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COMMUNITY INCLUSION SERVICES

Participant Manual

Welcome to The Arc of Tri-Cities!

What is The Arc of Tri-Cities?

The Arc of Tri-Cities is a non-profit human service organization founded in 1955 by parents of children with developmental disabilities. The parents' vision was to promote support and services for themselves and their children. The Arc of Tri-Cities continues to support their vision today. The Arc's service delivery includes birth through adulthood.

The organization's name change was voted on at the National Conference in 1993 and then adopted by the local chapters. The name changed from the Association for Retarded Citizens to The Arc of Tri-Cities. This change reflects the organization's values and philosophy of promoting people first and disability second.

The Arc of Tri-Cities is affiliated with The Arc of United States which has 1,000 chapters and represents over 5 million individuals with developmental disabilities. All The Arc's are membership-based. Membership ensures individuals and families are kept informed of issues and activities on the local and national levels. The Arc of Tri-Cities membership entitles you to receive the newsletter and activity discounts. Please take a few minutes to consider membership and your level of support. Your support helps at the local and national levels.

Our Mission Statement

The Arc of Tri-Cities promotes the rights of all people with intellectual and developmental disabilities by actively supporting full inclusion and participation in all aspects of the community throughout their lifetimes.

Our Values

The Arc of Tri-Cities believes in:

- Quality client care
- Efficiency
- Community input
- Collaboration
- Ethical workforce
- Equal opportunity
- Individual worth
- Respect
- Diversity
- Supportiveness
- Excellence

Program Information

Program Purpose

Community Inclusion supports individuals served to actively and independently participate in their local community. Services promote individualized skill development, independence, community integration, achieving a positive self-image, gaining and maintaining relationships in the community and increased competence in community living. Activities are based on individual choice.

Expected Outcomes and Client Expectations

The overall goal of Community Inclusion is to support participants to actively and independently participate in their local community. Further, each participant can expect to choose and direct the implementation of his or her individual service goals based on a person-centered plan. Arc staff will identify certain skills that, when learned and/or increased, will bring participants closer to their goals. Service goals are based on increasing these identified skills or outcomes, which are as follows:

- Social skills
- Behavior skills
- Participation skills
- Health and safety skills
 - Personal hygiene
 - Transit access
- Community integration
- Independence
- Personal relationships
- Network of natural supports

Clients can expect individualized, person-centered plans, which detail activities specifically chosen to fit his or her preferences and teaching strategies to be implemented. Direct staff providing daily support for the above skill outcomes will also act as case managers writing 6-month and annual assessments, updating plans, and providing at least monthly correspondence with clients, providers, and guardians.

Population Served

Community Inclusion is for adults with intellectual and developmental disabilities. It is a Washington State program that is accessed through the Developmental Disabilities Administration (DDA). Although originally designed primarily for those ages 62 and up who have retired and choose not to work, currently the program includes those of working age (21-61) who previously tried employment services for at least nine months and were not successful or were not satisfied with their

service. If a DDA eligible client wishes to participate in Community Inclusion but has not been enrolled in an employment service, he or she will need to discuss this with his or her DDA Case Resource Manager (CRM). Exceptions to this rule may be granted on a case-by-case basis, as determined by the DDA.

Setting

Community Inclusion activities at The Arc of Tri-Cities are located entirely in community locations, varying by the needs and desires of each individual client, within the Tri-City area.

By design, Community Inclusion programming offers support for individuals with disabilities so they can actively and independently participate in their community and promote individualized skill development, independence, and community integration in desegregated locations. The Arc is committed to avoiding *artificially inclusive* settings set apart specifically for individuals with disabilities. Such environments set individuals with disabilities apart from their peers and may possibly highlight differences between Arc clients and their community. In order for individuals with disabilities to build and maintain homogenous social relationships with all members of the community, it is imperative that our service delivery occurs in established community locations and activities. Clients are therefore able to participate in desirable activities alongside their peers in places where individuals without disabilities are already attending for the same purpose.

Activities

Activities are based on the interests of the participant and are scheduled to provide the participant with opportunities to make connections with peers in the general community, utilizing his or her unique abilities. Examples include classes at the community center or health club, taking part in a bowling club or league, volunteering at retirement homes, shopping, cooking instruction, and transportation training. Activities that are separate from the general public (such as Special Olympics events) do not fall within the scope of Community Inclusion.

