



Participant Handbook

For all participants of Charlene's Angels

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NOTICE

The content of this handbook is not all-inclusive nor a promise or contract between Charlene's Angels and its participants. These guidelines are intended to help you understand how Charlene's Angels policies and procedures apply to you. At any time, Charlene's Angels reserves the right to modify, change, suspend or cancel all or any part of the policies, procedures and programs contained in this handbook. Charlene's Angels will, at its discretion, make changes and develop new or revised policies and procedures from time to time. When possible and appropriate, Charlene's Angels will seek input from staff and program participants. When Charlene's Angels develops or modifies new policies, procedures, and programs, it will notify you as soon as possible. Differences that result from such changes will take precedence over the contents of this handbook.

For the most current policy and procedure information, contact Charlene's Angels Executive Director, Charlene Guthrie at 317-431-1484.

A copy of this handbook can also be found online at www.charsangels.org

WELCOME TO CHARLENE'S ANGELS!

We are very happy that you are interested in services through Charlene's Angels! You may have lots of questions about the services we offer, and you might want to have a place where you can look up your questions and have them answered. This handbook will serve as a resource for you to help answer your questions and explain what we do at Charlene's Angels. If you need any help in understanding this handbook, we will be happy to help you with any problems or questions.

What is Charlene's Angels?

Charlene's Angels is a program in Greenwood, IN that provides services to adults with intellectual and developmental disabilities. The Executive Director of Charlene's Angels is Charlene Guthrie. She reports to the board of directors. Charlene's Angels gets funding from the state and federal government. Services at Charlene's Angels are accredited by the Commission on Accreditation for Rehabilitation Facilities (CARF). To get more information about Charlene's Angels, you can visit www.charsangels.org

What is Charlene's Angels Mission, Values and Principles?

Charlene's Angels mission is to provide a compassionate, personalized learning environment and instruction in order to encourage and empower extraordinary adults to unlock their potential and to realize an enriched quality of life.

We believe in promoting a culture built on a foundation that promotes the following values:

- *Acceptance*
- *Capabilities*
- *Self-Advocacy*
- *Innovation*
- *Integrity*
- *Collaboration*
- *Professionalism*

We are guided by the following principles:

- *We believe that all individuals deserve the opportunity to live a meaningful life.*
- *We believe in the potential of every human being.*
- *We believe in the value of community involvement and social support.*
- *We believe in the importance of continued support for good mental, physical, and spiritual health.*
- *We believe in promoting and supporting greater independence.*

Person-Centered Philosophy

Charlene's Angels values the person-centered process, whereby the needs and preferences of the Individual are directed by that person, in collaboration with family, friends, and other team members, placing the Individual at the center of the planning process.

Charlene's Angels practices the "Charting the LifeCourse Framework" to help Individuals and families of all abilities, and all ages develop a vision for a good life, think about what they know and do, identify how to find and develop supports, and discover what it takes to live the lives they want to live. This allows Individuals and families to focus on their current situation and stage of life but also allow them to look ahead to think about life experiences that will help them move toward an inclusive, productive life in the future.

What is “important to” and “important for” the individuals we serve is at the core of our person-centered planning process, and their self-identified outcomes are the drivers for all that we do on their behalf. In addition, all Charlene’s Angels staff receive training on Person-Centered Philosophy so that we are better able to understand and implement the person-centered planning process.

What is “important to” is what matters most to people and is how they define a quality of life for themselves. It encompasses those things in life which help one to be satisfied, content, comforted and happy. It includes:

- People to be with/relationships
- Things to do
- Places to go
- Rituals or routines
- Rhythm or pace of life

What is “important for” people include factors that we need to keep in mind regarding:

- Physical health and safety, including wellness and prevention
- Emotional health and safety, including support needed
- What others see as important to help the person be a valued member of their community

WHAT TYPES OF SERVICE DOES CHARLENE’S ANGELS OFFER?

Charlene’s Angels has several different services that you may be interested in and eligible for. You may participate in one or more services. The following are short descriptions of the services we offer. If you would like a more detailed description of any program, please contact a member of the administrative staff at Charlene’s Angels for a program description. You may also get more information about programs on our website at www.charsangels.org

Day Services

Charlene’s Angels provides participants with comprehensive, therapeutic activities, structure, and supervision to those in our program. In our unique setting, participants are encouraged to participate in individual or group activities of their choice. Individuals participating in the day program at Charlene’s Angels can expect individualized attention geared toward skill acquisition, development and nurturing based on goals identified in their person-centered plans. Some unique things about our program are daily bible study and exercise, weekly karaoke, arts and crafts, group discussion, our attention to client’s goals, and facility and community-based activities.

Respite Services

Charlene’s Angels offers Respite care which is the temporary care of a person with a disability to offer relief to the family or caregivers.

Respite Service allows for time to reenergize, deal with emergencies, or engage in personal, social, or routine activities and tasks that otherwise may be neglected, postponed, or curtailed due to the demands of caring for a person who has intellectual disabilities.

Assistance with Household Tasks

Respite care providers can help assist with everyday chores, such as laundry, meal preparation, and help with homework.

Assistance with dressing and bathing

Respite care providers can assist clients with bathing, dressing, using the bathroom and other essential daily tasks.

Transportation to appointments

Respite care providers can help get clients to appointments safely and on time.

Companionship

Respite care providers can keep their client's company and make sure they are well cared for.

Participant Assistance and Care (PAC) Services

Charlene's Angels offers PAC services to assist clients in acquiring and maintaining daily life skills in both the home and in the community.

