

COURAGE CENTER TRANSITIONAL REHABILITATION PROGRAM



Participant's Guide



COURAGE
CENTER

The Transitional Rehabilitation Program at Courage Center

Welcome to the Transitional Rehabilitation Program at Courage Center. On behalf of the staff, I would like to extend warm greetings and sincere wishes that your stay here will be beneficial, rewarding and enjoyable.

The Transitional Rehabilitation Program is a community of people who work, care, learn and grow together. While you participate in the program, it will be our shared goal to help you achieve your maximum potential for self-sufficiency so that you can move forward in your life. Your active participation and commitment to the program can make this happen.

This handbook was designed to help make your stay as problem-free as possible. The information is practical and useful. It will help you prepare for your admission and tell you what to expect once you arrive. Please take the time to review the handbook and keep it handy for use during your stay. From time to time, one of our staff will review sections of this handbook with you to make sure you understand the content and to answer any questions you may have.

Again, may your stay with us be a rich and fulfilling experience.

Sincerely,

William Lindburg
Director, on behalf of the staff of the Transitional Rehabilitation Program at Courage Center

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Checklist of Items To Bring With Me (continued)

Notes
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Toiletries

We have a limited assortment of generic brand toiletries. If you have favorites, label them and bring them with you.

- Toothbrush
- Toothpaste
- Shampoo
- Hair care items (brush, comb)
- Deodorant
- Shaving supplies
- Personal hygiene items
- Hand/body lotion

Laundry Supplies

Generic laundry detergent is supplied. Please bring:

- Laundry basket
- Hangers
- Laundry detergent (if you have a preference)
- Fabric softener

MISCELLANEOUS (OPTIONAL)

TVs and telephones are in each room.

- Radio
- Alarm clock
- VCR/DVD player
- Answering machine
- Computer

Items **Not** Allowed

- Microwave ovens
- Refrigerators
- Kitchen appliances; coffee makers, toasters, etc.
- BBQ grills
- Candles
- Incense burners
- Water beds or other furniture
- Any items with heating elements
- Ozone generators

My Rights (continued)

..... **Notes**

Nondiscrimination Policy²

The Transitional Rehabilitation Program admits and treats all people 16 years of age or older who have a physical disability or cognitive disability without regard to race, color, national origin, religion, physical disability or age. There is no distinction in eligibility for, or in the manner of, providing services.

Vulnerable Adult Act

The Minnesota Vulnerable Adult Act protects all adults who live in or receive services from licensed facilities in Minnesota. Participants of health care centers are defined as vulnerable adults. Every attempt is made to prevent abuse or neglect of any kind. This is done by assessing each participant's level of vulnerability, determining his/her program accordingly, and monitoring vulnerability on a regular basis.

If you feel an abusive or neglectful situation has occurred involving you or another participant, report the incident immediately to the nurse, program liaison, nursing director or director of the Transitional Rehabilitation Program.

² The person designated to coordinate compliance with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against people with disabilities) is the Director of the Transitional Rehabilitation Program.

Notes

MEDICAL EMERGENCY – The nurse will:

1. Evaluate the situation.
2. Begin emergency care.
3. Dial 911, if necessary.
4. Contact your physician.
5. Arrange transfer to an emergency room, if necessary.

Guests & Visiting Hours

Visiting hours are from 8 am to 11 pm. You may use the Transitional Rehabilitation Program's several lounge areas to visit with your guests. Visitors should not be in shared semi-private rooms after 8 pm. Please use the available lounges instead. You are responsible for your guests. Please ask them not to interfere with any scheduled therapy and program activities, and to enable you and other participants to get adequate rest. Guests are expected to comply with the same practices that you abide by as a participant. **Overnight guest stays are not permitted.**

Leaving the Premises

You must sign out when leaving the facility, indicating your destination and return time, and sign in when you return. This is to ensure we have your location in case of an emergency and to comply with state health regulations. The sign-out/-in books are at the nursing station. When therapeutic passes involve overnight stays they will be planned with your rehabilitation team.

