

**On Campus Transition (OCT) Residential Program  
At  
The District on Kernan**

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**Parent  
Handbook**



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***"What if you never got to make a mistake...  
What if you were never given a chance to do well at something....  
What if you were always treated like a child...  
What if your only chance to be with people different from you was with your own family...  
What if you never got to make a decision...  
What if the only risky thing you could do was act out...  
What if you had no privacy...  
What if you grew old and never knew adulthood.  
What if you never got a chance... "***

***-excerpted from "The Dignity of Risk," which appeared in Changing Expectations/Planning for the Future: A Parent Advocate Manual by Dorothy Sauber, published by Association for Retarded Citizens, Minnesota.  
<http://apd.myflorida.com/customers/supported-living/living-guide/docs/chapter3.pdf>***

## Welcome to the OCT Residential Program

We are thrilled that you have selected the On Campus Transition (OCT) Residential Program to provide your student with their first independent living experience. For parents of returning students, we welcome you to a newly modified residential program. This program is a wonderful (and nerve-wracking) experience for you as a parent, to investigate the world of independent living for your student.

Most of us, remember the first time we went to college and lived away from our families. From growing up with our parents, we had watched them do various chores, cook, pay bills, keep up with their schedules and the kids' schedules, to effectively manage the household. We even may have had chores that we were responsible for during our adolescence up until high school graduation, and thought that transitioning to college life and living on our own would be "easy as pie." Most of us were eager to have freedom, to be adults, and to not live under our parents' rules anymore (unless they were paying for college). Before leaving our family's home, we assured our parents that we knew what to do, we would be responsible, and there was nothing to worry about. However, for most of us, we and our parents were in for a surprise during our first years away at college.

Living away from home while in college is a natural, exciting, and challenging experience. Many of us realized that watching our parents do various household activities and keeping up with responsibilities is very different from actually doing those activities ourselves. We also realized that being responsible for making our bed, wearing proper clothes, shaving, and managing finances to distinguish "wants" versus "need" items is a completely different experience from having someone direct and monitor us to do those things. However, we all managed to survive, give parents grey hairs, and successfully transition into well-adjusted, independent adults. What most people (and parents) get from these college years is a lesson in what we did NOT know in regards to completing certain daily life activities before heading off to college. You may even have heard this resounding phrase from your parents: "I did not raise you to be such a slob. Who's teaching you these habits in college?" Many of our growing pains and life lessons came from natural consequences. However, throughout it all, you most likely had the support of your family, campus resources, and advice from friends that were seasoned in independent living to help you through it all.

Your students' experience in the OCT Residential Program may be quite similar to your first experiences in independent living. Our program takes place in a semi-controlled environment at The District on Kernan, an apartment complex that caters to Jacksonville college and university students about one mile away from the University of North Florida. At The District on Kernan, residential students are integrated with other college and university students going through the same independent living developmental milestones as our students. Residential students receive support from matriculating college students/recent college graduates to act as the seasoned friends, providing guidance and mentoring students in daily living skills and how to have an optimal college experience. OCT staff, AmeriCorps members, and District on Kernan staff are also a part of the students' support system. The District on Kernan staff are very familiar with the OCT Residential Program and its operations and goals.

In this program, students will exercise freedoms, learn how to accept the consequences of their actions, learn cooking and cleaning skills, gain essential socialization skills, and learn how to access community resources, while making new lifelong friends. Within the On Campus Transition (OCT) Residential Program, students will obtain hands-on experience in what it means to become an independent and

responsible adult. As your student undergoes this journey, it is important for you to reflect upon your own novel experiences with independent living and to provide additional guidance and support, and know that the OCT is a support system for you as well! In fact, the more involved you are in your student's growth, progress, and independence, the better! Maintaining contact with the ILMs is imperative, particularly when your student is faced with a difficulty, the mentors appreciate insight in order to effectively manage the situation.

## **What is the OCT Residential Program?**

The OCT Residential Program is an opportunity for young adults with intellectual disabilities to experience life away from their family's home and to learn daily life skills to enhance the possibilities of independent living. This unique program is designed to be a bridge between living at the family home and the ideal end-goal of living independently with minimal supports (semi-supported living). It is important to note that this program is not a group home or an apartment with a live-in caregiver. This program is a simulation of independent living with diverse roommates, where an ILM (**Independent Living Mentor**) acts as a guide, mentor, and trainer.

Most OCT Residential students will, with some exceptions, live within a 4-bedroom/4-bathroom apartment, and each will have his/her own bedroom and bathroom. Students reside with three other young adults with intellectual disabilities, who may or may not be a part of the OCT postsecondary transition program, who are also seeking the experience of independent living and decision-making. The common area of the apartments offers fully equipped and furnished living room with cable television service, dining area, kitchen including microwave, dishwasher and garbage disposal, and full-sized washer/dryer. Each bedroom offers DSL service, security and privacy with individually locking bedroom doors in addition to key card entry to the front door of the apartment.

The facilities at the District apartments offer two pools, tennis, basketball, volleyball, a fully equipped fitness center, a community center with big screen televisions and a kitchen for activities, as well as two computer labs with printers, scanners, and copiers. The community is gated after dark and security staff is on duty. Also, the District has Community Assistants (CAs) employed to add security as well as create social and recreational activities for all renters.

Our program has evolved from past years, and has been modified to serve the best interests of the students. In the past, a Housing Mentor (HM) was utilized as a live-in peer to students. Upon much evaluation, it was decided that having a live-in peer was not conducive to fully achieving the independent living goals of students. Despite the decision to discard the HM position, it is possible that if more than one student requires significant live-in supports, it may be negotiated for the live-in position to return for particular students. On-Site Independent Living Mentors reside in an apartment in close proximity to the OCT student apartments and provide daily life skills trainings while ensuring the wellbeing of students. They also serve as a friend, assist with time management and weekly plans, community inclusion, socialization skills, and encourage students to engage in activities of daily living (grocery shopping, cleaning, laundry, budgeting, etc.).

The program also focuses on increasing student accountability for independent living tasks (i.e., waking up in the morning, attending trainings and community events, completing assigned chores, etc.); however, onsite staff will provide prompting. It is not within the program's philosophy to coddle

students, but to treat and respect students as adults and provide support in a way that fosters independence. Students' weekly schedules will include a mixture of daily life skills trainings, socio-emotional skills training, cooking, cleaning, budgeting, apartment activities (recreational/leisure), community inclusion activities, and free-time (students are responsible for finding productive ways to occupy their time).

## **Our Philosophy**

Before we discuss the OCT Residential Program, please read the following excerpt:

**“Independent Living is a philosophy and a movement of people with disabilities who work for self-determination, equal opportunities and self-respect. Independent Living does not mean that we want to do everything by ourselves and do not need anybody or that we want to live in isolation. Independent Living means that we demand the same choices and control in our everyday lives that our non-disabled brothers and sisters, neighbors and friends take for granted. We want to grow up in our families, go to the neighborhood school, use the same bus as our neighbors, work in jobs that are in line with our education and interests, and start families of our own.**

**Since we are the best experts on our needs, we need to show the solutions we want, need to be in charge of our lives, think and speak for ourselves - just as everybody else. To this end we must support and learn from each other, organize ourselves and work for political changes that lead to the legal protection of our human and civil rights.**

**We are profoundly ordinary people sharing the same need to feel included, recognized and loved.**

**As long as we regard our disabilities as tragedies, we will be pitied. As long as we feel ashamed of who we are, our lives will be regarded as useless. As long as we remain silent, we will be told by others what to do.”--- Adolf Ratzka (2005)**

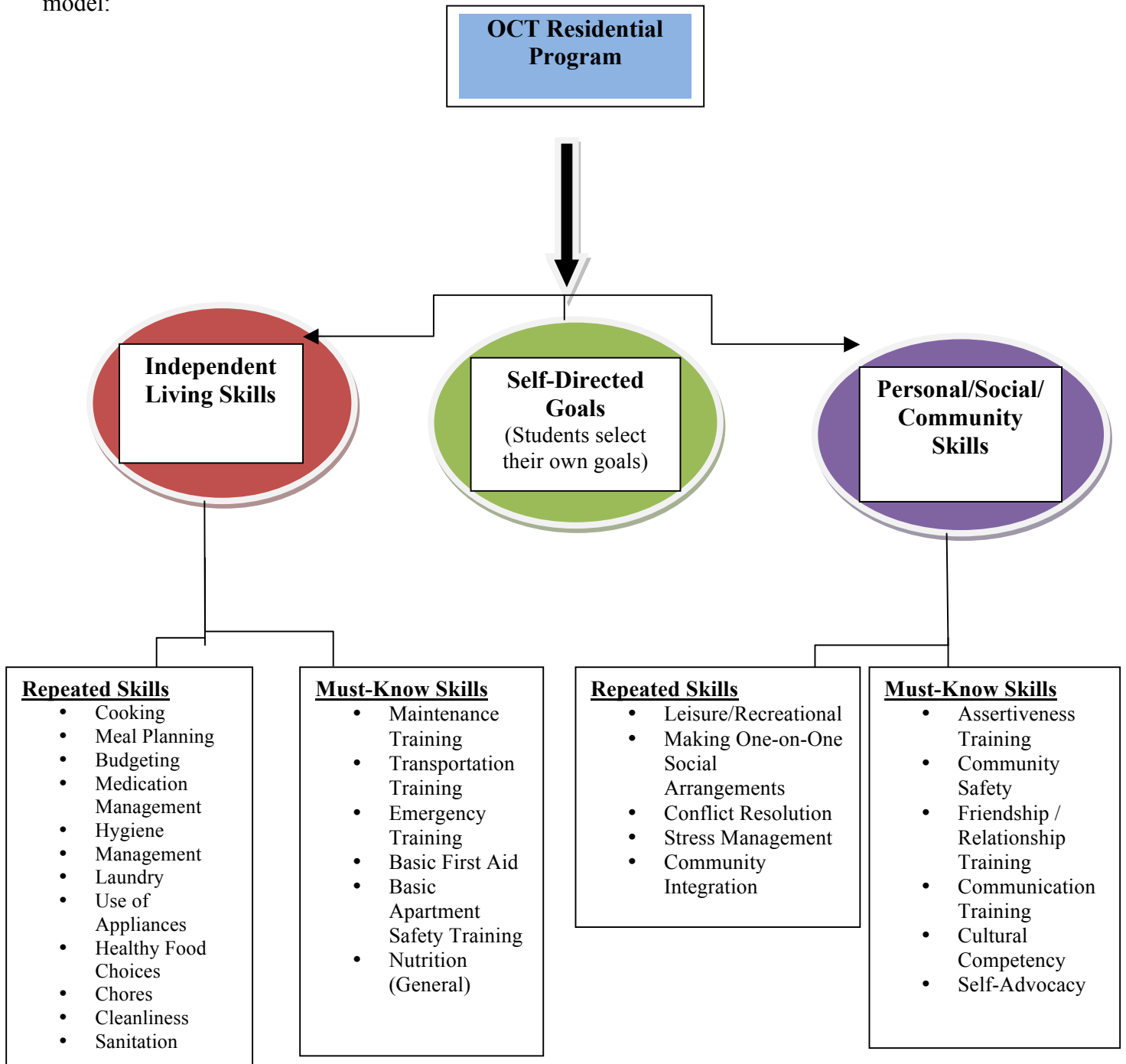
OCT is fully committed to the inclusion and integration of students with intellectual disabilities within the university and the community. OCT focuses upon transitioning students into adulthood by providing opportunities for students to experientially learn how to become independent, engaged, well-adjusted, and contributing members of society. The program provides comprehensive services to give students a well-rounded college experience and to meet students' unique needs and desires. Students are encouraged and empowered to act as self-advocates and to further enhance their self-determination through self-developed goals.