PAC Service is a type of care that offers support and hands-on help with a variety of situations for people with developmental disabilities. Whether your family member needs a little bit of help or a lot more assistance, PAC can often make a huge difference.

Assistance with Personal Care Tasks

Personal care tasks, like bathing and dressing, might be difficult due to developmental disabilities. On their own, those tasks might be ones that take all day to accomplish or are impossible. With just a little bit of help, though, your family members might be able to handle those tasks.

Help Completing Daily Chores

Beyond personal care tasks there are also daily chores and other tasks that need to be handled, like running errands, making the bed, and dealing with dishes after eating also fall into this category. If your family member only needs a little guidance staying on task, this might be the way to help them.

Transportation Assistance

Getting where they need to go is important for your family members, too. And if other family members aren't available to help with transportation, that can be a problem. Participant Assistance and Care personnel can assist your family members with their specific needs.

~Participation in all Charlene's Angels services shall be voluntary~

GETTING STARTED

Charlene's Angels supports your right to make your own informed choice about the agencies that provide services you are looking for. We will give you information about the support and services we can provide. We hope you will visit, observe, and ask questions about any program you may be interested in and eligible for at Charlene's Angels.

How do I get referred for Charlene's Angels services?

Most often, individuals are referred to our program through members of their interdisciplinary team or by doing independent research regarding service offerings. All services will be provided without exclusion or discrimination in regard to, disability, race, color, national origin, gender, sexual orientation, religion, or age. If you are interested in attending Charlene's Angels, you will have an opportunity to meet with our staff to discuss the services to see if Charlene's Angels would be a good fit/match for you. Guardians, support persons, friends, family, and staff, (anyone significant to the individual), are welcome to attend this initial meeting.

What is Charlene's Angels referral to admission process for Adult Day Service?

Applicants are accepted in the order that their referrals are received, providing that there is a service that matches the applicant's interests. It is our goal that all referrals be contacted within 10 days of receipt of referral so that an initial interview can be scheduled and plans for services can be initiated. In accordance with Charlene's Angels wait list policy, if an opening does not exist, you will be placed on a waiting list, until a place opens. While on the waiting list, you will receive monthly follow-up from a Charlene's Angels staff member to update you regarding your status in the program. An individual may be considered inappropriate for group participation for a variety of reasons. Some examples include:

- Inability to function at 8:1 or 6:1 ratio in programming (need for additional supports)
- Behavioral issues/history
- Lack of sufficient peer group

If the team at Charlene's Angels determines that you are not a good fit for programming, you will be notified by a member of Charlene's Angels administrative team.

To determine if a participant is eligible for services, an ADS (Adult Day Service) level of assessment tool will be utilized to determine each participant's level of service using a point system. Charlene's Angels may accept participant's meeting Level 1 Service, which cannot exceed 11 points and Level 2 Service, which cannot exceed 22 points.

To be considered for admission to the day service, the following guidelines are followed:

- Participants must be 18 years or older.
- Participants must be free from any communicable diseases.
- Participants must undergo the ADS level of assessment to assure that the Center can meet the participant's needs.
- Participants must be suitable to receive assistance from no more than one person.
- Participants must be ambulatory.
- Participants must be continent of bowel or bladder.

Charlene's Angels may accept participants who meet the criteria for the Basic Adult Day Service (Level 1 and Level 2) as follows:

- a. Monitor and/or supervise all Activities of Daily Living (ADL's are defined as dressing, bathing, grooming, eating, walking, and toileting) with hands on assistance as needed.
- b. Comprehensive, therapeutic activities
- c. Assure health assessment and intermittent monitoring of health status.
- d. Monitor medication (Charlene's Angels staff does not administer *any* medication – this means clients must be able to take medication on their own, including diabetic insulin)
- e. Ability to provide appropriate structure and supervision for those with mild cognitive impairment.
- f. The staff to participant ratio not to exceed 1:8 for level 1 and 1:6 for level 2.

Charlene's Angels has the right at any time to reevaluate and reassess the participant's level of assessment, which could result in the ineligibility of service.

What is Charlene's Angels admission process for Respite and PAC Services?

Eligibility for Respite and PAC Services shall be based upon the following criteria:

1. The individual has a diagnosis of intellectual disability and meets the regular admission criteria;
2. Charlene's Angels has appropriate staffing to meet the needs of the individual.

Person's Served Records

Prior to admission for Adult Day Service or Respite and PAC Services, the participant/responsible party will provide Charlene's Angels with the required documentation and any other pertinent information deemed necessary for services.

Forms with time limitations will be sent home annually so records are kept up to date for each participant. A paper copy of forms will be kept in each participant's binder as well as a scanned copy in each participant's electronic folder. All participant binders are secured in a locked cabinet and room.

A New Participant folder is provided at the time of orientation and contains a checklist of required documents and the forms needed for services.

Employee orientation and training reinforce the meaning and importance of keeping participant information confidential and secure. Charlene's Angels Code of Ethics reinforces this as well.

How are services paid?

Usually, people who receive services at Charlene's Angels have funding through state agencies, such as The Bureau of Developmental Disabilities Services (BDDS). This is money from the Medicaid Waiver. To receive these funds, you will be asked questions to see if your disability and financial situation make you eligible for services. If this is the case and you are eligible for services, the state can pay for those services. Charlene's Angels can also arrange for you to make private payments for services if you are eligible for services but do not currently have state funding available. An administrator at Charlene's Angels can provide you with information regarding fees for services to you.

