Adult Development Day Treatment Programs

Client Handbook

2024

ADULT DEVELOPMENTAL DAY TREATMENT PROGRAM RULES AND POLICIES **14**
DRESS CODE 14
SAFETY EQUIPMENT 14
PERSONAL PROPERTY 14
INFECTIOUS OR CONTAGIOUS DISEASE 15
RULES 15
BULLYING 16
DRUGS AND ALCOHOL POLICY 16
INCIDENT REPORTING 17
EMERGENCY PREPAREDNESS 17
SOLICITATION 17
BEHAVIOR MANAGEMENT **17**
POSITIVE BEHAVIOR SUPPORT 17
CRISIS PREVENTION INTERVENTION 18
PERSISTENT BEHAVIORS 18
INDIVIDUAL RIGHTS **18**
INDIVIDUAL RIGHTS 18
UNITED STATES CONSTITUTIONAL RIGHTS 20
RIGHTS OF INDIVIDUALS WITH AIDS, HIV, OR HEPATITIS B 20
CONFIDENTIALITY OF INDIVIDUAL RECORDS **20**
POLICY 20
PROCEDURE 20
RELEASE OF INDIVIDUAL INFORMATION **21**
POLICY 21
PROCEDURE 21
GUIDELINES 21
INDIVIDUAL RECORD CONTROL **22**
POLICY 22
PROCEDURE 22
SOLVING CONSUMER ISSUES **22**
INDIVIDUAL/PARENT/GUARDIAN GRIEVANCE PROCEDURES **22**
INDIVIDUAL ORIENTED CONCERNS PROCEDURES **23**
POLICY 23
PROCEDURE 23
INVESTIGATION 23

PATHFINDER, INC.

Mission Statement

Pathfinder, Inc. is dedicated to the development and implementation of individually designed strategies that enable people with developmental disabilities to pursue total access to community life.

Philosophy

A basic concept of Pathfinder, Inc. is that all people, regardless of individual differences and intellectual abilities, have an inalienable right to programs and services, which are consistent with their needs, and helps them to achieve their maximum potential.

Pathfinder, Inc. seeks to provide the best possible programs and services for individuals we serve with developmental disabilities to expand their growth opportunities. Pathfinder, Inc.'s focus always remains on helping to enrich the quality of life for the people we serve.

Underlying these concepts are the beliefs that: all human beings have intrinsic worth regardless of intellectual ability; that all human beings have potential for development; and that, with few exceptions, every human being has both the ability and the duty to contribute something of value to his fellow man.

Service Goals

The service goals developed in light of this philosophy are:

- To help the individual with developmental disabilities become or remain self-sufficient by seeking to develop personal, social, academic and problem solving skills necessary to function independently in society.
- To protect children and adults who cannot protect themselves from abuse, neglect and exploitation and to help families stay together by providing an array of services for the individual with developmental disabilities.
- To arrange for appropriate placement and services that provide the least restrictive environment and which is in the individual's best interest.

BOARD OF DIRECTORS

NAME	OFFICE	ELECTION DATE	TERMS
Robert Ferguson 2228 Cottondale Lane, Suite 200, Little Rock, AR 72202 Phone: 501-221-3800	Chair	December 2023	3 years
Jan Baker 127 Wellington Plantation Lane, Little Rock, AR 72211 Phone: 703-677-6287	Vice-Chair	November 2025	3 years
Lisa Bamburg (Consumer Representative) 180 Maplewood Dr. Cabot, AR 72023 Phone: 501-658-5613	Secretary	November 2025	3 years
Rev. Wendall Dorman 218 Grandview Drive, Hot Springs, AR 71913 Phone: 501-519-0672	Member	December 2024	3 years
Randy Lann (Consumer Representative) 9 Gander Pointe, Vilonia, AR 72173 Phone: 501-835-8829	Member	December 2025	3 years
Baxter Drennon 500 President Clinton Ave, Suite RL20, Little Rock, AR 72201 Phone: 501-265-9927	Member	December 2023	3 years
John Burkhalter 26 Collins Industrial Place, North Little Rock, AR 72113 Phone: 501-539-3003 Office: 501-753-6400	Member	December 2023	3 years
Barbara McCreight 4020 Elizabeth Court, Benton, AR 72019 Phone: 501-944-0398	Member	November 2025	3 years
Andrew Branch 5738 S. Chanberry Lane, Rogers, AR 72758 501-722-8784	Member	May 2023	3 years
Matt McClendon 26 Edgehill Rd, Little Rock, AR 72207 501-240-5600	Member	August 2023	3 years

ADULT DEVELOPMENTAL DAY TREATMENT PROGRAM (ADDT)

Purpose

The Adult Developmental Day Treatment Program provides a wide range of services that targets the enhancement of self care, socialization, employability, and cognitive skills towards greater independence. The menu of services and service environments is enhanced through carefully targeted individualized goals and objectives.