- The OCT views and respects their students as adults. The OCT does not limit students by focusing on their “mental age.” We firmly believe that if you treat an adult like an adult, they will behave as an adult. The opposite also remains true: if you treat an adult like a child, then they will behave as such.
- OCT students are viewed as college students and afforded every opportunity to have full integration

- We believe that OCT students desire to be treated like their counterparts and to be included in the same academic, vocational, independent living, and social opportunities that others without disabilities engage in
- Students have the freedom and the ability to make their own choices
- We enhance their decision-making skills; however, students must deal with natural consequences of the choices they make
- We value diversity and do not impose our own values onto students; however, we respectfully provide our opinion if asked
- We believe in facilitating good mental health through factually based informed choices and adequate resources
- We do not impose our personal values, beliefs, and political or religious positions upon any student
- We cannot mandate or implement parent/guardian's belief system into services rendered to students
- We acknowledge we cannot "force" students/adults to do activities or make certain decisions
- Students always make their own choices, even if they choose to disregard guidance, in order to effectively learn the consequences of their actions
- We do not believe in being caregivers to our students as it hinders their independence
- We believe that they learn optimally through their same-aged peers (matriculating college students)
- We provide every opportunity to ensure that students reach their full potential
- We believe that each student is capable of becoming independent in the community with minimal supports
- OCT firmly believes true independence is not learned from a textbook, but is acquired and enhanced through actual experiences (hands-on learning)
- Intelligent Quotients (IQs) do not define a person and their worth
- We believe OCT students should think for "themselves, dream their own dreams, and write their own stories" –(Program Design, Inc., 2003)
- We believe that students' potential is limitless

## Our Model

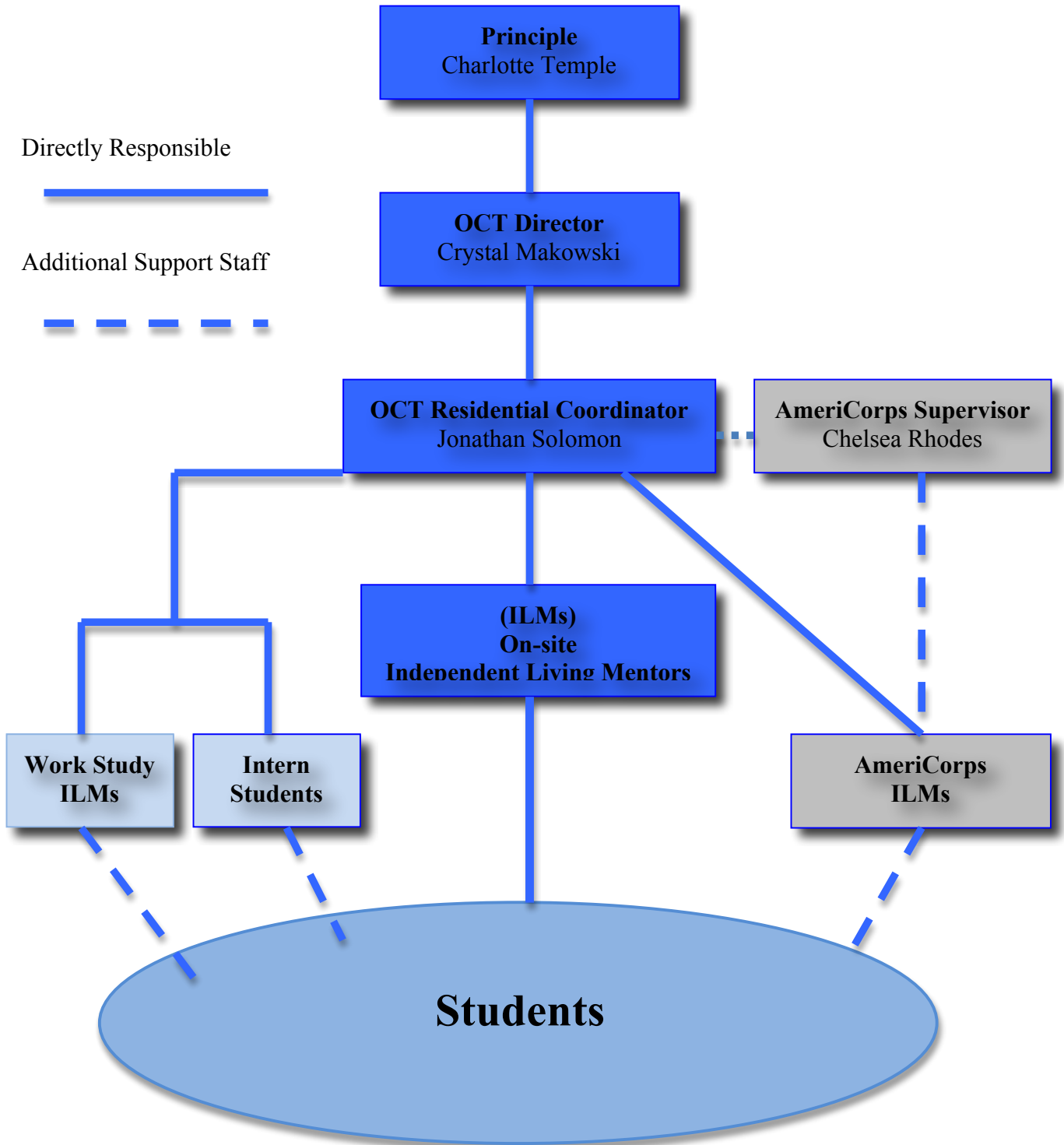
Our Residential Program attempts to be as comprehensive as possible regarding independent living support hours that can be categorized into three areas: independent living skills, personal/social/community skills, and self-directed goals. For simplicity purposes, the following is a visual of our model:



**Repeated Skills:** Skills that need to be regularly assessed, repeated, or executed on a daily or weekly basis.  
**Must-Know Skills:** Skills that do not require or cannot have daily repetition, execution, or reinforcement, but must be instructed and evaluated periodically.



# Model of Hierarchy



# Phone Tree

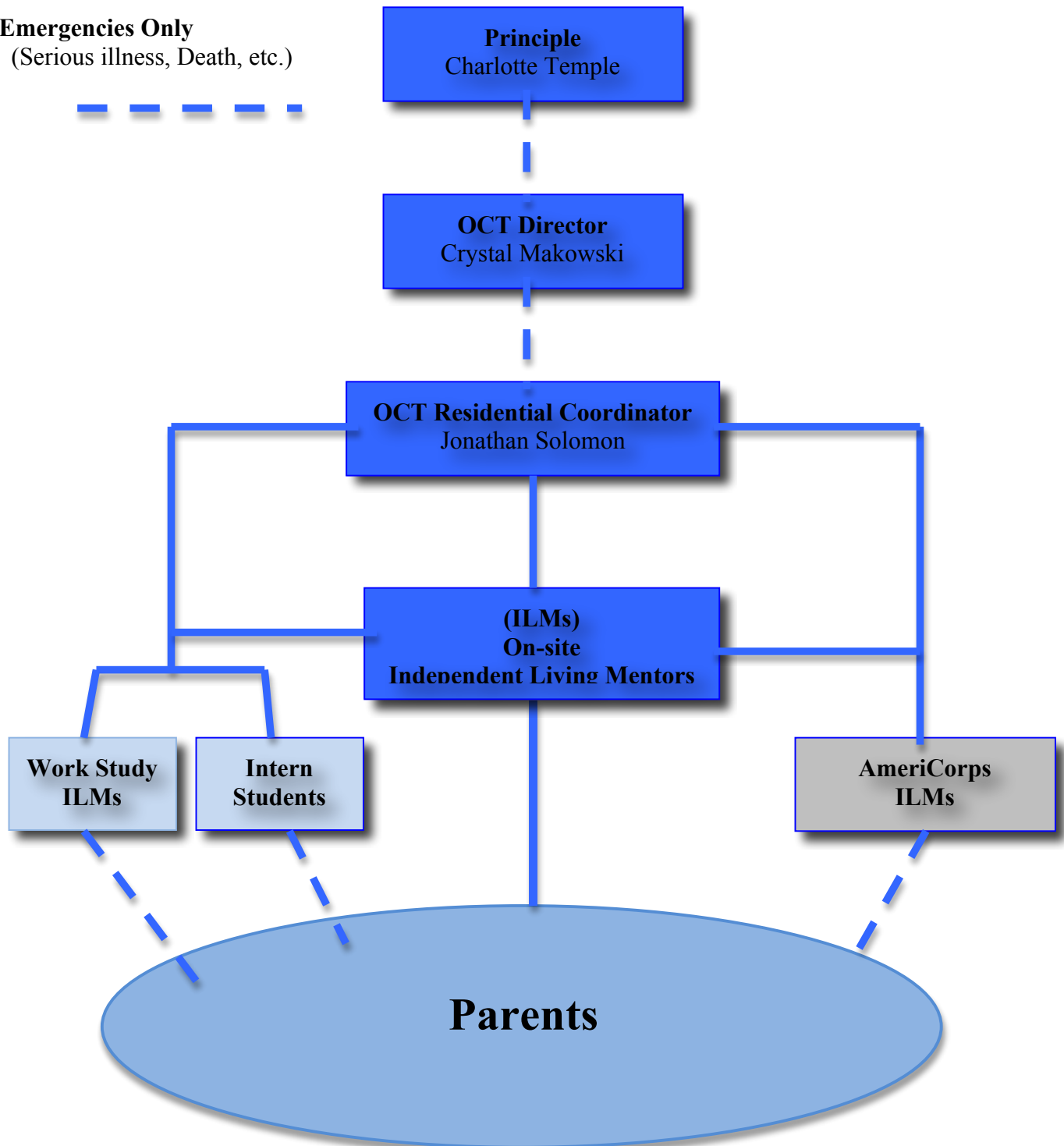
for Parents

**Standard Procedure**  
(Day-to-Day operations)

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**Emergencies Only**  
(Serious illness, Death, etc.)

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## **Residential Student Code of Conduct**

- Students must treat all apartment mates, neighbors, independent living mentors, other OCT staff, and District on Kernan staff with respect and courtesy (this includes respecting others' personal belongings and personal space).
- All rules, policies, and procedures set by the OCT Residential Program, OCT (college program), and the District on Kernan must be followed at all times (this includes following apartment schedules, such as the "chore list," OCT Attendance Policy, Community Inclusion requirements, etc.).
- Verbal abuse, which includes swearing, name-calling or any other offensive or demeaning language, is unacceptable. Language that threatens, intimidates, or injures another person for any reason, including but not limited to, gender, sexual orientation, sexual identification, disability, race, national origin, personal characteristics, or beliefs will not be tolerated.
- The use of alcohol and other drugs is prohibited. Please see FAQs involving alcohol.
- Dishonesty, such as lying, cheating, or stealing, is prohibited.
- Physical altercations (i.e., pushing, hitting, and slapping) and physical abuse are prohibited.
- Any behavioral support plans implemented by outside supports must be followed during the residential program.
- Causing harm, threatening, or endangering, and/or engaging in harassment, discriminatory, or criminal activities to any person is strictly prohibited.
- If any criminal behavior is committed, as defined by the law, 911 will be called and the offending individual may be baker acted. The OCT Program is not liable for any action taken by law enforcement if such an incident occurs.
- **Note: Any student that is involved in any criminal activity is subject to legal intervention. In such situations, if legal action is brought upon the student, expulsion from the OCT Program will ensue. The Director and Principal withhold all final decisions on continued or future participation in all programs.**

### **DISCIPLINARY ACTIONS**

General Disciplinary Framework: The following will occur when a student violates the Student Conduct Policy or any OCT policies and procedures. Please note that actual disciplinary actions will depend on the nature and severity of the violation. Criminal acts conducted while in the residential program may result in disciplinary actions from local police officials.