Individuals in our day program will have activity fees associated with participating in program activities. Charlene's Angels will determine what you will need to pay each month for activities.

How do I transition to another service within Charlene's Angels or exit our program?

A person may ask to transition from one service to another for several reasons including (but not limited to):

- You and/or a member of your team do/does not feel your current service is a good match for you.
- Your focus or goals for yourself have changed.
- You would like the opportunity to try something new.
- You feel you have gotten all you need from one service offering and would like to try another service offering.

If you determine that you need or want to change the service offerings that you are currently participating in at Charlene's Angels, you should contact your primary staff or our director at Charlene's Angels. Then, correspondence will likely take place between Charlene's Angels staff and your team to determine the appropriate next step. If you determine to exit our program, Charlene's Angels can provide a referral to reduce disruption in services.

A person may ask to exit services for several reasons including (but not limited to):

- You or your guardian may decide to leave services.
- You may have received all you can get from service, or your needs may have changed.
- You may no longer have funding for services.
- Your health may have changed so that it is not safe for you to be in services.

- You are asked to leave services due to behavioral issues or the inability of Charlene's Angels to support you within our program constraints.

Whenever possible, if/when you leave services, we will hold a meeting to discuss why you are leaving to see if there is anything else we can do to help. If you determine that you would like to come back to services after leaving, you will need to contact an administrator at Charlene's Angels to see if we can meet your needs.

How are Charlene's Angels staff chosen and trained?

At Charlene's Angels, we try to help you become the very best version of yourself! We work hard to choose and train the best, hard-working, caring staff we can find! We do not accept everyone who applies. Some of our staff requirements are the following:

- Staff must meet requirements for the job in which they are applying.
- Staff must pass a criminal background check and must be in compliance with industry standards.
- Staff must meet the training requirements set by the state, all funding sources, CARF and Charlene's Angels. We train new staff after they are hired, and current employees are required to participate in annual training.

All Charlene's Angels employees received initial training regarding Charlene's Angels policies, procedures, and regulatory requirements. They receive training specific to the individuals and their PCISP and individual BSP. We also provide ongoing training to all employees to provide positive support that facilitates individual success. All our staff are CPR and first aid certified and trained and are required to keep these certifications current. All staff are trained in medication monitoring. Each employee will receive hands on training to support individuals in our program. Employees will receive additional training by Behavior Consultants when an individual receives behavior management services.

What is the role of diversity at Charlene's Angels?

Charlene's Angels recognizes the individual differences of each of our employees and clients. Charlene's Angels supports, embraces, and encourages diversity in culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language. Charlene's Angels empowers different and diverse cultural ideas, perspectives, and knowledge to strengthen and further our mission. Charlene's Angels believes in Equal Opportunity Employment and practices this philosophy in the daily operations of the business.

Does Charlene's Angels keep my personal information private?

Charlene's Angels adheres to specific policies regarding confidentiality and consumer records. We will not honor any requests for information about you from outside individuals or organizations (excluding your referral source) unless you provide written permission to do so. Charlene's Angels will not solicit information about you without your written permission to do so. Even with written consent, Charlene's Angels will only release documents prepared by our staff. The following information is considered confidential information: Your individual support plan, assessments, and data, your medical and psychiatric information, your personal finances and benefits information, incident and observation reports written about you, your behavioral health plan and the data from it and any grievances or complaints you may have. We reserve the right to break confidentiality in the event of emergency circumstances.

How can I ensure my health and safety at Charlene's Angels?

Health and safety are a priority at Charlene's Angels. It is recognized that each staff member, client, and volunteer must have a safe and healthy atmosphere. Charlene's Angels is responsible for maintaining an on-going safety compliance program, thus ensuring that safety standards are maintained, safety rules and regulations are complied with, and that staff, clients, and volunteers receive and have the opportunity to participate in safety training. Charlene's Angels expects all staff, clients, and volunteers to comply with and commit to the standards set forth.

What do I do during an emergency?

In the event of an emergency, evacuation routes and safe areas are posted in the building which will show you where to go. Staff are aware of where these areas are located. You will regularly practice what to do if there is ever a fire, tornado, or other emergency. Depending on the type/severity of emergency situation, Charlene's Angels may request that clients be picked up early or remain at programming until the emergency subsides.

Code of Ethics

The board of directors, management, and staff of Charlene's Angels have adopted and committed to abide by the following ethical standards of practice and conduct.

- All people should be respected as individuals and valued for their contribution to the community.
- All staff and volunteers accept the responsibility for personal behavior and ethical job performance that goes beyond the requisites of ordinary employment. The staff member is bound to display warmth, kindness, and understanding toward people who are receiving services and to appreciate their individual qualities.
- Employees and volunteers are expected to represent Charlene's Angels in the community and in marketing efforts in a manner consistent with the mission of growth, dignity, and independence for persons with disabilities.
- Employees and volunteers are expected to refrain from behavior or conduct deemed offensive or undesirable or which is subject to disciplinary action.

Policy, Procedure & Operations Statement

Charlene's Angels shall abide by the following regarding policies and procedures, its inclusion in the Operations Manual and the Training Curriculum:

- Charlene's Angels will maintain a Policy and Procedure Manual as part of the Operations Manual. The purpose of these is to provide the minimum competencies for internal systems of operations.
- A Training Manual will be maintained by Charlene's Angels. The purpose of this is to ensure training standards are achieved according to the rules and regulations that dictate the minimum competencies necessary to continue providing services for which we are approved as an agency.
- These components of the business operations will be updated and revised as appropriate based on the changing needs of the individuals we support and the changing standards of operation. Regulatory standards will always be met or exceeded. A comprehensive review will occur ongoing, as necessary, and no less than annually.
- Should any of this information be requested by BDDS, or any other state agency, Charlene's Angels will provide such, at no cost; and make the requested documents

available to the requesting agency for inspection at the location of their choice (i.e., individual home, state office, provider's office.)