Each individual receives approximately five (5) hours of instruction per day, five (5) days a week. Individuals accepted into the program come from other agencies, community, or transition from public schools. The purpose and intent of these programs is to provide individuals with sufficient skills to function effectively in a community, home, and/or work environment. The program emphasizes instruction in academics, self-help skills, and social and behavioral development skills. These programs are provided in licensed Developmental Disabilities Services (DDS) facilities.

Funding Sources

The majority of individuals are funded by Developmental Disability Services (DDS). Other funding sources include Medicaid, PASSE, Medicare, Arkansas Rehabilitation Services (ARS), Title XX, Title XIX, private insurance and private pay.

Facility

Individuals receive ADDT at various sites approved as Department of Health Services (DHS). These integrated sites provide individuals integrated environments with various opportunities and services.

Accreditation

The Adult Developmental Day Treatment Program is accredited by Commission on Accreditation of Rehabilitation Facilities (CARF).

TRAINING PROGRAM

Developmental Day Treatment

This program provides services for adults with developmental disabilities. Each individual receives approximately five (5) hours of instruction per day, five (5) days a week. Individuals accepted into the program come from an institutional setting, community, or transition from public schools. The purpose and intent of these programs is to provide individuals with sufficient skills to function effectively in a community, home, and/or work environment. The program emphasizes instruction in academics, self-help skills, and social and behavioral development skills. These programs are provided in licensed Developmental Disabilities Services (DDS) facilities.

Hours of Operation

The hours of operations for the Adult Developmental Day Treatment Program vary by location. Exceptions are made for individuals riding the later transportation routes in the morning and in the afternoon.

Days of Operation

The Adult Developmental Day Treatment Program is open Monday-Friday every week of the year with the exception of designated holidays.

Curriculum

The Adult Curriculum Program provides adult instruction and activities that encourage independence and adult awareness of the community. Activities are focused around independent living, employment skills, job search/job readiness, appropriate socialization, etc.

The activities may include:

- Health and wellness/exercise
- Activities of daily living
- Fine art
- Music
- Social/recreational
- Literacy and money management
- Special Olympics

In order to qualify for classes and activities, individuals must have a need and desire for greater independence in the areas of employability, residential living, and the community.

Evaluation Program

The purpose of the Evaluation Program is to determine an individual's social and vocational assets and needs. Individuals are assessed in various skill areas including, but not limited to, vocational preparation, daily living skills, personal management skills, and interpersonal relation skills. The evaluation serves as a tool in developing the individual's vocational rehabilitation program.

Vocational Training

Vocational training is a planned program of instruction and task performance. It is designed for individuals with disabilities who require assistance in preparing for employment. During vocational preparation, improvement in areas of need is stressed with the goal of meeting standards of proficiency which are acceptable in competitive employment.

In order to qualify for Vocational Training, the individual must exhibit the ability and willingness to participate. In addition, the individual and/or guardian must give approval to participate.

Staff counsels each individual regarding his/her program and adjustments into the work world. Counseling sessions are vocationally-oriented. All workers, including youth, must be regularly provided with career counseling and information about training opportunities as a condition of payment of a sub-minimum wage. Each individual must also be provided information regarding self-advocacy, self-determination, and peer mentoring training opportunities.

Job Placement

Once the requirements for full-time competitive employment are met, placement in public or private industry is pursued. The staff is responsible for on-site job coach services and follow-up services as appropriate and assigned. A minimum of one (1) contact per month for three (3) months is made once the work placement is stable.

Individuals are provided real work situations and settings in which they are paid at least the hourly minimum wage. These settings are in real businesses within the community. Individuals work with Pathfinder, Inc. staff that provides close instruction and quality assurance performance. These are integrated settings providing individuals the experience of working with on-site co-workers, company managers, and supervisory staff. Once adults secure competitive employment, they are still eligible to participate in day treatment and other service options.

Job Descriptions

Individuals at the Adult Developmental Day Treatment Program may be involved in various assembly and production tasks. They must meet the criteria established by WIOA. Each individual is assessed in regard to his/her ability and then a program is developed to incorporate tasks designed to meet that individual's specific training needs. Developing these specific training needs will allow the individual to prepare for employment in the community.

Consumer Pay

Individuals are paid on a commensurate wage basis for production tasks performed at Pathfinder, Inc. All tasks have different pay rates according to the job, the contract, and the specific time study for the job. The pay for the task is based on the Prevailing Wage Survey. The program is approved by the Department of Labor to pay a commensurate wage.

The Adult Developmental Day Treatment Program possesses a current certificate from the Wage and Hour Division of the United States Department of Labor. All time studies and payment of wages adhere to the regulations of the Department of Labor.

Individuals working under the title of "Production Assistant" will be paid at least minimum wage.

In addition, the Section W10A, the Workforce Innovation and Opportunity Act requires that individuals with disabilities twenty-four (24) years and younger cannot be employed at a sub-minimum wage; however, they may be employed at a minimum wage or higher level.

