1. **Program Schedule (Arrival, Departure & Absences)**
   - West Side & Norwood Program Hours: 9:00 am – 3:00 pm
   - Allyn Campus Program Hours: 8:30 am – 2:30 pm
   - Program partial days are not available.
   - In the event of an absence, planned or unplanned, please call (513) 831-4660 to notify the program coordinator.
   - Additional days may be added to an individual’s schedule as space allows.

2. **Transportation**
   - Stepping Stones does not provide transportation services to and from the program. A participant’s SSA or family member must arrange transportation.
   - Transportation is to be scheduled so that participant will arrive no earlier than 30 minutes before the start of the program and depart no later than 30 minutes after the end of the program.
   - Please note, Stepping Stones does provide accessible transportation within the program for community integration.

3. **What will a participant need to bring each day?**
   - A bagged lunch and drink are required. Refrigerators are available to chill food as needed.
   - On days that community outings are scheduled, a packed lunch and drink that does not require refrigeration.
   - Participants may bring communication devices, extra clothing and money for community outings.
   - Snacks are not provided during program hours.
   - All personal items must be labeled with the participant’s first and last name. Stepping Stones is not responsible for any lost or damaged personal items – including communication devices and/or personal phones.

4. **Nursing and Medication:**
   - Med-Certified staff are available in our Allyn and North Bend campuses. A full-time nurse is also on duty at the Drex site.
   - Any medication taken during program hours must be kept in the original container and delivered to the nursing staff.
   - All medications are stored securely and administered per doctor’s order.

5. **What kinds of activities occur each day?**
   - Each program site offers a variety of unique, participant-driven activity planning that includes community outings, technology, recreation, art, sensory communication, wellness and life skills.
6. Illness & Extended Absence for Health Reasons

- The Board of Health considers the following signs to indicate communicable disease/illness: vomiting, a fever over 100 degrees, diarrhea, sore throat, rash/swelling and red or running eyes.
- Please be sure a participant is symptom free for 24 hours before returning to program.
- Participants who arrive to program exhibiting any of the above symptoms will be sent home in order to protect the health and wellbeing of others and to prevent the spread of infectious illness.
- Participants who are ill must be picked up within one hour of caregiver being contacted.
- Individuals who are absent from program for an extended period of time for illness or injury must provide a doctor’s clearance before returning to program.
- **Bed Bugs:** If a bed bug is discovered on a participant, the individual will change into a spare set of clothes while their personal clothing is placed in a sealed plastic bag and ran through the dryer at high heat for at least thirty minutes. If bed bugs are noted to be a recurring issue, Stepping Stones reserves the right to discontinue services until the situation is fully resolved.

7. Behavior and Dismissal from Services

- The Adult Day program staff are highly trained in a variety of strategies to diffuse volatile situations and to manage disruptive behaviors when they occur. Specific interventions are individualized to the unique needs and history of the participant.
- If a challenging situation does occur, staff and program coordinators, the participant’s SSA and the guardian or caregiver behavior team from DDS may need to review strategies for future success. In the event that the above team determines that the Adult Day program is no longer a good match for the participant, services may end.

8. Adult Day Program Staff

- Stepping Stones does not provide 1:1 staffing support.
- All agency staff can respond to emails after the program day ends. Program staff are not permitted to use their personal emails or cellphones to communicate for work purposes.
- In the event of an emergency, a participant’s caregiver may contact our front desk at (513) 831-4660.

9. Agency Closings for Holidays and Inclement Weather

- A calendar of the agency and program closings is distributed to all program participants annually and is also available online at all times or by request.
- On inclement weather days, there will not be a receptionist available to respond to inquiries.
- In the event of bad weather, a participant’s parent, guardian or caregiver may receive a text notification of agency closures. If you wish to participate in text notification for weather related closures, please contact Jeannie Ludwig in Client Services at (513) 965-5108. Families may also refer to local radio and TV stations for school and company closings listed under ‘Stepping Stones’.

10. Funding and Private Pay

- Accepting funding sources include: Level One/IO and SELF waivers, county contracts, Clermont Co. Individual Budget and private pay.
- Financial aid for the Adult Day Services program is not available.
- Individuals paying privately for services will be billed based on the number of days for which they’ve have registered, even if they did not attend all days.
- For more information, please contact the billing department at (513) 559-2442.

For Questions and More Information on the Adult Day Program:
Patty McMahon, Client Services
(513) 965-5119
Patty.McMahon@SteppingStonesOhio.org