1. Informal resolution with independent living mentor and/or other housing mates.

2. Consultation with the OCT Residential Coordinator.
3. Meeting with Program Director, student's parents and staff.
4. Development and implementation of a formal disciplinary action plan and/or behavioral plan (if applicable).
5. Suspension from the residential program.
6. Expulsion from the residential program.

## **General Rules**

### **Housekeeping**

Housekeeping is an essential life skill that ensures students are living in a healthy, clean, and sanitized environment. Students' bedrooms and bathrooms must be maintained in a clean, orderly and sanitary condition at all times. ILMs will conduct weekly room checks to inspect levels of cleanliness and will provide students with a report and guidance to improve performance.

- **Students will be present during the room inspections. Once an inspection has been completed, the ILM will inform the students of their assessments and will provide instructions of what areas require improvement (required training and support will be rendered accordingly).**
- **Failure to meet OCT Residential Program cleanliness standards may result in additional training by an ILM and follow-up on performance by the Residential Coordinator.**
- **Common areas are the responsibility of all residents and should be kept up on a daily basis. Students should agree upon a schedule of responsibility for weekly deep cleaning of the common area.**

### **COMMON AREA**

All apartment mates must do the following:

- Create a "chore schedule" for the common areas of the apartment to include:
  - Laundry
  - Garbage
  - Vacuuming
  - Spot cleaning carpet
  - Dusting
  - Washing dishes, putting dishes in dishwasher and unloading dishwasher
  - Sweeping and mopping kitchen floor
  - Cleaning glass on table, windows, and doors
- All apartment mates must participate in chores

\*Students are **NOT** allowed to bring **dirty** laundry to their parents' or anyone else's home. The District on Kernan does not allow residents to dry clothes or linens on walkways, patios, and balconies.

### **Reminder**

#### **Access to Student Rooms-**

The OCT recognizes students' rights to privacy but maintains the right for its staff to enter student premises when necessary:

- If a student's room has a maintenance issue, an ILM has the right to check the ensuing problem and to be sure the student requests apartment maintenance to fix the problem.
- In the event of emergencies or when there is reasonable evidence of imminent danger to life, safety, health or property (i.e., fire).
- When students are, or are thought to be, engaging in behaviors that are against OCT Residential Student Conduct.

ILMs will have access to copies of keys to each of the bedrooms in the apartment and the Residential Coordinator will have keys to all bedrooms in all of the apartments.

### **Curfew and Lights Out**

Unless a student is engaging in an OCT group activity or an activity outside of the OCT and an ILM is informed, students should be in their rooms by 10pm on weekdays and by 11pm on weekends. Out of respect for housemates, quiet time will begin at 10 PM and lights out will be at 11PM on school nights. If a student uses their cell phone, tablets, laptops, IPod, or otherwise disturbs their housemates during quiet time, they will be asked to leave the electronic device causing the problem in the common area during the nighttime hours. The curfew policy exists for safety purposes in addition to general roommate courtesy. When and if students do not abide by the curfew and lights out hours, it is often disruptive to surrounding roommates and may further affect dynamics of the apartment as a whole. Continued disruptiveness may result in a student engaging in the disciplinary process.

Please note that "Lights Out"

### **Medications**

It is the responsibility of the parents and student to ensure that the student has all of their medications within the apartment. Although ILMs are not responsible for administering medications, they will assist students in medication management to ensure that students are engaging in the required medication routine. Parents must inform ILMs and the Residential Coordinator of any side effects of medications and changes in medication. Parents are also responsible to inform ILMs if students are not allowed to take or are allergic to any over-the-counter medications.

### **Suggested Weekly Budget**

For budgeting purposes, it is suggested that parents send students each week \$100, so that no student will be excluded from activities due to a lack of funds. The AmeriCorps Budgeting Mentor will contact students

specifically to conduct trainings, workshops, and one-on-one sessions in order to facilitate each student's individual expenses.

### **Television Policy**

Excessive television watching will not be permitted. Watching television or movies may be considered as an acceptable leisure activity; however, participants will **not** be able to watch television in lieu of participating in an organized activity.

### **Telephones**

**Students are required to have a cell phone on them at all times. This means they must have cell phone chargers and functional cell phones, with sufficient minutes on pre-paid.**

Everyone will be asked to not utilize cell phones or text in the following situations:

- During group meals
- During organized community inclusion activities
- While receiving transportation by an OCT staff member
- In the presence of company
- Past curfew

Exceptions to this policy would be in the following situations: a parent/guardian calls or if an emergency occurs. Parents are asked to assist in this area by not frequently texting or calling students throughout the evening. It is recommended that parents and students develop a calling schedule (ex. 9pm-9:30pm EST), so that students can socialize and participate in events. If students are constantly texting or calling family members, the program asks parents to ask students to refrain from doing so.

### **Hygiene**

Students must engage in a daily hygiene routine consisting of showering, brushing teeth, combing hair, wearing deodorant, wearing clean clothes, and engaging in any other elements of good hygiene. If students do not exhibit appropriate hygiene they will be asked to comply with suggested remediation before going to any activities or to school. Parents will be notified of continuance of noncompliance.

### **Service Animals**

Service animals are generally assistance animals that are "trained to perform certain services or tasks for persons with disabilities" (Fair Housing Partners of Washington). An emotional support animal is referred to as an assistance animal whose "presence of which ameliorates the effects of a mental or emotional disability and provide very private functions for persons with mental and emotional disabilities."

If an ILM or student requires a service animal as a reasonable accommodation under ADAAA, he or she must do the following: 1) Provide signed documentation from a physician, psychiatrist, social worker, or other mental health professional that the animal provides support that is necessary AND alleviates at least one disability symptom or effects of the existing disability; and 2) Service animal certification. This documentation must be given to both the OCT Director and District Management. The District has breed

restrictions that may mitigate what service animals can be utilized at the apartments—it is the responsibility of the resident to contact The District regarding breed negotiations. If the documentation is deemed valid by OCT and The District, a separate agreement with the resident must be signed regarding the resident’s financial and caretaker responsibilities regarding the service animal. It is unlawful for any resident with a legal requirement of a service animal to pay any pet fees or rent, excluding damage-related fees. For liability, responsibilities, and contingencies regarding the service animal, please ask for a Service Animal Agreement. All parties must have a copy of the Service Animal Agreement (i.e., District on Kernan, OCT, and the resident/financially responsible party). All service animals must be properly licensed and must display the proper tags and identification to show they have received proper vaccinations and treatment for rabies or other transmittable diseases.

It must be noted that there have been instances where Arc apartment residents attempted to use service animals under fraudulent pretenses (i.e., stating they have depression and require their pet as an animal assistant, when documentation proved otherwise). Therefore, OCT Management may be diligent in verifying authenticity of documentation and service animal certification. Please see the resources attached for information on how to identify the fraudulent use of service animals. In addition, it is important to note that apartment mates to the resident requiring the service animal may have minor allergies and/or may be afraid of animals—this is not a valid reason to deny the service animal as a reasonable accommodation. If an apartment mate has a significant allergy to the animal that causes significant respiratory distress, then the two apartment mates should be in separate apartments. If the service animal came after the move-in process, then it would be reasonable for that resident with the service animal to be relocated to another apartment (due to limited space, this relocation may be under the cost of the financially responsible party). All apartment mates and staff must be notified about the entry of a service animal prior to its move-in.

## COMMUNITY PARTICIPATION

Participating in outings with fellow students or friends and family is integral to learning social skills. Each resident will be expected to participate in three community activities each week unless there is a pressing reason not to take part in the events. Please note that weekly grocery shopping does not count as a community inclusion activity.

Students are encouraged to make suggestions for community inclusion activities, and are also encouraged to pursue their own interests and leisure activities. Please refer to the “Transportation” section to investigate various transportation coordination options.

## LEAVING THE APARTMENT COMPLEX -

If a student plans to go off campus, they must let an ILM know:

- ✓ Who they are going with
- ✓ What time they will return
- ✓ Have their cell phone ON and charged
- ✓ Provide their friend’s cell phone number

**Please remember that this is the responsibility of the student. If for example, a student leaves the apartment at 6:00am (when apartment mates are sleeping) to go for a community inclusion event**

**and does not notify the ILM, then the responsibility of such actions lies with the student and not the ILM.**

## **COMPLIANCE WITH STAFF**

ILMs engage in a peer relationship with OCT students. Independent living mentors will remind students about certain OCT Residential Program rules and conduct; however, it is the Residential Coordinators' responsibility to enforce such rules. ILMs are not supposed to be authoritative.

## **CONFISCATION**

OCT staff may confiscate items that are prohibited or which pose a danger to the safety of the student or others. Continuance of possessing prohibited items may result in student disciplinary action.

## **BORROWING MONEY**

If there is a case where a student needs to borrow money from another student or ILM, the student will be asked to develop a "promissory note" before any transactions occur that delineates the agreed details of the loan (i.e., how much is being loaned, understanding that the full amount needs to be repaid, payment schedule, etc.). An ILM will be available to assist the student in drafting the promissory note. When the loan is repaid, the promissory note should be returned to the person who has repaid the loan or it should be destroyed.

## **Additional Student Responsibilities**

In addition to following and adhering to the Student Conduct Policy, General Rules, and other policies and procedures, students will be required to maintain the following:

- **Daily Nutrition:** Students, with ILMs, will plan weekly menus that focus around the Food Pyramid. During weekdays, students will be encouraged to pack a lunch at least three times a week with guidance from an ILM. During meal planning, grocery shopping, cooking, and packing lunches, ILMs will provide nutritional guidance to students on calorie and carbohydrate consumption and portion control.
- **Cooking:** Students' schedules generally allow the opportunity to cook at least **once a week for their apartment mates**. Depending on students' cooking capabilities, an ILM will be available to assist them in the process.
- **Grocery Shopping:** Students participate in weekly group shopping activities for the apartment every Monday. Prior to grocery shopping, each student develops a shopping list under the assistance of an ILM. The cost of apartment or general groceries will be split evenly among all apartment mates; however, students are responsible for items that are specifically for their consumption. Specific-student items may be placed on designated individual shelves or students may opt to label items as personal. If a student is unable to participate in the grocery shopping



outing with his or her roommates, he or she will be presented with the amount of their share for grocery expenses. If a student has made a menu for a meal in which they are responsible for the cooking and will not be able to go grocery shopping, the student will be asked to write down a list of ingredients for the meal that need to be bought and provide the list to one of his or her roommates so that the items can be purchased during grocery shopping.