CHARLENE'S ANGELS POLICIES

If you participate in services at Charlene's Angels, the policies in this section will pertain to you.

When is Charlene's Administrative Office and Adult Day Service open, and when are services provided?

Charlene's Angels Adult Day Service is open from 7:30 am to 4:15 pm, Monday through Friday, except for the dates shown on our calendar or days of inclement weather. A calendar is provided so that you will have ample time to plan accordingly for these dates. Charlene's Angels may close for inclement weather. If this is the case, you should check local news stations, receive TEAM APP notifications (only if you sign up), or look on our FACEBOOK page for updates to let you know that we will be closed.

If I receive Respite or PAC services, when can service begin?

Service can begin once a meeting has taken place with the participant, parent or guardian, and Charlene's Angels staff. The staff member who will be providing service will discuss days, times, availability, goals, interests, and any other pertinent information. Keep in mind that dates and times may vary depending on the availability of staff and your need for services.

If at any time you have any questions or concerns regarding Adult Day Service or Respite and PAC services, please do not hesitate to contact us.

On what holidays is Charlene's Angels Administrative Office and Adult Day Program closed?

A calendar is provided of all the dates that the facility will be closed so that you can plan accordingly.

What other times is Charlene's Angels closed?

Sometimes, Charlene's Angels may be closed because of bad weather or other emergencies. We will try to tell you ahead of time about these closures, whenever possible. In the case of a weather closure, there are a few ways we will notify you.

- By Internet: Closures will be posted on our FACEBOOK page.
- Team APP: Your group facilitator will send you a notification to let you know when Charlene's Angels will be closed.
- Check local news stations for closings.
- Posting at Building: 'CLOSED' notices will be posted on the doors of Charlene's Angels, when possible.

Does Charlene's Angels have an attendance policy?

You are expected to attend all scheduled days at Charlene's Angels. Excessive absences may require a meeting with your team to determine if services should continue. However, there are some acceptable excuses to stay home. These include:

- Illnesses/emergencies
- Medical and doctor appointments
- Death of a family member
- Approved leave of absence
- Communicable infestations (bed bugs, lice, scabies, etc.)
- Planned/Approved vacations

Clients are asked to adhere to their agreed upon schedule. Failure to meet these expectations may result in dismissal from the program. If a client experiences long-term health concerns that will impact his/her ability to meet these expectations the individual's spot may be released.

What do I do with my belongings while at Charlene's Angels?

You should keep personal belongings in the space provided for you during your time at Charlene's Angels. Please do not bring things that cost a lot of money like radios, iPods, headsets, cell phones, cameras, or large amounts of money. Charlene's Angels is not responsible if you lose your things or if someone steals them. You should put your name on anything important to you, including lunches, coats, etc.

When will I be sent home from Charlene's Angels if I am sick?

The health and well-being of you and staff at Charlene's Angels is very important to us! To try to help all people stay healthy, the following guidelines will be followed. You should not attend Charlene's Angels and will be sent home when:

- You are running a temperature (100.4 degrees or higher) or have had a temperature in the last 24 hours.
- You are vomiting or have diarrhea (or have had either in the last 24 hours.)
- You have a severe sore throat or cough.
- You have an open sore that you will not leave covered by a clean, dry, sterile dressing.
- You have a rash or skin condition that may spread to others.
- You have any other illness or contagious condition.
- You have head lice.
- You have a suspected case of conjunctivitis (pink eye.)
- If you start acting sick while at Charlene's Angels, a trained staff will determine if you should be sent home.

If you need to go home because you are sick, the following steps will be followed:

- You or a member of Charlene's Angels staff will determine that you need to go home due to sickness.
- A member of Charlene's Angels staff will contact your guardian or residential provider to come pick you up.
- You may be kept away from others until you are picked up.

Does Charlene's Angels staff administer medications?

No, Charlene's Angels staff only monitors medication for those participants who require medication during service hours. At no time will Charlene's Angels staff administer any medication. At the appropriate time, the staff may provide necessary medication in the proper container to the participant. Staff will at no point touch the medication or be able to assist with administering the medication.

Participants must provide their own medication daily. All medications (prescription and over the counter) must be given to staff upon arrival and will be kept in a locked cabinet. All medication containers will be returned to the participant / responsible party at pick-up time. Participants are not permitted to keep medications on their person.

All medications (prescription and over the counter) that will be taken must be accompanied by a signed Informed Consent for Medication Monitoring by the participant's responsible party.

Prescription Medications:

- Must be in original pharmacy labeled container.
- Each prescription must be in its own labeled bottle.
- Labels must include:
 - Participant's full name

- Name of medication
- Dosage, including strength or concentration
- Frequency
- Instructions for use, including route of medication
- Potential side effects
- Drug interactions
- Physician's name and phone number (if prescribed medication)
- Name, address, and phone number of dispensing pharmacy
- Samples obtained from a physician may be used with appropriate labeling as listed above.
- Mail order prescriptions may be used with the appropriate labeling as listed above.

Over The Counter Medications:

- Must be in original packaging.
- Written instructions by the Participant's Responsible Party must accompany the medication.
- Instructions must include:
 - Participant's full name
 - Name of medication

Are there rules I have to follow when working with Charlene's Angels?

