



Where it All Comes Together
for a Better Future

Member Handbook

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Locations

Administrative Office

434 Court Street
Plymouth, MA 02360
Telephone: (508) 746-7433
Fax: (508) 746-7544

Transportation Services

Access Express
434 Court Street
Plymouth, MA 02360
Telephone: (508) 746-5715
Fax: (508) 746-7544

Access Centers

Braintree Access Center

30 Foster Road
Braintree, MA 02184
(781) 848-6466
Fax: (781) 848-7345

Mid-Cape & Islands Access Center

43 Long Pond Drive
South Yarmouth, MA 02664
(508) 760-9770
Fax: (508) 760-1265

Plymouth Access Center

436 Court Street
Plymouth, MA 02360
(508) 747-2176
Fax: (508) 746-7544

Upper Cape Access Center

25 Barlow's Landing Road
Pocasset, MA 02559
(508) 564-5101
Fax: (508) 564-6541



WELCOME!

We're glad you're here!

We want to thank you for choosing us to share and help you work toward your personal vision. It takes courage to look into the future and have a dream; and it takes even greater courage to share it and allow us to help you realize that dream. Steps toward your vision will be referred to as goals and objectives when you begin your supports. At any time while participating as a member of Habilitation Assistance Corporation's services, you may ask for help from any staff or representative at the agency with whom you feel comfortable. We are all here to assist you and do all that we can to help you reach your goals.

This handbook and all materials can be available to you in other formats to make it easy for you to understand. Please contact Jodie A. Cash, ADA Coordinator, to request other forms of these materials.

What you can expect from Habilitation Assistance Corporation...

- Safe and clean buildings and work sites
- Safe and clean vehicles
- Safe and properly working equipment
- Adequate supervision and privacy
- Trained and caring staff
- Staff who are mindful of your privacy and preferences
- Access to the help you need
- A program plan to meet your needs
- Assistance (if requested) to make your own decisions
- Interest in your needs and ideas
- A variety of supports so you can expand your interests

Mission

Habilitation Assistance Corporation's mission is to support individuals in realizing their personal visions.

Our goal is to empower individuals and their families through the delivery of quality consumer driven resources, services and supports that increase lifestyle options, independence, and improve their quality of life. The agency believes that all people regardless of ability have the right to be happy, leading full and self-determined lives with dignity and the respect of the community.



Introduction

Habilitation Assistance Corporation is committed to providing you and all of our members with quality professional services. A Resource Team representing the fields of occupational therapy, physical therapy, speech/language therapy, health care/nursing supervision, and behavior management is available to you. Our services have also been made more accessible to you through *Access Express*, a quality, professional transportation service offered by Habilitation Assistance Corporation.

The foundation for our agency's success comes from listening and acting creatively upon input from our members. You will routinely be asked to provide us with feedback as to the quality of our services and supports. There are several opportunities for you to be actively involved in the development and direction of the agency. These opportunities include participation in evaluations of staff performance, satisfaction surveys, group meetings, and committee membership such as the Advisory Council, Health and Safety and/or the Social Events Committees.

Habilitation Assistance Corporation's Access Centers have all received the highest level of accreditation from CARF International, demonstrating our commitment to offering programs and services that are measurable, accountable, and of the highest quality. More on CARF can be found at www.carf.org.

The following pages will help acquaint you with some of the policies and procedures of the agency. We hope this information will assist you in making a smooth transition to Habilitation Assistance Corporation. Feel free to contact your Program Director or someone you feel comfortable with to ask any questions you may have.

Policies

Hours of Operation

The Administrative Office is open from 6:30 a.m. to 4:30 p.m., Monday through Friday, except on holidays. Program hours are typically 9:00 a.m. to 3:00 p.m., Monday through Friday, except agency observed holidays. The agency offers a variety of services outside of clinical day habilitation at other times and locations when specific supports and services are requested. Please contact your Program Director for more information if you are interested.