- **Daily cash flow journal:** All students will receive money handling and budget training from OCT staff. Students will have a weekly budgeting session within the OCT Day Program to assist them in money management. **All students will record all spending (debit card transactions, checks, and cash money) in a journal on a daily basis, as well as keep all receipts of such transactions.**
- ILMs will endeavor to insure that students have enough money for **transportation**, lunch (if students are buying), and for other activities. The ultimate responsibility lies with the student but the ILM is there to be of assistance and to prompt students to assume the responsibility.
- **Community inclusion and apartment activities:** Although ILMs will facilitate brainstorming sessions of weekly community and apartment activities, it is the students' responsibility to fully participate in such activities and state their desires. It is **not** the responsibility of the ILMs to independently plan daily events, as OCT students and ILMs share equal status as roommates. **If a student chooses to not participate in a community inclusion activity, television and/or personal electronic devices will not be accepted as the alternative to the activity.** Please note that weekly grocery shopping does **not** count as one of the three community inclusion activities expected by students. Both students and ILMs are expected to document required evidence of participation.
- **Dissatisfaction with services:** It is the responsibility of the student to inform the ILM **and** the OCT Residential Coordinator about any dissatisfaction with services and/or their residential experience. (Please refer to the Residential Student Grievance Procedure).

## Apartment Relations

Sharing an apartment can be a challenging experience. Most students entering college have never shared a household/apartment with anyone else other than family members. Apartment mate relationships may result in close friendships that can be maintained long after graduating from the OCT. Building a positive roommate relationship takes work; however, it is worth all the work! To assist your student in having a successful experience, please look below for some helpful tips that you can share:

- **Have open and honest communication**
  - When students first move into the apartment, students should have a meeting to discuss the apartment routine. **TOGETHER**, students, with the assistance of ILMs, will decide on when everyone goes grocery shopping, what chores need to be completed and when, and decide on weekly meal plans. This is their opportunity for students to voice preferences.

- Students should discuss with apartment mates whether they are morning people or someone who stays up late and eases into the day slowly.
- Students should discuss what personal items they are willing to share with their apartment mates. Also, discuss what items are not for sharing.
- If they don't like something or feel uncomfortable, encourage them to let their roommates or ILM know about it – It cannot be fixed or worked on if no one knows about it.
- **Be sensitive**
  - Students should be sensitive and open-minded about apartment mate differences. Some apartment mates may have different religions, cultures, sexual orientation, or value systems. Students should remember that their way of thinking may be completely different from someone else and THAT IS OKAY!
- **Compromise with one another----It's all about "give and take"**
- **Respect the privacy, space, and things of their apartment mates**
  - Students should always knock and receive permission to enter a roommate's room.
  - Students should not take or use anything that does not belong to them without permission.
  - Students should not touch apartment mates without permission---some people need a lot of personal space and may get offended.
- **Be social**
  - Students should not assume that if their apartment mates have guests over that they have to go to their room and shut their door. Students should ask apartment mates if it is okay for them to hang out with them.
  - Also, students should hang out with other students within the residential program. Sometimes outside company makes hanging out more fun!

### **Room Assignment Changes**

The OCT will try to honor and accommodate room assignment requests; however, students should contact the OCT Residential Coordinator as soon as possible.

Under no circumstances may students change their room assignments without approval from the Residential Coordinator. Residents who choose to make an illegal room change will face disciplinary action.

If students are experiencing difficulties with their relations with roommates, they must:

1. Discuss the issue with an ILM for conflict resolution strategies.
2. Meet with the Residential Coordinator in an attempt to reconcile with their apartment mate.
3. If the conflict cannot be resolved after 2 weeks, then they may complete a room/apartment assignment change form and provide it to the Residential Coordinator. Based upon the Director's discretion, the request may or may not be granted.
4. Requests for room changes cannot be approved without the consent of all students involved.

**A student is allowed only one (1) room change per academic year.**

**The OCT Residential Coordinator and/or Director may implement a room assignment change at any time. This could be for many reasons, of which may or may not be disclosed. Any room assignment**

**changes will only be done with the best interest of all students involved. Please remember while change is hard for many people, sometimes not everyone's preferences will be met when a roommate change is implemented.**

### **Annual Room Placement Evaluation**

After each academic year, students will be provided the opportunity to make formal room/apartment change requests for the following semester (this only occurs if there are enough same-gendered students attending the program). To complete a room/apartment assignment change, a student must:

1. Obtain a room change application and submit it to the Residential Coordinator
2. Based upon availability and compatibility measures, the Residential Coordinator will make appropriate placement of students.

**Any students that move out or change rooms, must follow the “Moving Out” procedures.**

## **Guest Rules**

Apartment guests are permissible and apartment mates must follow the below guidelines:

Students inform apartment mates of the following at least one hour in advance:

- Guests are invited
- The number of guests
- When they will be arriving

Guests may stay, with agreement of housemates, until 10 PM – no later.

If guests are visiting after hours when the apartment gate is closed, then it is the student's responsibility to notify the District on Kernan Security Guard in advance and provide the requested information. All guests must come with a valid photo ID to show the security guard.

OCT students are always welcome to have guests; however, all entertaining must be done in the common area – not in the bedrooms. Guests may use the bathroom; however, the bedroom door must remain open.

**Parents and siblings who visit may have occasion to enter bedrooms with closed doors. This is permissible.**

OCT staff are allowed to enter OCT students' bedrooms; however, the bedroom door should to remain open.

### **GUEST OVERNIGHT STAYS**

Some apartment mates might like to have friends and siblings visit overnight which is permissible. Overnight guests must be informed of and must abide by apartment and OCT rules and policies. Only **one**

**guest per student** is allowed to stay overnight at the apartment any given night for a maximum of **3** days. No person, excluding family members, is permitted to reside in a student's bedroom. You may refer to the website below for further clarification on "The Arc Jacksonville Ethics, Policies, and Procedures." On pages 3 and 4, relating to guest overnight stays, this document states "the following behavior may be indicative of misconduct that should be reported: being alone with a student in dark or closed room or secluded area, failing to properly supervise students or to ensure student safety." This criterion therefore strictly limits guests to residing in the common area overnight in a student's apartment.

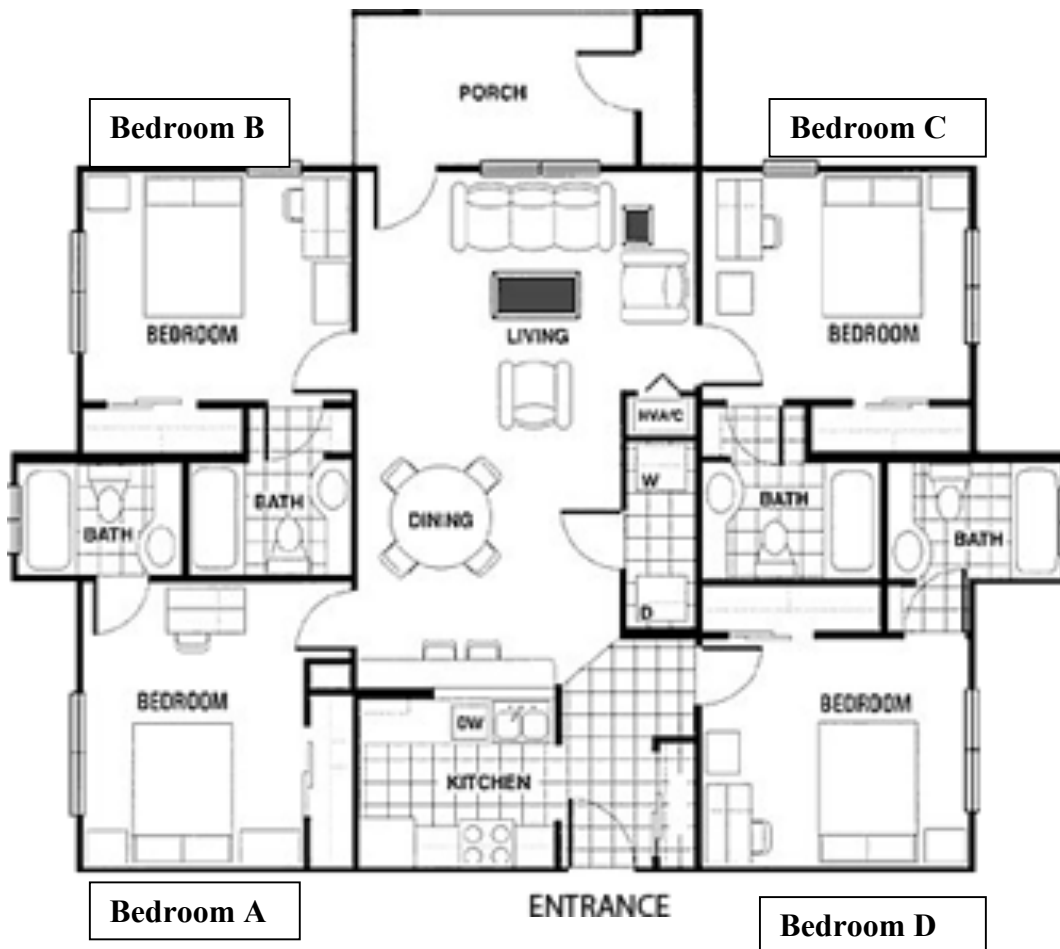
- The Arc Jacksonville Ethics, Policies, and Procedures: [www.arcjacksonville.org/wp-content/uploads/2012/06/Arc-Jacksonville-Academies-Ethics-Policies-and-Procedure\\_rev-05.2012.pdf](http://www.arcjacksonville.org/wp-content/uploads/2012/06/Arc-Jacksonville-Academies-Ethics-Policies-and-Procedure_rev-05.2012.pdf)

If an overnight guest is expected, students must do the following:

- Inform apartment mates at least one day ahead of who is planning to stay
- When they plan to stay
- How long the person will be staying

## Moving In Process

**Apartment Format:**



## Moving Into The District on Kernan

These items are **not** allowed in the apartments:

- Barbeque grills
- Halogen Lamps
- Satellite television dishes
- Flammable materials (i.e., gasoline, motor fuel, etc.) or open flames (i.e., candles or incense)
- Alcohol (liquor)
- Illegal drugs (includes illegal use of controlled substances)
- Firearms/ammunition (fireworks, guns, martial arts weapons, mace, laser pointers, sling shots, and hunting gear)
- Pets (except fish and service animals)

### **What is included in a furnished apartment?**

Bedroom: A double bed, dresser, desk, desk chair, nightstand

Living Room: Couch, two chairs, coffee table, one end table

Dining Room: table and four chairs

Kitchen: Refrigerator and freezer, microwave, stovetop/oven, garbage disposal and dishwasher

***All kitchen supplies are provided by the OCT Program. Before any kitchen items are thrown away the Residential Coordinator must be contacted in order to ensure that the kitchen item is in fact unusable and so that the Program can properly replace the item. Students will be held financially responsible for any items thrown away or missing at the end of the year. All roommates will be held equally responsible and will be issued a bill at move out.***

General: Electricity, running water, washing machine and dryer, internet (no wifi), cable television

### **List of helpful items for moving in to The District:**

Linens (towels, sheets, comforter), pillows, shower curtain with liner and hooks, laundry hamper, medications, toiletries (shampoo/conditioner, toothbrush, tooth paste, deodorant, etc.), alarm clock, television, cleaning supplies (oven cleaner, 409, windex, scrubbing bubbles, etc), desk lamp, bedside lamp, iron/ironing board, pictures/posters, hair dryer, vacuum cleaner, stereo/radio, flashlight/batteries, computer, desk supplies (stapler, scissors, paper clips), throw rug, wastebasket, and a lock box. All kitchen items are provided by the program (i.e., dishes, glassware, cookware, utensils, etc.). However, small appliances such as blender, toaster over, etc are not provided and must be brought by the student if they are desired.

### **Commons Areas**

OCT staff will assist in coordinating the stocking of common area items with students and parents. ILM's will assist in ensuring who brought which items so they leave with the correct student.