Important: Signing in and out also may be required by your third party payer; (insurance, Medical Assistance, etc.). Not all funding sources allow overnight passes, so you need to check with your insurance company and program liaison 72 hours before leaving the facility overnight.

Smoking

Courage Center is tobacco-free. Transitional Rehabilitation Program participants only may smoke in the designated outdoor area. Guests, family and friends are not allowed to smoke on the grounds

Pets

You can't bring pets into the Transitional Rehabilitation Program. However, certified therapy dogs are often brought into the facility through the Therapeutic Recreation Program.

Gambling

The exchange of money between participants is not allowed under any circumstances. Gambling is not allowed.

Notes

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The Transitional Rehabilitation Program is licensed as a skilled nursing facility in Minnesota. We are required to comply with regulations set by the state. Some requirements affect you directly and require your cooperation.



Vital Signs

You will have regular screenings of your temperature, pulse, respiration, blood pressure and weight.

Labeling Requirements

All of your clothing and personal supplies must be labeled. All medications must be in their original containers, properly labeled and kept in the nursing station unless physician orders state otherwise.

Toxic Substances

No toxic substances may be kept in your room. Examples are: air freshener spray, insect spray, WD-40 lubricant, glues, paints and cleaning solutions.

Food Monitoring

Nutrition Services provides food to meet your nutritional needs. Meals are provided three times daily in the dining room with an evening snack available at the nursing station. Your food intake will be monitored to ensure your nutritional requirements are met and to meet state and federal regulations. Any food kept in your room must be in a sealed container with your name on it.

Fire Code

We comply with all state fire code regulations. These require that all doorways and exits must remain free from clutter, and nothing may block sprinklers or be stored near heat registers. Fire procedures are posted near the nursing stations and elevators. Fire drills are conducted regularly.

Staff members come from diverse backgrounds and represent a rich variety of cultures. Courage Center promotes cultural diversity and will not tolerate discrimination from participants, visitors, staff or volunteers.

Personal Care Services

If you need assistance with personal care such as bathing, dressing, transfers, etc., you will be assisted by nursing assistants commonly referred to as NAs. NAs are men and women who have completed a nursing assistant course and are registered by the State of Minnesota. NAs participate in a comprehensive orientation that includes information about disabilities and the rehabilitation process. Nursing assistant trainees spend part of their orientation working one-to-one with experienced NAs providing participant care.

NAs are randomly assigned to you to assist with your needs. You will have both men and women assigned to work with you. They will encourage you to be as independent as possible and will support you in practicing the new skills you learn. You will, over time, be expected to take the lead in directing your daily needs and doing what you can for yourself. This supports your independence and prepares you for community living.

Health Care Services

The Transitional Rehabilitation Program's team of physicians provide overall direction for your medical care services. He or she is a specialist in physical medicine and rehabilitation (physiatrist). You will be seen by the physicians once a month or more frequently as your needs require. Consultations with specialists or your personal physicians in the community are supported and coordinated by the physicians.

The station secretary sets up appointments. Because a doctor's order is required for participation in all therapies, your attendance at these appointments is required. Don't miss them or be late!

Nursing Services

Nursing staff is available 24 hours/day, 7 days/week. Nurses assess your health and personal needs, and they work with you to develop a plan to meet those needs. Nurses carry out medically prescribed treatments as well as provide education to assist you in learning good health habits. An example is the self-medication program (if appropriate for your situation). You will learn about your medications and how to take them safely. Once you have demonstrated that you can do so safely, you will be able to keep a 24-hour supply of medications with you during the day. Also, if you will need attendant services in the community, nurses will help you learn to direct others to meet your personal care needs in ways that will ensure your success in hiring and maintaining an attendant.

Note: The following services are offered by Courage Center. As a participant in the Transitional Rehabilitation Program at Courage Center, you may be required to participate according to doctor's orders.