Individuals are paid every two (2) weeks. Pay checks will depend on tasks completed and the availability of production tasks for which Pathfinder, Inc. is compensated by an outside business.

Volunteer Work Opportunities

Volunteer work opportunities at community sites are available for individuals who are preparing for paid employment opportunities.

Admission and Discharge

Referral

Referrals come through the community, public schools, Arkansas Rehabilitation Services, other providers, court orders and other state agencies. From the point of referral to admission the timeline is usually thirty (30) days.

Eligibility

Participants funded by DDS must be developmentally disabled. This program provides services for individuals with developmental disabilities who perform at a production level less than fifty (50) percent of the industrial norm and who cannot function effectively in the working community.

Application

Financial information, demographics, social history, and other pertinent information from the prospective enrollee are obtained.

Information such as, but not limited to, the following is obtained: full name, address, phone number, marital status, sex, race, date of birth, legal status, name, address and phone number of parent(s)/guardian(s), emergency contact name, address and phone number, insurance benefits, primary language, primary disability, educational background, environmental variables, medical, health, emotional and behavioral factors.

Efforts are made to secure as much information about the individual as possible in order to create the most appropriate and accurate program plan. *"Release of Information Forms"* are signed to secure information from previously attended training programs, medical facilities, schools, etc. At intake, all necessary releases are signed and legal status (guardianship) is determined

Order of Acceptance

All individuals meeting Adult Development Center requirements will be admitted based on space availability.

Waiting List

The Adult Development Center does not maintain a waiting list at this time. In the instance that a waiting list would become necessary it would be maintained on a first come first serve basis.

Information Session

The Adult Development Center's Administrative Assistant/Designee arranges a time for the individual with a disability/parent/guardian to tour the facilities and briefly explain existing programs. If it is determined by the admission team that the Adult Development Center would be an appropriate placement for the prospective enrollee and if the prospective enrollee/parent/guardian requests entry into the training program, the procedure for admission continues.

Admission

Based on all of the information that is submitted, the admission team evaluates the individual and determines if the Adult Development Program is an appropriate placement for the individual. The individual/parent(s)/guardian(s) are contacted to inform them of the decision of the team. If it is determined that the individual is eligible for the Adult Development Program, an Orientation is scheduled for the individual to become familiar with the facility and the program. Additionally, a start date is scheduled. If the admission team determines that the Adult Development Program is not an appropriate fit for the individual, the individual/parent(s)/guardian(s) are informed of the reasons for this decision and given information regarding other resources or programs available that might better suit the needs of the individual.

Intake

On the scheduled day, the individual attends the Adult Development Program and begins his/her ten (10) day trial period. This trial period accustoms the individual to the environment and verifies that the program is an appropriate placement for the individual. The individual will receive a comprehensive assessment. This assessment is discussed with the individual and a report is sent to the parent(s)/guardian(s) and the referral sources, if applicable. This report contains the results, recommendations and future steps. If the trial period is successful, the individual continues attending the program and an Individual Program Plan (IPP) is created within thirty (30) days of admission. If the trial period proves unsuccessful and the team decides the individual is not a fit for the program, the individual/parent(s)/guardian(s) are informed of the reasons and given alternate placement suggestions.

Master File

Upon entering the program, a master file is created for the individual. The face sheet serves as the social history and will be updated and signed at least annually. Information concerning the individual's allergies, medical problems, and medication will be updated annually. A signed *"Consent Form"* authorizing the individual to receive emergency medical services shall be accessible and updated annually. "*Release Forms"*, such as *"Photo Releases"*, are obtained on an as-needed basis.

Discharge

- An individual may be discharged or terminated when:
- Employment is secured and employment schedule prohibits participation in the program. Individuals are still eligible to participate during non-work hours.
- Individual is transferred to another center.
- Individual voluntarily withdraws from the center.
- There is a lack of funding.

The individual was dismissed due to violation of established rules such as: unsatisfactory performance after repeated counseling, inability to cope with the training situation, refusal to perform job tasks, disruptive behavior, physically attacking other individuals, violation of any rules, absenteeism, other behaviors that represent a health and safety threat to others, and/or the identification of another program that more appropriately meets the needs of the individual.

Transition

School to Adult Developmental Day Treatment Program:

Adult Developmental Day Treatment Program staff attend Individualized Education Program (IEP) meetings of individuals during their junior or senior year. Individuals are provided with information regarding the services available at the Adult Developmental Day Treatment Program. School staff, families, and individuals may receive a tour of the center. Individuals who decide to transition to the Adult Developmental Day Treatment Program are given the assistance and guidance necessary to transition from high school to the Adult Developmental Day Treatment Program.

Adult Developmental Day Treatment Program to another program:

When individuals leave the Adult Developmental Day Treatment Program to attend another program, an exit summary and a discharge form are completed. The exit summary provides information regarding the satisfaction of the person served. The discharge form provides information regarding the reason for discharge, the services that were received, referral information, and the plan for follow-up activities.