### **Renter's Insurance**

OCT students have the option to purchase renter's insurance for personal belongings (computer, TV, etc.) through a private insurance carrier. The Arc Jacksonville and the District do not cover costs for damaged, lost, or stolen personal items.

### **Address**

Students' address is as follows:

Student Name  
 3601 Kernan Blvd. South  
 Room# \_\_\_\_\_ (must include bedroom letter – ex. 314B)  
 Jacksonville, FL 32224

**All large packages will be kept at the leasing office of the apartment complex for pick up. Notification of a delivered package will be put in the apartment mailbox. It is students' responsibility to pick-up their packages from the leasing office.**

### **Apartment Keys**

Each student will obtain one set of apartment keys, which includes:

1. Card Key for general entrance into apartment and security gate. This also provides students with access to various apartment amenities, such as the fitness center.
2. Room Key
3. Mailbox Key

Students will sign a form stating that they have received all 3 (three) keys.

**Please remember that the main apartment doors at The District on Kernan LOCK AUTOMATICALLY; therefore, students are responsible for having their front door key cards with them every time they leave their apartment.**

Students who lose keys will be financially responsible for replacing keys at The District on Kernan Leasing Office. If you are with your student and they do not have their key and ILMs are not available, it is the student's responsibility to go to the leasing office or call the on-call CA (after apartment business hours) to obtain a new key or to have the apartment opened.

#### *Deactivated Front Door Keys*

At times, students' apartment front door card keys will become deactivated for various reasons. Students must go to the apartment leasing office to get the card key reactivated.

If the front door card key is deactivated during times when the leasing office is closed, students must either contact a fellow roommate to allow them into the apartments or call the On-Call CA (904-502-0967) or the Security Guard (904-564-6422).

#### *Lock-out during Office Hours*

If students get locked out of their apartment because they did not remember to take their front door card key, they will need to contact the apartment office. They may be assessed a fee of \$25.00 which they are personally responsible for paying.

*Lock-out after Hours*

If students do not have their key and are unable to reach any of their roommates to get into the apartment, they must notify the on-call CA.

Students may be charged a fee of \$25.00 by the District on Kernan.

## **Maintenance**

Any apartment malfunctions (appliances, locks, etc.) must be reported to The District on Kernan Maintenance Department. To access maintenance services, students will need to contact the apartment leasing office. For maintenance issues that occur after apartment office hours, students will need to contact the on-call CA. If an ILM is not available during a time where a maintenance issue occurs; however, you become aware of it, please encourage your student to contact the front office (904-565-6400) to report the maintenance issue. All apartment mates are equally responsible for reporting maintenance issues. Students will receive training; however, please note that reminders from parents help reinforce trainings. Please note that Program Staff has no control over maintenance issues beyond providing assistance to students in submitting a request for maintenance services. Please do not contact ILMs in an attempt to expedite maintenance concerns as the District on Kernan solely governs these matters.

### DECORATING YOUR ROOM

- Permanent alterations to the apartment are not allowed
- All decorations should be temporary in nature
- Students may hang posters and other wall decorations with putty, thumbtacks, or any other method that will not damage painted wall surfaces.
- Double stick tape, large nails and staples cannot be used
- Do not hang anything from sprinkler heads

### SCREENS AND OPEN WINDOWS

- Screens must remain on windows, and all permanently sealed windows must remain closed
- Do not throw any items out of windows and patios
- Clothing, banners, and posters must not be hung in windows
- Spring-loaded tension rods should be used to hang curtains or other drapery

### APARTMENT BILLING FOR DAMAGE

Apartment mates are liable for any damage assessed by The District on Kernan. The Arc Jacksonville will bill responsible parties for damages beyond normal wear and tear. Non-payment will be result in a

discontinuation of the student in the Residential Program. If the student chooses not to continue in the program, civil suit and/or legal actions will ensue.

- Each apartment mate will be held accountable for any damage, theft, or vandalism for which they are responsible and will be billed accordingly
  - Damages noted upon moving out that were not listed on the room inspection at check-in will be billed to the student
- Apartment mates should notify the OCT Residential Coordinator immediately to report individuals damaging, stealing, and/or vandalizing the unit
- In the event that an individual(s) does not take responsibility for damages, theft, or vandalism that occurs in the unit, the repair amount will be divided among all apartment mates in the unit.
- Smoking is prohibited inside apartments. Students will be billed for any smoke-related damages

## **District on Kernan Facilities**

### **Computer Rooms (2)**

Computers located in the leasing office of the apartments may be used by students for accessing the internet, writing papers, printing, and any other computer needs. This computer room is available for use during District office hours of operation. An additional computer facility is located next to the fitness center. This facility is open 24/7 and requires a general keycard for entrance. To print documents, students must bring their own paper. Students/parents may be billed for any damage done to the computer equipment or the room itself.

### **Fitness Center**

The fitness center, with plenty of equipment to keep students in shape, is available for use by all residents. Fitness center hours are 7am till 12am, 7 days a week.

### **Game Equipment**

The game room amenities are available for students to use. Students must bring their state of Florida ID to check out equipment at the apartment leasing office.

### **Study Rooms**

The study rooms, located in the front office, give the students a perfect area for study groups. Study rooms are open during office hours.

### **Clubhouse**

The clubhouse is equipped with two pool tables, two big screen TVs and gaming systems. Many apartment events occur at the clubhouse and students are encouraged to attend these events.

### **Sports Facilities**



The basketball, tennis, and volleyball courts are located behind Building 2. The courts are open and have lights on until 10pm. Equipment is available at the leasing office; a State of Florida ID is required.

### **Pool and Courtyard Area**

There are two pools located on the premises. Please be mindful that there are no lifeguards available. Pool hours are from 8am to 7pm. Students swim at their own risk!

### **Cable TV**

Standard cable service with HBO is included in the apartments.

### **Internet**

Each student has internet access within each of their bedrooms. Students will need to bring in an RJ45 Ethernet cable. Students may opt to purchase a router to obtain wireless access within the apartment. Wireless areas on the premises include: leasing office, poolside, and clubhouse. Please note that OCT is not responsible for internet issues within apartments. Students must contact The District or PAVLOV (internet provider) to resolve internet issues. An ILM may be available to assist; however, OCT does not staff an IT person.

## **Transportation**

Students will be strongly encouraged to utilize public transportation (JTA Connexions, city bus, and taxis) and will receive transportation training from OCT staff.

- Public transportation (city bus) will be considered the **first means of student transportation**, whereas ILMs may be a **ABSOLUTE LAST RESROT** for transportation needs.
- Students are required to apply for JTA Connexions (a public door-to-door transportation service). Each pick-up will require a student to pay \$1.50 (\$3.00 round trip). This is the responsibility of the student and parent.
- If students do not qualify for JTA Connexions, they may act as “companions” to students with the JTA transportation service if they are going to the same destination at the same time. They will incur a cost of \$1.50 for each pick-up.
- The city bus may be utilized and OCT staff and JTA personnel will provide training. An ILM may act as a companion for students on the bus until independence is developed.
- In instances where public transportation is not feasible, students may **informally** develop a bartering or pay system with ILMs for transportation.
  - For instance, if students and ILMs are both going to UNF, students may make an agreement to provide the ILM with a certain reimbursement that is equally split among participating students. Ex: If one student is going with an ILM to UNF, he or she may

provide the ILM with \$1.00 (\$2.00 roundtrip). If more than one student will be going with the ILM, then they would split the cost equally (e.g., 2 students = \$.50 each).

- For social arrangements outside of the OCT, students may opt to utilize a city taxi. An ILM may assist in making the proper arrangements and estimating the cost of the trip—the cost of the taxi will be shared by all of the people accessing the ride. This is often a good alternative to the city bus if a number of students are going together to the same place and the ILM is accompanying the students for the entire outing.
- **Please note that no staff member should be expected, required or called upon as a primary means of transportation. This includes and is most prevalent during holiday travel planning. Parents should remember and be mindful of the fact that all OCT staff have other obligations to the OCT Residential Program, private obligations or other employments during non-residential program hours. This also includes residential program hours, as ILMs have many requirements and responsibilities preparing for and during the weekends and/or holidays as delegated to them by the Residential Coordinator. It should also be kept in mind that your student's ILMs and OCT staff may have their own travel plans or may not be available, as they may have certain days off. It is for best practice that parents only utilize taxis, shuttles, other OCT parents, family and friends in the transportation of students to and from home. While concern for student safety is understood and sympathized, transportation to and from the OCT Residential Program is not and cannot be the responsibility of Arc Jacksonville's OCT Residential Program nor its staff members and/or affiliates (AmeriCorps, Work Study, Interns, etc.).**

## **Residential Student Grievance Procedure**

The following Student Grievance Procedure is available to any student who believes that he/she has been treated unfairly or inappropriately by OCT Residential Staff:

- Student should seek to resolve any disagreement or dispute with the person involved, whether volunteer, staff, or others associated with the program.
- If this does not resolve the situation within 3 business days, the student should ask to speak with the OCT Residential Coordinator. The OCT Residential Coordinator will make all attempts to resolve the situation and inform the student of the results.
- If the above fails, students may arrange to speak with the OCT Director for further action.

## **Safety Procedures**

### **Fire and Evacuation**

#### **FIRE PREVENTION**

Please refer to the moving-in list for items that are prohibited due to being serious fire hazards.

#### **FIRE EVACUATION PROCEDURES**

If a fire alarm rings or the smoke detector goes off, everyone should EVACUATE the apartment IMMEDIATELY. Once outside, if there is a fire or smoke present a call should be made to 911. When evacuating the apartment, the small pool area near Building 11 will be the designated meeting spot for all staff and students. If this area is affected by a fire, then the District on Kernan Clubhouse will be the alternative meeting place. If there is no smoke or fire, one of the ILMs or Community Assistants from The District should be contacted and asked to make an inspection of the apartment for any hidden danger. Once the apartment has been inspected, students may return to the apartment.

### **Severe Weather Evacuation**

During severe weather alerts (watches and warnings), students and ILMs are encouraged to monitor television and radio reports and should take reasonable precautions. **Each student should have a flashlight accessible in case of power failure.**

In the event of a tornado sighting, all students should move immediately to the interior hallways of the lowest possible floor and stay away from windows.

In the event of a hurricane, the Residential Coordinator will be monitoring the situation and will inform students and ILMs if there is a need to evacuate. If mandatory evacuation is not posed by the city, students will have the option to stay in the apartments. Parents are responsible for pickups.

### **Personal Safety**

WHILE INSIDE THE APARTMENT, students should do the following:

- Doors should be locked at all times.
- When answering the door, students should first determine who is there by looking through the peephole. If they do not know the person, they should **not** open the door.
- Students should not give or lend their keys to any unknown persons.
- Students should dial “911” for emergencies. Immediately following, students should call an ILM or the Residential Coordinator.
- Students will be prompted to check to see that front and back doors are locked when they come into the apartment and check again before going to bed at night.

WHILE OUTSIDE YOUR APARTMENT

- Students will need to ensure that apartment doors are locked.
- Tell someone in their apartment where they are going and when they will be back.
- When walking at night, students will be asked to walk with another person and to HAVE THEIR CELL PHONES ON.

### **Other Helpful Information:**

- If students believe that a theft has occurred, they should speak to an ILM or the Residential Coordinator about their suspicions.
- Valuables should be kept out of sight.
- If another student or anyone else has injured your student in any way, have them speak to an ILM or the Residential Coordinator.