Staffing

Community Inclusion programming at The Arc of Tri-Cities utilizes a one-on-one staffing ratio at all times for each client. The determination of staffing support for each individual is made in response to personal care needs, behavior issues, and skill development of clientele. This level of staffing allows The Arc to ensure each individual is receiving direct staff support commensurate with his or her individual and not relative need.

In the event of desired staffing changes or necessary staffing changes due to scheduling or absences, The Arc of Tri-Cities Case Manager will notify the client and/or his or her family/provider in advance via telephone call.

Program Days and Hours of Operation

Activity days and hours vary. Frequency of service days per client is dependent on the number of approved hours via the County Service Authorization (CSA) and client preference. Depending on participant choice, activities may take place on evenings and weekends as scheduled with assigned Community Inclusion Specialist serving as direct staff. Services will be closed during holidays. Services can also be suspended due to emergency or health reasons without forfeiture of placement within the Community Inclusion program.

Allotted hours are based on individual need and are determined by the CRM and communicated during the intake process. The Arc will be notified of any changes in service level via County Service Authorization, and participants will be notified by the Case Manager within two (2) business days of changes/reductions in program time. Depending on availability of staff

Availability of Services

There is no definite maximum number of participants that can be served in Community Inclusion. Availability of services depends on a number of factors, which include, but are not limited to the following: current availability of staff; interests of the participant, and desired frequency of service days. If an applicant cannot be served immediately, he or she will be notified of placement on the waiting list (see Waitlist Policy).

Calendars

Participants can request calendars of upcoming activities once a month. Calendars may include information regarding pick-up times, activities, location of activities, and activity fees. Participants and their providers are responsible for being aware of program times and costs as these may vary from week to week.

Personal Care

The Arc may be able to provide minimal personal care assistance to participants. This could include bathroom and changing assistance. When one-on-one staffing and community location facilities are taken into account, some lifting and repositioning are not possible. Assistance with changing attends and/or clothes can be provided only if the person does not need to be lifted and can be changed

in a public bathroom stall. Participants and providers are responsible for providing their own wipes and briefs. Any personal care assistance needed will be discussed during the intake process and accommodations will be determined on a case-by-case basis. If you require nurse-delegated tasks to be performed during activity hours, arrangements to meet up with your own trained staff may be made. Arc staff members do not perform any nurse-delegated tasks.

Intake Assessment

When an individual has been referred for Community Inclusion services, The Arc of Tri-Cities will contact the individual and his or her family and/or providers to set up an intake assessment. At this meeting, representatives of The Arc will share information about the services and obtain information about the person to be served, such as abilities, interests, and desired outcomes. Discussion about individualized community-based goal setting will also be discussed. Any client to be served is strongly encouraged to participate as much as possible in the planning of his or her services. Certain documents, policies and releases will need to be read (or read to) and signed by the individual to be served, the participant's CRM and the legal guardian, if applicable, before services begin.

Service Plans

Each Community Inclusion participant will have a person-centered service plan with objectives designed to assist the person to meet his or her desired individual program outcome goal. During the intake assessment, the Program Coordinator or direct service staff assigned will work with the participant and his or her support network to develop a draft service plan appropriate to the needs of the participant. The plan will be based on the information obtained from the intake assessment. Participants are strongly encouraged to direct their own service design and delivery and are involved in this process as much as possible. The Community Inclusion service plan will be in place within one month of the participant's start date, and only after approved by the individual served and his or her legal guardian, if applicable. Direct service staff will be responsible for implementing the program outlined in the service plan.

Quality and Satisfaction Management

The Arc of Tri-Cities is committed to detailed and timely collection of client responses to programming, staffing, and services provided in its Community Inclusion program. The following measures will be implemented and maintained to ensure meaningful client feedback is obtained at the described intervals:

Participant Input

All clients will have direct input and oversight in the creation and execution of his or her plan. Client feedback and reevaluation of interests will be collected annually. Additionally, all participants and/or guardians are encouraged to express any desired changes or modifications to the plan at any time.

Participant Satisfaction Survey

Client satisfaction surveys will be collected by Arc representatives with individualized plans updated at least annually or as often as requested by providers, family members, or CRM. This form addresses client satisfaction with services delivered, direct staff, current activities, and additional suggestions for improvement.

Annual Client Feedback

At each annual review, Arc representative will complete the feedback form, which encompasses a summary of monthly client responses, client input during the assessment, and family or provider feedback during the assessment.

