



1455 Fowler Street
Richland, WA 99352

Program Manager: Megan Fort
(509) 783-1131 ext. 129
meganf@arcoftricity.com

COMMUNITY ACCESS 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 Access 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 CA is to support participants to actively and independently participate in their local community. The Arc has identified certain skills that, when learned and/or increased, will bring participants closer to this goal. Program goals are based on increasing these identified skills or outcomes, which are as follows:

- Social skills
- Behavior skills
- Participation skills
- Community integration
- Health and safety skills
 - Personal hygiene
 - Transit access
- Independence

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 Access 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 Access 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).

Setting

Community Access 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 Access 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 Access.

Staffing

Community Access 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 hours and days vary. Depending on participant choice, activities may take place on evenings and weekends as scheduled with assigned Community Access Specialist serving as direct staff.

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.

Services will be closed during holidays. Services can also be suspended due to emergency or health reasons without forfeiture of placement within the Community Access program.

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 bathroom stall. Participants and providers are responsible for providing their own wipes and briefs. Any personal care assistance needed will be discussed and determined on a case-by-case basis.

Availability of Services

There is no definite maximum number of participants that can be served in Community Access. 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. Frequency of service days per client is dependent on the number of approved hours (via the County Service Authorization) and client preference.

Intake Assessment

When an individual has been referred for Community Access 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 Access 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 Manager will work with the participant and his or her support network to develop a draft of a 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 service plan will be in place within one month of the participant's start date, and only after approved by the person 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 Access program. The following measures will be implemented and maintained to ensure meaningful client feedback is obtained at the described intervals:

Participant Input and Training

Monthly client input will be collected by direct staff while working with clientele, including but not limited to satisfaction of services, desired activities, and suggestions for improvement. This form additionally includes record of client health and safety training.

Participant Satisfaction Survey

Client satisfaction surveys will be collected by The Arc representative with individualized plan updates, at least annually, and up to every 6 months 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, The Arc representative will complete the feedback form, which encompasses a summary of monthly client responses on Participant Input and Training, client input during the assessment, and family or provider feedback during the assessment.

During individualized Community Access 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 Access is funded by the State of Washington through the Developmental Disabilities Administration (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 Access programming. Please contact The Arc at 783-1131 ext. 129 for more information.

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
- Respect others and their property
- Adhere to Ben Franklin Transit rules (if applicable)
- No smoking
- Keep hands and feet to yourself; handshakes and high-fives are allowed
- Use of profanity is prohibited
- Follow instructions given by staff

Behavior Support

Community Access staff may provide behavior support for participants. If challenging behaviors are identified, staff will coordinate with residential providers, family members, legal guardians, and/or CRM to obtain any Positive Behavior Support Plans (PBSP) are currently in use. If no PBSP is in place, information will be obtained and used to create a PBSP to be utilized during Community Access program hours. Behavior support is an option for participants provided that his or her needs can be adequately met by staff. 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:

- Persistent diarrhea (more than 3 times in 24 hours)
- Vomiting
- A fever of 100°F or higher
- Drainage from the eye, or a pink color in the white of the eye
- A sore throat
- A rash, particularly a draining rash
- Fatigue that prevents participation in regular activities
- Lice or scabies
- 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, The 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 Access 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 a client applies to participate in Community Access, the Program Manager will follow the intake process below:

- Contact the Program Manager to schedule intake (Intake will include client and provider/family)
- Return filled-out paperwork to program manager
- Sign for receipt of Participant Manual, Exchange of Information Release, and Media and Medical Release
- Apply for Dial-A-Ride service and purchase monthly pass as necessary

Upon receipt of all application paperwork and confirmation of county service authorization from the CRM, the Program Manager will determine eligibility for acceptance and date of program commencement.

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. The Arc staff will ensure that all participants' individual rights are promoted and protected. Each person served has the right to the following:

- Dignified and respectful treatment
- Freedom from abuse, neglect, and humiliation
- Freedom from financial or other exploitation
- Respectful interactions with staff members
- Privacy and confidentiality
- Expression grievances without fear of retribution
- Unrestricted access to personal property that will not be interfered with unnecessarily
- An assessment to determine level of support needed during program
- Receive 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.