Your Daily Schedule



Your daily schedule will be (days and hours):

Attendance

Everyone's contribution to the Access Center is significant. When you do not attend, it affects your progress toward your goals and vision for your life, your program, and your colleagues. Therefore, as a member of Habilitation Assistance Corporation, it is important that you attend the Access Center on a consistent basis. If you need to be absent from your program, please inform your Program Director before 9:00 a.m., or if being provided transportation by Access Express, prior to 7:00 a.m.

Extended Absence

It is important to keep the Program Director or Nurse at your program informed of any issue that may keep you from attending the access Center. If you are out on an extended leave/absence (with the exception of a planned and scheduled seasonal basis) and we cannot determine if you will return to the program, the director may begin the discharge process after a 3-month absence. A reminder letter describing this may be sent to member/guardian after a 30-day absence. A previous discharge from a program will in no way affect the re-application process if the member chooses to re-apply for program membership. Since a leave greater than 3 months may have resulted in a significant change in your status, please know that a re-application does not guarantee acceptance into the program. Assessments and evaluations would be required to determine appropriateness for returning to the program.

Holiday Schedule

We want to be here for you to assist you in reaching your goals. Throughout the year the Access Centers will be closed in observance of certain holidays. Some services will not be available on those days. Habilitation Assistance Corporation's holidays are as follows:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

If a holiday falls on a Saturday, the program will typically be closed the prior Friday. If a holiday falls on a Sunday, the program will typically be closed the following Monday. Habilitation Assistance Corporation reserves the right to change the Holiday schedule at any time.



Snow Days/Inclement Weather

At times the Access Centers may close for an entire day or have early dismissal or delayed openings due to inclement weather. Closures or delays will be communicated to you by our automated phone system. Please be sure the program director has any phone numbers you wish to be contacted in this case. If you have not been contacted and are concerned as to if services will be provided that day, please contact the Administrative Office at (508) 746-7433.



Transportation

The Department of Developmental Services and/or MassHealth contract with local transit authorities for services to provide transportation to and from the program.

Your transportation will be provided by:

You can contact them at (telephone number)

***You may request your transportation to be provided by Access Express,
a service of Habilitation Assistance Corporation.***

Orientation

Within five days of your admission to the program, you will meet with the Program Director or designee to complete the following:

- Review the policies and procedures outlined in this handbook.
- Tour the Access Center
- Receive an overview of the services and a sample daily schedule
- Establish an interim plan for supports
- Establish a communication system between the Access Center and home
- Introduce you to the following people: Program Director, Program Coordinator (if applicable), Case Manager, Program Nurse, Colleagues, Human Rights Officer, Health and Safety representative and all Program Staff members
- Meet with the Human Rights Officer to review your rights, including the grievance procedure
- Review emergency procedures in place at the Access Center
- Get an opportunity to ask questions and express any concerns

Case Manager

At the start of your supports, you will be assigned a case manager. This staff member is responsible for assisting you with any concerns that you may have regarding the program. Your case manager is:

_____.

Administrative and Therapy Staff

Our greatest resource in providing quality services for you is our employees. We provide extensive initial and ongoing training in the areas of Privacy/Confidentiality, Human Rights, Reporting of Abuse, Health and Safety, Workplace Violence, Cultural Competency, Sensitivity to the Needs of our Consumers, Bloodborne Pathogens, Corporate Compliance, Brain Injuries, Positive Behavior Supports, CPR and First Aid, etc.

The following is a list of staff members involved in providing you with services and supports.

Program Director: _____

Program Coordinator: _____

Case Manager: _____

Nurse: _____

Physical Therapy: _____

Speech Language: _____

Occupational Therapy: _____
Behavior Specialist: _____

In addition to our program staff, at times, you may have the opportunity to interact with student interns who are at our programs to obtain experience and training in the human services field. Interns will be supervised and receive an initial orientation training before working with members.