During individualized Community Inclusion plan development (either at the 6-month or annual review), The Arc representative responsible for plan writing will review all feedback obtained in order to best update the client's plan to respond to desired service delivery and appropriate teaching methods for best practices.

Funding

Community Inclusion is funded by the State of Washington through the DDA and managed by the Benton/Franklin Department of Human Services. Referrals are approved through each participant's assigned CRM. The Arc of Tri-Cities does accept private pay for Community Inclusion programming.

Additional Costs

Participants are expected to pay for the activities they have chosen to participate in. For example, if the activity is bowling, participants attending this activity must bring payment with them on the day of the activity, or when payment is due. If a participant wishes to attend a health club that requires membership, he or she must become a member and will be responsible for bringing the membership card to the health club each time.

Participant Satisfaction

The Arc of Tri-Cities is committed to serving persons with intellectual and developmental disabilities. To be successful in this commitment The Arc relies on participant, parent and provider input. The Arc will seek input regarding customer satisfaction on an ongoing basis through surveys, during yearly reviews, and/or in other ways. Please call 783-1131 ext. 129 if you would like to provide feedback or share any concerns or success stories with us.

Rules

- Be kind to others
- No disruptive behavior
- No smoking
- Adhere to Ben Franklin Transit rules (if applicable)
- Use of profanity is prohibited
- Follow instructions given by staff
- Respect others and their property

Behavior Support & Physical Intervention

Behavior support is available for every participant provided that his or her needs can be adequately met by staff. If challenging behaviors are identified, staff will coordinate with residential providers, family members, legal guardians, and/or CRM to find the least restrictive supports to enable the individual to participate in his or her chosen activity while remaining free to communicate feelings and preferences. The Arc adheres to DDA Policy 5.17, limiting physical interventions. Instead, The Arc focuses on creating opportunities for participants to learn more socially acceptable behaviors and make individual adjustments.

Additionally, Arc staff may seek to obtain any Positive Behavior Support Plans (PBSP) currently in use. If no PBSP is in place, and need for one is identified by the participant's circle of support, information will be obtained and used to create a PBSP to be utilized during Community Inclusion program hours. See "Admission Policy" and "Discharge Criteria" for more information.

Illness

All efforts will be made to assure illness is not spread. Universal precautions are in use at all times, but we ask that participants do not attend if they are experiencing any of the following:

- Vomiting
- A fever of 100°F or higher
- A sore throat
- Lice or scabies

- Persistent diarrhea (more than 3 times in 24 hours)
- A rash, particularly a draining rash
- Fatigue that prevents participation in regular activities
- Drainage from the eye, or a pink color in the white of the eye
- Open or oozing sores, unless properly covered
- Other symptoms that may present themselves

If an infectious disease is confirmed, the participant should not attend until a physician has released the participant to return and a doctor's note is given to the Program Manager. In the event that participants are exposed to an infectious disease, The Arc of Tri-Cities will contact the families and/or providers directly.

Seizures

In the event of a seizure, Arc staff will follow basic safety procedures. Furthermore, during the intake process, information will be obtained from the participant regarding seizures. If the participant has a seizure disorder, we will ask that the legal guardian and/or provider provide The Arc with further instructions if applicable, such as who should be notified, under what circumstances we should call 911, etc. This information will be accessible to the direct staff.

Cancellations

When a participant is unable to attend Community Inclusion for any reason, participants and/or providers are expected to notify The Arc at least 2 hours prior to the scheduled pick up time, and if at all possible, the day before the scheduled activity. Attendance is important, so participants should make every effort to attend on a regular basis. Appointments should be scheduled around activity hours when possible. See the "Transportation Information" section of this manual for more information about cancellations.

Acceptance into Program

When an individual applies to participate in Community Inclusion, the Program Coordinator will follow the intake process below:

- Confirm eligibility for participation (confirm via Individual Service Plan and signed CSA).
- Confirm receipt of completed program application and proof of guardianship, if applicable.
- Contact the participant and his or her support team to schedule initial meeting and intake assessment (person-centered plan).

- If identified as part of the individual's service delivery, ensure Dial-A-Ride eligibility and purchase of tickets or a monthly pass (this process may take several weeks, so it is recommended to begin early).
- Complete the Interest Assessment and Risk Assessment during the person-centered plan.
- Ensure client clearly understands expectations of service (including time and dates of service, goals and plan development, and direct staff assigned).

