

# WELCOME HOME

*we're glad you're here*



*Your Osprey Village Onboarding Experience*





# WELCOME HOME

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This guide provides a comprehensive overview of our process, from initial application to becoming a resident of Osprey Village. We'll walk you through each step of the journey. Discover how Osprey Village empowers individuals to thrive and determine if our community is the right fit for your loved one.

## *We'll Explore:*

- Application Survey
- Living Skills Assessment
- Tailored levels of service
- Individual Support Plans
- Independent Living Skill Training
- Supportive transition process



## *Resident Qualification Criteria*

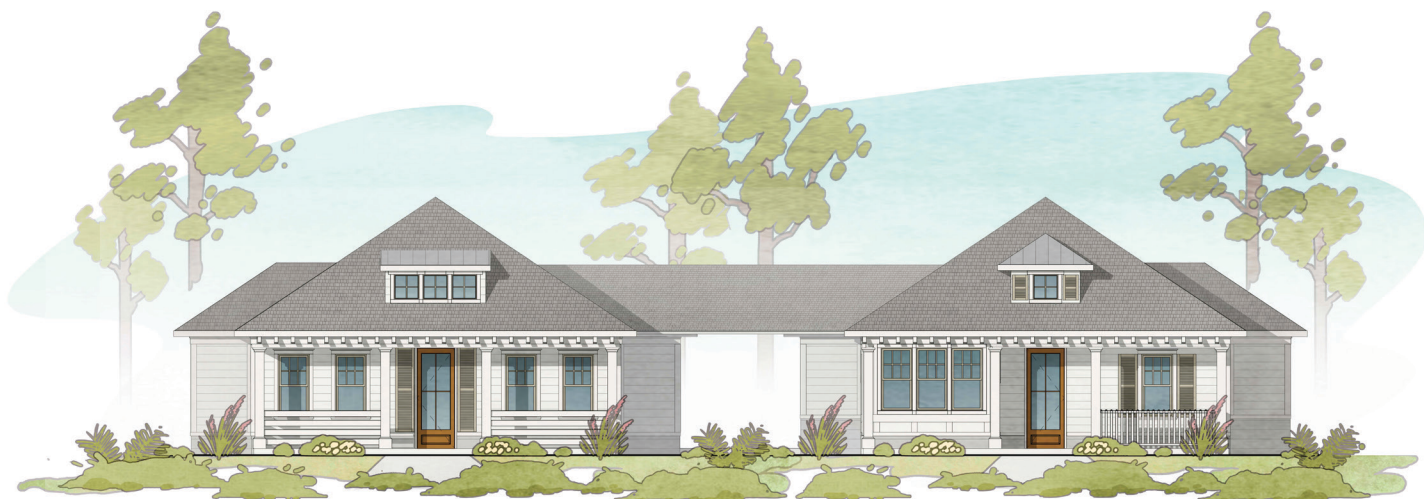
To ensure Osprey Village is the right fit for each resident, we have specific residential criteria in place. These guidelines help us create a supportive and inclusive community for adults with intellectual and developmental disabilities seeking greater independence and connection. Meeting these requirements does not guarantee residency. Every applicant must still be assessed to qualify for potential residency. (More details on Page 4)

## *Initial Applicant Survey*

The first step toward becoming a resident at Osprey Village is completing our Initial Applicant Survey. This helps us learn more about the prospective resident and determine if our community aligns with their needs.

In the survey, you'll provide general information, including demographics, diagnosis, social skills, daily living abilities, medical needs, and safety awareness.

Our Director of Member Services will review your submission and follow up if additional details are needed. If Osprey Village seems like a great fit, a member of our ambassador team will connect you with Tom Reed from Charter One Realty to discuss the next steps in purchasing a villa.



# RESIDENT QUALIFICATION CRITERIA

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- Residents must be at least 18 years of age
- Residents must be diagnosed with an Intellectual or Developmental Disability (IDD)
- Residents should demonstrate the ability to spend the overnight hours independently and safely (11:00 PM to 7:00 AM)
- Residents should demonstrate the ability to spend 3-4 hours at a time independently during the course of the day
- Residents must be capable of independently feeding themselves, with or without the use of adaptive tools or need for special food preparation
- Residents should be able to use the bathroom independently or with prompts or reminders as needed
- Residents must demonstrate the ability to engage in independent mobility, such as moving safely within their living environment, with or without the use of assistive devices
- Residents should demonstrate the ability to recognize and respond to basic safety hazards (e.g. fire, accidents and emergency situations)
- Residents should possess the ability to communicate basic needs, make decisions, and seek help when necessary
- Residents should demonstrate the ability to follow basic instructions, follow community rules and guidelines, and accept redirection
- Residents with a history of aggressive or violent behavior will not be granted residency. Other behavioral issues will be assessed on a case by case basis
- Residents should have a natural support network (family, friends, caregivers) who will support their decision to live independently

*Meeting these requirements does not guarantee residency. Every applicant must still be assessed to qualify for potential residency.*





# LIVING SKILLS ASSESSMENT

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The Living Skills Assessment (LSA) evaluates an individual's readiness for independent or supported living. It identifies strengths, areas for growth, and support needs to promote independence.