HIPAA Privacy Officer – **Jodie A. Cash, Administrative Office**
Corporate Compliance Officer - **Kelee Renzi, Administrative Office**
ADA Officer: **Jodie A. Cash, Administrative Office**
Administrative Assistant: _____
Human Rights Officer: _____
Health and Safety Representative: _____

MassHealth Cards or other Insurance Card



As a part of your acceptance into the program, you must provide us with a photocopy of your MassHealth card or other insurance card if applicable. This will be kept on file for medical and billing purposes. If your MassHealth insurance is cancelled for any reason and cannot be reinstated within 90 days, your membership at the day program may be in jeopardy.

Meals

Members should come to the access center having already eaten breakfast and should bring lunch in daily in a cooler pack lunch bag. If you need assistance with your lunch, our staff can assist you. We may from time to time have cooking groups where members prepare a meal for lunch, or also we may have the option to order **out for** lunch. We will let you know in advance if you do not have to bring in your lunch.

Any specific dietary requirements must be communicated to the Program Director and/or RN Supervisor in advance.

Dress Code

Your personal appearance and hygiene must be appropriate and acceptable while attending the program. You must be clean and neatly dressed. Shoes or sneakers must be worn at all times. When the weather allows, we may spend at least part of the day outdoors.

In the event of a situation in which clothing needs to be changed during the day, it is required that an extra change of clothing be kept at the program. Please mark each article of clothing in a discreet manner with your name to eliminate any difficulty in identifying proper ownership.



Personal Hygiene Supplies

To maintain a healthy environment and to assist in the instruction of Lifeskills activities, it is recommended that you supply your own comb and brush, toothbrush and toothpaste. These items will remain at the Access Center for your use exclusively.

Service Plan Meetings

During the Day Habilitation Service Plan and Individual Support Plan (ISP) meetings, your skills, progress, preferences and future plans will be discussed. Your participation as well as that of your family and any advocate(s) is requested at these very important meetings.

The process of developing a plan includes: identifying your needs and preferences; establishing long and short-term goals; developing a plan of action to meet the identified needs, and establishing a success criteria.



During the meeting, a written plan outlining the services to be provided and short and long-range goals will be developed. This plan (known as your Day Habilitation Service Plan or DHSP) will be filed in your case record with your daily schedule. Progress on your objectives will be documented and reviewed on a regular basis. You may request to review your record at any time by contacting your Program Director.

Your first DHSP will be in place within 90 days of admission to the Access Center. It will be updated/modified as necessary and reoccur on a five year schedule. We try to coordinate this meeting with your DDS Service Coordinator, who facilitates your ISP meeting, but dates may not coincide.

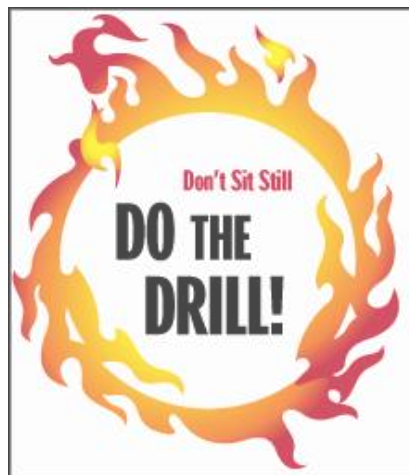
Leaving the Building

For your safety, you are required to remain at the access center unless accompanied by a staff member or you have received permission from the Program Director.

Should it be necessary for you to leave the access center for a scheduled appointment, advance notice of date, time, and destination as well as the name of the person who will be accompanying you is required. This person will be required to complete and sign the out/in log prior to your dismissal and may be asked to show identification.

Fire Safety and Emergency Procedures

Fire drills and/or other emergency drills are conducted on a monthly basis. Emergency procedures will be reviewed with you at the time of your orientation. If necessary, you will receive assistance from staff members to evacuate the building in a safe and timely manner. Your full cooperation during all evacuations is required. If at any time you feel there is a safety issue, please talk to your Program Director or Health and Safety Committee representative.