For more information, please refer to the New Client Checklist for step-by-step instructions for full acceptance into the program.

Policies and Procedures

Participants' Rights Policy

All participants of The Arc of Tri-Cities are entitled to exercise and be aware of their personal rights with regard to their involvement in The Arc's services. Community Inclusion staff members will ensure that all participants' individual rights are promoted and protected in accordance with DDA policy 5.06. Each individual served by The Arc has specific rights to the following:

- Respectful interactions with staff members
- Dignified and respectful treatment, free from discrimination
- Freedom from abuse, neglect, and humiliation
- Privacy and confidentiality
- Protection of personal information and its exchange with other entities
- Expression grievances without fear of retribution
- Freedom from harm
- Unrestricted access to personal property that will not be interfered with unnecessarily
- Direct involvement of all goal-setting and plan direction
- Receipt of services in accordance with accepted quality-of-care standards and which is responsive to his or her best interests and particular needs
- Review and correct one's own records
- Access an advocate to express needs and concerns
- Access legal representation and/or self-help support services as needed
- Notification of any and all information related to the program and/or agency that may affect the individual served, including fees to be charged and methods for payment
- Receipt of information in a timely manner in order to make decisions about the information received

Dissemination of Participants' Rights

It is the policy of The Arc of Tri-Cities that participants are informed of their rights, which services and benefits may be expected from the service to be provided and program expectations of them.

Procedure

During the intake process, The Arc of Tri-Cities Program Manager will inform the participant and legal guardian of their rights and full disclosure of rights, the

service to be provided and which benefits may be expected from the program prior to acceptance into the program. The Arc of Tri-Cities Program Manager will explain in the best language that the participant can reasonably understand. The Program Manager will explain in detail all program materials, forms and consents with the participant and the legal guardian prior to acceptance in the program. Prior to acceptance in the program, all program forms, consents and releases are to be signed by the participant and, if appropriate, the legal guardian.

Any employee suspected of denying clientele of individual rights will be subject to review and disciplinary action, up to but not excluding, termination.

Informed Consent

The Arc of Tri-Cities must receive express and written consent from participants and legal guardians prior to implementation of treatment, service plan, medical intervention, or disbursement of personal information.

Admission Policy

An individual may be accepted into Community Inclusion when there is an available opening and provided that he or she meets the following criteria:

- Lives in Benton or Franklin County
- Meets at least one of the following:
 - Is at least 21 years of age, qualifies for DDA services, and is on a paid waiver
 - Is at least 62 years of age
- Has a need for the service provided (see description of CA program)
- Regularly attends the program or is working toward regular attendance
- If found to have behavior or other challenges, these do not exceed staff's ability to work safely with the person while maintaining the safety of others (see discharge criteria for more information).

The Program Manager will accept clients in order of receipt of completed application and County Service Authorization and availability of a staff member meeting the applicant's preferences taken during the intake process.

Waitlist Policy

When the Community Inclusion program fills to capacity, applicants are placed on a waiting list in order of receipt of completed application and County Service Authorization by The Arc of Tri-Cities. Capacity is determined by immediate

availability of resources and, most commonly, transportation. Applicants will be notified verbally of placement on the waitlist and then notified verbally of available openings by the Program Manager or Coordinator. If an applicant cannot be reached verbally within two (2) working days, the Program Manager or Coordinator will send written notification of available openings to the applicant and/or guardian and provider. The CRM may also be notified as necessary.

Any applicant who fails to contact within The Arc five (5) working days after written notice is sent will be returned to the bottom of the waitlist. If the applicant is unable to begin at such time, The Arc must receive written notice of reasonable estimate when the applicant can start participation. The applicant will then retain the same spot on the waiting list for the next available opening after circumstances are resolved or opportunity allows. If the applicant fails to contact The Arc or further declines immediate entry into the program, he or she will be placed back on the bottom of the waiting list.

Service Delivery Policy

All participants have the right to express or refuse choice regarding service delivery, concurrent services, and composition of the service delivery team. This policy supports the following rights of participants specifically:

- Involvement in making decisions regarding involvement in The Arc's programs, including but not limited to level of participation, individual planning of services, desired outcomes and setting of individual goals
- Preferences regarding direct service staff
- Decisions regarding activities and services
- Declining services and seeking a different service and/or provider
- Involvement in meetings and reviews regarding the service delivery and program development
- Access to The Arc staff in order to express concerns and preferences

Equal Access Policy

The Arc of Tri-Cities provides equal opportunity to participate in and enjoy the benefits of programming regardless of disability, requested modifications need for auxiliary aids, or use of service animals.

