



DEPARTMENT OF  
**COMMUNITY &  
HUMAN SERVICES**



**Fennell-Saul**  
Center

Participant Handbook:  
**ALEXANDRIA GROUP DAY SUPPORT,  
COMMUNITY ENGAGEMENT, AND  
SUPPORTED EMPLOYMENT PROGRAMS**

**Del Pepper Community  
Resource Center**

4850 Mark Center Drive, Floor 10

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*Sponsored by the  
Alexandria Community Services Board*

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# WELCOME TO FENNELL SAUL CENTER

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We're here to support you in choosing activities that match your interests, strengths, and goals. From your very first day, a team member will greet you, give you a tour, and help you get to know the space. You'll also have the chance to meet others and start building new friendships.

We know that feeling comfortable and confident in a new setting takes time. That's why we dedicate your first month to a welcoming and supportive orientation. During this time, you'll learn about:

- The daily schedule and program hours
- Staff roles and how we're here to support you
- Program guidelines



# OUR MISSION AND SERVICES

We support adults with intellectual and developmental disabilities in achieving and maintaining the highest level of independence possible. Through meaningful community activities and employment opportunities, we help individuals build skills, confidence, and connections.

We offer a range of services designed to meet your interests and goals, including:

1. **Group Day Support Services**
2. **Community Engagement**
3. **Community Employment Services (CES)**

## **Group Day Support Services**

This program offers a supportive and structured environment where you can take part in meaningful daily activities that reflect your interests and goals.

The focus is to:

- Support community participation
- Build personal, social, and daily living skills
- Create opportunities to engage in paid work, volunteer roles, and other community-based experiences

## **Community Engagement**

Community Engagement is a non-center-based program that takes place in the community. You'll participate in small groups (no more than three individuals) to explore interests, build natural relationships, and learn through real-life experiences in the community. The goal is to help you grow socially, increase independence, and feel connected in your community.

## **Community Employment Services (CES)**

CES provides personalized support to help you prepare for, find, and maintain meaningful employment.

The program offers:

- Individualized job training and coaching
- Support to succeed in group or competitive work settings
- Ongoing assistance to help you keep and grow in your job

are dedicated to providing services that are fully integrated in—and support full access to—the greater community. Our approach is guided by the following principles:

- **Community Inclusion:** We support your full participation in community life, ensuring that services are delivered in settings that are inclusive and connected to the broader community.
- **Respect and Dignity:** Your rights to privacy, dignity, and respect are at the core of everything we do. We are committed to ensuring freedom from coercion and restraint.
- **Personal Choice and Independence:** We encourage your independence and support your right to make choices about your daily life—including your activities, surroundings, and the people you spend time with—without imposing rigid routines.
- **Empowerment in Decision-Making:** You have the right to make informed choices about the services and supports you receive, including the ability to choose who provides them. Our goal is to empower you to live a life that reflects your values, preferences, and goals—with the support you need to thrive.



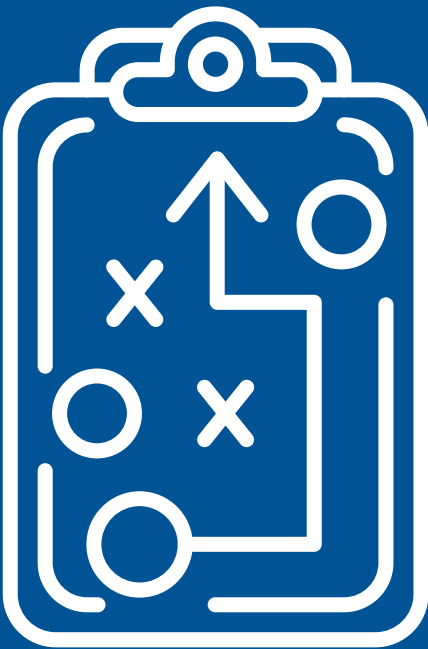
# WHAT YOU CAN EXPECT FROM YOUR PERSON-CENTERED PLAN:

Your Person-Centered Plan is all about you—your goals, preferences, strengths, and the support you need to live the life you choose. It is developed with your active involvement and reflects what is most important to you and for you.

