

A decorative background pattern consisting of a network of thin, intersecting lines in various colors (blue, yellow, orange, purple) forming a complex geometric design of triangles and polygons.

The Arc Southern Maryland's Resource Guide

Revised 2.17.24.

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Welcome

to The Arc Southern Maryland family!

We are excited that you have chosen The Arc Southern Maryland to provide services to you and your family. Since 1975, The Arc Southern Maryland has proudly served individuals with intellectual and developmental disabilities (I/DD) and their families, becoming the leading advocate for children and adults with I/DD living and working in Southern Maryland. We provide an array of quality programs, opportunities for community inclusion, and advocacy on behalf of the people we support.

For your convenience, we have compiled this reference guide which provides a complete overview of our agency's programs, services, policies, and organizational structure. The guide also includes our holiday calendar, list of acronyms commonly used by the Developmental Disability Administration (DDA), and other useful information for families. We hope this guide will help you become better acquainted with our agency.

The history of our organization is rooted in families and community members passionate about creating opportunities for people with disabilities. We are so thankful to have you **Achieve with us** as we continue our tradition of advocacy, innovation, and service.

Sincerely,



Terry Z. Long
Chief Executive Officer

**Administrative Office,
Calvert County**
355 West Dares Beach Rd
PO Box 1860
Prince Frederick, MD 20678
Phone: 410.535.2413
Fax: 410.535.4124

Charles County Office
103 Paul Mellon Court
Waldorf, MD 20602
Phone: 301.932.7809
Fax: 301.932.7831

St. Mary's Office
Breton Market Place
25470 Point Lookout Rd. Unit H
Leonardtown, MD 20650
Phone: 301.475.5652
Fax: 301.475.0122

OVERVIEW

ABOUT THE ARC SOUTHERN MARYLAND

The Arc Southern Maryland is a private 501(c)(3) organization, affiliated at the state level with The Arc Maryland and at the national level with The Arc of the United States, which is the world's largest grass roots organization of, and for, people with intellectual and developmental disabilities (I/DD). The Arc Southern Maryland is also a United Way partner agency in St. Mary's, Charles, and Calvert counties.

The Arc Southern Maryland complies with all Developmental Disabilities Administration (DDA), Code of Maryland Regulations (COMAR), Maryland Board of Nursing (MBON), Division of Occupational and Rehabilitation Services (DORS), and other various state/federal guidelines.

HISTORY

The Arc Southern Maryland was originally founded in 1975 as the Calvert ARC. In 1992 the Calvert ARC merged with the St. Mary's ARC, expanded services into Charles County, and was renamed "The Arc Southern Maryland." Since then, The Arc Southern Maryland has become the leading advocate for children and adults with I/DD living and working in Southern Maryland. The Arc Southern Maryland provides an array of services including residential support, job placement, respite care, and behavioral support services.

MISSION STATEMENT

Create opportunities for independence and personal success for people with different abilities in inclusive communities.

GOALS

- The Arc Southern Maryland engages the people we support in exceptional assistance that maximizes self-determination and independence.
- The Arc Southern Maryland displays strong competencies, well-prepared, professional staff, and streamlined systems and practices that facilitate organizational excellence and financial strength.
- The Arc Southern Maryland influences people and businesses in Southern Maryland and surrounding areas to be our partners in embracing individuals with disabilities.

LEADERSHIP TEAM

The Arc Southern Maryland operates under the guidance of the Leadership Team, which is led by the Chief Executive Officer and consists of directors for each of the following operational departments:

- Behavioral Support Services & Quality Enhancement
- Business Operations
- Community Living (Residential)
- Community Support Services



- Development (Public relations)
- Human Resources

BOARD OF DIRECTORS

The Arc Southern Maryland is governed by up to 15-member Board of Directors. The Board is comprised of representatives from each county (Calvert, Charles, St. Mary's), at least one parent or guardian of an individual with I/DD, and one self-advocate. The officers for the Board consist of the following positions: President, Vice President, Secretary, and treasurer.

PROGRAM SERVICES

The Arc Southern Maryland provides a variety of services for people with disabilities and their families. The following sections will provide a more comprehensive view of The Arc Southern Maryland's available services, programs, and policies.

AUTISM WAIVER

The Arc Southern Maryland offers Intensive Individual Support Services through the Autism Waiver which:

- Includes individualized treatment plans.
- Implements goal-oriented and task-oriented intervention strategies.
- Provides the individual with behavior management skills.
- Improves self-sufficiency and positive self-expression.

BEHAVIORAL RESPITE

Behavioral Respite is a highly structured intervention that provides the intensive behavioral services in a well-controlled, behaviorally-managed residential environment with the primary purpose of reducing the frequency, intensity, and duration of challenging behaviors and/or manage co-occurring mental health issues so that the individual is able to return to a community-based placement either through a DDA provider or family/caregiver.

Behavioral Respite can be used to meet the needs of an individual for substitute care and supervision in emergency situations or as a planned, coordinated, transitional step-down program from acute case psychiatric facility. This is a temporary, time-limited placement that is prepared to meet those needs.

RESPITE

The Arc of Southern Maryland Respite Care program offers short-term respite care intended to provide both the family or the primary caregiver and the participant with a break from their daily routines. Respite relieves families or the primary caregivers from their daily caregiving responsibilities. Respite can be provided in: The participant's own home or a licensed residential site or the BSS home.

COMMUNITY LIVING/RESIDENTIAL SERVICES

The Arc Southern Maryland provides adults with disabilities safe and supportive residential housing services within the community. The Arc Southern Maryland operates more than 30 residential homes located in neighborhoods throughout Calvert, Charles, and St. Mary's Counties. The Arc Southern Maryland provides support to ensure that people are afforded the opportunity to live in a nurturing environment that promotes personal growth and community inclusion. Resources are available for various financial needs and support such as:

- Representative payee
- Bank accounts.
- Trust funds
- Food stamp benefits
- Various types of insurance

- Benefits counseling

COMMUNITY LIVING ENHANCED SUPPORT SERVICES

Community Living Enhanced Support services assist participants who require court ordered enhanced supervision and have challenging behaviors. These services help to ensure their safety and the safety of others in acquiring the skills necessary to maximize their independence in activities of daily living and to fully participate in community life. Community Living-Enhanced Supports can include learning socially acceptable behavior; effective communication; self-direction and problem solving; engaging in safety practices; performing household chores in a safe and effective manner; performing self-care; learning skills for employment, and other supports as determined in the Person-Centered Plan. Supports are provided on a 24-hour basis. Transportation will be provided or arranged by the licensed provider to support in assisting with medical appointments and facilitating other community connections.