Individuals/families are provided information about other programs or services that might be able to meet the needs of the individual. Once the individual has chosen another program and a release has been obtained, the Adult Developmental Day Treatment Program will send all of the individual's necessary documentation.

Adult Developmental Day Treatment Program to Employment:

The Adult Developmental Day Treatment Program provides clients with daily assistance in preparing for integrated employment. Once an individual is ready for integrated employment and a job opportunity becomes available, he/she is assisted in completing the job application. Additionally, assistance and guidance is given to the individual about the interview process to help him/her prepare. Individuals may be accompanied by a staff member to an interview. Once the individual secures a job, transportation and ongoing support is provided as necessary.

Active Day Treatment

Active Day Treatment is provided for those individuals with disabilities who reside in Intermediate Care Facilities (ICF/IID). In addition to adhering to all Adult Development Programs admissions criteria and procedures, individuals funded by ICF/IID must have a history of institutionalization or documentation that admission to the Adult Development Program would prevent such institutionalization. Active Day Treatment Services can be provided at an Adult Development Facility or in integrated settings in the community.

Individual Program Plan/Annual Plan

Initial Individual Program Plan (IPP)

The initial Individual Program Plan (IPP) is developed after all necessary evaluations have taken place. The initial plan must be completed within thirty (30) days of admission.

Annual Individual Program Plan (IPP)

Each IPP is reviewed annually. First, a Program Plan Annual Summary is filled out by the client to summarize their current abilities, preferences, and concerns. Additionally, the client is asked about his/her future preferences such as: home, work, community, recreation, people, etc. The intent is to determine how satisfied the individual is with his/her current plan and determine what the future plan should contain in order to best meet the needs and desires of the individual. Next, an IPP meeting is held with the interdisciplinary team and the client/parent(s)/guardian(s) to review the individual's progress from the previous year and determine what goals and objectives are necessary for the upcoming year. The team discusses the individual's strengths, needs, barriers, medical history, and the responses of his/her Program Plan Annual Summary in order to develop a plan that is individualized and appropriate for each individual.

Goals and Objectives

Based on the recommendations of the team, the parent(s)/guardian(s) input, and the preference and choice of the client, goals and objectives are created in order to assist the individual in attaining a higher level of independence. Goals and objectives are individualized to ensure they are reasonable in terms of the individual's potential and abilities and that they are relevant to the individual's future goals or desires.

Progress Evaluations

One important component of the IPP goals and objectives is progress evaluations. A progress evaluation assesses the progress or lack of progress that has occurred in regard to the individual goals and objectives. The results of these evaluations provide the opportunity for analysis to determine if the individual is progressing as expected or if accommodations or changes need to be made to the objectives in order to support the individual in obtaining his/her goal.

Activities and Services

Food Services

Pickens, IWAC, Boone County Special Services, Jonesboro: Food Service for Adult Development Programs is governed by USDA guidelines. Individuals may choose to bring their own meals or eat the meals prepared.

The Preschool Cafeteria Supervisor orders food and creates menus in accordance to USDA standards for adults. Lunch is prepared at the Preschool and transported to the Adult Development Program. Breakfast is prepared on site. Individuals with special diets or restrictions are accommodated. Meals are on a four (4) week schedule. All food preparation areas are monitored by the Arkansas Department of Health. Food will not be stored with toxic items.

Other Programs: Individuals at other Adult Development Programs bring their own meals or receive a well balanced lunch from the site.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communications for program information (e.g. Braille, Large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file, a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. The request a copy of complaint form (866) 632-9992. Submit your completed form or letter to USDA by: U.S Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington D.C. 20250-9410; fax (202) 690 7442; or email: program.intake@usda.gov. This institution is an equal opportunity provider.

Speech Therapy

Speech/Language Pathologists provide evaluation of communication skills, direct intervention for articulation/language deficits, and development of alternative/augmentative communication systems. The goal of this service is to improve an individual's communication with others at the Adult Development Center, at home, and within the community.

Occupational Therapy

Occupational Therapists provide assessment and treatment of fine motor skills, activities of daily living, and sensory integration. Intervention focuses on improving the individual's ability to function as independently as possible.

Physical Therapy

Physical Therapists provide assessment and treatment of gross motor skills including ambulation, range motion, balance, and muscle tone. Recommendations may be made for assistive devices such as wheelchairs, walkers, or orthotics in situations that warrant such.

Protective and Socio-Legal Assistance

If necessary, assistance is provided through advice and guidance by actively intervening in social and legal processes on behalf of individuals with disabilities by:

- Assisting individuals to ensure that they receive all of the benefits, services, and rights to which they are entitled
- Referring individuals to the proper agencies in cases of abuse or neglect
- Providing education to individuals with disabilities and to the community, as pertains to law enforcement, local bar associations, etc. concerning the nature of disabilities and the specific needs of individuals with disabilities.

