



**SUPPORTS, INC.**

*The philosophy that drives us...*

Kaleo Supports, Inc. was founded August 2007 and is owned and operated by Ernest and Nancy Szymkowiak. Kaleo Supports, Inc. believes that people with disabilities have the right to meaningful and productive lives of their choosing. It is our intent to provide unique supports that help people achieve their dreams

Ernest and Nancy have a daughter with developmental disabilities, so they have a personal understanding of what services should be.

Ernest is a special education teacher. He worked eight years as a job coach, helping high school students with disabilities find work and develop work skills.

Nancy worked fourteen years as an advocate for people with disabilities, providing education on disability issues through workshops, support groups in addition to assisting families working through 'the system'. Whether it be school, mental health, vocational, or related services, Nancy has helped hundreds of families learn how to navigate in order to get the services they need for their children. Her usual quote to families is, "You have to know the rules of the game to play. Understand the system in which you are working. Know the answers to the questions before you ask." They feel a special purpose in helping people with disabilities. Their experiences, personal and professional help empower people to create meaningful services.

*Contacts and After Hours Emergency*

Executive Director.....Nancy Szymkowiak  
QP for CAP Services.....Ernest Szymkowiak

**Main Office: 910-630-2255**

**Fax: 910-339-2808**

**After hours emergency:**

**910-322-2755 or 910-322-5038**

Changes in after hours emergency contact will be announced on the answering machine on the main office number.

# Family Guide

**Kaleo: (kal-eh'-o) v.(Grk) 1 to call aloud, to invite, 2 to be called**

## Our Calling and Purpose: Your Dreams Achieved

### OUR COMMITMENT TO YOU!

1. **That our employees are respectful and demonstrate knowledge of supports.**
2. **To provide supports that are meaningful and productive to you.**
3. **That we continuously try to improve.**
4. **That we listen to you and your concerns.**
5. **That we communicate and share with you.**

**We know that God causes everything to work together for the good of those who love God and are called according to His purpose for them. Romans**

**8:28**

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## *Individual and Family Responsibilities*

In order for us to support you better, it is important we establish a good working relationship. From you we ask the following:

1. Provide us with complete and accurate information regarding medications, allergies, challenges, preferences, illnesses and other pertinent information.
2. Tell us your preferences and make us aware of your choices.
3. Participate in the implementation of your supports and services.
4. Tell us how we can improve and serve you better.
5. Tell us about changes in your life that need to be reflected in your Person Centered Plan.
6. Accept responsibility and consequences for refusing supports.
7. Ask questions if you do not understand.
8. Treat employees with the same respect you would like them to give to you.
9. Be positive and make effort to work toward the goals in the Person Centered Plan.
10. Follow policy and procedures of Kaleo Supports, Inc.
11. Keep the relationship professional with employees.
12. Remember employees are only permitted to do the activities as defined in your plan.

## *Hiring of Direct Support Professionals*

Employees of Kaleo Supports must meet the requirements set forth by the State of North Carolina. Explanation of the requirements can be found in the APSM 30-01 rules and regulations for the Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Employees providing services must meet the minimum level of education, competency, work experience and qualifications. Applicants are

screened through criminal and driving record checks, Health Care Registry checks and at least two references. Employees consent to drug screening and testing.

Employees must complete an interview of specific questions. They also must have a PPD test (Tuberculosis screening).

Kaleo Supports requires that employ-

ees have automobile insurance. Kaleo Supports verifies the applications education, certification and licensure (if applicable).



## *Training of Direct Support Professionals*

Employees providing direct support must have a minimum of the following training:

- First Aid (includes seizure management), CPR
- Blood Borne Pathogens
- NCI (non-combative interventions)
- HIPAA and Confidentiality
- Core Values
- Human Rights and Responsibilities
- Abuse, Neglect, Exploitation
- Crisis Response
- Interaction and Communication Strategies
- Incident Reporting
- Roles/Purpose/Philosophy of Services
- Approved Interventions
- Service Documentation and Fraud
- Types of Services
- Person Centered Thinking/Planning
- Overview on MR/DD
- Cultural Competency
- Specific Training to the Individual Served (goals, behaviors, medical concerns and specific diagnosis)

**Orientation Training**—mission of Kaleo Supports, policies, procedures,

services provided by the agency, quality assurance & improvement plan, job description, personnel policies, payroll information, scheduling, safety & emergency plan and community resources. Kaleo Supports provides to eligible employees a one year membership to the Direct Support Professionals Association ([www.nadsp.org](http://www.nadsp.org)). Kaleo Supports will encourage to participate in the ongoing training offered through this association. Employees will be rewarded for his/her growth in training.

### **Ongoing/Incidental Learning**—

Employees attend workshops, classes and company sponsored training. They may also read material and submit reports to demonstrate increased knowledge in topics applicable to their work.