Your plan will include:

- **Your Goals and Dreams:** What you want to achieve—whether it's related to work, relationships, learning, health, or daily living.
- **Your Strengths and Abilities:** What you're good at and what brings you joy and confidence.
- **Your Preferences:** The way you like to do things, your routines, your likes and dislikes, and what makes you feel safe and supported.
- **Your Support Team:** Who you want involved in your life and your plan—family, friends, staff, or others important to you.
- **Your Choices:** Decisions about where you live, how you spend your day, who you spend time with, and who provides your services.
- **Your Health and Safety Needs:** Any supports needed to stay healthy and safe, while still honoring your rights and independence.
- **Community Involvement:** Opportunities to participate in the broader community, including volunteering, recreation, learning, or employment.
- **Regular Reviews and Updates:** Your plan will be reviewed regularly and updated as your goals or needs change.

Your voice is central to this process. We're here to listen and support.



# HOW WE SUPPORT YOU

At your program location, a **Direct Support Professional (DSP)** will work closely with you to provide the training and support you need to succeed in your chosen activities. Your DSP is also available to answer any questions and help you navigate your daily schedule and goals.

A **personal file** will be maintained for you, which includes important information that helps staff support your preferences for work, training, and other activities. This file is confidential, and you have the right to review it at any time.

You will also be assigned a **Support Coordinator**, who will help coordinate the various services you receive and assist in maintaining your benefits. They are your point of contact for managing your overall support and ensuring your needs are met across programs.

Together with staff, you will create a **Person-Centered Service Plan**. This plan is based on your preferences, goals, and choices, and is designed to reflect what is important to you and for you.

We are here to support you in reaching your personal goals and being active in your community. If at any time you feel that this program is not the right fit, your Case Manager will work with you to explore other options that better meet your needs and preferences.



# YOUR EXPERIENCE IN THE GROUP DAY SUPPORT PROGRAM

You will engage in activities designed to help you build the skills and confidence needed for community employment. This includes learning how to choose appropriate clothing for different settings, such as work, weather conditions, and leisure activities. Our focus is on supporting you to develop a positive sense of self-esteem.

You will also have opportunities to socialize and connect with others through enjoyable activities like dancing, swimming, relaxation exercises, computer games, learning sign language, and participating in friendly competitions. These experiences are designed to help you build meaningful relationships and have fun.

Additionally, you will explore and experience community resources, including shopping malls, parks, movie theaters, recreation centers, museums, and volunteer opportunities. These activities will support your independence and help you feel more connected to your community.





# YOUR EXPERIENCE IN THE COMMUNITY ENGAGEMENT PROGRAM

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You will have a variety of opportunities to build meaningful relationships and develop natural supports within your community, using the community as a rich learning environment.

These activities occur during everyday community moments and take place in natural settings where you will actively engage with people who do not have disabilities, aside from the staff supporting you.

To provide personalized support, staff work with small groups at a ratio of **one staff member to every three participants (1:3)**, ensuring you receive focused attention and assistance

## **Schedule for Day Support and Community Engagement**

Hours and Days of Operation: Office hours for these programs are Monday through Friday from 8 a.m. to 4 p.m.

# YOUR EXPERIENCE IN A **COMMUNITY EMPLOYMENT SERVICES PROGRAM (CES)**

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The philosophy of the CES program is that all persons deserve to be given the opportunity to achieve the greatest personal and financial independence and quality of life possible. Through meaningful relationships and purposeful work, individuals can take charge of and succeed in their own goals. The opportunity for employment is essential to the development of an individual's sense of worth.

**Enclave Model:** An enclave placement model provides supervised group employment opportunities on a community job site and is integrated with non-disabled employees. A staff remains on-site and provides ongoing support services.

**Mobile Work Crew:** The mobile work crew model provides supervised group employment opportunities for participant to travel together to one or more integrated (non-disabled) work settings in the community. The mobile crew performs contract work such as custodial or grounds-keeping activities under the direct supervision of a staff. There may be limited interaction with other employees on the work site.