Referral

The facility maintains a current directory of community resources that are available. In the instance that an individual needs services that are not provided by the Adult Development Program, individuals will be referred to other agencies that can provide the services. Staff members will assist individuals in other service options that are available.

Transportation

Transportation to and from domicile to the Adult Development Programs is provided daily in the Pathfinder, Inc. vans for no charge. Designated vehicles are staffed with a bus driver and one (1) aide. Bus routes are approximately one (1) mile to fifty (50) miles in length and are approximately two (2) hours in time. Attendance logs are maintained along with documentation of the provision of services. Mileage logs are required for the Transportation Department.

Medication Monitoring

Pathfinder, Inc. Adult Day Service Programs do not manage medications, but will monitor the consumers' self-administration of medications. Persons served in this program must be capable of Self-Administering Medications. Community consumers will notify intake coordinator of the medications brought to the program at which time a MAR will be created to be monitored. Clients in Pathfinder residential facilities will have their MAR brought to the Adult Development Center. All prescribed medications must have the name of the medication, date, consumer name, prescribing physician and pharmacy including contact information, instructions for use, and dosage including strength and frequency. A copy of side effects and drug interactions will be kept in the nurses' station. All medications will be checked in, secured and locked to ensure the safety of all consumers. Medications requiring refrigeration and/or protection from light will be secured and stored appropriately. The instructor will, upon prompt, provide the medication to the

person served and appropriately document the self-administration on the *"Medication Monitoring Form"*. Medications will be taken home and will not be stored nor disposed of at the facility.

All non-prescription medication must have the original label showing the recommended dosage as well as recommended treatment. Non-prescription medication will be treated as prescription medication by being kept in a locked cabinet to protect all individuals.

Adult Developmental Day Treatment Program Rules and Policies

Dress Code

The Adult Developmental Day Treatment Program is directed toward developing acceptable work behaviors and attitudes. Wearing appropriate clothing is an important aspect of developing such behavior. Individuals are prohibited from wearing halter tops or clothing with obscene language or pictures. Shirts must have sleeves and cover the stomach. Shorts may be worn as long as they are considered walking shorts. Clothing and headwear displaying the logo or other advertising of alcohol, tobacco, or drugs is also prohibited. Ladies must wear bras and low cut blouses should be avoided. Saggy pants will not be tolerated.

All individuals are required to maintain personal hygiene toward developing acceptable appearance and attitudes. This includes clean clothing (without rips or tears), regular bathing, clean hair, deodorant, good oral hygiene (brushing teeth daily), and basic grooming.

Pathfinder, Inc. suggests that individuals wear clean and comfortable clothing. T-shirts are acceptable. Makeup and jewelry should be worn in consideration of what is appropriate for an employment setting. Excessive makeup and dangling jewelry is not considered appropriate.

Safety Equipment

Individuals in the vocational preparation area are provided with the necessary equipment to ensure their safety. Safely equipment can include safety glasses, gloves, guards, etc. The direct supervisor of the area will inform individuals of safety equipment requirements within the vocational preparation area.

Personal Property

Pathfinder, Inc. is not responsible for any personal property of individuals that is stolen or lost at the Adult Developmental Day Treatment Program. The individual bringing his/her personal items (i.e. iPad, cell phone, wallet, money, purse, etc.) is responsible for the securing of his/her possessions at the Adult Developmental Day Treatment Program. Individuals should label personal items so that they are easily identifiable.

Infectious or Contagious Disease

An individual should remain at his/her residence if he/she is not well. Parents/guardians are asked to notify the Pathfinder, Inc. staff if contagious or infectious conditions exist. If a staff member learns of such a

condition from an individual, the staff will verify the information with the parent/guardian. The individual should not return to Pathfinder, Inc. unless he/she provides a statement from a doctor stating that a contagious or infectious condition no longer exists. An infectious disease is defined as a disease capable of being easily diffused or spread through casual contact with others.

Rules

- Individuals should report to their assigned areas no later than 8:30 A.M.
- There will be a thirty (30) minute lunch break immediately followed by a thirty (30) minute social/behavioral skills training.
- Individuals should enter and exit through the designated arrival and departure areas only.
- Individuals should spend the time before training, lunch, and social time in the designated social areas.
- Individuals are not to enter any of the staff offices unless they have an urgent need. In addition, they should knock before entering.
- Individuals are prohibited from borrowing food, money, or cigarettes from peers.
- Individuals are not to use staff cell phones without asking supervisors/instructors. Only important calls will be permitted.
- Individuals are responsible for disposing of their own trash in the provided trash cans.
- Individuals are expected to adhere to the dress code.
- Individuals should remain at their designated training station with their immediate instructor.
- Individuals should notify their instructor if they have to leave the training station for any reason.
- Individuals are to discuss any task problems with their immediate instructor.
- Individuals should report absences before 8:30 by phone. A reason for absence should be given at this time.
- Radios or electronic music devices should not be worn during training hours without instructor's permission.
- Cellular phones should be turned off during training hours, but they may be used during social times and lunch periods.
- Unruly behavior of any kind will not be tolerated. This includes, but is not limited to, striking a co-worker or staff, use of foul or abusive language while talking to peers or on the telephone, sending inappropriate pictures on cell phones while at the Adult Developmental Day Treatment Program, running away, inappropriate display of anger, illegal activities, theft, threats of any nature to other individuals or staff, and fighting.
- Possession of any weapon is prohibited, including knives.
- Individuals may not smoke inside the building of the Adult Developmental Day Treatment Program. Designated smoking areas located twenty-five (25) feet from the entrances are provided and can be accessed at specified times.
- Individuals must adhere to the Drug and Alcohol Policy.
- Individuals are expected to take care of their own restroom and feeding needs.
- Individuals should dress as appropriate to the work that they are doing. All individuals should have a clean and neat appearance.
- Individuals should respect other peers and staff.