To begin the process, the Osprey Village Director of Member Services will meet with the prospective resident and their family/guardian(s) in their home or another comfortable location to conduct the assessment. It is important to note that the assessment is not a test; it is a tool designed to support individualized planning for independent or supported living.

Following the assessment, Osprey Village staff will develop a support plan for the prospective residents, utilizing the information gathered from the living skills assessment, as well as input from the prospective resident and their family members. The family will receive recommendations for skills to work on prior to moving to Osprey Village.

## *Individualized Resident Support*

The assessment plays a vital role in helping us determine the most suitable service tier for each resident by carefully evaluating and aligning support levels with their individual needs. This thoughtful, tiered approach allows us to provide personalized assistance tailored to each resident's circumstances—promoting independence, fostering confidence, and ensuring the right supports are in place for a smooth transition and sustained long-term success.

## *Areas of Evaluation:*

- Safety at Home
- Safety Away from Home
- Health, Hygiene & Grooming
- House Chores
- Meal Preparation & Cooking
- Medication Management
- Social Skills & Communication
- Time Management & Organization



# INDIVIDUAL SUPPORT PLAN

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Following the administration of the Living Skills Assessment, the Director of Member Services and Osprey Village (OV) direct support professional staff will develop an Individual Support Plan (ISP) for each resident, with input and collaboration from the resident, family, and caregivers. The plan will highlight areas such as self-care, social skills, household skills, and community integration. It will include details of the residents' direct support needs, specify the appropriate service tier, and outline strategies to address those needs.

After the plan has been established, if additional needs are anticipated which are beyond the scope of the resident's identified service tier, the resident's family will be responsible for covering those needs. OV staff will help coordinate communication among families of residents who have a need for additional support and will facilitate meetings between those families to address challenges and identify solutions (i.e., sharing resources and additional staff). OV staff will develop a clear collaboration framework, identifying the process by which responsibilities will be shared among staff, families, and other providers.

OV will maintain a list of approved/vetted service providers. There will be a charge of \$40 per hour\* for unplanned support provided by OV staff due to unscheduled absences of external caregivers. OV staff will periodically perform support plan reviews and adjust the resident's Individual Support Plan as needed. We understand that a resident's support needs may change over time. When it becomes clear that a resident requires more or less support than originally assessed, OV resident services staff will notify the designated parent, primary caregiver or guardian of the change in tier to adjust the Individual Support Plan. Tier changes will take place no more than 30 days from this notification.

*\*Subject to change*





# TIER ONE

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## *Low Level of Support*

2- 4 hours of support services\* weekly (combination of individual and group)

This support tier is designed to foster autonomy and promote safety while providing necessary assistance to manage daily life without being overly intrusive.

Support from direct support staff in Tier 1 will focus on empowering residents to make decisions, build skills, and integrate into the community while ensuring they have the resources and guidance they need to navigate challenges.

### *Staff responsibilities will include:*

- Occasional (less than daily) reminders and check-ins to monitor progress toward goals.
- Occasional reminders and guidance with Activities of Daily Living (ADLs) with a focus on teaching and encouraging increased independence.
- Reminders relative to personal care issues including dressing, bathing, and grooming.
- Occasional reminders and minimal assistance with regard to meal preparation and planning.
- Check-ins and reminders for medical appointments and daily medication; monitoring well-being with minimal intrusion (would not include administration of meds).
- Social and emotional support to include encouragement to participate in social activities, promotion of healthy social relationships, offering emotional support through check-ins and teaching problem-solving skills.
- Teaching life skills such as time management, communication and problem solving to facilitate increased independence.
- Ensuring the environment is safe and accessible and providing assistance with developing crisis management strategies.
- Providing guidance and reminders regarding arranging transportation to essential destinations and community events.

\*This range of hours is meant to be an estimate of the average number of hours of support or interaction from OV staff an individual resident may require to be a happy, healthy member of the community. While some hours may be 1:1 as required by the individual resident's needs, it is expected that the majority of these hours will be provided through supervised group activities and sessions that will be a core part of the community experience.

# TIER TWO

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## *Medium Level of Support*

5- 9 hours of support services\* per week (combination of individual and group)

This tier provides more hands-on assistance from direct support staff than Tier One, but still emphasizes promoting independence. Staff are more involved with day-to-day living with an emphasis on empowering residents to increase their independent living skills.

