointments.



Frequently Asked Questions

Can I have visitors and make telephone calls?

Your friends and family are welcome in your home. We encourage you to invite others to special events such as birthdays, holidays, etc. We will provide a place in your home for private visits in accordance with your Individual Service Plan.

The home telephone is for you use as well as the use of your roommates. You will need to respect your roommates' phone times and in turn, they will respect your phone time.

Can I get mail at my home?

If needed, we can help you complete a Change of Address Form with the US Postal Service once you have moved into your new home. Then, you will begin receiving your mail at your new home during the regular delivery schedule. Your mail will remain private, but at any time, you may ask staff to help you with your mail.



Frequently Asked Questions

What is a typical day?

A “typical” day in your home might include helping you with your morning routine (such as making breakfast, brushing teeth, getting dressed), taking you to your day program, helping you make dinner, packing your lunch, doing laundry, cleaning your home and helping with other fun things you would like to do in the evening.

We will help you get to any scheduled medical appointments. If you and your roommates wish to do things in the community, such as going to a movie, out to dinner, shopping, a walk in the park etc., we will help make that happen.

Who will help me take care of myself and my things?

Direct Support Staff will help you if necessary with your personal care, such as bathing, showering, brushing teeth, shaving, applying makeup, choosing appropriate clothing and other general appearance needs. We will also help you with your laundry, housecleaning, home maintenance, lawn care and snow removal.



Frequently Asked Questions

Can I have my own furniture?

You may bring furniture for your home that you would like to share with your roommates, for example a couch, table etc. or any furniture that you would like to use in your bedroom. We want you to make the home “your home” by bringing personal items.

Usually, residents have bedroom furniture they want to bring with them. If you do not have bedroom furniture, we will help you get it. If needed, we will provide you furniture for general areas such as your kitchen, living room, etc.

How will I know when to take my medication?

Direct Support Staff will be trained by one of our Registered Nurses on how to help you take your medication, per your doctor’s orders and to the level indicated in your Individual Service Plan. If you need a reminder to take your medication our staff will provide this.

We want to make sure that you take the correct medication at the right time. Staff will also help you talk to your doctor about any questions you may have.



Frequently Asked Questions

What can I do if I do not like something about my home?

If there is something that is bothering you about your residential services, please either tell a member of our staff, Summit DD Board Support Service Administrator (SSA), an advocate or someone you trust, such as a guardian, so that you can get the help you need. We also have a Client's Rights and Grievance Officer that you can call at 330-762-5425 if you have a serious complaint or grievance.

How will I pay my bills and run my home?

As mentioned earlier, we offer many services under the category of Homemaker/Personal Care. Our Residential Support Staff will make sure your home is a healthy, safe place to live and that your bills are paid. The Blick Center will make sure your rent and utility (water, gas, electric, trash collection) bills are paid on time; however, if you want added services such as WiFi, a method of payment will be identified. You will be asked to sign a lease (rental agreement) upon moving into the home. Both you and your landlord will be required to comply with items in the lease. If necessary, your guardian, a Blick Center Residential Staff member or advocate of your choice will help you understand your lease.



Frequently Asked Questions

How will I buy groceries, clothing, and personal care items?

Direct support staff will help you buy groceries. Your home will have a monthly grocery budget. Staff will help you and your roommates plan food menus that include your favorite foods. If needed, they will also help you make healthy food choices.

How will my roommates be selected?

Many times, three to four people with similar interests and needs are identified before moving into a home and making a decision to live together. Occasionally, an opening will occur in a home and it will be necessary to have another person move in. In this case, all parties involved will have the opportunity to meet and decide if they are compatible.

How will I get to know my neighbors?

You will have an opportunity to participate in neighborhood and community activities. In turn, you will be expected to be a good neighbor by being respectful and courteous.



Frequently Asked Questions

Who will help me manage my money?

Your needs with managing money will be discussed during your team meetings. You can choose The Blick Center to be your payee representative, meaning that The Blick Center will receive your Social Security, Supplemental Security Income (SSI), etc., monies directly.

You may also participate in our Money Management Program, where you will be given help with developing a budget to assure that payments are made for your living expenses to support successful community living. Residential staff will help you manage your spending money and can help you make special purchases.

Why should I choose Blick Center?



The Blick Center has over 50 years of providing service to individuals with disabilities. We began providing residential services in 1989. Interdisciplinary services are available to support our residential program including access to 24-hour nursing. The Blick Center has been CARF accredited since 2006. The agency has an endowment which supports quality of life program needs. Each home has their own vehicle including accessible vehicles if needed.

Frequently Asked Questions

How will you help me with my Individual Service Plan?

All Blick Center Direct support staff will know what is in your Individual Service Plan. Our primary responsibility is to support the Homemaker/Personal Care and Transportation goals in your plan. This includes help with personal hygiene (bathing, washing, brushing teeth, etc.), home care, meal preparation, money management, etc.

It is also our job to support your goals and outcomes in other areas of your life, such as medical support, psychiatric support, physical therapy, occupational therapy, speech/language therapy, behavioral support, counseling, etc. We will work with you and your provider for these services to help carry out their recommendations.



Accreditations and Affiliations

Commission on the Accreditation of Rehabilitation Facilities (CARF) International Accreditation for our Therapeutic Behavioral Services (TBS), Adult Day Services (ADS), Community, Housing, Outpatient Treatment, Intensive Outpatient Treatment, Support Living, and Community Services.



Blick Clinic, Inc. is DBA, "The Blick Center."

Blick is an accredited business with the Better Business Bureau.

Ohio Department of Mental Health certification as a Mental Health Agency.



Ohio Department of Developmental Disabilities certification as a Supported Living Service Provider and as a Medicaid Waiver Service Provider.



Affiliate
of





TheBlickCenter
Enhancing Lives

The Blick Center has been helping individuals for nearly 50 years. Serving early childhood, school age and adult individuals with developmental, behavioral, physical, and mental health conditions.

Main Office

640 W. Market St., Akron, OH 44303

Blick Center Locations

661 W. Market St., Akron, OH 44303

682 W. Market St., Akron, OH 44303

2641 W. Market St., Fairlawn, OH 44333

6657 Frank Avenue NW Suite 110, North Canton OH 44720

Monday through Friday 8:30 a.m. to 5:00 p.m.
Evening and weekend hours available on request.

Please call us at 330.762.5425 for more information or to schedule an appointment.
For individuals with a hearing impairment, please call our TTY line at 330.762.2284.