- The facility is considered a public place. Typical social greeting and goodbyes are appropriate; however, intimate physical contact, including self-stimulation, is always inappropriate in a public place. Sexual misconduct will not be tolerated.
- Individuals should follow the directions of staff.
- Individuals are required to report unsafe working conditions to a supervisor.
- Individuals driving their personal car to the facility must provide proof of current driver's license and automobile insurance. In no circumstances may they take another peer in the car with them.
- Food and drink should not be consumed in the training areas unless specific permission has been granted.
- Individuals must sign in and out at the front reception desk if they arrive late or leave early.

Bullying

Bullying of another consumer or of staff at Pathfinder, Inc. facility, on a Pathfinder, Inc. transportation vehicle, or at a Pathfinder, Inc. sponsored or sanctioned event is strictly prohibited. Bullying is unwanted, aggressive behavior that involves a real or perceived power imbalance. The behavior has the potential to be repeated over time. Bullying includes actions such as teasing, taunting, calling names, tripping, pushing, belittling, making threats, spreading rumors, attacking someone physically or verbally, and excluding someone from a group intentionally. Bullying may be experienced in many forms including, but not limited to, the following: written, verbal, physical, texting, social media, and sign language.

Cyber bullying is bulling that takes place using electronic technology. Electronic technology includes devices and equipment such as cell phones, computers, tablets, and other electronic communication tools such as social media, text messages, chat messages, and websites.

The Adult Developmental Day Treatment Program will address situations of bullying with immediate disciplinary action in any cases where fact-finding shows the preponderance of facts confirming bullying.

Drugs and Alcohol Policy

Individuals are prohibited from being under the influence of alcohol or illegal drugs during center hours. The sale, possession, transfer, or purchase of illegal drugs on Pathfinder property, or while performing Pathfinder business, is strictly prohibited. Such action will be reported to appropriate law enforcement officials. The use, sale, or possession of an illegal drug or controlled substance while at the Adult Developmental Day Treatment Program is cause for termination.

No alcoholic beverage will be brought or consumed on Pathfinder premises. No prescription drug will be brought on company premises by any person other than the one for whom it is prescribed or by the parent/guardian. Such drugs will be used only in the manner, combination, and quantity prescribed.

Individuals may be required to take a test to determine the presence of drugs, narcotics, or alcohol, unless such tests are prohibited by law. Testing positive for drugs or alcohol is a violation of this policy. You are subject to the Drug-Free Work Place Act and if convicted of any criminal violation occurring in or out of the Adult Developmental Day Treatment Program, you must report such conviction to your supervisor within five days. The supervisor is then to take appropriate action as required by law.

If off-duty abuse of alcohol or illegal or prescription drugs results in excessive absenteeism or tardiness or is the cause of accidents or poor task completion, individuals may either enter a rehabilitation program, submit their resignation or be terminated.

Incident Reporting

Procedures are established for reporting incidents and abuse/neglect and will be handled as directed by the Department of Human Services and Developmental Disability Services. Incidents should be reported to the Program Director and Compliance Director in order to ensure the proper procedure is utilized.

Emergency Preparedness

Individuals working as Adult Developmental Day Treatment Program staff are trained in First Aid and CPR in the event that an injury occurs. In the event that an Arkansas Rehabilitation Services or Developmental Disability Services sponsored individual is injured on the premises, the appropriate agency will be contacted within twenty-four (24) hours of the incident.

Solicitation

No outside agencies will be allowed to enter Pathfinder, Inc. facilities with the intent of passing out literature, soliciting individuals to participate in alternate competitive programs.

