



*CUIDADO*  
CARING FOR OUR COMMUNITY  
*CARINO*  
WITH CARE AND RESPECT  
*COMUNIDAD*

## **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)

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**VISION**

One of community, a community free from isolation, loneliness, hunger, neglect, exploitation, abuse, and institutionalization.

**MISSION**

- To be a cornerstone of the community by providing family-oriented, daytime services for the elderly, frail, and disabled.
- To offer a safe, reputable, and growth-oriented environment in which all stakeholders can be confident.
- To support each individual's preference for services and maximize his/her potential in a community-based setting.
- Most importantly, to prevent institutionalization and prolong the independence of our clients.

***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, Mental Retardation, Down Syndrome, Parkinson's, Epilepsy, Blind, Deaf/Mute, COPD, Amputation, Stroke, Diabetes, OBS, Cerebral Palsy, Autism, Seizure Disorders, FAS.

## CODE OF ETHICS

### **Core Values for Staff:**

- 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, "respecting and responding to the choices of people with different abilities;"
- 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.

## **Who Will Work with Me?**

Our Program Manager and/or Service Coordinator 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 attend mandatory training and work with an experienced staff person. All staff participate in ongoing training in order to provide you with the highest quality 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 case manager. We will be happy to help you with this if you need assistance.

## **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 a Consent for Release of Information form. You will be asked to complete such a form annually, or as needed.

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

We want to help you when you have a concern. If you have a complaint or are dissatisfied with a decision or action taken, please let a staff person know about it. If talking to staff does not resolve the problem, you should formally complain to the Program Manager and/or Service Coordinator.

1. Talk to the Program Manager and/or Service Coordinator at any time during regular scheduled work hours.
2. The Program Manager and/or Service Coordinator will respond in writing within one week of receiving the complaint. You will get a copy of this response.
3. If the complaint is still not resolved, you can ask that the Program Manager and/or Service Coordinator review the decision.
4. The Program Manager and/or Service Coordinator will review the complaint within 14 working days and talk with you.
5. If you are still dissatisfied, you can talk to the Executive Director.
6. The Executive Director will investigate the complaint and talk with you within 14 working days.

### **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. Staff will assist you with routine medical appointments. 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
- ◆ Is 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.

## **REMEMBER:**

- ◆ We must have emergency contacts current and available at all times.
- ◆ Call in advance if the participant is going to be absent the following day.
- ◆ Breakfast and lunch is provided with dietary accommodations.
- ◆ Monthly activity calendar for outings and a monthly menu is available to refer to.
- ◆ Transportation provided within five (5) mile radius for a monthly fee.
- ◆ 1 to 5 Ratio
- ◆ We follow the Albuquerque Public Schools decisions for observing late starts and snow days.

## **DISCHARGE CRITERIA:**

- ◆ If attendance is less than 75%
- ◆ Doctors Orders
- ◆ Participants Request

## **CIVITAN MEMBERSHIP**

As a participant we offer free membership to the Civitan club. Civitans are everyday citizens just like you and me, 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. Come join the fun!

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



**YOUR TEAM MEMBERS:**

Service/Rehab

Coordinator: \_\_\_\_\_

Occupational

Therapist: \_\_\_\_\_

Physical

Therapist: \_\_\_\_\_

Physical Therapist

Assistant: \_\_\_\_\_

Speech Language

Pathologist: \_\_\_\_\_

Behavioral

Assistant: \_\_\_\_\_

Individual Support Plan

Dates: \_\_\_\_\_

\_\_\_\_\_

Other: \_\_\_\_\_

\_\_\_\_\_

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**Trust the care  
Of your loved ones  
To the caring and  
Compassionate people  
At *Cornucopia*.**

Office Hours: 8:00am—4:00pm Weekdays  
Closed for all major holidays

Executive Director: Michelle Bishop-Couch, MPA  
Program Manager: Susan Lawton, MSW  
Service Coordinator: Marie Alarcon



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