Yes! All participants at Charlene's Angels must adhere to the below rules. Some rules assist with developing habits which will allow you to be successful in the workplace while others help you have good relationships with others. You will go over these rules when you begin services at Charlene's Angels and must agree to follow them if you choose to be a part of Charlene's Angels. These are rules that all people should obey at work, at home and in the community:

- No leaving the group room (or group during an outing) without asking.
- No cursing.
- No biting.
- No hitting or punching.
- No yelling.
- No throwing objects.
- No touching other people or personal items without asking.
- No inappropriate touching or kissing.
- No leaving messes - clean up after yourself.
- No personal electronics during group activities.
- No stealing.
- No sharing lunches or personal snacks.
- No interrupting others.
- No weapons (real or fake) at Charlene's Angels.
- No touching or distracting the driver when in the vehicle.
- No getting on the computer without asking permission.
- No unexcused absences or excessive absences.

What happens if I break any of these rules?

Charlene's Angels policy is to try to deal with rule breaking/inappropriate behavior through programming and additional training and support rather than through disciplinary action. We will always give consideration to your disability and its relationship to your behavior. Physical and verbal abuse will never be used as punishment. Charlene's Angels has a hands-off policy, and only in emergencies will physical intervention be used to prevent self-abuse, other-abuse or as a part of an approved behavior plan. You can never behave in a way that is dangerous to you or

to others. Illegal activities are not allowed at Charlene's Angels. These behaviors are taken very seriously and will receive immediate action. In most cases, an emergency team meeting will be called where Charlene's Angels staff will work with you and your team to determine how to handle the situation, which may include time away from programs. The length of time will be determined by your team. You may be asked to leave the program immediately if a problem is deemed severe. Problems that may cause you to be asked to leave Charlene's Angels include the following:

- **Possession of weapons.**
- **Possession of alcoholic beverages or illegal drugs.**
- **Being under the influence of alcohol or drugs.**
- **Causing harm or exhibiting behavior which is potentially harmful to yourself or others.**
- **Stealing or destroying property.**
- **Elopement from Charlene's Angels or when on an outing.**
- **Inability or unwillingness to remain with your group or staff.**

If you do any of these things, a staff representative from Charlene's Angels will determine if you need to be sent home right away. These suspensions require that your parent, guardian, advocate, or residential provider be notified. You will also be held personally responsible for any damage you inflict on property at Charlene's Angels.

What kind of expectations will I have to meet as a part of Charlene's Angels?

- **Being on time and having regular attendance.** This means that I will do my best to only be absent when necessary (i.e. illness, death in the family, doctor's appointments, or other emergencies). I will text the numbers that I have been provided if I am going to be late or absent. Being on time and communicating any lateness or absence is a common expectation.
- **Dressing appropriately for the setting.** This means that I can wear casual attire; however, I should consider the amount of skin showing, the cleanliness of my clothing, and the language or content that is being displayed as I am getting dressed for the day. If an item of clothing is deemed inappropriate staff may request that I not wear that item again to Charlene's Angels
- **I will use good hygiene when getting ready to come to Charlene's Angels.** This means that I will bathe regularly with soap, shampoo, and warm water. I will ensure that my face, hands, and body are free of food stains and dirt prior to arriving at Charlene's Angels. I will apply deodorant. I will also brush my teeth thoroughly before leaving the house. Good hygiene is a common courtesy for the people who spend time in close proximity to me.
- **Active participation as a member.** This means that you will participate in Charlene's Angels activities to the best of your ability while at Charlene's Angels.
- **I will work actively to resolve any conflict with peers and staff before asking to switch groups.** I understand that I may not get along with everyone in my group. It is important to use problem-solving and conflict management skills to try and resolve any issues with people before acting rashly.
- **Respect for the individual beliefs and diversities of others.** This means that while I may not always agree with other people, I will not engage in disrespectful language about those differences. Being able to interact respectfully with lots of different people is a common expectation. I risk upsetting peers, staff and community members if I engage in disrespectful talk.

Are there rules that staff at Charlene's Angels have to follow to keep me safe?

Yes! Rules are in place at Charlene's Angels so that our staff will give you the respect you deserve and will keep you safe. The following are the rules that staff at Charlene's Angels are expected to follow:

- Employees are prohibited from borrowing money, selling, or buying items or engaging in personal financial transactions with participants.
- Employees cannot use social media to share comments, information, or images of clients without their permission.
- Employees will use Charlene's Angels provided/approved devices to communicate with staff.
- Employees will follow approved activity schedules and carry out ISPs as determined by participants' teams.
- Employees cannot conduct personal business while serving participants' including using cell phones, running errands, dealing with family issues, etc.
- Employees cannot take a participant to their home without permission.
- Employees cannot swear or tell inappropriate jokes in the presence of participants.
- Employees cannot discuss personal issues in front of participants.
- Employees cannot use or be under the influence of alcohol or illegal or mind-altering drugs in the presence of participants.
- Employees will adhere to appropriate standards of affection with participants and one another.

What Are My Rights?

The rights of Individuals with disabilities are the same as for all citizens. Every individual, unless legally determined otherwise, should be considered capable of exercising his/her full range of constitutional, statutory, and civil rights. Individuals with disabilities are also guaranteed additional, specific rights.