HOUSING SUPPORT SERVICES

Housing Support Services are time-limited supports to help participants to navigate housing opportunities, address or overcome barriers to housing, and secure and retain their own home.

Housing Support Services include:

- Housing Information and Assistance to obtain and retain independent housing.
- Housing Transition Services to assess housing needs and develop individualized housing support plan.
- Housing Tenancy Sustaining Services which assist the individual to maintain living in their rented or leased home.

SHARED LIVING

Shared Living is an arrangement in which an individual, couple or a family in the community share their home and life's experiences with an individual with a disability. Shared Living Host Home service emphasizes the long-term sharing of lives, forming of caring households, and close personal relationships between an individual and the host home. The Arc will assist in recruiting for host homes providers; facilitating recruitment and matching services of individuals and host homes based on the participant's preferences and choice; overseeing quality management; and monitoring compliance with program requirements once the arrangement is established.

SUPPORTED LIVING

Supported Living services provide individuals with a variety of individualized community living services to support living independently in the community in their own home. This residential service is for people living in a setting that is not owned or leased by the ARC. The people living in the home or parent/guardian own or lease the home. Home size is limited to no more than 4 people. This service is for individuals who are receiving more than 16 hours of personal supports and require daily services. It requires assisting the participant to learn self-direction and problem solving related to performing activities of daily living and engage in community-based activities. Supported Living services include assistance and facilitation with finding an apartment or home,

roommates, and shared supports based on the participants' preferences. Transportation will be provided or arranged by the licensed provider to support in assisting with medical appointments and facilitating other community connections.

FAMILY, PEER, AND MENTORING SUPPORT SERVICES

Family, Peer, and Mentoring Support Services will provide support and guidance to waiver participants and family members by actively engaging participants and family members to provide and navigate a broad range of community resources beyond those offered through the waiver with other waiver participants and their families.

The Family Supports Waiver program will provide individual and family supports for children birth to 21 with developmental disabilities on the Developmental Disabilities Administration (DDA) Waiting List. The program is designed to provide services and supports to families and children with developmental disabilities in the home and/or community after school, nights, weekends, and during summer months.

FAMILY CAREGIVER TRAINING AND EMPOWERMENT

Family Caregiver Training and Empowerment services provide education and support to the family caregiver that preserves the family unit.

Services are only offered for a family caregiver who is providing unpaid support, training, companionship, or supervision for an individual participating in the waiver who is living in the family home. Education and training activities are based on the family/caregiver's unique needs and are specifically identified in the Person-Centered Plan. Services are limited to 10 hours of training for unpaid family caregiver per participant per year. This service includes educational materials, training programs, workshops and conferences that help the family caregiver to:

1. Understand the disability of the individual supported.
2. Achieve greater competence and confidence in providing supports.
3. Develop and access community and other resources and supports.
4. Develop or enhance key parenting/caregiver strategies.
5. Develop advocacy skills.
6. Support the individual in developing self-advocacy skills.

PARTICIPANT EDUCATION TRAINING

Participant education, training and advocacy supports provides training programs, workshops and conferences that help the participant develop self-advocacy skills, exercise civil rights, and acquire skills needed to exercise control and responsibility over other support services.

Participant education, training and advocacy supports is limited to 10 hours of training per participant per year, with a \$500.00 cap for all components of the service being offered. The Arc Southern Maryland is a civil rights organization which supports the advocacy efforts of The Arc Maryland on the state level and The Arc of the United States on the national level. The Arc Southern Maryland also supports local People on the Go self-advocacy groups. We actively advocate on behalf of individuals with disabilities to promote inclusion and equal opportunities.

PERSONAL SUPPORTS

Personal Supports (PS) operational principle is that people with developmental disabilities have the right to experience control in and over their lives, to participate in making decisions that affect their lives in meaningful ways to the greatest degree possible and to experience the dignity that comes with living self-determined lives. PS supports the rights of individuals with developmental disabilities to live in homes of their choosing, be it their own home, care provider's home or their family's home. Services are intended to promote choice, flexibility, self-determination, inclusion, and personal satisfaction, and to maximize their independence. Supports are developed around the individual in accordance with a Person-Centered Plan. Services can include assistance with shopping, meal preparation, transportation, and medical, psychological, or nursing supports, respite care, and recreational supports. Supports are designed around the individual and can be as unique as each individual served.

TRADITIONAL DAY HABILITATION SERVICES

The purpose of "Day Habilitation Services" is to provide the participant (in a variety of settings in the community or in a facility owned or operated by the licensed provider agency) with the development and maintenance of skills related to activities of daily living, instrumental activities of daily living, vocation, and socialization through application of formal teaching methods and participation in meaningful activities. Within this program, an individual can be exposed to many opportunities, allowing for freedom of choice and independence. Day Services foster opportunities for growth by building upon the individuals abilities, desires, and dreams.

Day Services is a goal-oriented program that continually reassesses individuals' abilities and their preferences. The main components of Day Services are life skills development and consumer development. Depending on personal preferences and weekly schedules, individuals can engage in a variety of activities on a daily basis. The program strives to give each individual the needed supports and opportunities for success in reaching personal goals. Using a person-centered approach individuals will receive and explore community-based activities that they find meaningful and engaging.

The sites for Day Services are:

Calvert Administrative Offices
355 West Dares Beach Road
Prince Frederick, MD 20678

Charles County Services
103 Paul Mellon Court
Waldorf, MD 20602

Mt. Hope Community Center
104 Pushaw Station Road
Sunderland, MD 20689

St. Mary's County Services
Breton Marketplace
25470 Point Lookout Road. Unit H
Leonardtown, MD 20650

COMMUNITY DEVELOPMENT SERVICES

Community Development Services provide the participant with development and maintenance of skills related to community membership through engagement in

community-based activities with people without disabilities. An individualized schedule will be used to provide an estimate of what the individual will do and where the individual will spend their time when in this service. Updates should be made as needed to meet the changing needs, desires, and circumstances of the individual. The individualized schedule will be based on a PCP that clearly outlines how this time would be used.

Community-based activities under this service will provide the participant with opportunities to develop skills and increase independence related to community integration with people without disabilities including:

1. Support services that enable the participant to learn, develop, and maintain skills related to community integration, volunteering with an organization, or performing a paid or unpaid internship.
2. Transportation to, from, and within activities.
3. Health services.
4. Personal care assistance can be provided during community activities so long as it is not the primary or only service provided. Participants may return home or to the provider operated site during time limited periods of the day due to lack of accessible restrooms and public areas to support personal care, health, emotional, and behavioral needs as indicated in the person-centered plan.

