

# **HANDBOOK FOR FAMILIES**

## **FOR PARENTS, SIBLINGS, GUARDIANS OF KEY CENTER CLIENTS**

This handbook, developed in conjunction with Key Training Center staff and volunteers from the Key Center Family Connection, is designed to help you become more familiar with Key Training Center operations, services, programs, contacts and responsibilities. As you become part of the Key Center family, you are joined by many others who are dedicated to providing the best services possible for your son or daughter, brother or sister, or the recipient of your guardianship or care giving.



KEY  
CENTER  
FAMILY  
CONNECTION

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# KEY TRAINING CENTER VISION AND MISSION

## VISION

All people with developmental disabilities should be afforded all human rights and enjoy legitimate opportunities to share equally in every aspect of community life and citizenship without discrimination.

## MISSION

To assist persons with developmental disabilities achieve their God given potential through an array of individualized services that promote growth, choice, and independence with Kindness, Love, Dignity, and Respect.

## KEY CENTER VALUES

People with developmental disabilities benefit from a balanced blend of appropriate training, productive experiences and legitimate opportunities to succeed.

“Choice” regarding life options is a basic human right for people with developmental disabilities.

The dignity and self-worth of people with developmental disabilities is a fundamental guiding principle for all Key Center programs and services.

People with developmental disabilities possess unique self-expression and creative abilities.

People with developmental disabilities are full-citizen partners and are entitled to all associated rights and benefits.



# **KEY TRAINING CENTER BOARD OF DIRECTORS**

**Dr. James Batson**

**Matt Beck**

**Dale Coburn**

**David Detmer**

**Irene Hupp**

**Samuel Joyner**

**Ruth Levins**

**James Morton**

**Phil Royal**

**Dennis Vick**

**Carolyn Zemanik**



# KEY TRAINING CENTER ADMINISTRATIVE STAFF

CENTRAL OPERATOR - 352-795-5541

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Ext. 205

**Executive Director - Melissa Walker**

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**Director of Social Services - Jackie Fagan**

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Ext. 219



**Director of Key Center Foundation - Neale Brennan**

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Ext. 313

**Director of Retail Operations - Tinker Bowen**

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**WYKE TV & Radio General Manager - Dennis Miller**

dmiller@wyketv.com

527-2341

A complete staff directory listing current Key Training Center personnel and their contact information is available by calling 795-5541 and ask for the Operator.



## A BRIEF HISTORY

- 1959 - Citrus and Hernando County Association for Retarded Children was established with the initial leadership provided by Harry and Eloise Van Nortwick of Inverness.
- 1965 - Mr. and Mrs. Schuyler Orvis donated 40 acres for the future Citrus County Association for Retarded Children to be used as a school and workshop.
- 1965 - First thrift store opens in downtown Crystal River.
- 1966 - Citrus County Association for Retarded Children chartered as a corporation.
- 1967 - Key Training Center school and workshop building dedicated on February 13 to serve seven clients.
- 1968 - Bob Neal named first executive director.
- 1971 - Chet Cole hired as executive director.
- 1975 - Capital campaign launched to build first group home
- 1976 - Run For The Money annual fund-raising event begins
- 1977 - Franklin Cottage opens as the first intermediate care facility for the mentally retarded in the State of Florida.
- 1997 - Key Center Foundation office opens.
- 1998 - Workshop opens in Inverness
- 2014 - Board of Directors appoint Chet Cole as Key Training Center Executive Vice President and Melissa Walker as Key Training Center Executive Director.



Historically, expansion of Key Training Center programs and services was driven by a constantly increasing need within the local community. Expansion also was driven by the agency's fundamental belief that programs and services be available to all developmentally disabled people who need them.

Expansion, however, was possible because the Key Center enjoyed steadfast community support in Citrus County.

Having served more than 3,000 men and women since it began, the Key Training Center has grown to become one of Florida's largest and most efficient not-for-profit agencies serving the developmentally disabled. The center has been recognized as a leader and innovator in initiatives associated with improving the quality of life for people with developmental disabilities.