1. Charlene's Angels will specify to all clients their rights as follows:
 - a. Confidentiality of information
 - b. Privacy
 - c. Freedom from:
 - i. **Abuse:** physical or emotional harm
 - ii. **Financial or other exploitation:** someone taking advantage of you by trying to take money or valuables from you
 - iii. **Retaliation:** someone trying to get back at you in anyway for telling that your rights are being violated or complaining about how you are being treated
 - iv. **Humiliation:** being made to feel ashamed or degraded
 - v. **Neglect:** not having your emotional or physical needs met

Additional Rights Include:

- d. Access to information pertinent to person served in sufficient time to facilitate his or her decision making and their own records
- e. Informed consent or refusal or expression of choice and withdrawal of consent regarding:
 1. **Service delivery:** the type of services you are getting from Charlene's Angels, how you are getting them and preferences you may have
 2. **Release of information**
 3. **Concurrent services**

4. **Composition of the service team**
5. **Involvement in research projects, if applicable**
- f. Access or referral to:
 1. Legal entities for appropriate representation
 2. Self-help support services
 3. Advocacy support services
 4. Adherence to research guidelines and ethics when persons served are involved, if applicable
 5. Investigation and resolution of alleged infringements of rights

2. Charlene's Angels will specify to clients their rights as follows:

- The right to be treated with dignity and respect at all times.
- The right to fair and humane treatment.
- The right to medical care including routine, follow-up, and specialist care.
- The right to a safe and clean environment.
- The right to decide to participate or not participate in religious services.
- The right to not be the subject of experimental research without his/her prior written and informed consent or that his/her parent, if a minor, or his/her guardian: except that no involuntary individual shall be subject to experimental research.
- To decide to participate, not participate or withdraw from any research at any time for any reason.
- The right to have access to consultation with a private physician at his/her own expense.
- The right to be evaluated, treated, or receive residential habilitation in the least restrictive environment.
- The right to not be subjected to any hazardous treatment or surgical procedure unless (s)he, his/her parent, if (s)he is a minor, or his/her guardian consents; or unless such treatment or surgical procedure is ordered by a court of competent jurisdiction.
- The right in the case of hazardous treatment or irreversible surgical procedures, to have, upon request, an impartial review prior to implementation, except in case of emergency procedures required for the preservation of his/her life.
- The right to take a nourishing, well-balanced and varied diet.
- The right to keep personal possessions and clothing.
- The right to have access to friends and relatives privately.
- The right to have time which is considered private.
- The right to always have phone access to incoming/outgoing calls which could be local or long distance and in privacy at the individual's expense.
- The right to send and receive unopened mail.
- The right to open his/her own mail.
- The right to have the protection of an individual's funds and property from misuse or misappropriation.
- The right to have access to the community and the right to participate in social, religious and community activities.
- The right to have the same legal rights and responsibilities as any other person except as restricted by law.
- The right to have the right to due process and a review by a human rights committee when there is a restriction on any right.
- The right to be free from all forms of abuse and neglect.
- The right to not be compelled to provide services for a provider.

- The right when working voluntarily for a provider, (s)he is compensated at the prevailing wage (at least minimum wage), and commensurate with the individual's abilities.
- The right to have all personal and medical information kept confidential.

3. Charlene's Angels will specify to clients their rights as follows:

Definition:

"Client" means a person asking for or receiving services from an agency. For a minor, this includes a parent/guardian acting on behalf of the youth.

All who access services are informed of these rights:

- (a) The right to be informed of the rights described in this rule prior to consent to proceed with services, and a written copy is provided before services begin;
- (b) The right to receive information in language and terms appropriate for the person's understanding; and
- (c) The right to be fully informed of the cost of services.

Services are appropriate and respectful of personal liberty:

- (a) The right to be treated with consideration, respect for personal dignity, autonomy, and privacy;
- (b) The right to receive human services;
- (c) The right to participate in any appropriate and available service that is consistent with an individual service plan, regardless of the refusal of any other service, unless that service is a necessity and requires the person's participation;
- (d) The right to reasonable assistance, in the least restrictive setting; and
- (e) The right to reasonable protection from physical, sexual and emotional abuse, inhumane treatment, assault, or battery by any other person.

Development of service plans:

- (a) The right to a current service plan that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral; and
- (b) The right to actively participate in periodic service plan reviews with the staff including services necessary upon discharge.

Declining or consenting to services:

- (a) The right to give full informed consent to any service including medication prior to commencement and the right to decline services including medication absent in emergency;
- (b) The right to be advised of and refuse observation by techniques such as tape recorders, televisions, movies, or photographs, or other audio and visual technology.
- (c) The right to decline and hazardous procedures.

Restraint, seclusion, or intrusive procedures: The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.

Privacy: The right to reasonable privacy and freedom from excessive intrusion by visitors, guests, and non-agency surveyors, contractors or others.

Confidentiality:

- (a) The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared; and
- (b) The right to be informed of the circumstances under which an agency is authorized or intends to release, or has released, confidential information without written consent for the purpose of continuity care.

Formal Complaint: The right to have the formal complaint procedure explained orally and in writing, the right to file a formal complaint, with assistance if requested; and the right to have a formal complaint reviewed through a formal complaint process, including the right to appeal a decision.

Non-discrimination: The right to receive services and participate in activities free of discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state, or federal laws.

No reprisal for exercising rights: The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations.

Outside opinions: The right to have the opportunity to consult with independent specialists or legal counsel, at one's own expense.

No conflicts of interest: No agency employee may be a person's guardian or representative if the person is currently receiving services from said facility.

The right to have access to one's own medical or other treatment records unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's plan. If access is restricted, the plan shall also include a goal to remove the restriction.

The right to be informed in advance of the reason (s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.

The right to receive an explanation of the reasons for denial of service.