EMPLOYMENT PROGRAM SERVICES

Employment Services provides the participant with a variety of flexible supports to help the participant to identify career and employment interest, find and keep a job including: The philosophy of the Arc is the belief that every individual with an intellectual disability is capable of working competitively in the community, if the right kind of job and work environment can be found. Individuals are offered help finding and keeping jobs that capitalize on their personal strengths and motivation. Thus, the primary goal is to find a natural “fit” between the individuals’ strengths, experiences, and jobs in the community.

Scope of Services

1. **Discovery** - a process to assist the participant in finding out who they are, what they want to do, and what they have to offer.
2. **Job Development** - supports finding a job including customized employment and self-employment.
3. **Ongoing Job Supports** - various supports a participant may need to successfully maintain their job.
4. **Follow Along Supports** - periodic supports after a participant has transitioned into their job.
5. **Self-Employment Development Supports** - supports assisting a participant whose discovery activities and profile indicate a specific skill or interest that would benefit from resource ownership or small business operation.

6. **Co-Worker Employment Support**-supports in a situation when an employer has identified that an onsite job coach would not be optimal, yet the participant could still benefit from additional supports.
7. **Career Exploration Services**- Is a time-limited service which helps participants to learn skills to work in competitive, integrated employment. Career Exploration participants learn work-related skills such as time management, strategies for completing tasks, socially acceptable behavior, effective communication, and how to problem-solve. Participants must have an employment goal within their PCP which outlines how they will transition to community integrated employment.
8. **Services for Transitioning Youth**- The Arc works collaboratively with DORS and the Public School system in Calvert, St. Mary's, and Charles Counties. This partnership provides services for Transitioning Youth resulting in a seamless transition from school to work or post-secondary education to DDA Services. This partnership has shown that students with intellectual disabilities, who participate in paid work experience, are more likely to achieve successful employment. Work based experiences may include career exploration, job shadowing, internships, paid employment, and summer youth employment.
9. **DORS Services**- The Arc of Southern Maryland has established a positive relationship through DORS. The program is designed for individuals who have difficulty obtaining or maintaining employment. This program works to assist in developing realistic vocational goals, while teaching basic work skills needed to enter any occupation or skills training program. Emphasis is placed on building physical stamina, emotional tolerance, and overall work behavior associated with entering/re-entering competitive employment or a supportive work environment. These services help the individual to develop attitudes, modify personal characteristics, and work behavior.

BEHAVIORAL SUPPORT SERVICES

Behavioral Support Services (BSS) include a constellation of home and community-based support services designed to assist people with disabilities to thrive in their community of choice through early identification of potential problem behaviors, preventing escalation, and responding to behavioral emergencies and crises. Behavior plans developed as needed for less severe/challenging behaviors per team request. Behavior plans are reviewed by the Human Rights Advisory Committee.

For general BSS inquiries contact the BSS Director, BSS Assistant Director, or BSS administrator through our website at www.arcsomd.org/contact-us.

TRANSPORTATION SERVICES

The Arc Southern Maryland provides curb-to-curb service for the majority of the individuals in various programs. A fleet of multi-passenger vehicles offers adaptive transportation services. Transportation is also offered to eligible people who

participate in recreation, social, and other community activities either by the agency-owned or staff-owned vehicles. Employees are required to have their own insurance.

NURSING CONSULTATION

Nurse Consultation services provide participants, who are able to perform and train on Self-medication and treatment administration, a licensed Registered Nurse who will assist in delegation of medical services. Nurse Consultation services provides recommendations to the participant and caregivers on how to meet their needs in the community. They will assist in developing care protocols for the participant to use. The Nurse will review information about the participant's health needs and provide recommendations to develop communication systems the participant may need to communicate effectively with all health care providers. The Nurse will assist in developing emergency protocols, as needed, to guide the participant and his or her caregiver to respond to an emergency, including accessing emergency services available in the community.

NURSING HEALTH CASE MANAGEMENT AND DELEGATION

Nurse Case Management and Delegation Services provides participants with a licensed Registered Nurse (the "RN Case Manager & Delegating Nurse" or "RN CM/DN"). Nurse Case Management and Delegation Services provides recommendations to the participant and caregivers on how to meet their needs in the community. The RN determines that all tasks and skills required to be performed or assisted with are delegable and the interval of the RN CM/DN's assessment, training, and supervision allow for the safe delivery of delegated nursing services in accordance with Maryland Board of Nursing regulations, including but not limited to COMAR regulations. Training, supervision, and remediation of unlicensed direct care staff who provide health services under the delegation of the RN. Support provided by this waiver service is to improve and maintain the ability of the participant to remain in and engage in community activities.

ASSISTIVE TECHNOLOGY SERVICES

Assistive technology devices include Remote support devices such as remote health monitoring and personal emergency response systems, adaptive toys, and specialized equipment. Assistive technology services include training or technical assistance for the individual and their support network including family members. Assistive Technology can be recommended by the team or through a formal assessment.

The Arc will assist in resourcing and obtaining any specialized equipment and provide support in implementing the equipment. Resource Information for any equipment, training or technical assessments will be outsourced to an independent evaluator.

ENVIRONMENTAL ASSESSMENT

An environmental assessment must be completed by an Occupational Therapist licensed in the State of Maryland as per the environmental assessment waiver service requirements. An environmental assessment is an on-site assessment with the participant at his or her primary residence to determine if environmental modifications or assistive technology may be necessary in the participant's home.

The Arc will assist in the assessment process by securing the Occupational Therapist (OT) to conduct the assessment. The Arc will assist in resourcing the recommendations from the onsite environmental assessment of the home to vendors and or contractors to implement any needs as documented in the assessment. If the modification is restrictive, the Arc will ensure the team agrees and the modification is presented for approval by the Admissions Liaison.

ENVIRONMENTAL MODIFICATION

Environmental modifications are physical modifications to the participant's home based on an assessment designed to support the participant's efforts to function with greater independence and with an increased health and safety environment.

The Arc will assist in the assessment and implementation of environmental modifications. Installation of the modification may be outsourced to a license contractor. If the modification is restrictive, the Arc will ensure the Team agrees and the individual's behavior plan will list the modification required. A list of modifications is but not limited to grab bars; ramps and railings; installation of lifts and stair glides; generator to support medical and health devices that require electricity. Training on the use of the modification will be initially completed by contractor or Arc staff. Arc staff will do a cost-effective service delivery method, establish and priorities work schedule for supervised maintenance personnel, maintain adequate and accurate records utilizing work orders, completes job standard performance reports and provides technical assistance to the individual as needed.

REMOTE ELECTRONIC MONITORING SERVICE

Remote Electronic Monitoring Services provide oversight and monitoring within a participant's home through an off-site electronic support system in order to reduce or replace the amount of staffing a participant needs.