Participant Responsibility

Applicants and current participants are responsible for making their needs known at the time of initial person-centered planning, during annual review, or on an

emergent basis. Risks or specific needs must be identified and brought to the attention of an Arc employee. Examples of common accommodations include:

- Qualified interpreters
- Braille materials
- Communication boards or tablets
- Accompaniment of service animals
- Accessible transportation

Agency Responsibility

The Arc of Tri-Cities is responsible for providing the most reasonable accommodation available (based on participant preference) and will not impose any additional eligibility criteria for participation in our programs, unless the individual poses a direct threat to others or if the requested accommodations are unreasonable beyond the scope of the program. Additionally, The Arc of Tri-Cities will:

- Provide information on how to request auxiliary aids and services.
- Explain internal compliant procedures for unsuitable aids and services.
- Make reasonable modifications to policies, procedures, and practices as applicable to the needs of the individual.
- Provide all services and activities in the most integrated setting possible.
- Cover additional costs of making a service or activity accessible.

Health and Safety Policy

It is the safety policy of The Arc of Tri-Cities that no task is so important that an employee or volunteer must violate a safety rule or take a risk of injury or illness in order to complete the task. The Arc of Tri-Cities has created a Health and Safety Manual designed to ensure the safety of consumers, employees, and visitors and prevent endangerment or possible risk to health and safety of any client served. The Arc of Tri-Cities has established a workplace safety program that includes policies and procedures, employee input, a Safety Committee, Safety Bulletin Board, and Training Curriculum. Employees providing direct service are required to have updated first aid and CPR training certification at all times when serving clientele. This program is designed to involve management and employees in identifying and eliminating hazards that may develop during our work process. Employees are required to follow procedures outlined in the Health and Safety Manual for the following:

- Incident reporting
- Abuse
- Communicable disease
- Lifting
- Exposure plan
- Blood borne pathogens
- Hand washing
- Personal protective equipment
- Housekeeping
- Emergency medical procedures
- Seizure protocol
- Fire and life safety plan
- Emergency action plan
- Earthquake procedures
- Severe weather
- Bomb threat
- Extortion/terrorist threats
- Power failure

Each participant's emergency contact medical information (medications, diet, allergies, etc.) will be included in the participant's file and made accessible to responsible direct service personnel. Updated medical information will be requested at least once a year at the annual reviews.

Procedure

Incidents involving injury, health or safety issues will be immediately reported to the direct supervisor. A written incident report will be submitted by any employee present during the incident in question, and appropriate copies will be disseminated to Case Resource Managers, guardians, and the Developmental Disabilities Administration or Benton/Franklin Department of Human Services on a case-by-case basis.

Medication Policy

The Arc of Tri-Cities does not prescribe, dispense, monitor or administer medication. This policy is intended to assure that comprehensive and safe practices are followed in the treatment of its participants. Medication management is addressed through participants being able to self-administer their own medications. Participants are responsible for their own medication during activities. If a participant requires assistance with reminders, medication must be in an envelope with the day, time to take pill, date, name of medication, and quantity. Staff does not have any physical control of medication and all medication must be controlled and self-administered by the participant.

Development of Community and Natural Supports Policy

The Arc of Tri-Cities is committed to the development and implementation of Community Inclusion activities within least restrictive environments which foster assistance as needed for the development of appropriate peer, community, and natural supports for participants.

“Natural supports” are defined, in relation to Community Inclusion programming, as any assistance, relationships, and interactions necessary to provide the following program benefits and outcomes:

- Allow a participant to actively participate in community activities and events of his or her choosing
- Correspond to the typical social actions of other community members
- Enhance a participant’s social life among his or her peers in the community

Since each participant is unique, the collective ideas, strategies, and methods for facilitating and achieving such supports are examined individually. The intake process will address the following topics:

- Health risks and actions to minimize these risks
- Behavioral issues/challenges
- Relevant medical, psychological, and social information
- Relevant diagnoses
- General supports and assistance required
- Assistive technology or reasonable accommodations needed

It is important to note that natural supports comprise more than training and assistance provided by direct service personnel and on-site support. Assistance from friends, neighbors, family, and community members, as well as possible strategy for self-help, is sought as part of integrated service delivery to enable participants to access their community to the fullest extent while expressing greater control over their lives.