## **Moving Out Rules**

At the end of each semester, students who will **not** be continuing in the residential program will need to remove all of their personal belongings from the apartments by move out day. Every student will be required to remove all of their things at the conclusion of every academic year regardless if they are returning for the next academic year for the purposes of cleaning maintenance and the summers LIFE EXPERIENCE program.

### **Before moving out, students must:**

- Deep clean their bedroom, bathroom, and common areas, which involves vacuuming, sweeping, deep scrubbing, dusting, and polishing and removing trash.
- Inform the OCT Residential Program of any damages to the bedroom or apartment.
- Ensure all personal items are taken from the apartment.
- Ensure that apartments are in the same condition as when they moved in.

**Students/families are responsible for any apartment damages that OCT staff or apartment staff have assessed. If apartments are not satisfactorily cleaned students/families will be assessed a cleaning fee.**

### **During move-out, students must:**

- Have the OCT Residential Coordinator conduct a “walk through” of the apartment.  
**Clearance and written confirmation from the Residential Coordinator by the end of move out day that the apartment has been cleaned to satisfaction is the only way to ensure a cleaning fee is not assessed. Please contact the Residential Coordinator to schedule a time for your student’s apartment to be checked.**
- Provide the OCT Residential Coordinator with **all** apartment keys.
  - Students will be charged for any missing keys

*Note:* Students who will be continuing their participation within the residential program may be able to leave their personal items in the apartment over winter and spring break. Students will be able to access their apartments during school breaks and are free to stay within their apartments during those times. It should be noted that ILMs would **not** be obligated nor expected to provide services during school breaks and holidays.

## FAQs

### ➤ **Who are the staff and what are their roles in daily operations?**

The program consists of the following staff members:

- **Residential Coordinator**—responsible for the day-to-day operations of the residential program, provide direct oversight of personnel, program trainings and activities, and to address parent and student questions and concerns regarding overall program and/or it’s operations. In addition, the Residential Coordinator directly manages any student behavioral issues and provides consultation regarding individualized student support. First responder to parents’ and participants’ major concerns or questions.
- **Independent Living Mentors (ILM)**—two types of ILMs exist at the residential program.

1.) **On-Site Independent Living Mentors:** These individuals are employed by The Arc Jacksonville and they are the mentors who physically live at the District on Kernan and as previously mentioned (pg. 4) “reside in an apartment in close proximity to the OCT student apartments and provide daily life skills trainings while ensuring the wellbeing of students.” Please note some starting hours may vary. On-site ILMs work Monday-Friday, 4pm-10pm. Saturday and Sunday, ILMs alternate days for being “on-call.” They are directly responsible for services rendered to the students.

2.) **AmeriCorps/Work Study/Interns Independent Living Mentors:** These individuals work directly with the On-site ILMs but serve as facilitators. These supports may or may not live at The District on Kernan, but report for services at this site typically in days and hours ranging from Monday-Friday 4pm- 10pm. Saturday and Sunday, these supports may be present any time between 10am-10pm, depending on the schedule(s) of such employees. It is important to note they are not primarily responsible for services rendered to your students. They act as additional supports as directed by the Residential Coordinator for the students. These supports differ from On-site ILMs in that they have definitive, set hours in which they arrive to serve and are never “on call.” They also have specific requirements they must complete based on the nature of their type of employment, which is directed by the Residential Coordinator.

All Independent Living Mentors are responsible for facilitating a “healthy roommate-living environment,” implementing and reinforcing activities of daily living training, directly ensuring participant well-being, facilitating community inclusion activities, and directly providing guidance and support to participants. Independent Living Mentors provide individualized support for students and help implement and monitor “more intensive” supports. Support can range from typical assisted cooking skills, to academic facilitation.

- ***OCT Program Director*** —Provides general oversight and guidance while ultimately being responsible of the overall operations and management of the OCT Residential Program. The Program Director should be deemed as the second to last and final step in conflict or situational resolutions. The Program Director, at his/her discretion, may by request or unannounced, take part in any meetings, phone conferences, disciplinary decision making,

or may, if they so desire, and make determinations regarding structure and design of the Residential Program. This position is responsible for all financial contracts for services.

- **OCT Principle** – The OCT Principle is not involved in day-to-day operations however, the Principle provides direct supervision to the Director and provides guidance and oversight regarding the OCT Residential Program. Final determinations regarding issues, questions, and conflicts are made at this level if not resolved at the Director level.

➤ **Why is there no live-in support provided?**

Through conversing with parents, students, and staff members, as well as investigating best practices among similar programs, it was decided that the OCT would no longer provide live-in supports as part of our model. Although having a live-in peer mentor provides families and students with an added factor of reassurance, continued living with students may cause a dynamic that strays from the philosophical rationale of the program. The OCT Residential Program does not hold a group-home mentality, but strives to mimic a natural independent living experience among roommates. The goal is to increase students' independent living skills and enhance their decision-making skills. In many cases, the live-in peer, formerly known as a Housing Mentor (HM), tends to become less than a peer to students over time and more of a personal care assistant or “group home manager.” Although students have gained essential independent living skills (some of our students have gone on to live independently with minimal supports) through the original model, it has been found that the prolonged reliance on a live-in staff member decelerates students' self-determination to become more independent. The success of the students and the program is through students learning how to become independent adults through the friendship and mentorship of same-age peers that have a specialized training in disabilities and independent living skills.

In some cases, incoming students may require or highly prefer the use of a live-in support. Depending on how many students would require this accommodation, the OCT may be able to hire an HM to live in the apartment, with the students for the first year.

➤ **Are Independent Living Mentors the same as caregivers?**

No. The OCT Residential Program employs a matriculating college-age student/recent college graduate that has experience in living on his/her own. This individual may have a major related to the disability field, have an interest in the field, and/or may be an individual who loves to provide service to others and wants to gain this experience. In addition, the ILMs may be AmeriCorps members (federal volunteers with a one-year commitment) that serve through OCT. The ILMs are trained to understand the basics about persons with intellectual disabilities and how to employ effective teaching strategies in order to enhance independent living skills. The ILMs strive to develop a genuine friendship with residential students and to be peer-guides into independent living. Although ILMs receive training in behavioral modification, they are not professionals or experts in this area. The ILM is NOT a house parent, authoritarian, or a manager of students. In asking requests of ILMs, parents should first ask: “Would I ask a friend to do this?” If the answer is “No,” then parents should contact the OCT Director to discuss whether desired requests can be implemented, as we utilize other sources to provide support for more intense behaviors or self-care issues.

There is not one ILM that is “responsible” for a particular student. All ILMs have a shared responsibility for students; however, a point person may be identified to make communication more efficient. The program is utilizing a multidisciplinary team to provide

supports. Therefore, if you have questions regarding your student's supports, please contact the OCT Director, as he/she will be responsible for the coordination of supports.

➤ **Where do ILMs reside?**

On-Site ILMs reside in a nearby apartment that is central to students' location. Before the start of the semester, parents will receive a directory of the ILMs contact information and apartment location. AmeriCorps/Work Study/Interns ILMs arrive at various scheduled hours to assist students at their apartments as well as other sites of community inclusion and/or trainings.

➤ **Are Parent and Student Residential Orientations required before move-in?**

Both parent and student OCT Residential Program Orientations are required. If students' parent(s) and/or themselves do not both attend their respective orientations, the student will not be permitted to move into their apartment or start participation in the Residential Program. Only under extreme circumstances, at the discretion of the Residential Coordinator, will a parent and/or student be allowed to schedule an alternative orientation. Extreme circumstances include situations of death, serious illness requiring hospitalization, or other situations explained to and deemed suitable by the Residential Coordinator. Extreme circumstances do not include bad travel planning, forgetfulness etc. Even in extreme circumstances, until orientations are attended, students will not be allowed to move in or start the Residential Program, which may impact their participation in the orientation week of the OCT College Experience Program at UNF.

➤ **What are some of the trainings?**

OCT Residential Program trainings will provide students with training in daily routines that most individuals without a disability take for granted, like planning menus, meal preparation, shopping, cooking, cleaning, budgeting, apartment safety, sewing, and apartment maintenance. In addition, participants receive the following trainings: First Aid/CPR, public transportation (city bus and taxis), cell phone/smart phone usage, time management, team building skills, social etiquette, conversation skills, and stress management. Students will engage in age-appropriate leisure and recreational activities, and other opportunities to explore interests and hobbies. Most of the trainings will be provided in small group settings and all trainings will require that students actually engage in the tasks being taught. Based on students' needs for additional support, one-on-one training will be provided. For community inclusion activities (i.e., going to the beach, museums, movies, etc.), transportation training will be the primary focus. Students will utilize the following modes of transportation: city bus, taxi, and OCT staff/mentors. In the beginning of the year, ILMs will accompany students on community inclusion activities; however, ILMs do not need to constantly supervise students unless students request staff to remain with them to "hang out." As students become more independent, ILMs will fade out from being present on community inclusion activities; however, they will ensure students have enough money and reliable transportation.

➤ **Is there 24/7 supervision?**

No. ILMs will be in close vicinity to students; however, they will not follow students everywhere they go. For example, if a student desires to go to the gym at The District on

Kernan and no one else wants to go with him or her, the student is allowed to go **as long as they have their cell phone “on” and on hand**. Adults that live independently do not usually have a constant companion. Therefore, as the program’s primary goal is to ensure students gain self-sufficiency/independence as much as possible, OCT staff observe students’ rights to be alone or do activities on their own. On the weekends, an “on-call” ILM will be available to assist students in planning their days and coordinating activities.

➤ **Who do parents communicate with?**

- **Significant Issues, Concerns or Questions** – Director.
- **General Issues, Concerns, or Questions (i.e., diets, medication management, hygiene, daily schedule, sleeping, etc.)** – You may contact an ILM for general questions and to provide advice. Please note that ILMs are not available during the daytime and should only be contacted when they are on shift.
- **Formal Updates** – Parents will receive formal updates regarding their students from ILMs. In the beginning of the semester, the OCT Director will place a phone call to parents to discuss student progress every two weeks. As students become more comfortable with their residence, communication will occur at the end of the month.
- **Concerns or Questions Regarding Instances On Campus** – Please refer to the OCT Director for questions, concerns, or significant issues regarding situations that occur on campus. The ILMs are not present during these hours; therefore they cannot offer insight or clarity on such matters.

➤ **What are the students’ responsibilities?**

Students are expected to complete and participate fully in all required trainings and activities. They are responsible for maintaining their weekly budgets, taking required medications on their specified regimen (independent living mentors will provide verbal prompting), maintaining a clean and tidy bedroom and bathroom, doing their laundry, participating in apartment chores, cooking, adhering to their hygiene routine, observing curfews, waking up on time (independent living mentors will assist in adjusting alarm clocks), being on time for events and trainings (OCT will provide guidance on time management), and participating in at least three community inclusion activity events per week. Students to fail to meet these responsibilities will be subject natural consequences deemed by the Residential Coordinator. Continued non-compliance may result in suspension or referral to outside behavior support. Once all recourses and actions by the program have been exhausted and the student continues in being non-compliant, is to the discretion of the Director and Principle if exploitation from the Residential Program will occur or if an alternative living arrangement will be required for the students’ continuation in the program.