- 4. Charlene's Angels will specify to clients their rights as follows:
 - (A) The right to be treated at all times with courtesy and respect and will full recognition of their dignity and individuality;
 - (B) The right to an appropriate, safe, and sanitary environment that complies with local, state, and federal standards and recognizes the persons' need for privacy and independence;
 - (C) The right to food adequate to meet accepted standards of nutrition;
 - (D) The right to practice the religion of their choice or to abstain from the practice of religion;
 - (E) The right of timely access to appropriate medical or dental treatment;
 - (F) The right of access to necessary ancillary services, including, but not limited to, occupational therapy, physical therapy, speech therapy, and behavior modification and other psychological services;
 - (G) The right to receive appropriate care and treatment in the least intrusive manner;
 - (H) The right to privacy, including both periods of privacy and places of privacy;
 - (I) The right to communicate freely with persons of their choice in any reasonable manner they choose;

- (J) The right to ownership and use of personal possessions so as to maintain individuality and personal dignity;
- (K) The right to social interaction with members of either sex;
- (L) The right of access to opportunities that enable individuals to develop their full human potential;
- (M) The right to pursue vocational opportunities that will promote and enhance economic independence;
- (N) The right to be treated equally as citizens under the law;
- (O) The right to be free from emotional, psychological, and physical abuse;
- (P) The right to participate in appropriate programs of education, training, social development, and habilitation and in programs of reasonable recreation;
- (Q) The right to participate in decisions that affect their lives;
- (R) The right to select a parent or advocate to act on their behalf;
- (S) The right to manage their own personal financial affairs, based on individual ability to do so;
- (T) The right to confidential treatment of all information in their personal and medical records;
- (U) The right to voice grievances and recommend changes in policies and services without restraint, interference, coercion, discrimination, or reprisal;
- (V) The right to be free from unnecessary chemical or physical restraints;
- (W) The right to participate in the political process;
- (X) The right to refuse to participate in medical, psychological, or other research or experiments.

Charlene's Angels will do all that is necessary to safeguard the individual's rights outlined in our policy and procedure manual. Additionally, staff are encouraged to seek alternative information from any necessary agency to best support the individuals we serve. Examples of agencies that may offer additional support include:

The local Bureau of Developmental Disabilities
 Indiana Protection and Advocacy
 Adult Protective Services
 Department of Child Services

As a participant of Charlene's Angels, you are part of a team that strives to provide every person with humane care and protection from harm by encouraging and assisting individuals to fully exercise their rights. This includes voicing grievances, filing complaints, and asserting individual rights to due process when necessary. Charlene's Angels ensures the protection of an individual from any form of intimidation or retribution as a result of a reported complaint or grievance. Should you ever question the steps involved in protecting individual rights, we encourage you to discuss this with an administrator or refer to the full agency policy in our Policy and Procedure manual.

DEFINITIONS OF ABUSE, NEGLECT, AND EXPLOITATION

As a participant at Charlene's Angels, it is imperative that you understand how to recognize and communicate the definition of abuse, neglect, and exploitation. Knowing and understanding what the different types of abuse, neglect and/or exploitation are will assist you in protecting yourself and other individuals from any type of abusive, neglectful, or exploitative situations.

- **Physical Abuse:** Includes but is not limited to; willful infliction of injury, unnecessary physical or chemical restraints (medication), isolation, and punishment resulting in physical harm or pain. Examples include: 1) witness hitting or bruises/marks on a

person, 2) overuse of PRN medications; did not follow PRN protocol or 3) person has been locked in their room.

- **Verbal Abuse:** Includes, but not limited to; oral, written, and/or gestured language that includes disparaging and derogatory remarks to individuals. Yelling at a person, cursing and/or making any type of threatening statements directed at the individual.
- **Mental (or psychological) Abuse:** is closely related and usually takes the form of verbal abuse. This includes unreasonable confinement or intimidation, belittling or degrading comments and any comments or actions intended to cause shame or embarrassment to a person we support.
- **Sexual Abuse:** Any sort of sexual contact, or inappropriate intimate relations with a person we are providing support to. This may be brought to your attention by the person, housemate, or other people in the individual's life.
- **Neglect:** Includes failure to provide appropriate care, food, medical care, or supervision. Examples include staff not showing up for a shift leaving an individual without support, failing to support a person with personal hygiene when needed to the degree that health and safety is a concern.
- **Seclusion:** Placing a person in a locked area without a means to get out. Exclusionary time out is expressly forbidden by Charlene's Angels policy and procedure.
- **Exploitation:** Includes but is not limited to any deliberate misplacement, wrongful, temporary, or permanent use of an individual's belongings or money; use of individual or your role in their lives for your own personal gain. Examples include borrowing money from consumers, using consumers to cash checks for you, taking a consumer's vacuum home for personal use, allowing consumers to purchase fuel for your own automobile.

If you are witness to any of the above incidents, immediately report it to a Charlene's Angels employee.

REPORTING ABUSE, NEGLECT, EXPLOITATION & MISTREATMENT

If, at any time, you feel your individual rights or the rights of another are being violated, you have a responsibility to protect yourself and others with dignity. Your number one responsibility is to the preservation of individual rights—not to this agency.

Certainly, if appropriate, contact your staff to report such violations.

Should you ever be unsure whether individual rights are being violated—review Charlene's Angels Policy and refer to the Protection of Individual Rights and Definitions of Abuse, Neglect and Exploitation that were provided to you at intake. Never hesitate to request additional support from Charlene's Angels.