Remote Electronic Monitoring is designed and implemented to ensure the participant's independence and privacy. Use of the system may be restricted to certain hours as indicated in the participant's Person-Centered Plan. Remote Electronic Monitoring is done in real time by awake staff at a monitoring base.

POLICIES AND PROCEDURES

ABSENCES

All DDA-funded individuals served by The Arc Southern Maryland will be required to meet the attendance standards set by DDA. When absent for more than three days from a day service, a return-to-work form is required. Individuals in our day programs receive no funding for absent days.

ABUSE/NEGLECT

The laws of the state of Maryland require all staff of The Arc Southern Maryland to report suspected cases of abuse/neglect to law enforcement and/or local social services agencies. Every effort will be made to maintain confidentiality. The Arc Southern Maryland's staff will cooperate fully with any investigation and will continue to monitor the individual's condition when he/she attends agency programs. Family members and advocates who wish to report suspected cases of abuse/neglect on their own may contact:

The Arc Southern Maryland's Chief Executive Officer

Phone: 410.535.2413, ext. 8900

Website: www.arcsomd.org/contact-us

Local Law Enforcement & Adult Protective Services Agencies

<u>County</u>	<u>Sheriff's Office</u>	<u>Adult Protective Services</u>
Calvert	410.535.2800	443.550.6900
Charles	301.932.7777	301.392.6724
St. Mary's	301.475.8008	240.895.7000

DDA Southern Maryland Regional Office (Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties)

Phone: 301.362.5100

Toll Free: 1.888.207.2479

TDD: 301.362.5131

ADMISSIONS

The Arc Southern Maryland has an admissions committee for its available services. The Admissions Liaison can provide information regarding the documents required for eligibility/services, the availability of services, and schedule "meet and greet" meetings. The Arc Southern Maryland will not discriminate in its admissions process. For more information contact The Arc Southern Maryland's Admitting Liaison via our website by visiting www.arcsomd.org/contact-us.

ADVOCACY

The Arc Southern Maryland is a civil rights organization which supports the advocacy efforts of The Arc Maryland on the state level and The Arc of the United States on the national level. The Arc Southern Maryland also supports local People on the Go self-

advocacy groups. We actively advocate on behalf of individuals with disabilities to promote inclusion and equal opportunities.

AFFIRMATIVE ACTION POLICY

It is the policy of The Arc Southern Maryland to provide services to all individuals with disabilities without regard to race, color, religion, gender, national origin, marital status, or sexual orientation.

ANNUAL FEE

The Arc Southern Maryland does not charge an annual participation fee. There are fees, however, associated with the Residential Programming including room and board, various entertainment, and other miscellaneous costs. These costs may be covered by individualized funding sources/benefits.

BASIC HUMAN RIGHTS

The Arc Southern Maryland has established the following practices to ensure and protect the rights of individuals they serve:

- Adult individuals will participate in their own PCP and will approve the plans when appropriate.
- Information from an individual's file will be released only with written consent from the appropriate individual or his/her legal guardian.
- Inquiries for research will be reviewed by The Arc Southern Maryland's Executive Committee with final approval given by the CEO. Research will begin only after receipt of written consent from all appropriate individuals. Time limits will need to be discussed prior to implementation.

Basic rights include, but are not limited to:

- The right to be treated with courtesy, respect, and recognition of dignity and individuality.
- The right for an individual to receive individualized choices and to exercise their rights.
- The right to receive services and treatment in the least restrictive environment that is available, adequate, appropriate, and in compliance with relevant laws and regulations.
- The right to participate in program planning, decision-making, and implementation.
- The right to accept, and to refuse, services and treatment as long as refusal would NOT jeopardize the individual's health and safety. Nursing and medical professionals may override an individual's refusal based on their professional assessment of the risk.
- The right to make complaints and receive a timely, appropriate response.
- The right to be free from mental and physical abuse.
- The right to be free from chemical restraints, except for minimal restraints which are authorized by a physician, in writing, for a clearly indicated medical need and which are made a permanent part of the Person-Centered Plan (PCP).

- The right to be free from physical restraints, except for minimal restraints which are authorized, in writing, and made a permanent part of the PCP by a physician or qualified professional, and which are clearly indicated for the individual's protection.
- The right to privacy.
- The right to worship.
- The right to the management and accounting of any personal funds that are held or otherwise administered by The Arc Southern Maryland so that they are used in an appropriate manner consistent with the individual's needs, supports, and preferences.
- The right to adequate protection for the individual's personal property and finances.

These rights will be reviewed with the individual at every annual PCP meeting. "My Rights," a document for an individual served to learn about his or her rights, is located at the back of this manual.

BUSINESS OPERATIONS DEPARTMENT POLICIES AND PROCEDURES

The Arc Southern Maryland's financial systems are governed under generally accepted accounting principles. The Arc Southern Maryland operates on a fiscal year, from July through June, and each year's financial statements are audited by a certified public accounting firm. The annual submission of the Internal Revenue Service form 990 is available for review. Financial statements are included in The Arc's Annual Report

The Arc Southern Maryland assists and provides resources for individuals and families to understand their social security benefits, healthcare benefits, and other financial needs.

CHALLENGING BEHAVIORS AND BEHAVIOR PLAN

The Arc Southern Maryland recognizes that individuals served by the agency may exhibit challenging behaviors. The agency has adopted policies and procedures regarding the development and implementation of behavioral support plans and/or strategies utilizing Behavioral Support Services (BSS).

When an individual's behavior becomes so severe, or if he or she commits a serious criminal offense, it will be The Arc Southern Maryland's procedure to:

- Bring these cases to the attention of the BSS Director and/or Chief Executive Officer of The Arc Southern Maryland.
- Remove the individual from the program until professional evaluations or assistance are obtained and the individual's Interdisciplinary Team convenes.
- Seek and obtain additional funding to provide support services as recommended by professionals.
- Develop a long-range plan that may include referral and placement of the individual in a more appropriate program.

CONFIDENTIALITY POLICY

Information declared confidential by the Right to Privacy Act and Health Insurance Portability and Accountability Act (HIPAA) will be protected under The Arc Southern Maryland's Policies and Procedures.

An individual who is of legal age (age 18 or older), or a legal guardian of the individual, has the right to submit information to the Director of their program or to his/her designee to correct and/or add information in the individual's file. If the guardian or individual feels the information in the file is inaccurate or biased, he/she has the right to specify, in writing, the disputed information and the reasons for the claim. This written statement must be inserted in the individual's file. If there is information which the parent/guardian or individual wants to have removed from the file, he/she should follow the procedure outlined under the Consumer Grievance/Program Review Policy.

Without a written consent form, no one will be allowed to examine any document containing information supplied by the individual, in confidence. Examples may include but are not limited to a physician, professional counselor, social worker, or documentation supplied by a third party.