Admission Policy

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

- 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 Community Access 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).

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

Development of Community and Natural Supports Policy

The Arc of Tri-Cities is committed to the development and implementation of Community Access 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 Access programming, as any assistance, relationships, and interactions necessary to provide the following program benefits and outcomes:

- Allow a participant to access and 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 is sought as part of integrated service delivery to enable participants to access their community to the fullest extent.

Staff Training Policy

The Arc of Tri-Cities recognizes that, as an agency concerned with human services, it has a special responsibility to encourage and support learning about best practices to meet human needs through an interdisciplinary knowledge base. The Arc’s operational success is based largely on the contribution and commitment of individual staff members. As a result, The Arc wants to support staff in the performance of their designated roles and to help them to fulfill their potential during the course of their employment. The Arc is therefore committed to providing agency staff with ongoing opportunities to remain current on issues of

participant and staff safety, adaptive aids and services, services to participants, and other relevant topics, including training on required DDA Policies, First Aid/CPR, and HIV/AIDS.

Training and development includes any activity which contributes to the enhancement of knowledge, skills, competence, and working practices by agency staff members.

Identification of Staff Development Needs

Initial staff training will include agency assurances and policies; employee, health and safety, and disabilities service manuals; DDA policies; and prevention and reporting of client abuse, neglect, or mistreatment. An assessment of the skills of each individual staff member, when he or she is appointed to a new role, will lead naturally to the identification of his or her need for training and development, related to the duties they are to perform. In addition, development of additional staff training will be identified in a variety of ways, e.g. by skills audit during annual reviews, by feedback during monthly staff meetings. It is our policy that all staff members have at least one annual performance review per year with the Program Manager, at which time training and development needs will be assessed and ways of meeting these will be identified, and an appropriate timescale agreed.

Department Responsibilities

For each department in which a staff member is employed, the Program Manager will be responsible for the following:

- the planning and implementation of cost-effective training
- identifying division of job responsibilities and needs of staff
- ensuring staff attend all statutory training requirements
- ensuring all staff receive regular feedback on their performance and that end of probation and annual performance reviews are completed on time, with clear objectives set, and any training needs clearly identified
- developing monthly training based on staff feedback during previous meetings

Individual Responsibilities

The Arc of Tri-Cities aims to create an environment where each staff member takes shared responsibility for his or her individual personal and career effectiveness and development. All members of staff are required to participate in staff performance reviews and to make all reasonable efforts to attend training and staff development as may be identified and agreed upon occasionally.

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.

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 a grievance or alleged infringement of rights without suffering negative repercussion.

Procedure

Participants who have grievances should notify The Arc of Tri-Cities staff member either verbally or in writing. Participants will be supported and encouraged in their expression of grievances without suffering from negative repercussion.

Participants are encouraged to seek the assistance of their family, care providers, CRM or other advocates to support them as needed.

The grievance must be expressed in writing. 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. 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 Executive Director in writing for review, who will investigate and attempt to negotiate a resolution to all grievances expressed within ten (10) working days. If the response will take longer than ten (10) days, the Executive Director will contact the complainant and give an estimated date of response.

If the decision of the executive director is not agreed with, the grievance may be forwarded to the board of directors in writing for review. Within 15 working days a decision will be reached and the participant will be notified of the decision in writing. Any matter not resolved to the complainant's satisfaction or if the complainant wants further review, the appropriate Regional Administrator will be notified to address the issue. 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.

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.

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.

Actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion or any other legally protected characteristic is strictly prohibited.

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.

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.

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

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

**Step one 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.*

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

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

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

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

Depending on the number and severity of incidents, the Program Manager may request a meeting between the CRM, family, residential staff, participant, and The Arc staff to decide on appropriate steps to be taken, which may lead to termination. Before a participant can be terminated from Community Access, the case shall be reviewed by the Executive Director.

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 Access on the basis 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 (Benton and Franklin Counties).
- 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.

Transition Criteria

If a Community Access 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 Access and an employment service at the same time.

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.

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.

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.



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 Access 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 Access, 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.