Rules of Conduct

You are expected to act in a responsible manner while attending the program. We request that you:

- Respect the rights of others
- Participate actively in supports offered
- Conform to established policies, procedures, and guidelines

Willful Destruction of Property

You are expected to respect the property of others. Willful destruction of property will not be tolerated, and you may be required to provide compensation for damages.

Cell Phone and/or Personal Device Use

Your privacy as well as the privacy of others working and participating at the access centers is very important to us. You may bring with you a cell phone or personal device, i.e. tablet, media player or camera, but it is important that you only use the device during personal/break time or with the approval of the Program Director. Also, you must not take photos of members and/or staff while in the program unless you are using agency camera/iPad and it is part of your program activities.

Social Media

Use of social media can be dangerous if not used with care. Any use of social media must be approved by the Program Director unless it directly pertains to the activities developed to meeting your goals and objectives. If you or your guardian have specific concerns around the use of social media, i.e. cases of bullying, harassment, or confidentiality, please contact the Program Director.

Smoking Policy

Habilitation Assistance Corporation is a non-smoking facility. Smoking is allowed only at specified times during the day and only in designated outside areas. These times may vary according to the group to which you are assigned. Cigarettes cannot be purchased at any of the access centers.



Policy on Handling Money

Member money in minimal amounts for special events such as community trips, special events, etc., may be collected and handled by a designated employee at each program. This employee will be responsible for reporting and tracking receipts for these limited funds. Member money is kept in a secure, safe area and will be returned upon discharge from the program.



Employees of Habilitation Assistance Corporation are prohibited from handling day program members' money except as noted above. Handling money includes, but is not limited to: reconciling checkbooks, writing checks for members, using bank cards, Automated Teller Machines (ATM's) or

providing banking services.

Lunch and Breaks

It is necessary for you to bring a lunch and an item for morning break with you each day. Your lunch should be ready to eat, include a beverage, and be stored in an insulated container or bag.

Communication System

All members attending the access center are encouraged to implement a communication system by which our staff can communicate regularly with your home environment. This can take place through discussions between yourself and staff members, by telephone calls, or written communication. These contacts are useful in conveying information

concerning activities and progress as well as answering any questions that either person may have.



Funding

Funding for services is generally provided by state and/or federal agencies. If health insurance eligibility is cancelled, you are responsible for any balances not paid by health insurance. Payment for services through privately supported tuition is permitted. Any person accepted to the access center must have fee sponsorship. You and the other members of your DHSP team determine the duration of the services and supports you will receive at Habilitation Assistance Corporation. If funding for services is interrupted for 90 days, your participation at the program may be in jeopardy.

Guardianship

In Massachusetts, a person is considered legally competent unless guardianship is formally established through a court procedure. If a legal guardian has been appointed for you, a photocopy of the guardianship decree must be submitted to Habilitation Assistance Corporation prior to the start of services.

Non-Discrimination/Sexual Harassment

Habilitation Assistance Corporation maintains and promotes an agency-wide policy of nondiscrimination and non-harassment on the basis of race, color, sex, age, disability, national origin, ancestry, sexual orientation, religion, Veterans and other protected status.

Cultural Diversity



Habilitation Assistance Corporation values differences in people, including cultural differences, and supports a diverse workforce and membership. The access centers foster a climate of cooperation, learning and acceptance of all cultures, religions, disabilities, etc.

Medication

If you require any medication during the day, prescription or non-prescription, you must inform the program nurse. A written doctor's order or a photocopy of the prescription is required prior to dispensing the medication. The medication must be given to the nursing staff in the original container with appropriate labeling. The transporting of medication will be discussed with you upon admission to the program. Signed doctor's order sheets must be updated annually or more frequently as needed.