Occupational Therapy

Occupational therapy is designed to help you develop and use your abilities optimally for all sorts of activities. It begins with an assessment of specific skills, such as visual memory, visual perception, organizational skills, strength and motor function of your arms and hands. Training may increase your personal independence in any of the following areas:

- Self-care activities, such as hygiene
- Dressing and feeding
- Homemaking
- Community living skills
- Pre-vocational activities

Services Available to Me (continued)

Through the use of adaptive equipment, hand splints, strengthening activities and techniques to compensate for problem areas, you'll learn to become more independent. Specialized programs also are available; for example, parenting with a disability, pre-driving screening, and more.

Physical Therapy

Physical therapy focuses on gaining mobility, strength and large muscle coordination. Services include balance training, transfer training, range of motion, ambulation and gait training, muscle strengthening, the use of adaptive equipment, muscle relaxation, wheelchair seating, mobility, and aquatic physical therapy services. Physical therapy begins with an initial evaluation of your needs and develops a more detailed program with you from there.

Speech-Language Therapy

Speech-language therapy focuses on improving:

- Speech intelligibility skills
- Expressive and receptive language skills
- Swallowing
- Cognition (attention, memory, problem solving, organization)
- Augmentative alternative communication in an individualized environment.

These skills are also able to be generalized to small group settings. Speech-language therapy begins with an initial evaluation of current skill level and develops an individualized treatment plan to maximize your potential in everyday life.

Mental Health & Family Support Services

Whether you are born with a disability or acquire it later in life, your disability presents unique challenges in managing the stresses of life and maintaining functional independence. Courage Center's mental health professionals are experienced in working with people who have physical disabilities or sensory impairments and their families. Individual, family or group therapy can be coordinated with other rehabilitation therapies or can be used as a single service. Some clinical issues you might address in therapy include:

- Depression
- Anxiety
- Dissociative reactions
- Chemical abuse
- Grief and loss
- Self esteem issues
- Pain management
- Stress management
- Relationship issues

Family Services

Families and support people are an integral part of your rehabilitation team. Upon admission, you, your family and other people who support you will begin to clarify their role in your rehabilitation program. Through involvement and education, families and others gain greater understanding of your rehabilitation process and how they can support you to achieve your goals. Families may also participate in formal counseling services.

Therapeutic Recreation

Therapeutic recreation services can help you develop a healthy leisure lifestyle. An initial assessment at your admission to the Transitional Rehabilitation Program will help you identify your recreational and leisure interests. You'll then be encouraged to participate in a range of activities, from hobbies to exercise and community outings.

Nutrition Services

Nutrition services provide a balanced meal service planned by a registered dietitian to ensure you receive a nourishing diet while in the Transitional Rehabilitation Program. When you join the program, the dietitian completes your nutritional assessment and creates a nutrition care plan for you. If you are on a special diet or have individualized nutritional needs, the dietitian and staff will develop an appropriate care plan for you.

Chaplain

Courage Center has a part-time chaplain available to work with you in addressing your spiritual needs. You are encouraged to participate in religious services and activities of your preference in the local community. The chaplain or therapeutic recreation staff can provide you with this information.

Transition Planning

From the time of admission, planning is started for your transition back into your community. Your Program Liaison will help you formulate an individualized plan, taking into consideration your skills and the needs you will have once you are back in your community. Your Program Liaison will work with you throughout your stay at the Courage Center Transitional Rehabilitation Program to carry out this plan for discharge.

Note: The following services are available to you through Courage Center at an extra cost. While you may wish to use some of them as a participant in the Transitional Rehabilitation Program at Courage Center, you also may find them useful after you have returned to your community.

Home & Community-Based Services

Upon returning to your home or community, you can continue to receive rehabilitative services if appropriate to your situation. A treatment team can provide you therapies at your home. Your team may consist of physical therapists, speech-language pathologists, occupational therapists, rehabilitation nurses, clinical psychologists, neuro-psychologists, case coordinators and social workers—whomever you need to continue your achievement of increased independence. Treatment provided where you live—in your real world—often is more effective, especially if you have difficulty translating what you learn in a classroom or clinic to your real surroundings.

