

HARTWOOD FOUNDATION, INC.

SERVICE RECIPIENT HANDBOOK

The Hartwood Mission Statement:

Hartwood Foundation, Inc. will develop and operate residential programs and services to further opportunities for and life skills of individuals with intellectual disabilities and other developmental disabilities. Programs and services will be designed to develop and support independence through personal choice and futures planning, community and family education and involvement, advocacy for civil and human rights, and security and administration of resources needed to provide appropriate and effective services.

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Hartwood Foundation, Inc. Service Recipient Handbook

I. General Information

A. Factual Information

Name of Organization: Hartwood Foundation, Inc.

Type or Organization: Private, non-profit, non-sectarian, agency offering residential supports and services and respite programs

Executive Director: Andrew Gyourko

Assistant Executive Director: Sean McGinnis

Consumer Services Coordinator: Natasha Lantz

Team Leader: _____

Main Office: 3702 Pender Dr., Suite 410
Fairfax, VA 22030
Office Hours: Mon-Fri, 9:00am-5:00pm
(703) 273 - 0939

B. Important Contacts and Telephone Numbers You will need to have emergency phone numbers on or by your phone at all times. These number include:

Police/Fire/Ambulance - **911** Poison Control - **(202) 625-3333**

Other numbers you will need to have readily available are:

Shift Supervisor - Name: _____

Cell Phone #: _____

Your Team Leader - Name: _____

Cell Phone #: _____

Your Vocational Placement - Agency: _____

Phone Number: _____

Supervisor: _____

Your CSB Support Coordinator - Name: _____

Phone Number: _____

Regional Human Rights Advocate Name: Tim Simmons
703-207-7217

Hartwood Foundation, Inc Individual (Service Recipient) Rights

There is a document called "Hartwood Foundation, Inc. Human Rights Policies" that identifies Hartwood's responsibilities as your service provider to ensure that you are treated appropriately at all times. The following is a brief summary of your rights:

1. You must be notified in writing of your rights. You will need to sign a statement saying that you do know your rights. You have a right to have these rights read to you should you require/request it.
2. You may not be denied services on the basis of race, national origin, sex, elderliness, religion, handicap, or ability to pay for services.
3. Before any information about you may be shared with others, you must sign a release stating you agree for information to be shared. You may look in your file at any time.
4. Except in an emergency, no treatment or service presenting a significant risk may be administered to you without consent by you or your authorized representative.
5. You have the right to be treated with dignity as a human being at all times.
 - a. You have the right to a safe, clean, and humane environment.
 - b. You have the right to have appropriate clothing.
 - c. You have the right to receive mail as long as there is nothing dangerous in the mail.
 - d. You have the right to make local phone calls provided it doesn't conflict with your program needs and doesn't prevent others from using the phone for extended time periods
 - e. You have the right to attend or refuse to attend any religious activities.
 - f. You have the right to refuse to attend any activity if it is not of interest to you, unless not participating will jeopardize your safety or the safety of those around you.
 - g. You have the right to choose your own doctor, pharmacy and/or any other provider or medical and/or ancillary services. You have a right to change these providers as well if you are unsatisfied.
6. You have the right to live in the least restrictive environment whenever possible, and to receive the least restrictive supports, at all times
7. You have the right to not be locked in a room at any time.
8. Reasonable restrictions may be placed on you when necessary provided that:
 - a. the restriction does not deny you your rights,
 - b. staff have explained the restriction to you,
 - c. the restriction is fairly applied,
 - d. you are involved in defining the restriction,
 - e. the restriction is in compliance with Hartwood's approved Human Rights policies/plan.
9. You have the right to available paid work consistent with your abilities and interests.
10. You have the right to file a complaint, or have one filed on your behalf by someone else. This may be done so verbally or in writing to staff who works with you or by contacting the Hartwood main office. You may also contact the advocate directly for this purpose. You also have the right to appeal any decisions made regarding your services.

**By signing below I, _____, acknowledge that I have read or have been read the summary of my rights listed above and understand that I may request at any time to read or be read the document titled "HFI Human Rights Policies".

Service Recipient or Authorized Representative Signature and Date

Witness Signature and Date

Hartwood Representative Signature and Date

If you believe/feel your rights have been violated, you may contact the Regional Human Rights advocate, TIM SIMMONS
The role of the advocate is to help individuals receiving services to exercise their rights. (703) 207-7217

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II. Program Policies and Procedures - Continued

B. Rules of Conduct

The following are rules of conduct you must follow in order to remain a service recipient of any Hartwood program.

1. Respect other people's property. Stay out of other's rooms unless invited in.
2. Be responsible for your belongings.
3. Pick up after yourself as much as possible and assist with household chores as necessary.
4. Do not bring weapons, or items that may be used as weapons, into the home.
5. Do not hit others - staff or other service recipients.
6. Do not yell at or threaten to harm others - staff or other individuals.
7. Leave the building immediately when the fire alarm/smoke detector sounds.
8. Dress appropriately when in the common areas of the house.
9. Take turns with other residents when watching TV and listening to the stereo, and be considerate of others' rights to have quiet time.
10. Wear a seatbelt when riding in Hartwood vehicles or staff vehicles.
11. Stay with the group when on outings in the community.
12. You must have staff with you when going outside the Hartwood home unless otherwise determined by your Person-Centered Planning Team.
13. You must attend an approved vocational placement or other day support program.

C. Orientation

Before you move into the house, you and your Shared Planning Team will have developed a schedule of visits that will help you to become comfortable with the house and your new house mates. The staff there will explain the rules, your responsibilities and rights, and the general workings of the household. This is also a time for you to ask any questions that you would like to have answered.