### *Staff responsibilities will include:*

- Daily check-ins and interaction to assess progress toward goals and identify new areas of need.
- Reminders and limited hands-on assistance with Activities of Daily Living (ADL) and personal care tasks, with encouragement for the resident to complete tasks as independently as possible.
- Assistance with meal preparation and planning while allowing the resident to actively participate to promote a higher level of proficiency.
- Assistance with household chores, and help setting up routines to encourage greater independence.
- Medication reminders, oversight and supervision. This could include support with organizing medications, reminders about taking them, and oversight of medication administration if necessary and appropriate.
- Guidance and active involvement in teaching and supporting social skills.
- Reminders to check for hazards and instruction in identifying emergencies that require outside help.
- Assistance and guidance with arranging transportation, navigating the area, and finding local resources. May include accompanying residents on outings.

\*This range of hours is meant to be an estimate of the average number of hours of support or interaction from OV staff an individual resident may require to be a happy, healthy member of the community. While some hours may be 1:1 as required by the individual resident's needs, it is expected that the majority of these hours will be provided through supervised group activities and sessions that will be a core part of the community experience.



# TIER THREE

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## *High Level of Support*

10-13 hours of support services\* weekly (combination of individual and group)

This service tier may provide more intensive and personalized assistance to individuals with higher support needs across the categories listed here, subject to the range of hours above. The support is focused on ensuring that residents can live independently while addressing their individual daily needs.

### *Staff responsibilities will include:*

- Multiple daily check-ins and reminders to monitor progress toward support plan goals.
- Increased hands-on assistance and close supervision when performing Activities of Daily Living (ADL) and personal care routines, including bathing, dressing, grooming and toileting.
- Increased assistance with preparing meals and managing nutrition, including management of dietary restrictions or special diets.
- Direct (hands on) support with housekeeping tasks including cleaning and laundry, and assistance with developing new habits and routines.
- Medical oversight which could include assistance with managing medical conditions, scheduling appointments, and ensuring adherence to the prescribed treatment plan and medication regimen.
- Individualized support to help build and maintain relationships, manage conflict, and navigate social situations.
- Assistance and support with logistics for day activities that provide meaningful community engagement.
- Assistance with identifying potential hazards and determining when to call for help in an emergency situation.
- Support with arranging transportation, assistance and staff presence and oversight when necessary for outings sponsored by Osprey Village.

\*This range of hours is meant to be an estimate of the average number of hours of support or interaction from OV staff an individual resident may require to be a happy, healthy member of the community. While some hours may be 1:1 as required by the individual resident's needs, it is expected that the majority of these hours will be provided through supervised group activities and sessions that will be a core part of the community experience.



## *Independent Living Skills Training*

The Independent Living Skills (ILS) program is person-centered, flexible, and comprehensive. The goal of the ILS program is to equip participants with the necessary skills, confidence, and resources to manage day-to-day tasks while fostering autonomy. Each life skills lesson plan will be taught to small groups of participants (10 or fewer). Osprey Village has partnered with Kibu, an all-in-one platform that offers engaging classes encompassing various areas, including the following:

- Health and Wellness
- Safety and Emergency Preparedness
- Community Engagement
- Transportation
- Social and Communication Skills
- Technology Use
- Time Management
- Family and Peer Support
- Household Management
- Housekeeping
- Laundry
- Meal prep / planning



# TRANSITIONING TO OSPREY VILLAGE

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Transitioning to a new home is a significant step, and at Osprey Village, we're dedicated to making it a seamless and positive experience. Our carefully designed orientation and transition process focuses on empowering new residents to embrace independent living with confidence. Through structured support, personalized guidance, and hands-on learning, we equip individuals with the skills and resources they need to thrive in their new environment.

During the transition period, a family member or caregiver may stay overnight with the resident without restriction if needed. This initial transition period is limited to 12 weeks.

After this time, overnight stays by caregivers or family members will be limited to 60 days per calendar year. If a resident requires additional overnight support beyond this limit, the Osprey Village Services Board will review the circumstances on a case-by-case basis to determine the best course of action.

We understand that each resident's journey is unique, and our approach is tailored to address individual needs, fostering a sense of belonging and ensuring a smooth, successful transition to life at Osprey Village.





*Scan this QR code for additional information or visit our website at [www.OspreyVillage.org](http://www.OspreyVillage.org)*

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Version 3. Please be advised that all fees mentioned herein are preliminary and are subject to change without prior notice. The fees provided are intended as an estimated range and may not represent the final, definitive costs associated with the respective services or products. We recommend verifying the most up-to-date fee information before making decisions or commitments.

The information in this publication is deemed accurate but not verified.