The group models of supported employment offer the following advantages:

- Employment opportunities for participants who require a greater degree of (supervised) structured support in order to be successful in competitive employment.
- Delivery of supported employment services to multiple participants simultaneously which offers mutual support.
- Motivates participants in a sheltered or day support setting by providing an opportunity to move offsite to a community setting, increase their wages and develop more independence in the community.

# WHAT IS THE COMMUNITY EMPLOYMENT SERVICES (CES) PROGRAM SCHEDULE?

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**Hours and Days of Operation:** Office hours for Community Employment Services are Monday through Friday from 8 a.m. until 3:30 p.m.

*Work site and actual hours of employment may vary according to contract and employer needs.*

**Site information:** Services are offered at a number of locations throughout the Northern Virginia area. Enclave services are located at contract sites, currently Alexandria Fire Department.

**Address of Program:** Administrative offices are located at the **Del Pepper Community Resource Center 4850 Mark Center Drive, Floor 10**. However, individuals will work from a variety of community sites.

**Program Rules:** A list of program rules may be found in the Department Handbook, and specific site rules will be discussed with individuals during program orientation.



# WHAT IF I AM UNABLE TO COME TO WORK?

It is very important that you attend the program as you have agreed, to in your initial plan meeting. However, if you cannot come to work, you must call your specified program by 8:30 a.m. Tell us why you will not be able to work that day.

If you go to the doctor, you need to ensure that someone calls before 8:30 a.m. If you are going to be late, you must call in and let your DSP or a staff member know why, and what time you plan on coming in.

If you are home sick for three days or more, or if you went to the doctor (other than a regular check-up), you will need a note from the doctor saying it is alright for you to return to work. This lets the program staff know that it is safe for you, as well as the other participants in the program.

Please let your DSP know if you have been given a new medication.

## **How Do I Take My Medicine During the Day?**

DSP's are trained in medication monitoring and can assist you with prescription medication if the medication container is clearly labeled by a pharmacist. Trained staff can assist with over the counter medication, as long as a doctor's note is on file. A secure storage area has been designated for the safe keeping of all medications.

# WHAT HAPPENS IF I HAVE A **BEHAVIORAL EPISODE** **AT WORK?**

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If you experience an angry outburst or behavioral episode at work, seek out your DSP if you can't calm down on your own. Your DSP can help you to call your employment coach, case manager, family member, or Emergency Services at the CSB. We want to help you regain control and support you as best we can. Your employment coach will help you determine next steps: return to work, further assessment, or cooling off period, where you may go home and meet with your DSP upon return. Staff at the CSB are trained to assist you in the event of such an emergency. Remember, we want you to do well at work, so ask for help when problems arise.

## **How Will I be Paid for My Work?**

Your DSP will record the hours you work. This information will be given to our payroll staff everyday, who in turn will submit it to the City of Alexandria Accounting Department.

You will be paid every two weeks on Friday for all the paid work you do. Volunteer projects, recreational activities, social skills training, and other daily living trainings, as well as community integrated activities, are non-paid activities.

Your pay is dependent on the number of hours you work, using time studies and following department of labor guidelines. Alexandria Employment Staff is available to explain to you how your pay is computed.

It usually takes 2 pay periods before direct deposit, but you will receive a paycheck, provided you have submitted all required documentation.

We strongly recommend you obtain direct deposit, since this will help you receive your pay check in a timely manner.



# COMMUNITY EXPERIENCE

Community experiences will be age-appropriate and shall reflect outcomes, targeted actions, and supports in the person-centered plan which promote community integration, independent and naturally supported involvement. These shall occur in a variety of natural settings in which your actively interacts with persons without disabilities Experiences may include these activities:

- Skill building focused on problem-solving; motor control abilities; communication; personal care; self, social, and environmental awareness; community resources and safety; public transportation; self-advocacy
- Behavior skills, self-control, and positive interactions
- Volunteering (such as in senior centers), educational programs, and public events in integrated settings
- Community connections and relationships
- Leisure time based on personal interests such as clubs and hobbies; Career planning and resume development based on career goals