➤ **Can staff force my student to do things that they do not want to do?**

No. All ILMs are peer guides. They can advise students about their responsibilities and commitments for the program; however, they cannot force students to follow policies and complete obligations. Many times parents will want their student to complete certain routines or engage in certain activities (i.e. go to religious services), however it is imperative for parents to be aware that the students are treated as adults and must make their own decisions. For instance, if all participants, but one, want to attend a community inclusion



activity, ILMs will utilize various strategies in trying to encourage the student to participate, but if this is not successful, the student will be left at the apartments. An ILM may or may not be onsite (not necessarily in the same apartment as the student) in case the student requires help for an emergency. Electronics are not an alternative to any community inclusion activity and will not be an option for the student. If a student refuses to participate in required trainings, hygiene routines, and/or budgeting (not restricted to these three activities), the disciplinary process will be utilized. In addition please note that OCT cannot force students to eat healthy or not purchase certain items and require them contact parents on a regular basis. The OCT can only provide trainings and guidance in independent living and parents request for services.

➤ **What are staff's responsibility as to students' hygiene, eating habits, and medications?**

Again, ILMs can provide verbal prompts, accommodations and guidance, but cannot force students to engage in these activities. Please note it is a requirement for the students to be proficient in these areas prior to their entry into the OCT Residential Program. A partnership with parents will need to be implemented to ensure students engage in these behaviors effectively. Continuous noncompliance issues by students will result in referral to parents to provide outside support services for continuation in the program.

➤ **What are parents' responsibilities during this program?**

Parents are expected to be supportive of their students' pursuit of independence and the programs treatment of the student as an adult. The program seeks cooperative and effective collaboration with parents to ensure that students have an optimal experience in the program. It is the parents' responsibility to engage in honest communication with staff members to ensure that there is cohesion regarding supports rendered to students. It is imperative that when students visit home for any occasion or length of time that all parents strive to stay with program practice in promoting independence. In addition, it is important for parents to inform staff members about any behaviors, assistive technology, or required medical devices (i.e. C-PAP machine) that may facilitate maladaptive behaviors or detrimental to the students health prior to the start of the program. If parents have concerns or issues regarding any component of the program, it is their responsibility to contact the Residential Coordinator about such things so a productive discussion can occur.

➤ **Why does my student exhibit some behaviors that are unlike their usual behaviors at home?**

Like any college student or young adult that moves away from their family, our students may exhibit some behaviors that are a bit unusual. One example is cleanliness of their bedroom. Many times, students and young adults (without disabilities) learned that they must maintain a tidy room when they lived with their family. Once they move out of their family's home, the family finds that his or her room is a mess. This type of scenario serves as a learning experience for families: to see what sticks and what needs more work. Once a young adult finds freedom, he or she may rebel against normalized rules established in their family's home as they try to "find themselves" and "experience freedom." The OCT Residential Program serves as an investigative tool for both families and students regarding the students' strengths and areas for improvement in independent living. It is important to note that many of the behaviors that students may exhibit (ex., not wanting to shower each day, facial hair grooming, nail care, etc) is not due to "learning bad habits" but rather testing

the limits of their freedom. In addition, some unusual behaviors may be related to “homesickness.” Per this population, it is not unusual for participants to have difficulties expressing their emotions and feelings, and not explaining why they tend to do certain things that they do. Trainings will be given to students to improve expressive language within the OCT college program; however, it is important for families to understand that homesickness may be the culprit in the manifestation of some unusual behaviors. This program will work with parents in identifying root causes and will collaborate on solutions for these types of behavioral issues. It is important to highlight that none of the OCT programs are a “behavioral-focused program” and that certain behaviors are beyond the scope of the program; therefore, the program cannot support certain behaviors.

➤ **Why is my student not reporting anything about residential program activities?**

Like any adult who has a parent, he or she may not tell their parents everything that occurs within their day. You may recall being a high school student and telling your parents that you learned “nothing” at school when your parents asked. It’s highly unlikely that your day was void of teaching; however, you chose to say “nothing.” The same idea applies to our program. Some of our students inform parents about every detail that occurs at the program and others do not. Before concluding “nothing” has occurred, it is advised that you contact an ILM to obtain a summary of activities implemented during residential operational hours. This concept applies to asking the question of “what’s in the refrigerator?” Since we encourage healthy eating and purchasing healthy foods, your student may state “nothing” to this question. This “nothing” is often shorthand for “nothing I like right now.” Or it could be because apartment mates decided to “pig out” on leftover groceries before going to the grocery the next day. A good motto is to “trust but verify.”

➤ **Can parents drop by to visit?**

Parents will need to contact an on-site ILM regarding their desire dates and times of visitation. The reason for this is that each apartment has scheduled trainings and events that impact each student in the apartment. The program strives to ensure that students do not miss any crucial life skills trainings and/or inclusion activities.

➤ **Can parents take students off-site?**

Yes. Parents can take students off-site for external commitments or for recreational functions; however, prior to visiting parents will need to contact an on-site ILM to ensure that required trainings and activities would not be missed.

➤ **When can parents call students?**

It is imperative that parents acknowledge that frequent and long conversations during OCT Residential Program operational hours (via. Phone, text, Facetime, Skype, etc) severely interferes with students required participation within the program. If it is found that excessive communication between students and parents are occurring during program operational hours and are disrupting and or impairing services rendered, the Residential Coordinator and/or Director will intervene. It is imperative that students are focused on learning necessary skills to be independent and socially effective.

➤ **Why isn’t my student calling me?**

Our students are adults and we cannot force them to contact parents. We can encourage and prompt; however, it is the students' decision to contact parents. Some students may not contact parents because they are in the middle of trainings, chores, community inclusion activities, socializing, or resting. Some students may be exercising their freedom (and may be a bit rebellious) by not having daily contact.

➤ **Who do parents contact if they need to get hold of their student and their student does not answer their cell phone?**

Parents may call the onsite ILMs at the hours previously discussed during their working hours (refer to pg. 8) if their student cannot be reached. If onsite ILMs cannot be reached, during their working hours, after a few attempts please call the Residential Coordinator. Please be mindful that many employees have multiple jobs and priorities in addition to their position as an ILM and will contact you as promptly as possible should they be unavailable at the time of your call and/or text. In addition, please do not contact another student's roommate in an attempt to reach your son or daughter, as this may be disruptive to that individual.

➤ **What if I need to get contact a staff member during daytime hours?**

The Residential Coordinator or Director can handle residential-based questions. Please do not contact ILMs during non-residential working hours. If you have any questions related to the OCT college experience program, please call (904) 620-3890. Please note that ILMs may not be strongly involved with the college experience program on campus and therefore will not be able to sufficiently answer your questions.

➤ **What happens if a student has a technology addiction?**

Excessive use of cell phones, computer, television, and other media technology is not permitted as it jeopardizes the students' experience in this program. Excessive usage is defined as refusal to engage, minimal participation or lack of involvement in day-to-day activities, trainings, social events or community inclusions due to their desire to be attached to their electronic devices. If this addiction or excessive usage cannot be remedied at the ILM level, parents will be referred to utilize outside behavioral supports for students continuation in the residential program. This is not to say that students cannot utilize computers, IPODs or MP3 players, or watch television—they can, of course. However, if the use of such technology interferes with trainings or social events, then parents will be contacted to obtain guidance on how to remedy the situation.

➤ **What if I receive reports that my student is spending excessive time in their bedroom during residential operational hours?**

It is the expectation of the program for all students to effectively engage in all activities of daily living during residential operation hours, including socio-emotional development skills training. The program recognizes that some students prefer to be introspective and/or require "down-time". However, it is a requirement for all students to develop effective apartment mate relationships. Parents will be expected to be partners in encouraging students to participate in all opportunities provided by the residential program for healthy socio-emotional development.

➤ **What happens if students go over budget?**

First and foremost, it is strongly recommended that a weekly budget of \$100 per week should be supplied to each student. It is highly encouraged parents do not deviate from this amount, as it creates a sense of financial equality among students. This quantity is allotted for community groceries, personal items, community inclusion activities, and transportation. To elaborate, students are required to bring their lunch to school three days a week; in turn, often, students choose to buy lunch on campus twice a week. In addition to eating out, transportation fees apply to JTA and ILMs who personally drive students to community inclusion activities. Lastly, though Staff incorporate as many free activities as possible, there will be instances where a student needs sufficient funds to venture to museums, state parks, etc. Money handling and budget training will be provided to all students on campus, during school hours by the Budgeting Mentor. Students will receive guidance and verbal prompts regarding adhering to personalized weekly budgets. However, it is the students' responsibility to adhere to their personalized budgets. OCT staff cannot force students to remain within budget or force them to not purchase certain goods. If students run out of money before the week is finished, then the student will have to face the natural consequences of his or her decision-making, including missing scheduled activities that have a cost.

➤ **What happens if students get sick?**

- Parents or alternative emergency contact person (if parent not available) will be contacted immediately for consultation for minor or non-life threatening illnesses (i.e., headaches, cold, etc.). The program will obtain permission from parents regarding if and which over-the-counter medicines should be used or if students should go to an urgent care walk-in center
- **Seizures-** If a student has a first-time seizure, staff will call 9-1-1 first. If a student has a history of seizures and has one lasting more than 5 minutes, then 9-1-1 will be immediately called first. If slow recovery, a second seizure, or difficulty breathing afterwards occurs, 9-1-1 will be called first. Parents will be notified secondly.
- Severe or life threatening—9-1-1 will be called first and parents secondly.
- **Please note that staff CANNOT transport students to hospitals—an ambulance must do so. Parents/legal guardians are financially responsible for all ambulance fees and hospitalization bills.**

➤ **How do parents get into the apartments after 6pm?**

A student must call the Security Guardhouse to notify that a parent/family member/friend is visiting them. Students will have to give the Security Guardhouse their name, apartment number, and guest(s) names. This is the responsibility of the student, not staff.

➤ **Can I get a key to the apartment?**

No. First it is a violation of The District on Kernan's policies, and secondly, it violates the privacy of the apartment mates.

➤ **Why hasn't my student greatly improved in the areas I wanted addressed?**

It is important to remember that some areas will have small progress due to the nature of the student's disability. The program does not promise "miracle" results for students being able

to be completely independent with daily life skills. Please consider the following: Parents, teachers, and/or possibly other aides have had the opportunity to enhance certain daily living areas for a minimum of 18 years prior to the program. If those areas have not greatly improved over that 18-year span, it is unlikely that the program can help make significant progress within a year or two's time. Patience, support, and encouragement are key to the student. Other times, students may lack the motivation to enhance certain areas (i.e., healthy eating). Depending on the area and the severity of lack of progress, a behavioral analyst may be used to create a positive behavioral plan at the expense of the parent. If you feel that reasonable measures are not taking place to enhance certain life skills areas, please contact the OCT Residential Coordinator.

➤ **What exactly happens on the weekend?**

ILMs and students will collaboratively develop plans for the weekend. Students will be encouraged to make individualized plans with other students, OCT staff, Best Buddies, OCT mentors, or other friends in the community. Many of the plans developed will depend upon the amount of money that students have left in their weekly budgets. Although budget monitoring will occur throughout the week, staff cannot guarantee that students will adhere to the budget. The natural consequence of not having money left for the week is that students will not be able to attend events that have a cost. ILMs pre-plan meals with students over the weekend. If a student desires to deviate from the pre-planned meals and activities they must provide sufficient notice to the ILM on-call that day or weekend. Failure to provide sufficient notice will result in the inability to effectively support students in their request.