Personal information that includes, but is not limited to, medical, prescription, psychological, dental, goals, home address, telephone number is also considered protected information under HIPAA. This may be shared with other people and agencies who are responsible for the direct care treatment.

Distribution of any protected information must be documented and maintained within the individual's formal record for review by their interdisciplinary team. This documentation must include:

- The date information was shared.
- To whom the information was given.
- How the information was sent.
- What information was sent.
- Name and title of individual sending information.

CONFLICT OF INTEREST

No member of the Board of Directors, employee, or constituent of The Arc Southern Maryland shall have any interest directly or indirectly in contracts or purchases of properties, materials, or services to be acquired by The Arc Southern Maryland. These parties cannot use their position for personal benefit or for the benefit of family members. If these parties feel that they may have a potential conflict they should communicate that information to the Chief Executive Officer.

DISASTER AND EMERGENCY EVACUATION PLAN

The Arc Southern Maryland has developed a disaster and emergency evacuation plan for each site. Disaster and emergency evacuation drills are held on at least a monthly basis. Detailed evacuation plans are widely visible at each site. In addition, The Arc Southern Maryland has coordinated disaster and emergency procedures with federal, state, and local government entities.

EMPLOYEE TRAINING

All candidates for employment must pass background checks and cannot work at The Arc Southern Maryland until they have done so. Employees working with individuals at The Arc Southern Maryland must complete specific training classes required by DDA. Employees are given hands-on training on a continuing basis, according to COMAR regulations, so they can better serve individuals supported to meet their goals.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is the policy of The Arc Southern Maryland to provide equal employment opportunities to all individuals. Employment decisions are based on merit, qualifications, and abilities. An individual served by The Arc Southern Maryland who is interested in employment within the agency should consult with their Coordinator of Community Services and then submit an application. The Arc Southern Maryland will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship.

GRIEVANCE/PROGRAM REVIEW

Each individual has the right to file a grievance or request a program review to recommend changes, or raise issues of concern, without fear of reprisal, restraint, interference, coercion, or discrimination. To do so, the individual or his/her parent/guardian/advocate may contact:

- The Manager of the individual's program.
- The Assistant Director of the individual's program.
- The Director of the individual's program.
- The Quality Enhancement Specialist.
- The Human Resources Director.
- The appropriate funding source administrator or designee.
- The Chief Executive Officer.
- Appropriate outside sources.

The individual can contact any employee of The Arc Southern Maryland to assist them with filing a grievance. The individual can make their grievance known verbally, in writing, or with the assistance of an advocate. Once the grievance process has been initiated, the program director has ten (10) days to respond.

HEALTHCARE

ILLNESS/ER VISITS/HOSPITALIZATIONS/DEATHS

The Arc Southern Maryland is committed to reducing health and safety risk. In the event of certain illnesses seriously impacting both the individual's health and that of others, the following guidelines will be used to determine when an individual should not attend any day programming.

Individuals that exhibit signs and/or symptoms of a potentially communicable disease should not attend The Arc Southern Maryland, or other provider day programs or

worksites, until their illness has been adequately treated or resolved for at least 24 hours and a return-to-work form has been completed.

These symptoms include, but are not limited to:

- A temperature of 100.5 F or greater.
- Flu-like symptoms such as nausea, sore throat, body aches, and chills.
- Upper respiratory infection as exhibited by coughing or fever.
- Conjunctivitis (pink eye).

Individuals arriving at their day programs or worksite with any of the above symptoms will be evaluated by the nursing staff, and a determination will be made regarding potential infection of others. The emergency point of contact will be notified immediately so they can promptly make arrangements to pick up the individual and return them home or to seek medical treatment.

If the individual is taken to the emergency room (ER), or is admitted to a hospital, it is the responsibility of that individual, their family member, or their guardian to inform The Arc Southern Maryland's program manager of the reason for the ER or hospital visit. The individual will not be allowed to return to their day program or worksite without medical clearance from the treating physician and a return-to-work form.

If an individual served in any program is pronounced deceased, the family and/or guardian shall inform The Arc Southern Maryland's program manager within 24 hours.

INFECTIOUS DISEASES

The Arc Southern Maryland will follow all federal, state, and local required health and safety procedures. Infectious disease control and standard precautions will be implemented at all times. When evidence of an infectious disease arises and is found to be in common with at least two people, the Quality Enhancement Specialist will report to the Calvert, Charles, and St. Mary's County Health Departments. Family members/advocates will be notified of any action that is to be taken. If an infectious disease is reported or suspected in the residence of an individual, it is requested that The Arc Southern Maryland be notified at once.

MEDICAL AND DENTAL EXAMINATIONS

Individuals receiving services must have a baseline medical examination upon admission and maintain current medical and dental examinations, as needed. It will be the responsibility of the individual, guardian, or caregiver to keep The Arc Southern Maryland informed of any changes in an individual's health or medical status.

Arc does offer a dental fund for payment assistance. Individuals who do not have another means of payment may apply for assistance through the dental fund. Support Staff or manager should contact director of development to begin process.

MEDICATION ADMINISTRATION

All prescription and non-prescription medications that are administered by certified staff to individuals served will be kept in a locked storage area and in a pharmacy

labeled container with the individual's name, name of medication, and dosage. Medications cannot be transported by individuals served when administered by The Arc Southern Maryland staff. Before any medication can be dispensed by The Arc Southern Maryland's staff, a physician's order will be required, stating the name of the medication, the dosage, the time it is to be dispensed, and the way the medication is to be administered. Staff will receive training approved by DDA and MBON before administering medications. Program services for the individual will be suspended until all information and medications are received by The Arc Southern Maryland in accordance with MBON regulations. It will be the responsibility of the individual, caregiver, guardian, or residential staff to keep The Arc Southern Maryland's delegating nurse informed of any medication changes.

NURSING SERVICE

The Arc Southern Maryland has a lead registered nurse who supervises a staff of delegating RNs. The RNs implement the following nursing delegation services:

1. The RNs may delegate the responsibility to perform a nursing task to a Certified Med Tech (CMT) or a Certified Nursing Assistant (CNA). The delegating nurse retains the accountability for the nursing task.
2. A nursing task delegated by the nurses shall be:
 - a. Within the area of responsibility of the RN delegating the act.
 - b. Such that, in the judgment of the RN, it can be properly and safely performed by the CMT or CNA without jeopardizing an individual's welfare.
 - c. A task that a reasonable and prudent RN would find is within the scope of sound nursing judgment.
3. A nursing task delegated by the RN may not require the CMT or CNA to exercise nursing judgment or intervention except in an emergency situation.
4. When delegating a nursing task to an CMT or CNA, the RN shall:
 - a. Assess the patient's nursing care needs before delegating the task.
 - b. Either instruct the CMT or CNA in the delegated task or verify their competency to perform the nursing task.
 - c. Supervise the performance of the delegated nursing task in accordance with specified regulations.
 - d. Be accountable and responsible for the delegated task.
 - e. Evaluate the performance of the delegated nursing task.
 - f. Be responsible for assuring accurate documentation of outcomes on the nursing record.
5. The RN shall be the primary decision-maker when delegating a nursing task to a CMT or CNA. Nursing judgment shall be exercised within the context of the employing facility's model of nursing practice which includes a mechanism for:
 - g. Identifying those staff to whom nursing tasks may be delegated.
 - h. Re-evaluation of the competency of those to whom nursing tasks may be delegated.
 - i. Recognizing that the final decision regarding delegation is within the scope of the RN's professional judgment.