Non-Discrimination Policy

It is the policy of The Arc of Tri-Cities that no person shall be subject to discrimination or its contractors because of race, marital status, color, religion, sex, creed, national origin, age, disability, or status as a disabled veteran or Vietnam era veteran, HIV or any other characteristic protected by law.

Discrimination on the basis of sexual orientation is also a violation of this policy. Sexual harassment (both overt and subtle) is a form of employee misconduct and can occur in a variety of situations. The following list includes examples of sexual harassment and is not intended to be all-inclusive:

- Unwanted jokes, gestures, offensive words on clothing, and unwelcome comments and repartee
- Touching and any other bodily contact such as scratching or patting a coworker's back, grabbing an employee around the waist, or interfering with an employee's ability to move
- Repeated requests for dates that are turned down or unwanted flirting
- Transmitting or posting emails or pictures of a sexual or other harassment-related nature
- Displaying sexually suggestive objects, pictures, or posters

Any employee engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Participant Abuse Policy

All participants of The Arc of Tri-Cities are entitled to expect service delivery free from any and all forms of abuse, neglect, mistreatment, or invasion of privacy (see Participants' Rights Policy for details on expected employee treatment of clients). DDA Policy 6.08, Mandatory Reporting Requirements for Employment and Day Program Services Providers, prohibits abandonment, abuse, neglect, and financial exploitation of a vulnerable adult and outlines reporting procedures and consequences for failure to comply.

Abuse is defined as any "willful action or inaction that inflicts injury, unreasonable confinement, intimidation, or punishment on a vulnerable adult" and includes sexual abuse, physical abuse, mental abuse, exploitation (RCW 74.32.020). An employee attacked by a client and in physical jeopardy may protect himself or herself against immediate harm. In such events, however, the employee should summon help to subdue the assault as quickly and gently as possible.

Procedure for Reporting Alleged Client Abuse

The Arc of Tri-Cities is a mandated reporter (Chapter 18.130 RCW). Any employee witnessing or suspecting abuse of a client must report the abuse to Adult Protective Services and contact his or her immediate supervisor immediately. If there is reason to suspect sexual or physical assault from non-client to client or client-to-client, law enforcement agencies must be notified. The provider (employee and direct manager) must report to the Case Resource Manager or DDA regional designee within *1 hour* or as soon as client safety has been assured. A written incident report must be received by the CRM or DDA

regional designee within *1 business day*. Details for reporting can be found in DDA Policy 6.08.

Failure to report any alleged client abuse can result in disciplinary action, up to and including termination, and is a gross misdemeanor under Washington State Law. Any Arc of Tri-Cities employee suspected of client abuse will be suspended immediately until an investigation is completed and an outcome is determined.

Participant Grievance Policy

Participants have the right to express or have expressed on their behalf, grievances on any subject relating to The Arc of Tri-Cities and/or alleged infringement of rights. Participants will be supported and encouraged in their expression of grievances without suffering from negative repercussion.

Procedure

All correspondence will be documented on the individual's correspondence log and a copy will be found in the participant's file at The Arc of Tri-cities. The resolution will also be documented in the correspondence log.

Participants who have grievances may notify an Arc of Tri-Cities staff member either verbally or in writing, however a completed Grievance Form must be submitted. Participants are encouraged to seek the assistance of their family, care providers, CRM or other advocates to support them as needed. If any participant requires an advocate or further assistance, necessary supplemental accommodation services will be provided in compliance with DDA Policy 5.02. When a grievance is received, the assigned CA Specialist will notify the Program Manager who will investigate and attempt to negotiate a resolution for all grievances expressed within ten (10) working days and shall provide feedback to all persons involved regarding resolution. Within 15 working days a decision will be reached and the participant will be notified of the decision in writing. If the response will take longer than ten (10) days, the Program Manager will contact the complainant and give an estimated date of response.

If the decision of the Program Manager is not agreed with, the grievance will be forwarded to the CRM and The Arc's Executive Director in writing for review, who will investigate and attempt to negotiate a resolution to all grievances expressed within ten (10) working days.

The complainant may request at any time for an alternate supervisor, an appropriate investigator who can act as a third party, a DDA Special Investigator,

or the RHC Human Rights Committee who may act as a hearing body and recommend a solution.