D. Plan for Supports Development Process

Once a year, you will have a meeting to discuss your accomplishments of the past year, goals for the next year, and any needs you have. This meeting is called the Annual Meeting to develop the Plan for Supports or Individual Service Plan. You, your guardian, and/or your authorized representative may invite anyone you would like to attend the meeting. Unless you say otherwise, people who will be invited each year include:

your parent(s) or sibling(s)
your CSB Support Coordinator
Hartwood Services Coordinator and/or Team Leader
your vocational placement representative

You should be meeting with your Team Leader or his/her designee a month before the meeting to discuss what goals you would like to work on for the next year as well as any concern or need you have. Remember, the Plan for Supports is all about you. It is important to speak up at your meeting to let people know what is working and not working for you and what is important to you for the upcoming year.

II. Program Policies and Procedures - Continued

At least three other times during the year there will be another meeting with Hartwood staff and the same people, as available, to discuss how things are going for you and how you are doing on your goals. Remember, Hartwood staff is here to help you become as independent as you can. If there is anything you would like to talk about at any time, please feel free to speak to the staff, Shift Supervisor or Team Leader.

E. Paying Bills

It is the responsibility of all people served by Hartwood to pay their bills as required. Staff are available to assist in this process, if needed, or you may have a family member help you if you wish.

Depending upon the program in which you participate, your room and board or service fees may be somewhat different. Each month, you will receive a statement in the mail from Hartwood which will tell you how much you owe as well as when it is due. The Cable TV bills for basic cable channels are usually split between all people who live in the house. Pay channels are also split unless one person never watches the pay channels. Local telephone calls are free for you, but you must reimburse Hartwood for any long distance calls you make.

A service fee calculation form will be completed prior to your move to your new home. Your monthly fee to Hartwood will be 75% of your adjusted income unless you reside in one of the Hartwood operated programs adhering to H.U.D. requirements. Rent/service fee recalculation forms will be mailed out at least annually as we understand and anticipate that an individual's financial situation may change from time to time.

F. Emergency Preparedness and Fire Drills

There will be at least one emergency drill per month. During fire drills, you need to get out of the building as quickly as you can even if you are awakened in the middle of the night for a drill. If you hear the fire drill when you are in the bathroom or in bed, you still need to leave the building as quickly as possible. Put a robe or clothes on and get out fast. After a fire drill, wait until a staff person has told you it is safe before going back inside. During Shelter-in-Place drills you will be asked to go to a specific area of the house and remain there until staff say it is ok to leave the area. Practicing these drills is for your safety and a rule for participation in Hartwood programs.

G. House/Tenant Meetings

Typically once a week you will be invited to a house/tenant meeting. These meetings are the time to discuss problems that might be occurring between you and your house mates, your social life, ideas you might have about activities or services, and other issues. Also, the staff will discuss emergency drills, house rules, agency rules, and other issues. Remember, the staff is there to assist you. Ask for help if you need it.

H. Absences from the Program:

Staffing arrangements at your home are based in large part upon your attendance and participation in the program. In order to maintain adequate staffing patterns, Hartwood requires that all individuals served in our group homes maintain an in-program rate of no less than 340 days per calendar year. We understand that injuries and significant changes in an individual's health may require that they have extended hospital stays and therefore, exceptions to these restrictions shall be reviewed on an individual basis.

I. Health and Safety:

Hartwood's primary focus is, and always will be, the personal health and safety of those we serve. Hartwood staff are there to assist you and they are required to report to their supervisors when your health status changes and you may be in need of professional medical care. In the event that you are injured or sick, Hartwood staff may be instructed to schedule an appointment for you to see your doctor or to take you to the emergency room or nearest urgent care center to get you the attention you need. Refusals to attend such appointments threaten your own health and safety and may make it necessary for Hartwood to pursue alternative service arrangements for you.

It is Hartwood policy that the staff assisting you with receiving your medications, provide you with general information on the medications your doctor has prescribed, including the purpose of the medication and the possible side effects, as provided by the pharmacy/pharmacist. However, since Hartwood does not employ doctors, nurses or pharmacists, our staff do not have the knowledge or expertise to provide detailed information regarding drug interactions and other subtle issues regarding your medications. You and/or your authorized representative may elect to speak directly with your physician and/or the pharmacist to receive such information.

In the event that you are hospitalized for any reason while you are receiving services, Hartwood staff will work with hospital staff to insure that they have a sufficient understanding of your likes, dislikes, medical status, and support needs in order for them to provide adequate services to you while in their care. While your staff and house mates may visit you during your hospitalization, Hartwood is not able to provide staff support services to you when you are in the hospital. However, you, your family and/or your authorized representative may make arrangements for Hartwood staff to provide such services on a private basis provided that the staff person is not already scheduled to work for Hartwood on the days/times you wish to have them work with you.

Additionally, Hartwood senior management will communicate regularly with hospital staff and conduct a re-admission screening prior to your discharge from the hospital to insure that your support needs are consistent with what we provide in our programs.

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III. Service Recipient Agreement

This is to certify that I, as a service recipient of a Hartwood Foundation, Inc. residential program, have received a copy of the "Service Recipient Handbook" which contains all the current rules and regulations of Hartwood and a summary of the individual rights. I have read or had someone read and explain to me the contents of this handbook. I understand these rules and regulations, and I agree to abide by them.

Individual's Name – Printed

Signature

Date

Guardian / Authorized Representative Signature (If Applicable)

Date

Hartwood Representative Signature

Date