- j. Determining the competency of the RN to delegate.
 - k. Determining to whom nursing tasks may be delegated, which includes input by RNs employed in the facility.
6. The RN shall assume the role of case manager in delegating nursing tasks, including the administration of medications, only in accordance with specific regulations in situations where the RN has thoroughly assessed and documented that:
- a. The individual's health care needs are chronic, stable, uncomplicated, routine, and predictable.
 - b. The environment is conducive to the delegation of nursing task.
 - c. The individual is unable to perform his or her own care.

HOLIDAY CALENDAR

Each year, The Arc Southern Maryland offices and day programs will observe the following holidays in alignment with federal government observations:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Juneteenth Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

HOUSEHOLD AND DAY PROGRAM RESPONSIBILITIES AND DUTIES

An individual receiving services from The Arc Southern Maryland cannot be made to perform the duties of a paid employee. That individual can only perform the duties and tasks that are shared by other household occupants or day program participant, that are included as an activity documented in the PCP or required as part of the individual's employment training program as regulated by federal, state, and local laws or regulations.

HUMAN SEXUALITY

If an individual and/or their family is interested in information regarding human sexuality, requests for resources can be made at a PCP meeting.

INCLEMENT WEATHER POLICY

Snow or other extreme weather may result in early closings, late openings, or program cancellations. At these times, The Arc Southern Maryland may be officially closed. However, The Arc Southern Maryland provides many essential services, including direct support, which cannot be suspended. While essential services will be continued, sometimes it may be considered prudent by the Chief Executive Officer or his/her designee to suspend less sensitive elements of the operations.

Information regarding inclement weather decisions will be issued by the Director of Development or her/his designee via the following radio and television stations WSMD 98.3 FM; WKIK 102.9 FM; WMDM 97.7; WRC TV-NBC, Channel 4; and WTTG TV-FOX, Channel 5. Information will also be disseminated via The Arc Southern Maryland's website (www.arcsomd.org) and social media.

Virtual learning for the snow days

When we are on a 2-hour delay, we will continue with virtual services as scheduled, some early morning programs may be cancelled. When the agency is shut down due to inclement weather, we will continue to have virtual programming depending on if the staff are still able to conduct the sessions, since during closures schools are closed as well. Attendance will be taken during that time by who is leading the class.

MEALS

The Arc Southern Maryland provides all meals in its residential program. Day program does not offer meals, the individual should arrange for his/her own meal to be brought daily.

MEDIA AND PUBLIC RELATIONS

The Director of Development and his/her designee are responsible for crafting all agency publicity and promotional materials and marketing. He/she is responsible for creating positive relationships and interacting with external media outlets. All individuals supported must complete a photo release form with the admissions liaison indicating whether or not The Arc Southern Maryland has permission to use their name, photograph, and general information for the purpose of internal and external publications. These photo release forms are completed once by the individual being served or their guardian and are honored until the individual and/or guardian submits in writing that they wish to retract the use of their photo/information. Publications and/or marketing material created during the time that was honored by the photo release may still be utilized The Arc of Southern Maryland even after the individual has retracted submitted a request to retract it. However, once receiving the request the agency will no longer create new marketing material containing that individual. These publications include, but are not limited to, The Arc Southern Maryland's website, social media outlets, and other external publications.

PERSON-CENTERED PLAN (PCP)

It is required by DDA that a Person-Centered Plan (PCP) is developed for each individual receiving services. Interdisciplinary Team members are encouraged to participate in the process as appropriate to the needs and wishes of the individual. The PCP is updated annually or as needed. The individual being supported must participate in their PCP meetings. The PCP shall identify each individual's health and safety needs and ensure that they are met. The PCP shall promote personal choices and exercise individual rights. The PCP will be outcome oriented with measurable goals and target dates for completion. The PCP is a written plan which includes:

- Strengths and needs of the individual.
- Preferences and desires identified by the individual.

- Services to be provided to the individual including, but not limited to, training, behavior management and nursing.
- Specific training and staff ratios are based on the needs, funding sources, preferences, and desires of the individual.
- Social histories which must be reviewed and updated annually.
- Monitoring procedures.
- Documentation indicating the approval of all proponents who have been involved in, informed of, and agree with the PCP.

PROGRAM CHANGES

As an individual's personal needs change, decisions to move within any of our programs are based upon three things - the interest of the individual, the decisions of the individual's Interdisciplinary Team, and the availability of the program or job that interests the individual. If a program change is requested, The Arc Southern Maryland's funding sources will be notified for approval. Once approved, the individual's Interdisciplinary Team will review and implement the new PCP.

It may not always be possible to meet the changes in an individual's program or personal needs. Examples of limitations are, but not limited to:

- Changes in medical needs.
- Behavioral issues when an individual becomes a danger to themselves or others.
- Illegal activity as described by state law.
- Program changes that result in making the program more restrictive for other individuals receiving services.
- Program changes that require unfunded supports.

When program modifications cannot be made, the Program Director will notify the following:

- Individual, caregiver and/or advocate.
- Funding agency.
- The Human Rights Advisory Committee.
- The Admissions/Review/Discharge Committee.
- Interdisciplinary Team members.
- The Arc Southern Maryland's Chief Executive Officer.

Every effort will be made to arrange for a change in the individual's placement with The Arc Southern Maryland. If this is not possible, The Arc Southern Maryland will work with the funding agency and the individual's team to locate an agency that is able to provide an appropriate program.

RESIDENTIAL FEES

The Arc Southern Maryland is required by the state to charge room and board for everyone who resides in a home owned and/or operated by The Arc Southern Maryland. Some residents will have to pay a cost of care fee which is determined by their Medicaid eligibility. This decision is made by the state's Eligibility Determination

Division. Each individual's income will be evaluated to determine the fee to be assessed. This assessment is based on a formula calculated by the Maryland Department of Health or the Maryland State Department of Human Resources (DHR).