Privacy

Your privacy is extremely important to us. Any information staff receive about your and other members is confidential and will never be shared without permission. Staff working with you will only be informed of the private information that is necessary for them to do their jobs. Please join us in maintaining the privacy of your peers by not sharing information with your peers that is not relevant to day program activities. If you know of information that may pose a safety or health risk to other members or staff at the program, please notify the Program Director or RN Supervisor.

Illness

If you become ill while at the access center, please report to the nurse's office. All attempts will be made to ensure your comfort and to contact your home to arrange transportation, if necessary.



If you will not be attending the program due to an illness, please notify the Program Director prior to 9:00 a.m., or if transported by Access Express, by 7:00 a.m. If you are

absent for three or more days and under a doctor's care, you will need clearance by your doctor to return to program.

Habilitation Assistance has guidelines to help determine whether it is appropriate to attend the program if you may have an illness or injury. These are only guidelines and may not cover every possible scenario. If you have questions or concerns please contact the program nurse prior to returning to program.

You should NOT attend program:

- If you have a fever, diarrhea or are vomiting. Please do not return to the program until you have been symptom free for 24 hours. If receiving fever medication, you should be symptom free without the medication for 24 hours.
- For the first 24 hours after starting antibiotic therapy.
- If you have an undiagnosed rash. Please get evaluated by your health care provider prior to attending the program.
- If you have not had your morning medications.
- If you have any communicable diseases. You must have medical clearance to return to program.
- If you have been evaluated at an urgent care center or emergency room, you will need written medical clearance that is dated and signed by a physician to attend program.
- If you have been pre-sedated for a medical or dental appointment you should not attend the program that day.
- If you have a trauma that needs to be evaluated by your health care provider (such as a fall, auto accident or head injury).

Member Records

Habilitation Assistance Corporation maintains a single record for each person served. All records are considered Protected Health Information ("PHI") and are private and confidential. An individual or guardian may gain access to his/her own record. However, since records are private, every precaution is taken to protect the confidentiality of the individual. The agency has adopted the Department of Developmental Service's regulations on "Access to Records and Record Privacy" (115 CMR 4.06) as well as HIPAA guidelines to ensure privacy. Only under specific circumstances will access to the records be granted and/or information released to other parties. Only information that meets the legitimate purposes of the requesting party and has been approved by the member or guardian when required will be released. Whenever possible, name and/or other identifying information will be withheld. Documentation of record access and release of information will be filed in the individual record and will be on file with the HIPAA privacy officer.

Medical Documentation Requirements

It is a requirement of Habilitation Assistance Corporation that the following medical documentation be completed and on file at the program in order to provide services:

- Pre-Admission Physical Examination with physician's consent for day habilitation services and authorization for exercise equipment and/or physical fitness activity
- Annual Physical Examination, with approval for day habilitation services and authorization for use of exercise equipment and/or physical fitness activity
- Program Agreement

Other medical information may be requested and/or required by our Program Director or R.N. Supervisor in order to assist us in providing the most effective day to day services and day habilitation service plan.

Health Insurance Portability and Accountability Act (HIPAA)

It is our policy to conform to the Federal Privacy Law, known as the Health Insurance Portability and Accountability Act (HIPAA). This law protects all member's privacy rights. The information listed below is to advise our members and their guardians of those rights and to encourage dialogue if you have any questions after reviewing this information.

The laws require that Habilitation Assistance Corporation maintains the privacy and confidentiality of your health information. The law also requires that we provide you with this information outlining our privacy practices and legal duties. The law requires that we abide by the terms listed below.