BEHAVIOR MANAGEMENT

Positive Behavior Support

The Adult Developmental Day Treatment Program implements Positive Behavior Support strategies in order to manage behavior. Positive behavior support provides the opportunity for individual growth and empowerment and renders more intrusive and negative forms of behavior management unnecessary. The core belief of the positive behavior support process is that the individual is likely behaving based on a desired outcome: the attempt to achieve or receive something or the attempt to avoid or resist something. Determining what the relationship is between the behaviors exhibited by the individual and aspects of the environment will likely reveal relevant information in managing behavior. In instances where doing so is feasible, efforts are made to limit the environmental stressors that provoke the individual's behavior. Another method used is positive reinforcement. The concept of positive reinforcement is that staff members provide positive feedback and response to the desirable behaviors resulting in increased occurrence of acceptable behavior and decreased occurrence of undesirable behavior.

Crisis Prevention Intervention

Staff members receive training in Crisis Prevention Intervention (CPI), a national certification for non-seclusion or emergency restraining hold intervention procedures. This intervention is only used in the least restrictive manner within a minimal time frame, only by trained and certified individuals, and only when needed to ensure the health and safety of individuals and staff. If an individual requires more than two (2) emergency holds per month, it will be necessary that the individual's Individual Program Plan be reevaluated to determine if additional supports are necessary to assist the behavior or if the behavior has reached a level that indicates the individual is no longer in the appropriate placement.

Persistent Behaviors

If behaviors continue, staff meetings will be conducted to assess and address further needs that may include modification of staffing area, activity, and/or other accommodations. Meetings may be held with families or guardians for direction. If all of these resources are exhausted, suspension or termination may be utilized to ensure other individuals' services are not negatively impacted. In cases where the health and welfare of the individual or other individuals is in danger, the person may be removed immediately. Maltreatment, restraints, or corporal punishment is prohibited. "Corporal punishment" refers to the application of painful stimuli to the body in an attempt to terminate behavior or as a penalty for behavior.

Individual Rights

Individual Rights

- Being free from physical or psychological abuse or neglect, retaliation, humiliation, and financial exploitation
- Having control over their own financial resources
- Being able to receive, purchase, have, and use their own personal property
- Actively and meaningfully making decisions affecting their life
- Access to information pertinent to the person served in sufficient time to facilitate his or her decision making
- Having privacy
- Participating in development of the program plan and receiving information periodically on progress
- Being able to practice the religion of their choice
- Being able to associate and communicate publicly or privately with any person or group of people of the individual's choice
- Being free from the inappropriate use of a physical or chemical restraint, medication, or isolation as punishment, for the convenience of the provider or agent, in conflict with a physician's order or as a substitute for treatment
- Not being required to work without compensation, except for the purposes of the upkeep of their own work space and of common working areas and grounds that the individual shares with others
- Being treated with dignity and respect
- Having due process
- Having access to their own records, including information about how their funds are accessed and utilized and what services were billed for on the individual's behalf.
- Informed participation including consent, refusal, or expression of choice regarding service delivery, release of information, composition of the service delivery team, involvement in research projects (if applicable), to decide whether or not family parties (or any interested party) can be involved in the planning and implementation of the individual's service plan (if own legal guardian).
- Access or referral to legal entities for appropriate representation
    - Disability Rights Center 1-800-482-1174
    - DDS Licensure and Standards 1-501-682-8697
    - Adult Protective Services 1-800-482-8049

    - Department of Human Services 1-501-682-1001
    - Emergency Services 911
- Access to self-help and advocacy support services
- Investigation and resolution of alleged infringement of rights (The agency maintains documents of all investigations of alleged violations of individual's rights and actions taken to intervene in such situations. The organization ensures that the individual has been notified of his or her right to appeal according to DDS Policy 1076.)
- Rights and responsibilities of citizenship
- Other legal and constitutional rights
- Say no to services (unless a court has taken that right away from the individual)
- Participation in campaigns for publicity efforts or to raise funds is done on a voluntary basis only
- To have input into the rules of conduct utilized by the facility and to be informed of the rules
- To refuse any experimental or non-standard form of treatment
- To be informed of the confidential nature of all individual information and have the right to approve or deny the release of identifiable information
- To request and review a summary of any report of the facility done by local, state, or federal authorities
- Know how services are supposed to help
- Know why certain services are chosen over others
- Receive services in ways that provide the most freedom (provide services that best fit the individual's needs)
- Be informed of their rights in a way that they can understand
- Exercise their rights without fear of punishment or denial of services
- Choose to live in the community rather than a living facility, if appropriate
- To be informed of the discharge and exit procedure
- To be informed of the U.S. Constitutional Rights
- To be informed of the grievance procedure

United States Constitutional Rights

- The right of freedom of speech and expression
- The right of freedom to religion
- The right to association
- The right to marry, procreate, and raise children
- The right to vote
- The right to meaningful and fair access to courts, including legal representation
- The right to contract and the right to own and dispose of property
- The right to privacy
- The right to be free from cruel and unusual punishment
- The right to equal protection and due process of law
- The right to fair and equal treatment by public agencies

- The right to an equal educational opportunity
- The right to have residential and educational services provided in a humane and least restrictive environment
- The right to meet civil and legal responsibilities

Rights of Individuals with AIDS, HIV, or Hepatitis B

Individuals with AIDS or an HIV related condition (or those who may be perceived as having AIDS or AIDS related condition) are not discriminated against in accordance with 29 U.S.C. 706(8), 784(b); U.S.C. 121010 et. Seq. Each individual/parent/guardian shall be provided a copy of this procedure.