Driver Assessment & Training

The Driver Assessment and Training program helps you learn to drive with adaptive equipment. This program can enable you to gain added control over your life. If you have visual or cognitive deficits, you'll complete a pre-driving screening prior to taking the driver program. This assessment gives the therapists areas to address related to your specific strengths and limitations.

Vocational Services

Need help with vocational planning? A vocational counselor will provide you with information and guidance on a range of vocational services, including returning to work or exploring a new career. Counselors can help you access funding sources, which may pay for vocational testing, work evaluation, training, education and job placement service.

Services Available to Me (continued)

Independent Living Skills (ILS)

Independent Living Skills teach you how to strengthen your skills and do more for yourself—ultimately providing more independence in all areas related to community living. Services include: managing your household and finances; finding or maintaining affordable, accessible housing; developing a healthy lifestyle; identifying recreational and vocational opportunities and accessing the community.

Adult Rehabilitative Mental Health Services (ARMHS)

Adult Rehabilitative Mental Health Services is a rehabilitative program for persons who are on Medical Assistance and have a mental health diagnosis or brain injury and could benefit from services to regain skills related to independent living, involvement in the community or managing their mental health.

Tutoring

Tutoring services are available at Courage Center from teachers in the Robbinsdale School District's Adult Basic Education Program. Tutors can assist you to work towards academic goals, such as obtaining your GED or high school diploma, and to improve your reading, math and writing skills.

Complementary Therapies

An array of complementary therapies is offered at Courage Center, including acupuncture, massage, tai chi and Watsu. You can learn about these and the appropriateness of these therapies for your particular situation through your program liaison.

Life Enrichment

Looking for something more than the basics? Consider life enrichment classes. They're available on a quarterly basis at Courage Center. Subjects include music, art, movement, theater and personal development.

Courage Center HANDI-HAM System

The Courage Center HANDI-HAM System is an international service with more than 6,500 participants. It trains people with disabilities in amateur ("ham") radio by providing educational assistance, amateur radio equipment (on loan, when appropriate and available) and specially designed adapted devices.

Sports

Many sports activities can be adapted to a variety of disabilities. You can learn about these programs through the Sports and Recreation Department at Courage Center.

Positioning Clinic

The Positioning Clinic is one of the specialty clinics offered at Courage Center. It is staffed by a physical therapist and a physiatrist. The Positioning Clinic is available to make modifications to your wheelchair to improve your positioning and functional ability.

Program Satisfaction

It is our sincere hope your experience at the Transitional Rehabilitation Program at Courage Center is beneficial and productive. As you participate in the program, if you are dissatisfied and are unable to resolve your concern with your rehabilitation team or staff, please contact the Director of the Transitional Rehabilitation Program at 763.520.0306 or the Nursing Director at 763.520.0314. Either individual will assist you in reaching a resolution.

A formal grievance process is in place at Courage Center. Ask the Director or Nursing Director about this process if you feel it is necessary to formalize your concerns.

Information Sign-off

I have reviewed the following information with my Program Liaison and I understand it.

Checklist of Items to Bring with Me	pages 3 – 4
Insurance	page 6
My Room Rules & Regs	pages 7 – 8
My Rights	pages 9 – 10
My Guidelines	pages 11 – 13
Health Department Regulations Affecting Me	page 14
My Transportation & Parking	page 15

Participant _____

Date _____

Program Liaison _____

Date _____

Courage Center

The mission of Courage Center is to empower people with physical disabilities to realize their full potential. We are guided by the vision that, one day, all people will live, work, learn and play in a community based on abilities, not disabilities.

About Courage Center

Courage Center is a Minnesota-based rehabilitation and resource center that advances the lives of children and adults experiencing barriers to health and independence. At Courage Center, we specialize in treating brain injury, spinal cord injury, stroke, chronic pain, autism and disabilities experienced since birth. Founded in 1928, Courage Center is a nonprofit organization offering advanced technologies and innovation provided in part through the efforts of thousands of volunteers and donors. For more information about Courage Center, visit www.CourageCenter.org.



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