## *Professional Standards Policy for Employees*

Kaleo Supports has developed a policy and employees must indicate they understand and agree to the standards set forth by the agency. The following are a few of the topics covered in the policy:

**Off Duty Conduct** (conducting personal affairs that adversely effect the employee's ability to perform work).

Personal Involvement (romantic involvement with competitors, people served or family members of people served) that may effect the employee's judgment

**Outside Work**—Working for another agency is permitted provided the employee manages potential conflict.

**Choice of Providers-** It is unethical for employees to coerce individuals and families to switch providers for his/her own personal benefit.

**Acceptance of Gifts**—Employees must report all gifts to the office. Families are required to obtain permission

to give gifts and extravagant or expensive gifts will not be allowed.

### **Personal Errands on Company**

**Time**—Employees are NOT permitted to run personal errands on company time nor when they are providing supports to an individual. Employees are NOT permitted to take a person served to the employee's home unless the employee is licensed to provide respite or Alternative Family Living residential services.

**Meals**—Employees are not permitted to purchase food or eat food in the presence of the person they are supporting unless the person is also eating. Example: If the person is going to a fast food restaurant to purchase a meal as part of his/her training goals, the employee may also purchase food.

**Radio and Language**—Employees must obtain permission from the family regarding the type of music listened to when transporting a person served by Kaleo Supports. Employees are expected to refrain from listening to music that could be offensive. Employees

are to refrain from using curse words, and offensive slang words.

**Smoking**—Employees are not permitted to smoke in the presence of the people served by the agency nor are they permitted to smoke in the homes of people supported by the agency.

Kaleo Supports believes that our services will only be as good as the employees who provide the services. We are committed to hiring, training, retaining and fully supporting our employees. This policy is intended to clarify expectations for the employee and to insure the people we support that we are committed to quality services.

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## *Kaleo Night....*

Information coming soon.

## *If you have a concern or question*

Depending on the nature of the concern, you may speak with the staff person who works most closely with you. If this is not appropriate or if you are uncomfortable, you should then speak to Karen Campbell, Director of Supports. You may also contact the Director of Business & Marketing, Nancy Szymkowiak.

Your concerns and questions are of utmost importance to us. You have our pledge to make every attempt to satisfy your concerns, deal effectively and swiftly with problems and to find an-

swers to your questions.

While dealing with a concern or issue, we ask for your patience as we work through the matter. We are committed to addressing your problems or concerns and sometimes that may take a day or two. There will be no discrimination or retaliation because of complaints.

If you remain unsatisfied, you may:

1. Appeal to the Human Rights Committee of Kaleo Supports.
2. Contact the consumer advocate at

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Cumberland County Mental Health Center by calling 323-0601.

3. Contact Disability Rights North Carolina, North Carolina's designated Protection and Advocacy by calling 1-877-235-4210

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**“Many of life's failures are people who did not realize how close they were to success when they gave up.” —Thomas Edison**

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*Web address:*

www.kaleosupports.com

**Business Office Address**

**5227 Matt Hair Road**  
**Fayetteville, NC 28312**

Phone: 910-630-2255

Fax: 910-339-2808

E-mail:

contact@kaleosupports.com

After hours emergency:

910-322-2755 or 910-322-5038

## *Human Rights*

Kaleo Supports will assure the basic rights of each individual supported by the agency be honored. This includes the right to dignity, privacy and to be free from abuse, neglect and exploitation. Kaleo Supports is committed to people maintaining their right to be informed and to make decisions. These rights are at a minimum the following:

- To be treated with dignity, respect and consideration.
- To be educated and informed about your rights
- Receive AGE APPROPRIATE services.
- Own and have property along with the right to dispose of property.
- Execute instruments, make purchases, enter into contracts and bring civil actions.
- Register and vote.
- Receive timely response to requests for services.
- Know the names and responsi-

Vision: People with disabilities will realize their dreams through appropriate supports.

Mission: To create supports in which people can achieve their dreams and life goals.

Motto: "Our Calling and Purpose; Your Dreams Achieved"

Philosophy: Kaleo Supports, Inc. believes that people with disabilities have the right to meaningful and productive lives of their choosing. It is our intent to provide unique supports that help people achieve their dreams.

- bilities of those who provide supports.
- Request change in support staff without fear of reprisal or discrimination.
- Participate in Person Centered Plan (developing and implementing)
- Refuse services or supports and be informed of consequences.
- Communicate and be listened to
- Be informed within a reasonable time of any anticipated ending of supports.
- Participate in any decision to change agencies or choose other arrangements in the event services are terminated or ended by Kaleo Supports.
- Recommend changes in policy and procedure.
- Participate in social relationships to include marriage, having children.
- Make choices regarding where you live, work and who you spend time with
- Be free of unnecessary medication.
- The right to file a grievance without fear of reprisal or discrimination.
- To be free from abuse, neglect and exploitation
- To live and work in a safe place
- To be free of labels
- Access the community, public services and other resources
- To accept risk and the responsibility that goes with it
- To have your information kept confidential and private
- Review your service record
- Make changes in your service record
- Be educated about your medications, supports, and your PCP
- Free of search and seizure
- Contact an advocate

### *Human Rights Committee*

People who receive services through Kaleo Supports and family members are invited to participate. Meetings are held quarterly. Training is provided. Contact the office if you are interested.

Meeting Months are:

April, July, October, January