STANDING /CQI STEERING COMMITTEE

The Standing/CQI Steering Committee is guided by five basic principles:

- Focus on mission and on customers.
- Take action to find the improvement opportunity and to achieve outcomes.
- Build constant improvement into processes and systems by decreasing variation and complexity, eliminating barriers, and increasing consistency.
- Develop shared power and teamwork throughout the organization.
- Use data we value for decision-making.

The Standing/Continuous Quality Improvement (CQI) Steering Committee oversees the following committees:

- Human Rights Advisory Committee (HRAC) - reviews behavior support plans and incident reports of individuals served.
- Safety Committee - reviews safety practices, develops emergency response plans and incidents that trigger worker's compensation reports, reviews fire drills and trend of incidents involving staff.
- Program Review Committee - reviews specific goals of individuals served to ensure that agency practices support those goals.

SURROGATE DECISION MAKING

The Arc Southern Maryland will follow the State of Maryland's surrogate decision making guidelines when a family member or power of attorney is unavailable or unwilling to make decisions concerning the health care of an individual served by The Arc Southern Maryland. The following individuals, as specified in order of priority, may be consulted to make a decision if all individuals, in the order of the individual's preference, are not available:

- A guardian for the individual if one has been appointed.
- Individual's spouse.
- Individual's adult child.
- Parent of the individual.
- Adult sibling of the individual.
- Friend or other relative of the individual who has been identified and must present an affidavit to the attending physician.

The Arc Southern Maryland will collaborate with each individual served by The Arc Southern Maryland at all times to ensure appropriate and competent medical care.

Visitors Policy

Individuals receiving services from The Arc of Southern Maryland are allowed to associate, communicate, and meet privately with individuals of his/her own choosing, to include program facility visitations as appropriate and with reasonable hours by

family, friends, and others. The Arc of Southern staff will make their best efforts to ensure suitable private areas for all individuals to receive visitors in both group home and meaningful day locations.

- Each individual shall be allowed to refuse visitors he/she does not desire to see. Arc staff will promote and respect the individuals choice.
- Visitations may be formally restricted on a time-limited basis, by the individual's interdisciplinary team, in the event such visitations infringe on the rights of other people or are detrimental to the welfare and well-being of the individual.
- In the group homes and ALU's, individuals can utilize their bedrooms for visitors without staff presence.
- Visits to Arc homes, which are to involve the visitors having a meal with individuals or spending the night are acceptable with the approval of the other individuals living in the home. The assigned house manager shall be informed of any such visits prior to their occurrence.
- All guests will display respect for all consumers and staff at all times at all Arc locations or will be asked to leave immediately.
- The individual who invites the guest will assume responsibility for his/her guest's actions, including any costs incurred during their visit. This may include but is not limited to destruction of property, phone calls, purchases, etc.

TRANSPORTATION POLICIES

The Arc Southern Maryland provides curb-to-curb transportation services. An agency vehicle will go to the address of each eligible individual within the service area of the program, but the driver cannot leave the vehicle to go to the door of the home. The family or group home is responsible for assisting the individual from their home to the vehicle in the morning and from the vehicle to the home in the afternoon. The driver is not responsible for assisting passengers who need help to get in/out of the vehicle. In most cases, there is no bus aid on the vehicle with the driver.

The policies below apply only to those who are transported directly by The Arc Southern Maryland. Those who are transported by public transportation are subject to county policies and procedures.

ADDITIONAL EQUIPMENT

The Day Program manager must approve transporting any extra equipment. At least one business days' notice is required to arrange for the transportation of such equipment. Additional equipment will be transported only when there is sufficient space available.

CHANGE OF ADDRESS NOTIFICATION POLICY

Address changes must be communicated as soon as possible. The manager requires a minimum of three business days for a change of address except in case of emergency moves.

DAY PROGRAM NO-SHOWS IN THE MORNINGS

Transportation is an expensive and under-funded service; it is important not to waste limited resources on unnecessary trips. Individuals served and/or their family/advocates are expected to notify the **manager or van driver** in advance when a bus trip will not be needed.

If an individual misses his/her bus and is brought into the day program by a family member/advocate, the manager must be informed that the individual is at the program. Otherwise, the driver will not know to look for the individual at the end of the day and the individual may be left behind. The agency requests that family/advocates communicate directly with the manager. Family/advocates should not ask program staff to relay this information to the manager.

INDIVIDUALS CANNOT GET INTO THE HOME

Drivers are instructed to wait at each home in the evening until the individual is observed entering his/her home or is met by a family member or group home staff. If the individual is unable to get into his/her home because no one is there, or for some other reason, the driver must notify their manager of the problem and wait with the individual. The manager will attempt to contact a family member or the group home provider to resolve the problem. If no one can be reached, or if no one can reach the home within 15 minutes, the driver will complete the route and bring the individual to their Licensed Day Program site. The individual's family or residential staff will be responsible for picking him/her up at that location. If an individual is chronically unable

to be dropped off at his/her home, steps will be taken to resolve this situation and will be determined on an individual basis.

POTENTIALLY ILL PASSENGERS

Drivers are instructed not to accept any passenger for transport if that passenger is ill (see Illness/ER/Hospitalization section for symptoms of illness). Vehicles are enclosed with crowded environments and some of our passengers are extremely vulnerable to illness.

SMOKING AND EATING ON VEHICLES

For safety reasons, passengers, drivers, and bus aides may not smoke or eat on the vehicles during a bus route. Smoking is not permitted in the vehicles at any time.

PHONE USAGE ON VEHICLES

Under no circumstances should any agency or personal phone be utilized by vehicle operators while vehicles are in motion or on the roadway. If families/advocates or program directors must reach a driver, please leave a message. The drivers' instructions are to safely park the vehicle off the roadway to retrieve messages and return emergency calls.

STORING EQUIPMENT AND OBJECTS

Any object that the van driver feels could cause an injury must be given to the driver for secure storage until the vehicle reaches the program or the home. Bringing items to the program is discouraged since the item(s) could be disruptive to structured activities.

THREE MINUTE WAITING PERIOD

In the morning, drivers are instructed to wait at each house for up to three minutes. If the bus arrives at a stop early, the driver will wait at that stop until the scheduled pick-up time if the individual is not ready to go early.

If there is no contact with the individual or caregiver after the bus waited three minutes, the driver will contact their manager for instructions. The driver will attempt to contact the individual or caregiver by telephone. The driver will not leave without the individual until instructed by their manager. When the manager is unable to contact an individual or his/her caregiver, the manager will communicate the individual's absence to the appropriate administrative staff.

THANK YOU

Thank you for taking the time to review our Resource Guide. We hope that we have been able to provide the information you were looking for. Below are some ways you can connect or get more involved with The Arc Southern Maryland. Please feel free to contact us.