Confidentiality Policy

Information about the participant or information contained in the participant's file is confidential and only released after a written authorization is obtained from the participant or his/her legal guardian. The Arc of Tri-Cities shall use personal information and other information gained only for the purpose of the program. The Arc of Tri-Cities will not disclose, transfer, or sell any such information to any other party, except as provided by law or, in the case of personal information, without the prior written consent of the person to whom the personal information pertains. The parties shall maintain the confidentiality of the personal information and other information gained by reason.

Procedure

The Arc of Tri-Cities will not disclose personal information without the prior written consent of the person to whom the personal information pertains. Releases shall be updated on a yearly basis and maintained in the participant's file. To release the participant's information pertinent to inquiry to another person or agency a written Exchange of Information Release Form must be signed by the participant and/or participant's legal guardian.

The information contained in the Exchange of Information Release Form:

- Participant's name
- Name of person or agency to whom information is to be released
- Participant's signature
- Legal guardian Signature (if appropriate)
- Date of release

If an Exchange of Information Release is taken by phone it must be documented in writing, dated, and witnessed by two persons who sign the Exchange of Information release.

Any breach or potential breach to this policy of 500 persons or less will be reported to the Department of Human Services for Benton and Franklin Counties within five business days.

Health Insurance Portability and Accountability Act (HIPAA)

The Arc of Tri-Cities will treat all individual medical record data as confidential in accordance with professional ethics, accreditation standards, and legal requirements. Specific confidential information available for release is discussed in the notice of our HIPAA policy. Acceptance and receipt of the HIPAA policy is signed and renewed during yearly client review. For more information, please call 783-1131 ext. 129 and request a copy of our HIPAA Policy.

Procedure for Maintenance of Records

The Arc of Tri-Cities does not use, publish, transfer, sell, or otherwise disclose any confidential information gained by reason of or through the course of admittance into the CA program for any purpose not directly related to the program services. Exceptions include those provided by law or with written consent from the client or legal guardian/representative. The Arc of Tri-Cities keeps all records in their original form required by the Agreement with the Counties for seven (7) years, unless otherwise stated by authorized County correspondence, after termination of the Agreement. At the end of the seven (7) year period, any records containing confidential information deemed unnecessary will be disposed of via methods described the CA Program Design manual.

Suspension/Termination Policy

Any participant whose behavior is potentially a direct threat to themselves or others will be suspended and/or terminated from the program. The following guidelines have been set in place and will be followed as set. The length of the suspension will be determined by the immediate supervisor.

Procedure

Level 1: Physical harm to participants, staff, or self, resulting in no injury.

Level 1 incidents may result in an automatic suspension for the remainder of the day and he/she may or may not return the following work day, to be determined by the Program Manager.

Level 2: Physical harm to participants, staff, or self, resulting in minor injury.

Level 2 incidents will result in an automatic 1-2 day suspension, and the length of time will be determined by the Program Manager.

Level 3: Serious physical harm to participants, staff, or self, resulting in an injury requiring medical attention.

Level 3 incidents will result in an automatic 3-5 day suspension and the length of time will be determined by the Program Manager.

All incidences considered in suspension or termination must be documented via incident reports which have been sent to the CRM and County. The client and/or guardian will be notified verbally by the Program Coordinator of potential suspension or termination after the considered incident(s). Depending on the number and severity of incidents, the Program Manager may request a meeting between the CRM, family, residential staff, participant, and Arc staff to decide on appropriate steps to be taken, which may lead to termination or transition (see Transition Criteria).

Before a participant can be terminated from Community Inclusion, the case shall be reviewed by the Program Manager. The client, as well as his or her preferred family or support system and CRM, will be notified verbally if possible and in writing of The Arc's decision within two working days. Additionally, a completed Change-Withdrawal-Termination Form will be submitted to the County Coordinator by the Program Coordinator within two working days.

Recommendations for alternative services will be offered for alternative services aligned with client choice/preference. Any terminated participant may reapply for the program after a minimum of three months and action has been taken to correct the behavior. If a participant is reinstated into the program it will be on a specified trial basis.

Discharge Criteria

Participants shall be discharged from Community Inclusion on the basis of one or more of the following criteria:

- The participant no longer requires the service.
- The participant's medical care needs exceed the agency's ability to provide service.
- The participant does not attend the program to the level required to sustain services.
- The contracting payer terminates authorization for service.
- The participant chooses to discontinue service.
- The participant moves out of the agency's service area.
- The program does not meet the participant's needs.
- There is lack of funding to provide service.
- The participant is consistently disruptive to the program.
- The participant has become a direct threat to him/herself or others (see "Suspension/Termination Policy").
- The participant does not participate in the program.