1. We may, from time to time, contact you, via the telephone to remind you of appointments or to inform you of services that might be of interest to you. If you are not at home, it is likely that the office staff will leave a message, if you have an answering machine or voice mail.
2. The new Federal Privacy Law permits our office to forward medical record information on your treatment and other entities, without your express permission for routine matters such as further treatment outside this office, to secure payment for services provided to you, and for other health care operations. The law requires us to provide some examples of what could be disclosed without your express authorization.
 - a. If this office received a request from a medical provider treating you, this agency would likely remit particular information to assist with your on-going treatment.
 - b. In order to secure payment, this agency might remit copies of notes generated during your treatment, this information could include diagnostic and treatment information that will be "codified" and forwarded to an insurance company for payment.
 - c. Sometimes, an insurance company denies payment for treatment and requests that the provider give the insurer a detailed summary as to why the treatment was necessary. In order to secure payment, this agency could complete such a report and disclose information about your treatment.
 - d. As part of our quality assessment and compliance programs or accreditation requirements, this agency periodically reviews its

treatment and billing to ensure that it is complying with other laws that govern health care. At times, this agency might engage an attorney, accrediting agency or other external consultant to compare records and bills to ensure that our practices are accurate.

- e. The Department of Health and Human Services, Department of Public Health, or other health oversight agency with the express authority under law could investigate and complete a compliance review of the agency and request to review patient's records.
3. Except for the above types of routine disclosures, other uses of disclosure of our protected health information will be made only with your written authorization. If you ever completed such an authorization, this notice advises you that you may decide to revoke the authorization at any time, so long as action has not already been taken in reliance upon the authorization, or if authorization was obtained as a condition of obtaining insurance coverage.
 4. You have the right to request that restrictions be placed on the information forwarded to other entities. To do so, you would need to forward a letter to the administrative office, expressly stating what information you did not want released, and any type of information you wanted not to be disclosed and to whom you do not want information disclosed to. Please understand that the law states that the agency does not need to agree to such a restriction. Please understand that in the event of a medical emergency, even if this office has a restriction prohibiting further release of medical information, the agency reserves its right to forward necessary medical information to the treating facility. In the event that this release occurs, we will make a good faith effort to convey to the facility not to further disclose this information. In fairness, we reserve the right to discuss payment with you at the time that you make such a request if you decide to restrict information flow to your insurance company. If you request that information not be sent to your insurer, the agency reserves the right to obtain payment directly through you.
 5. You have the right to request that we forward information to you at a different place, or at a different telephone, or by another means of communication. If you submit a request in writing to the administrative office, asking that we contact you at a location different than your residence, or if you ask that we forward copies of your

medical records to a different location, our agency will make a good faith effort to accommodate your request.

6. Pursuant to Massachusetts's law and the Federal Privacy law, you have the right to request a copy of your medical record. Upon receipt of a signed request from you (or your legal guardian), we will consider the request and if proper, permit the access to the information that our agency has determined to be the content of your "designated records set" (a term that includes many of the forms, notes and reports in your medical record folder.)
7. The Federal Privacy law grants you the right to find out if your health information has been released to anyone outside of those depicted in this Notice, or to someone else, without your authorization. In order to obtain such a report, you are asked to submit a request in writing to the agency. The request should ask for no more than six years of information. The agency is not mandated to release any information before April 14, 2003, the date the law went into effect. Furthermore, the provider reserves the right to charge a cost-based fee for the second request for such information within any 12 month period.
8. We intend to provide each current member and all new members with a copy of this notice. If at any time, you desire an additional copy of this Notice, please let us know.
9. If you believe that your privacy rights have been violated you have the right to file a complaint with this office. To do so, you need to forward a written letter to Privacy Office, Habilitation Assistance Corporation, 434 Court Street, Plymouth, MA 02360. Additionally, you may file a complaint with the Secretary of the Department of Health and Human Services. If you file a complaint, either with this office or the DHHS, you will not be retaliated against by the agency, its employees, owners or agents.

We reserve the right to change this Notice or Privacy Policy and to make any new Notice effective for all health information retained by this office. If the Notice is revised, the revised Notice will be sent to you.

The effective date of the above Notice is April 14, 2003.

Your Rights (excerpt from “*Human Rights Resources for Families*” by DDS 4/25/16)

Habilitation Assistance Corporation believes that all people have the same rights set forth in federal and state constitutions, in federal and state law, and in regulations, including the right to file complaints, to vote and to due process.