➤ **Why was my student alone for the weekend?**

It is highly encouraged that students remain during the weekends; however, it is not required. Depending on the student and their parent, students may elect to go home more often on weekends. If your child's apartment mates all decide to go home for the weekend, it is beyond the control of the program. Consequently, the on-call ILM will ensure that your student will be included with other remaining students. One ILM will be on-call and be required to ensure students are engaging in meaningful activities. Each weekend day will have a different onsite ILM on-call—parents will be notified either by text message, email, or facebook page prior to the weekend. Also, your student may have elected to not participate in any activities for certain days or times during the weekend. ILMs can encourage students to participate, but cannot force. Like many adults who attend college, your student may select to “chill out” for the day and obtain some rest and relaxation. Another possible reason may be that your student did not adhere to their budget and did not have funds to attend events at a cost. ILMs seek to find low-cost or free events for students to participate in; however, there is no guarantee that each weekend will have such events. In that case, the on-call ILM will seek to have the student engaged in activities at the apartment complex (i.e., go swimming, play tennis, etc.).

➤ **Why is an ILM not present at all times in the evening?**

The OCT Residential Program philosophy purposely hires ILMs that are similar to OCT students' ages for the purposes of ensuring a peer relationship occurs. With hiring college-aged ILMs, most of the ILMs are currently in college, which means they have academic

(i.e., study groups, group projects, studying) and extracurricular (i.e., fraternity/sorority, students clubs, etc.) obligations that may occur in the evening. ILMs are encouraged to invite residential students to as many activities that are open to other college students (ex. Greek Life events, fundraisers, etc.); however, the program supports and accommodates ILMs in being successful in their academic pursuits. However, there will always be at least one ILM onsite at all times during shifts. Again, it is important to remember that 24/7 supervision is not provided to students. OCT students will need to learn how to entertain themselves and be productive in the absence of supervision as it is an essential part of independent living.

➤ **Why does the ILM invite their friends for student activities?**

ILMs are primarily responsible for ensuring effective apartment mate relationships and facilitating genuine friendships. The program encourages ILMs and residential students to invite friends over to their apartment for the purposes of expanding socialization opportunities. ILMs are informed that they may invite friends over to the apartment as long as the individual is deemed as a person of good character and will include apartment mates in conversations and activities. It is a program goal for residential students to expand their social network and to be included with other college-age peers. However, if the frequency or duration of ILMs' friends' visits becomes problematic, the OCT Residential Coordinator will intervene and manage the issue.

➤ **Can the Program prevent student's friends from visiting the apartments?**

The OCT Residential Program encourages students to expand their social networks—this is an essential part of the independent living experience. It is important to recognize all students are adults and can choose their own friends. However, the program has the legal right to protect students as they are considered vulnerable adults under federal law against certain people. Under this protection the program can prohibit students from socializing with outside persons within the apartment if the following is known: registered sex offenders, convicted criminals, persons known to participate in or be involved with drug-related activities or alcohol abuse, exhibit violent, abusive or risky behaviors, or exhibit non-compliance of OCT rules and/or policies. In addition, the program may prohibit a person from coming into students' apartments if the students' apartment mates are "uncomfortable" for a particular person to be in the apartment and/or request the individual not enter for reasonable concerns. It is beyond our control if a student decides to meet or "hang-out" with such persons outside of the apartments and outside of the presence of staff. ILM's provide apartment and community safety, as well as friendship trainings to residential students on a regular basis.

If a person does not meet the aforementioned described criteria; however, a parent does not want their student to socialize with a particular person, the program cannot prevent such an occurrence, as staff must respect students' freedom. It is recommended that parents make such requests directly with the student as this would be considered a familial issue.

➤ **What happens if my child displays behavioral issues?**

The OCT Residential Program does not support students that display severe non-compliance, self-injurious, risky, threatening, or violent behaviors. Behavioral issues, such

as continuous disrespect to staff or continuous noncompliance with chores or staff requests will result in intervention by OCT Residential Coordinator. Display of such behaviors will result in expulsion from the program. The most likely outcome will be for parents to be referred to contract with outside behavior supports at their expense for continuation in the program. If behavioral supports does not yield positive progress within a reasonable amount of time (one month), then it may be decided that the program cannot continue to support the student and the student will be asked to move out of the apartments.

➤ **What happens if I cannot bring my child home during a holiday?**

All students are required to go home during Winter Break and Spring Break. (Please refer to the residential calendar) Holidays that are a part of three-day or extended weekends (i.e., Thanksgiving, MLK Day, Labor Day, etc.). ILMs are not required to provide services during holidays listed on the school calendar. However, if parents cannot bring students home during a long weekend, then please note that your student will be staying at the apartment without supports. You may contact an ILM to negotiate an informal (and completely separate from the program) agreement regarding any type of supports during that time period. Scheduled ILMs will provide supports up to 7pm the evening before those school holidays or vacations begin as listed on the school calendar.

➤ **I want to send my child home via plane, bus, train, etc. What are the transportation options?**

ILMs are not required to take students to bus stations, train stations, and airports. Parents are responsible for coordinating their student's own transportation. This includes arranging taxi/shuttle services for student transportation. If parents would like, they may utilize the Residential Coordinator in suggestions of trusted taxi service providers. Please do not contact ILMs regarding the transportation of students, if you have any questions regarding this matter, please contact the Residential Coordinator. **Please note if your student requires support in the navigation past taxi services, please utilize the services the train stations, bus stations, airline, Jacksonville International Airport, and/or TSA provides. Please remember some may require fees for disability accommodations.** Disability accommodations may include navigation to and the boarding of the train, plane or bus. ILMs can provide assistance to students in calling and scheduling a cab for pick-up and drop-off.

➤ **What kind of community inclusion events will my child participate in?**

Community inclusion events include: movie theaters, malls, St. John Town Center, restaurants, city events (e.g., fairs, festivals, concerts, etc.), bowling, ice skating, beaches, museums, karaoke nights, UNF campus events, sporting events, etc. It is a goal of the program to introduce students to age-appropriate and college-related recreational and leisure events and activities. Therefore, if students want to attend a karaoke event in the community, the ILM may suggest that they go to a sports bar known to college students which hosts that event. Please keep in mind that students cannot be forced to participate in certain planned community inclusions however they are required to complete three community inclusions per week. Students may participate in their own scheduled community inclusions but their ILM must be made aware in order to keep track of their participation in the program and to ensure that they are not conflicting with other program related trainings.

- **Is my student allowed to drink alcohol in the Residential Program?**

Students are not permitted to drink alcohol during their participation the Residential Program due to liability purposes. Exceptions may be made only in the event that a student is of legal drinking age and a family member is present and provides the alcohol to their student themselves. If a student caught drinking alcoholic beverages they will be referred to the disciplinary process.
- **How does transportation work?**

Students utilize the District on Kernan shuttle or city bus to go to campus and other community inclusion activities that fall on that bus line. It is highly encouraged that parents apply for JTA Connexions (para-transit door-to-door service) for their students. This allows students to not rely on ILMs to take them to locations that do not have a bus line. In addition, they are able to utilize other students and friends as “companions” on the para-transit bus. If a student utilizes an ILM for transportation, they will be **required to reimburse them for mileage**. Students are required to reimburse OCT staff 50 cents per mile. For instance, if an ILM takes three students to a location that is 3 miles away and back to the apartment, the roundtrip is 6 miles. Since there are 3 students in the car, each student will be required to pay the ILM \$1.00 for the roundtrip ride. **ILMs are not the primary mode of transportation for students, they should be considered last resort!**
- **What if my student has medical, counseling, or state agencies appointments?**

Again, parents should make arrangements with taxi services or JTA Conexions. If a state agency requires for a staff member to be an advocate, please contact the Residential Coordinator.
- **My student has been in the program for a while; I think I want him/her to try living on their own. What should I do?**

Please contact the Residential Coordinator to discuss future planning. Please note we do have an Extended Residential Services Program to accommodate assisted living.



# On Campus Transition Residential Program

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## Directory

### OCT Residential Coordinator:

**Jonathan Solomon... Office (904) 620-4804**  
**Email: n.solomon@unf.edu**

### OCT Director:

**Dr. Crystal Makowski...Office (904) 620-3892 Personal Cell: (941) 524-4504**  
**Email: crystal.makowski@unf.edu**

### OCT Principal:

**Charlotte Temple...Office (904) 358-1200 Cell: (904) 465-0195**  
**Email: ctemple@arcjacksonville.org**

### The District on Kernan:

**Main Office: (904) 564-6400**  
**Residence Director Office: (904) 564-6435**

**Security Guard: (904) 564-6422**  
**On Call Community Associate/Maintenance (after office hours): (904) 502-0967**

**PAVLOV Media (Internet Service): (888) 4-PAVLOV**

**Police (Jacksonville) – Non-emergency: (904) 630-0500**

**Police – Emergency: 911**

When calling the police for an emergency, please do the following:

**State your name clearly.**

**Provide your location with the address (if possible) and with landmarks.**

**Tell the operator the emergency as calmly as possible.**

**Follow the operator's instructions.**

**DO NOT HANG-UP, unless the operator says you can.**

**Hospital (St. Luke's): (904) 296-3700**

**Walk-in Emergency (CareSpot): (904) 854-1700**

**Information Line: 411**

**Poison Control: 1-800-222-1222**

**JTA Connexions**

**Reservations.....(904) 265-6999**

**Cancellations.....(904) 265-6999**

**Customer Service (904) 265-6999**

**Taxi Services**

**Gator City Taxi and Shuttle: (904) 249-5151**

**Coastal Cab: (904) 246-9999**

**AA Best Transportation: (904) 444-9962**

# ADDENDUM

## HOW TO USE JTA CONNEXIONS

Once a student has been accepted through JTA Connexions, she or he will be able to make reservations for trips. Please follow the guidelines below when making trip reservations:

- Provide your full name.
- Date of birth.
- Start/pickup address (include the zip code, building number, apartment number and any other identifying information).
- Date and time of appointment.
- Street address of appointment (include the zip code, building number, apartment number, agency, name, suite number, and any other identifying information).
- Earliest pickup time for your return time.
- Exact location for return pickup.
- Telephone number of your destination (if possible).
- Let them know if you are traveling with a companion or ADA attendant; please state the type of mobility equipment, if any, that you may use.

### REMEMBER:

Pickup Window- Every JTA trip has a pickup window. This is a period of 15 minutes on either side of the negotiated pickup time in which you must board the bus (**30 minute pickup window**). For instance, if you need to be picked up at 7:00am, your pickup window will be 6:45am to 7:15am. **You must be ready and be in a location where you can quickly see and reach the bus 15 minutes before that window. If you reach the location after your pickup window has started and the bus has already left, you will be considered as a “No Show.”**

--You must bring **EXACT** change for the bus.

--You cannot eat or drink on the bus.

Making Reservations- **You must make reservations for rides 24 hours in advance.** If you will be going to the same place, at the same time, on the same day each week, you may make a standing appointment with JTA Connexions.

Cancellations- You must make cancellations at least 90 minutes before your scheduled pickup time.

No Shows- If you had made a reservation with JTA Connexions and fail to show for your ride, either because you were late or forgot, it will count as a “No Show.” A late cancellation is treated as a “No Show.” JTA Connexions does penalize riders for “No Shows,” ranging from letters of warning up to and including termination of service.

Dissatisfied Services- If your ride is habitually late, leaves early, or if a bus driver is inappropriate for whatever reasons, do not be afraid to call JTA Connexions and file a complaint.

***Please note:***

***Given the nature of this program, not all scenarios and situations can be covered under a single program handbook. This handbook is based on Arc rules, guidelines, policies and procedures with current knowledge and expertise of staff and management. As developments arise parents may receive memos of policy changes. It is the responsibility of parents to ensure they have the most updated handbook at all times. Please contact the OCT Residential Coordinator or Director for any updates to this handbook.***