In the case of client-requested withdrawal, the CRM will be notified in writing of the client's decision. A completed Change-Withdrawal-Termination Form will be submitted to the County Coordinator by the Program Coordinator within two working days. Recommendations for alternative services will be offered for transition (see "Transition Criteria") or alternative services aligned with client choice/preference.

Transition Criteria

If a Community Inclusion participant would like to work and requires support to obtain a job, he or she can request to transition into an employment program. The request must be made to the CRM either by the participant or Program Manager. There are several organizations in the Tri-City area that provide employment services. Participants and families can request a brochure from The Arc staff that has this information. DDA clients cannot access Community Inclusion and an employment service at the same time. Once an individual has transitioned out of Community Inclusion, all follow-up activities are handled by the CRM.

Research

The Arc of Tri-Cities does not participate in research projects. No medical, treatment, or other personal information will be extended to interested parties without the express and written consent of participants and legal guardians, dated and time lapse indicated.



Transportation Information

Who Provides Transportation?

The Arc of Tri-Cities utilizes Ben Franklin Transit (BFT) vehicles to provide transportation services, as well as staff vehicles. Direct staff, The Arc's Coalition Transportation Service (CTS) drivers, or Dial-A-Ride drivers may provide transportation for Community Inclusion clients.

Cost

In order to participate in The Arc's Transportation Service participants must first become eligible for Dial-A-Ride services and, if required, purchase a monthly Dial-A-Ride pass. Applications are available at The Arc of Tri-cities, BFT main office, or the BFT website. Once a participant is eligible he/she may purchase a monthly Dial-A-Ride pass. If the participant is only using Dial-A-Ride for Community Inclusion, it may be more cost effective to purchase individual tickets. For those residing outside of the $\frac{3}{4}$ - mile boundary from BFT's regular fixed route service, there is an increased cost. Visit BFT's website or call BFT at 735-0160 for information regarding costs and fares.

Pick Up and Drop Off Times

When transportation is provided by direct service staff will be arranged in advance. Accommodation for change of address, holidays, and vacations may be available.

The Arc of Tri-Cities Transportation

The Arc works hand-in-hand with BFT to provide door-to-door transportation services to participants only within BFT's boundaries in the cities of Kennewick, Finley, Richland, Pasco and Benton City. Outside of these boundaries BFT will consider rides on a case by case basis.

Pick Up and Drop Off Destinations

To ensure safety, The Arc vehicles will only pick up or drop off at pre-approved locations. If a participant requires a different pick up or drop off location, families/care providers must notify The Arc's Case Manager or Program Manager at least 48 hours in advance. All changes are subject to approval.

Home Alone

The Arc of Tri-Cities expects parents/caregivers to be home for participants who require assistance when they are dropped off at the scheduled timeframe. Independent participants may be dropped off without attending parents/caregivers if a transportation release is signed and received in advance by the Program Manager. This release is available upon request.

Transportation Vehicle Rules

- No disruptive behavior
- Respect others and their property
- Passengers must stay seated and seat belts must be worn at all times
- No smoking on Ben Franklin Transit Vehicles
- No food or drink on Ben Franklin Transit Vehicles
- Follow drivers' instructions

Cancellations

Parents or caregivers are responsible to notify The Arc's Transportation Department of cancellations. Cancellations should be done at least 2 hours prior to the scheduled pick up time to avoid a "late cancel no show." Failing to notify The Arc's transportation department of a cancellation will be considered a "no show." The Arc's transportation phone number is (509) 783-1131 ext. 130.

No Show

A no-show occurs when parents or caregivers do not notify The Arc of a cancellation, the participant is not present at pick up time and/or the participant is not ready to leave within four minutes of the driver's arrival. Two no-shows in a one-week period or three no-shows in a 30-day period may result in a transportation suspension. The Arc's expectation is that the participant will be ready for pick-up upon arrival of the vehicle. See: Pick up and drop off times.

Severe Weather

The Transportation Manager will determine road conditions and the information will be announced on KONA-610 AM (or call 547-1618) and KORD-102.7 FM (or call 547-9791) radio stations. Participants, parents or caregivers are expected to listen to one of these stations for any delays or cancellations. Safety of our staff and the people we serve is an important value to The Arc of Tri-Cities.