CONNECT WITH US

<u>Platform</u>	<u>Handle</u>	<u>Link</u>
Facebook	@thearcsomd	www.facebook.com/thearcsomd
Instagram	@arcsomd	www.instagram.com/arcsomd
LinkedIn		www.linkedin.com/company/thearcsomd
YouTube		www.youtube.com/arcsomd
Website		www.arcsomd.org

OUR OFFICES

Administrative Office,
Calvert County
355 West Dares Beach Rd
PO Box 1860
Prince Frederick, MD 20678
Phone: 410.535.2413
Fax: 410.535.4124

Charles County Office
103 Paul Mellon Court
Waldorf, MD 20602
Phone: 301.932.7809
Fax: 301.932.7831

St. Mary's Office
Breton Market Place
25470 Point Lookout Rd
Unit H
Leonardtown, MD 20650
Phone: 301.475.5652
Fax: 301.475.0122

“MY RIGHTS”

RIGHTS

Getting service at The Arc Southern Maryland means that I have certain rights and responsibilities, such as:

- I will get services no matter what my race, color, age, gender, disability, country I am from, or whether I am married/single divorced.



- If I have a hard time with my behaviors, the team will have a plan to help me. I can learn more about this, if I want, by asking my coordinator.

- I have the same rights as everyone else. I can vote, celebrate traditions, and practice my religion.



- My information will be kept private and not shared with people that don't need to see it. That is the law.

- I will be productive and do things that are meaningful to me.

- If I get services from Community Living, I will be able to use the phone, get mail, and have visitors. People will not come into my room without asking. I will have my own things such as a toothbrush, comb, and clothes that fit me. I will also have consistent medical care.





- If I get hurt at a paying job, I will have insurance to help pay for my medical needs. I can learn more about this from the posters on the bulletin boards and my supervisor.

- If I work at The Arc Southern Maryland, the agency will follow the law in regard to employment and how I am paid. I will be paid for any work I do unless I am doing it as part of a training program.



- If I work in the community, The Arc Southern Maryland will check to make sure my employer is also following the law about my wages and how I am treated.
- I will attend the program and let someone know if for any reason I can't attend.



- Outside agencies, like the United States Department of Labor, monitor the agency to assure that they are not breaking the law.

- I will have a PCP that is done within 30 days of when I come to The Arc Southern Maryland and every year after that. I agree to participate in this plan. I can see my plan and request changes to it at any time.

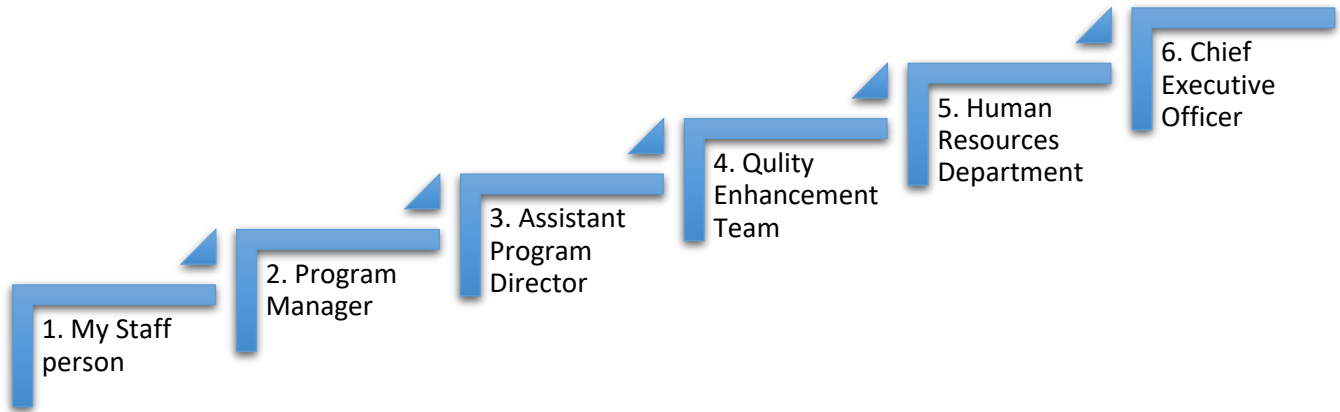


- The Arc Southern Maryland will always include me in decisions about my plan.
- My staff will be well trained, know how to do the job, and will treat me with respect.



GRIEVANCE POLICY

If I have a problem, I can tell people and not “get into trouble.” If I need help talking about my concern, someone will help me. I can talk to these people in this order:



I can file my complaint in many ways. For example, I can write it down, I can tape record it, or I can tell it to another person who will write it down for me. If I am still not happy with the answer by step four, I can contact the Arc of Southern Maryland’s Human Resources Department by dialing the main number at (410)535-2413 and following the next steps:

- Press 4 to leave a comment or suggestion on the feedback line
- Next, press 2 to access our fraud and abuse hotline.
- Record your message and press #

Once the Arc receives my message, I will get a response to my concern within ten days in writing. Someone will help me understand the response if I want that.

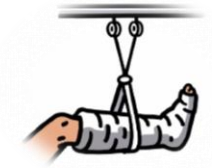


INCIDENT REPORTING

The Arc Southern Maryland is required to report events that happen to me regarding my health and safety to the Human Rights Advisory Committee, Developmental Disabilities Administration, Office of Health Care Quality, Disability Rights Maryland, and possibly others.

Who the information is given to depends on how “serious” the event was. Some examples of incidents are:

- If I am abused or neglected
- If I go to the hospital
- If I am robbed
- If I am injured
- If a staff restrains me and it wasn’t part of my approved plan
- If I am missing (elopement)



The agency is required to look into whatever happened to make sure that I am safe and improve how they support me.

The Quality Enhancement Specialist and the agency’s Human Rights Advisory Committee review most reports that happen.

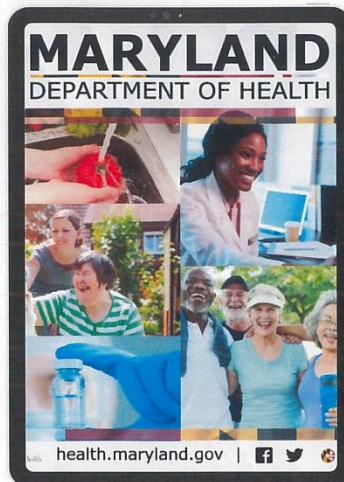
The written report is kept by the agency for seven years. If I want a copy of the incident reporting policy, I can contact the Quality Enhancement team.



Developmental Disabilities Administration



Transformation & Employment First
Newsletters



Administration News

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Updates and Notifications at
bit.ly/DDAUpdates**



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