All people have the following rights which you should know and advocate for if you feel they are not being honored and carried out:

Right to “humane and adequate care and treatment”. Staff members should be attentive to your family member. They should speak to him/her respectfully, calmly, and in an age appropriate manner. Activities (such as television or music ...) should be based on individuals’ interests rather than staff selection or preference.

Right to appropriate communication. Staff should assure that communication devices and other methods & modes of communication used by your family member are provided and used by all staff members.

Right to freedom from discomfort, distress, and deprivation which arise from an unresponsive and inhumane environment. Staff need to provide good and thorough personal care, so your family member is clean, comfortable and properly dressed. They should know the special support needs of each individual, which may include such things as communication method or device, specialized diet, medical &/or behavioral supports etc.

Right to self-determination and freedom of choice. This includes such things as deciding about what to eat and drink, how to spend their leisure time, when to go to bed, how to spend their money and so forth; to the extent possible, without exposing the individual to unreasonable risk.

Right to be visited and to visit others. There must be a compelling reason to limit these rights (such as safety of the individual and/or others); and such limit would require the individual’s or guardian’s consent, as well as a review by the provider’s Human Rights Committee and the ISP team.

Right to reasonable expectation of privacy; such expectation includes assistance, whenever possible by same gender staff for personal hygiene and related needs.

Right to engage in activities that promote each individual's meaningful community integration. This includes any person needing staff support in the community. Program staffing levels should be sufficient to honor this right.

If you feel that any of your rights have been violated, immediately contact your Human Rights Officer, Program Director, or someone you feel comfortable with, who can assist you.

Additional assistance and support may be obtained by contacting the **Disabled Persons Protection Commission (DPPC)** at their 24 hour, 7 days a week hotline at 1-800-426-9009.

Self-Advocacy

Habilitation Assistance Corporation supports and encourages our members in their self-advocacy efforts. It is important to know your rights and stand up for them as well as educate others. Some self-advocacy organization links can be found on the agency's website and below:

Disability Law Center
800-872-9992
<http://www.dlc-ma.org/>

Disability Scoop
<https://www.disabilityscoop.com/>

Wright's Law
<http://www.wrightslaw.com/>

National Gateway to Self Determination
816-235-1755
<http://www.ngsd.org/>

Allies in Self Advocacy
<https://alliesinselfadvocacy.org/>

Self Advocates Becoming Empowered
<http://www.sabeusa.org/>

Cape Organization for the Rights of the Disabled
800-541-0282
<http://www.cilcapecod.org/>

Self Advocacy Online
<http://www.selfadvocacyonline.org/>

Informed Consent

Habilitation Assistance Corporation requests signed, informed consent for services to be provided. Signatures are required on documents within the agency's admissions packet, program agreement, releases of information, and through the DHSP process. These documents are updated on a regular basis if necessary and are filed in the individual record.

Research Policy

If Habilitation Assistance Corporation were to engage in any type of research project, informed consent, refusal or expression of choice will be required and documented for any prospective participant in the project. Access will be referred to legal entities for appropriate representation if necessary to ensure that the rights of persons served are protected. If members are involved in a research project, Habilitation Assistance Corporation will adhere to research guidelines and ethics.

Grievance Procedure

At Habilitation Assistance Corporation, protecting an individual's human rights is one of our core values. In an effort to ensure that our member's rights are protected, the agency has a Human Rights Committee comprised of a representative from each access center and other individuals independent of Habilitation Assistance Corporation who represent other community members. The role of this committee is to monitor and ensure that all members' rights are protected.

This Grievance Procedure is in place to ensure that any individual who feels he/she has been treated unfairly may receive fair and reasonable consideration of his/her concern. *If a formal grievance is filed, it will be documented and Habilitation Assistance Corporation will ensure that it is kept confidential and that the member's privacy is protected. The agency will also ensure that any action will not result in retaliation, barrier to services or exploitation.*



If you have a grievance, you may present your complaint on your own or with assistance from a witness, advocate, personal representative, and/or Human Rights Officer. All grievances will be handled in a manner to ensure your freedom from abuse, barriers from service, exploitation, retaliation, humiliation or neglect.