# APPLYING FOR PLACEMENT

The first step in seeking services at the Key Training Center for a developmentally disabled adult child or sibling should be to contact the intake coordinator in your local office of the Association for Persons with Disabilities (ADP) and apply for inclusion on the State's Home & Community Based Medicaid Waiver waiting list. For services in Citrus County, visit online at [www.apdcares.org](http://www.apdcares.org) for more information.

If you are interested in the placement processes for residential or day training programs at the Key Training Center, contact the Social Services Director at Key Training Center at (352) 795-5541, Ext. 219. You can also visit the Key Center website at [Keytrainingcenter.org](http://Keytrainingcenter.org).

To apply for either Social Security (SSA) or Social Security Disability Income (SSDI), contact your local Social Security office. Most clients receiving services at the Key Training Center are funded through the Florida Medicaid Waiver mentioned above and government benefits.

In addition, the Key Training Center currently is serving over 75 persons with scholarships. These individuals are primarily young adults who have transitioned from the public school Exceptional Student Education programs. (CREST)



## ADULT DAY TRAINING

Key Training Center maintains two locations for its adult day training activities. Classes are held at the main campus at 5399 W. Gulf to Lake Highway in Lecanto and also at the second center at its new location on County Road 581 (Pleasant Grove Boulevard) in Inverness.

Clients receive structured classroom instruction and important individualized staff attention to thrive as full citizen partners. The comprehensive scope of adult day training begins with self care and concludes with community-based employment. In between, a variety of targeted training helps each client function in everyday life.

- Personal hygiene and grooming are taught in the self-care program.
- Daily living skills training includes hands-on learning about meal planning, cooking and nutrition, cleaning exercise, traffic signals and safety.
- Social skills include maintaining positive relationships at home, work and play.
- Basic knowledge includes reading, writing and money management.
- Human growth and development focuses on health, family concepts and relationships with others.

Annual individualized support plans are conducted by a client's Independent Support Coordinator, relevant Key Center staff and the client's parent and/or guardian. Yearly reviews provide opportunities for these individuals to enrich their lives with a great variety of activities and responsibilities.



## **SUPPORTED EMPLOYMENT AND JOB TRAINING**

The Key Training Center's Community Based Employment Program helps clients prepare for and find jobs in the competitive marketplace. A Key Center job coach works closely with the local business owner and develops a step-by-step outline of preparation, training and duties for the client-employee. Clients receive assistance in job skills training, appropriate job placement, on-site training, and follow-along counseling from their Key Center job coach.

Key Training Center clients have established an excellent reputation as hard working and dedicated employees in the local community.

The Key Center also offers opportunities for individual employment within the Key's own facilities. Lawn maintenance groups serve Key residential and administrative facilities and a number of individuals work regularly in the Key Center's offices and thrift shops.

All clients regularly receive remuneration for the work they perform at the Adult Day Training centers. The Key Center continually seeks work orders from local companies and businesses and studies opportunities for projects which clients can perform with success and receive their own paychecks.



## KEY CENTER FOUNDATION

The fund raising and community outreach of the Key Training Center operates under the umbrella of the Key Center Foundation. Challenged to raise more than one million dollars annually to fund its services and programs as well as provide scholarships for those individuals who receive no State funding assistance, the Foundation is the hub of all public relations.

In addition to expanding and coordinating all local efforts to raise funds in support of the Key Center, the Foundation also organizes all aspects of the Key Center's major annual fundraising campaign, Run for the Money. This effort includes the 180-mile run from Tallahassee to Lecanto, the Reach for the Stars Dinner Auction, Walk a Mile in My Shoes marathon and the 9-hour telethon on WYKE.

The continual dependency upon its relationship within the community drives the Foundation's mission to keep abreast of all ways in which these relationships can be cultivated. The Center's all-encompassing volunteer program is an arm of this foundation which channels all recruiting and placement of volunteers in all of the many areas of services. Those interested in this volunteer program are encouraged to call 795-5541 Ext. 313.

The Foundation Office, located at 5399 W. Gulf to Lake Hwy., in Lecanto, also houses the Key Center's financial, personnel and business offices and is open to the public weekdays from 8 a.m. to 4:30 p.m. Its front desk can be reached at 795-5541 Ext. 311.