## Transportation Access

All participants have equal access to the same community resources and activities to access the community. We do the following to assist:

- Post bus schedules and phone numbers of taxi services
- Discusses how staff can help with transportation
- Use paid companion services, as well as natural supports
- Provide travel training and support you with developing and posting calendar of weekly and monthly activities

# WHAT HAPPENS WHEN THERE IS **SNOW OR OTHER BAD WEATHER?**

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Alexandria Vocational Services attempts to operate the program even in times of bad weather; however when the weather is bad we may choose to do one of the following:

1. We may open at regular time, as long as the transportation service is operating.
2. We may open on a two-hour delay.
3. We may close early if the weather conditions worsen during the day.
4. We may close altogether.

***The DSPs of the program will make program operation and transportation announcements during bad weather or you can call Vocational Services at 703.746.3338***

## **What Holidays Are Observed?**

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

# WHAT ARE MY HCBS RIGHTS?

You have the following HCBS rights and Human rights. If you believe your rights have been violated call 703.746.3517 to speak with the Human Rights Advocate. You can also tell a staff person or ask a staff person to help you call.

- Be treated with dignity and respect
- Be protected from harm or abuse
- Privacy and a place to put your things
- Practice your religion
- Read books and magazines
- Recreation
- See a doctor
- Have an advocate you trust who can help you speak up
- Vote
- Complain if you don't get services or if you are hurt
- Fair pay for work you do
- Keep your rights
- Nutritious and appetizing meals
- Send or receive personal mail
- Make and receive phone calls

## What Are some of my other Human Rights?

- Have or refuse visitors
- Make life choices
- Lock my bedroom door
- Try new things
- Have a job
- Know what is being written about you by participating in your service plan
- Receive reasonable accommodations
- Be excluded from experimental research





## WHO IS ELIGIBLE FOR SERVICES?

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In order to be eligible for admission to the AVS programs, you must:

- Be a resident of the City of Alexandria.
- Be 18 years of age or older.
- Have a diagnosis of DD or ID.
- Demonstrate a willingness and ability to benefit from services offered.
- Be receiving Intellectual Disability case management services, in most cases, or have a case open to the CSB.
- Be willing and able to follow program rules and expectations.

In the Day Support program, participants must also be in need of systematic and intensive training and support in two or more of the following categories:

- Health
- Functional communication
- Task learning skills, personal/self care
- Eating skills
- Behavior management
- Community living skills, as assessed by a standardized assessment

### Who Do I Contact for a Referral?

Call your ID Support Coordinator or CSB intake at: **703.746.3334**

# WHAT ARE MY **RESPONSIBILITIES?**

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I have the responsibility to:

- Listen to other people
- Follow the choices I make in my plan and the choices I make about my services
- Keep myself and others safe when I am at home and in the community
- Treat others with dignity and respect, respect their privacy and personal space
- Accept that others can say no and not force them to do something they don't want to do.
- Consider how my actions affect myself and others
- Be aware of and manage my finances with the support needed

**Call your DD Support Coordinator or CSB intake at:**

- Support Coordinator: 703.746.3334
- Intake: 703.746.3535

Thank you for taking the time to meet with us and learn more about our program. We appreciate the opportunity to support individuals in achieving their personal goals through meaningful and community based services. Should you decide to join our program, please know that we are committed to providing person-centered supports that promote choice, independence, and inclusion. Here, we will support you in achieving greater independence, community connection, and personal growth.





The Fennell Saul center is a program of the Alexandria Community Services Board (CSB). The CSB is a group of 12 citizen volunteers appointed by Alexandria's City Council. The CSB oversees the City's publicly funded services for mental health, intellectual disabilities, and substance abuse.

Board meetings are open to the public. The Board meets at 6:30pm on the first Thursday of every month except during recess in July and August.

The CSB does not discriminate in the admission to its programs and activities on the basis of race, color, sex, handicap, religion, or national or ethnic origins. Programs and activities are accessible to people with physically handicapping conditions.



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