Step One: Your concern(s) should be brought to the attention of the Program Director or Program Coordinator, in writing or orally, as soon as possible. The Program Director or Program Coordinator will hold a meeting within two (2) working days of being notified of your grievance. All significant persons will be invited to the meeting to review the complaint. You must be in attendance at this meeting.

The Program Director or Program Coordinator will have three (3) working days following the meeting to respond in writing and discuss the response with you. A copy of the written response will be forwarded to all involved individuals, the Chairperson of the Human Rights Committee, and the Executive Director.

Step Two: Should you feel that your grievance is still unfavorably resolved, you must inform the Executive Director, either in writing or orally, within ten (10) working days of the Program Director's written response. The Executive Director will have five (5) working days to notify all involved parties in writing and discuss with you his/her findings.

Step Three: If you wish to appeal these findings, you must notify the Chairperson of the Human Rights Committee, either in writing or orally, within ten (10) working days of receipt of findings. The Chairman of the Human Rights Committee has five (5) working days to notify all significant parties in writing and discuss with you the findings.

If you are unsatisfied with the findings of the Chairperson of the Human Rights Committee, you may appeal to the Board of Directors of Habilitation Assistance Corporation. The Board of Directors will meet with you (and/or your personal representative) to discuss your issue(s). The final report following this meeting will serve as the final judgment on the complaint.

Input from the persons served

Habilitation Assistance Corporation is committed to gathering and utilizing input from persons served. The individual and/or personal representative is an integral part of the decision-making process that assists in identifying changes in needs and in the ongoing development of the program. The individual being served and/or personal representative will be given every opportunity to have an impact upon their services. This perspective will enhance Habilitation Assistance Corporation's ability to assess, improve and better determine service needs. It is through individuals' rights and self-determination that members mold and shape their future and the future of service provision at Habilitation Assistance Corporation.

To meet the goal of input from the persons served, Habilitation Assistance Corporation has in place the following methods:

1.Member Meetings:On at least a monthly basis, the Program Director will meet with individuals and/or their representatives in a group meeting. The purpose of the meeting will be to discuss the program and matters of mutual concern. The focus will be the following: a) to inform those served/members of plans that are relevant to daily schedules and programming; b) to seek cooperation from groups and individuals in achieving efficient use of resources for the access center; c) to receive suggestions from our members and to answer any and all of their questions; and d) to identify any barriers that may exist. Minutes of these meeting will be kept on file.

2.Personal Meetings: If an issue is in need of immediate attention, an individual or a representative may meet or talk with the Program Director at any time. Documentation may be filed with the minutes of the meetings and pertinent information given to the Executive Director.

3.Satisfaction surveys: Satisfaction Surveys will be forwarded to parents and/or guardians and other concerned parties. Members, with the assistance of the Program Director or designee if needed, will also complete a Satisfaction Survey.

4.Agency Committees: Member participation on the agency's Advisory Council and Health and Safety Committee are encouraged. These regularly scheduled meetings will offer a forum for members and community members to be involved with reviewing, modifying, and planning of the agency and its activities. The agency also encourages membership on the Member Social Events Committee. This committee provides an opportunity for individuals to have input into and assist in the development of special program activities as well as agency events.

5.Grievance Procedure: To be responsive to the concerns of the persons served, the agency has in place a grievance procedure. This procedure is outlined on page 18 of this handbook, and is reviewed with each member and/or representative prior to or within the first five days of admission.

Discharge Planning

When you and/or your interdisciplinary team determine that you will no longer benefit from day habilitation services, we can help you develop a discharge plan to assist in acquiring a more suitable placement. If you relocate or decide to choose a different day program or service, please include us in planning your transition.



Thank you for choosing
Habilitation Assistance Corporation!