## RESIDENTIAL PLACEMENT

The Key Training Center now serves over 300 persons with developmental and intellectual disabilities, approximately half of whom are currently enrolled in a variety of residential programs.

The Key Center currently maintains 20 licensed group homes and four apartments with approximately 143 individuals in its residential program. Four of the group homes are licensed through AHCA as ALF's (Assisted Living Facilities); 16 are licensed through APD. There is one group home in the building stages with funding acquired through a grant.

Group homes serve from three to 11 clients in a home-like atmosphere with either live-in or shift staff.

The Key Center apartment complexes contain six apartments each, where clients have their own kitchen, bath, bedroom and living room.

Some individuals are able to live in their own homes with appropriate support from Key Center staff. In all locations, clients receive instruction in daily living and social skills, job training and life sustaining care.

The various residences function under a variety of regulations of the Agency for Persons with Disabilities (APD) and the Agency for Health Care Administration (AHCA). Some homes are assisted living facilities. All have regulations that require keen oversight and proof of goal attainment. This is especially important in the apartments, where persons are continually encouraged in their constant growth toward independence.



Some residential facilities are subject to regulations by the entities which fund them. Housing law often creates additional regulations. The result of all these rules is that sometimes a certain service can be denied. Medical insurance and Medicaid rules create their own complications. Residents needing occasional “hands-on” care may find that residential staff is not legally allowed to provide that care.

When your child enters a Key Training Center residential program, his or her government benefits (SSA or SSDI) are transferred to Key Training Center as the Representative Payee. These funds are placed in your child’s trust account and distributed by the Key Center as his or her needs require. An accounting of these transactions are sent to the parent or guardian on a quarterly basis.

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## KEY CENTER ACTIVITIES

Just about everywhere you look on both the Key Center's campus, there are activities going on for recreation, new ventures, social interaction, experiencing the arts, and just plain fun. And if that's not enough, Key clients are also involved in their community through many volunteer activities. Listed are some of the on-going opportunities offered to clients - but there's always room for more!

- Spanish classes
- Sign language classes
- Piano Lessons with annual recital
- Physical Education
- Bingo
- Reading group
- Men's group
- Women's group
- Woodworking classes
- ZUMBA
- Cha-ZUMBA (chair ZUMBA)
- Art Club
- Drama Club
- Action Club
- Walking Club
- Softball Team
- Basketball Team
- Christmas Choir
- Book Club
- Science Classes
  - Recycling
  - Manatee
  - Stay Healthy
  - Florida Panther



## **KEY SPONSORED SPECIAL EVENTS:**

- Valentines Ball
- Rock Around the Clock
- Monster Mash
- Christmas Carol Concert
- Softball Tournament against the Citrus County Sheriff's Department
- Walk a Mile in My Shoes
- Field Day

## **VOLUNTEERING IN THE COMMUNITY:**

- Pleasant Grove Nursing Home for bingo
- Animal Control to walk dogs
- Humanitarians - bag dog and cat food
- Inverness Oncology Office to fill bird feeders and baths
- Citrus Memorial Hospital - volunteers for food services and janitorial work
- Blessings in a Bag



## KEY CARE CLUB

The Key Care Club is an Adult Day Care Center specializing in group and individual activities, supervision and socialization in a safe, secure setting during daytime hours. Services are offered to adults 55 year of age and older with memory disorders that can include severe memory impairment, Dementia or Alzheimer's.

### **SERVICE INCLUDES:**

- A structured and supervised setting is a pleasant, clean and homelike environment
- Activities designed to promote independence and self-esteem and to improve the mental and physical condition of members
- Assistance with personal care
- Hot meals and nutritious snacks
- Supervision of self medication
- Therapeutic activities
- Access to licensed nurses and specially trained staff

### **ACTIVITIES INCLUDE:**

- Adults arts and crafts
- Daily living and personal care
- Educational participation activities
- Recreational activities
- Social interaction
- Musical activities and sing-along
- Movement activities – exercise, walks and dance
- Discussion groups
- Celebration of special events

To learn more about the Key Care Club call 795-5541 Ext. 210.



## IMAGINATION WORKSHOP

An innovative arts and crafts workshop, this facility located in the Roger Weaver Building on the Lecanto campus additionally offers a special program using tactile, sensory and auditory methods for behaviors improvement.