Assure that the Policy is enforced, as a violation of this kind requires Incident Reporting to appropriate state officials and Individual Support Team members.

The following people must be notified directly of the abuse, neglect, exploitation, or mistreatment—this typically occurs through the incident reporting process:

- Individual's legal representative
- Case Manager

- Adult Protective Services or Department of Child Services

Regardless of our internal reporting, or your willingness to consult with Charlene's Angels staff—you have a legal responsibility to assure that the situation is reported to the following agencies (appropriateness based on participant age).

- If under the age of 18, please report to Child Protective Services on the toll-free, 24-hour, statewide hotline at 1-800-800-5556.
- If aged 18 or older, please report to Adult Protective Services on the APS Hotline at 1-800-992-6978.

COMPLAINT PROCEDURE

Charlene's Angels implements a written procedure by which a person served may make a formal complaint (filed in writing), or appeal a decision made by the organization's staff members or team. A written analysis of all formal complaints is included annually in the Performance Analysis and when applicable identifies trends, areas needing improvement, and actions to be taken.

Definition of a formal complaint:

A complaint is an expression of dissatisfaction made to or about an organization, its policies, services, or staff where a response or resolution is expected. As described in the policy, this might be formal such as a written/mailed complaint, or informal such as a discussion with a staff member expressing dissatisfaction with suggestions to improve a service.

Procedure:

1. Charlene's Angels will not tolerate any mistreatment of or retaliation towards the persons served barriers to services by any staff member in response to a complaint filed by a person served. Violations will be thoroughly investigated. Persons served may file a complaint at any time that they feel that their rights have been violated or that they have been treated unfairly.

2. If a complaint arises, the person served is advised to try to resolve the concern with the person involved whenever possible. If the person served doesn't feel safe in doing so, s/he may submit the complaint to a staff member verbally or in writing. If the complaint is against that staff member, the person served may submit the complaint to another staff person.

A. Once a complaint is made, it is documented, and the following steps will be taken, and it will be investigated hours as follows:

- 1) Complaint reviewed and all aspects investigated within 24 hours. This investigation includes a meeting with the complainant and the party complained about (if applicable).
- 2) A plan of action will be developed. Every effort will be made to resolve the complaint.
- 3) Person served and complainant receive notice in writing of the findings and the plan of action.

B. If the person served is not satisfied with the response, s/he may, within 48 hours, take the complaint to the Executive Director or an Administrative Staff member. Once the complaint is submitted to either of the above, it will be investigated hours as follows:

- 1) Complaint reviewed and all aspects investigated within 24 hours. This investigation includes a meeting with the complainant and the party complained about (if applicable).
- 2) A plan of action will be developed.

- 3) Person served and complainant receive notice in writing of the findings and the plan of action.

C. If the person served is not satisfied with the response, s/he may, within 48 hours, take the complaint to any Executive or Administrative Staff Member. Staff names are posted prominently at the day program location. A Committee Team will convene to review and investigate the complaint. It will be thoroughly reviewed and investigated. A Committee Team may, at its discretion or at the request of the complainant, meet with the complainant and/or the person complained against. A Committee Team will give the person served a written response given to person served.

D. If the person served is not satisfied with the response, s/he may, within 48 hours, take the complaint to the Board of Directors.

Once the complaint is submitted to the above, it will be investigated hours as follows:

- 1) Complaint reviewed and all aspects investigated within 24 hours. This investigation includes a meeting with the complainant and the party complained about (if applicable).
- 2) A plan of action will be developed.
- 3) Person served and complainant receive notice in writing of the findings and the plan of action.

The Board of Director's decision is final.

A copy of documents involved in the complaint process will be maintained in the person served file.

3. The policy regarding complaints is written in the person served handbook in detail. The person served reads and signs a statement saying that he/she has read and understands the person served handbook at the time that it is given to them. The Executive Director or their designee, gives the person served handbook to the person served during their first meeting. The Executive Director goes over the person served handbook in detail with the person served, after which the person served signs the statement and it is then placed in the person served 's file.
4. A person served has the right to file a complaint at any time. It is the responsibility of that person to write down exactly what happened so that it can be investigated. The person under investigation (if applicable) has a right to know what the outcome of the investigation is within a reasonable amount of time. Administrators (or the investigating authority) have the right to complete a thorough investigation without being hindered by the parties involved. Charlene's Angels has a Person served Complaint Form that can be obtained from the administrative office. Charlene's Angels persons served are not required to use this form to file a complaint; the complaint can be submitted verbally or on plain paper if the person served wishes.
5. If advocates or other assistance is needed by a person served to help clarify some points relevant to the incident (probation officer, parent, community member) and it is appropriate to involve them, then this would be allowed.
6. If the complaint falls under the Department (DCS or APS) criteria for a critical or reportable incident then a copy of the incident report will be sent to them within 24 hours. If it does not fall within DCS or APS criteria, then it is handled as explained above.

7. A record of all complaints and appeals are kept by Charlene's Angels. These records are reviewed by the Compliance Officer to determine trends in the complaints and to identify areas needed for improvement.

8. A person served has the right to file a complaint at any time to Charlene's Angels. Contact number is (317-431-1484 and the Corporate Address is 7636 Timber Hill N Drive, Indianapolis, IN 46217)

WHO DO I CONTACT?

If you need more information about services at Charlene's Angels

Call us at
317-431-1484

OR

Visit us at
5800 W Smith Valley Road.
Greenwood, IN 46142

OR

Visit us online at
www.charsangels.org

We look forward to working with you!

~the Charlene's Angels team