The Imagination Workshop provides the place, materials and the inspiration for the participants to jump right in and try new artistic endeavors. It is art therapy that uses visual, verbal and graphic arts to allow participants to convey feelings that are not effectively expressed by words alone and to give new forms of communication to those who have few words at their disposal.

The Imagination Workshop also incorporates dance movement therapy, music therapy and "Snoezelen" therapy into consumers' activities. Snoezelen therapy provides stimulation to all the senses: sight, hearing, touch, taste and smell through special lighting, meditative music, tactile surfaces and the odor of relaxing essential oils.

The Imagination Workshop is one more way The Key Training Center encourages adults who have developmental disabilities to move towards independence, fulfilling their potential and becoming a fully participating part of the community. To find out more about the Imagination Workshop, call 795-5541 Ext. 236.



## WYKE TV

WYKE TV offers local programming covering everything from political commentary to religion and beyond. Its programs cover local news and sports in the Citrus County viewing area and also offer opportunities for those in the community to create their own local programming, including shows and commercials as well as offering video services to capture special community events.

To find out more about this station and its services, call 527-2341.

## CBS SPORTS RADIO WYKE 104.3 FM

CBS Sports Radio WYKE 104.3 FM broadcasts local, regional and national sports results and programming. This Key Training Center station features local area high school football and basketball games, the University of Florida football and basketball games and the national baseball league games of the Tampa Bay

For information about this broadcasting facility located at 5399 W. Gulf to Lake Hwy. in Lecanto, call 352-436-1043.



## KEY CENTER THRIFT SHOPS

The Key Training Center benefits from its thrift stores as an income source for its operations, and also as a place of employment for many of its clients at these conveniently located facilities.

### **Crystal River Thrift Store**

820 S. Suncoast Blvd.  
(352) 564-9477

### **Inverness Thrift Store**

1625 W. Main St.  
(352) 726-0271

### **Lecanto Thrift Store**

5337 W. Gulf to Lake Hwy.  
(352) 527-0037

Hours of Operation are:

Monday - Saturday: 9 a.m. to 5:30 p.m.

Sunday: Noon to 4 p.m.

Additionally, the Key operates two "Labels" stores, consignment stores which feature upscale fashions for teenagers and young adults. These locations are:

### **Crystal River**

Crystal River Mall  
(352) 364-4694

### **Inverness**

208 Thompkins St.  
(352) 419-7591



## PARENT/CAREGIVER RESPONSIBILITIES

- Keep the Key Training Center Social Worker Director and your Independent Service Coordinator informed of your current address and contact information. If you move, change phone or email information, these changes must be noted immediately.
- Volunteer opportunities are available, and you are encouraged to offer your talents to provide extra support and experience to the clients. Among the many opportunities are:
  - Assistance in the classroom
  - Serve as a guardian for a client who has no family
  - Serve as a parent-to-parent contact for families of new clients
- Helping with the Key's fundraisers can also be rewarding.
- Your own financial contributions to the Key are invaluable in helping this organization continue to provide the services so necessary for our loved ones.



## KEY CENTER FAMILY CONNECTION

The Key Center Family Connection, KCFC, is an educational, social and support organization created in 2011 for parents, siblings, grandparents, teachers and friends of children and adults with developmental disabilities. It also serves as a major liaison with the Key Training Center and its staff.

KCFC meets at the Chet Cole Life Enrichment Center on the Leanto campus on the third Wednesday of every month at 10 a.m., except December and during the summer. Usually these meetings feature educational programs with guest speakers on subjects ranging from behavioral management to Social Security. These presentations are followed by a brief KCFC business meeting.

Advocacy for the developmentally disabled population and the Key is a significant function of KCFC.

Social interaction for families is provided through "Purely Social" dinners held at 5:30 p.m. on the third Monday at Angelotti's Restaurant in Inverness.

KCFC also sponsors parent-to-parent links between families new to the Key Training Center whose child or sibling may share a similar disability.

For more information about KCFC, contact coordinator Stephanie Hopper at (352) 795-5541 Ext. 204 or [hopstaph34450@gmail.com](mailto:hopstaph34450@gmail.com)