Pathfinder, Inc. will protect the confidentiality of records or computer data which is maintained related to Hepatitis B, HIV, or Aids.

Confidentiality of Individual Records

Policy

Pathfinder, Inc. recognizes the confidentiality of all individual records and information and will implement safeguards possible to maintain confidentiality.

Procedure

A. All records will be maintained in a secure location for protection against unauthorized use and stored under lock with protection against fire, water, and other hazards.
B. Information in records will not be released, duplicated, or disseminated without proper authorization.
C. *"Release of Information"* must be signed by the individual or by the guardian of an incompetent or minor individual.
D. In conformance with common procedures as maintained in public and private agencies, requests from doctors, hospitals, social agencies, and institutions concerned with the care of a specific individual, may be honored by completing *"Consent to Release Information Form"*.
E. Any information released to the press, radio, television or other news agencies, which could result in invasion of the resident or individual's right to privacy, must be approved by the individual, his/her guardian, and the Director and/or Designee.
F. The Director and Supervisors are authorized to review master files. The Director may designate other employees who may be authorized to review master files; however, the Director must authorize, in writing, those designated individuals.
G. The individual or guardian has a right to review the contents of the record but only at a scheduled time and with an employee present.
H. Confidential information must be respected at all times by all employees. Cases should not be discussed in the presence of other individuals and inappropriate staff.
I. An access sheet will be located in the front of each file to maintain confidentiality, according to the Privacy Act of 1974.

J. The individual has the right to be informed of the confidential nature of all individual information and has the right to approve or deny the release of identifiable information.

Release of Individual Information

Policy

The purpose of this policy is to establish safeguards to preserve the privacy and confidentiality of consumer information. Pathfinder, Inc. will follow the combined requirements of the Health Information Portability and Accountability Act (HIPAA) and other regulatory agencies standards in order to release information from consumer's records.

Procedure

Any requests for information must not be responded to by an employee of Pathfinder, Inc. except as permitted in accordance with regulatory agencies standards.

Employees need to consult with the Director of Quality Assurance concerning release of information of a legal nature.

Original records shall not be taken outside of program except upon receipt of a subpoena deuces tecum, court order, or statute. When consumer's records have been subpoenaed, every effort will be made to have the court accept a certified copy of the record. Where the judge orders that the original records be held, a receipt must be procured from the Clerk of the Court and filed in the folder until return of the records.

Consumers, parent(s)/guardian(s) have a right to request the restriction of the use and disclosure of information. Such restrictions must be submitted on the *"Release of Information Form"* and do not affect disclosures that have already taken place in good faith. The form will be filed in the consumer's records.

Written authorization must be obtained for the release of consumer's records.

Guidelines

Any release of confidential information must include the following:

A. The release of information has been authorized by the person served and/or his or her legal representative using a "*Release of Information Form*".
B. The "*Release of Information"* conforms to applicable laws and regulations and indicates what specific information can be released, to whom, how the information will be shared, and the purpose of requesting the information.

Individual Record Control

Policy

The control, access, and use of all individual records (master file) are a very serious matter and will be strictly adhered to as set out herein.

Procedure

- Each time a Master File is removed from the filing drawer, the individual who is reviewing the records completes the Records Review Log located in each Master File, noting the individual name and title, date of review, and specific purpose of review (name, title, date, purpose).
- Only appropriate personnel will retrieve master files from the filing drawer.
- Those individuals who have access to the individual's records are listed below and will be updated as needed. This list will be kept posted in the Records Room. Records access is allowed to those individuals on the Access List as follows: appropriate directors, vocational counselors, individual service coordinator, placement procurement officers, instructors, case managers, individual/parent/guardian, and appropriate representatives of funding sources.

Solving Consumer Issues

Supervisors, administrators and employees at all levels shall receive, and act promptly and fairly, upon consumer issues. Pathfinder, Inc. recognizes the importance of bringing to light and resolving grievances and/or complaints promptly. If you need further assistance at any time with bringing an issue, grievance, and/or complaint please contact the administrative office at (501)982-0528, an employee will be designated to assist you in any way possible with your issue, including information on external options.

Individual/Parent/Guardian Grievance Procedures

The following procedure is hereby established to handle individual/parent/guardian grievances:

A. Any individual/parent/guardian expressing a grievance of any nature shall first present the grievance in writing to the program director of the facility within five (5) business days of knowledge of the incident. The consumer and/or the guardian/custodial parent, may present his/her grievance in good faith, without fear of any reprisal, retaliation or barrier to services.
B. Within five (5) business days of the filing, the individual shall meet with the program director. Written notification and actions taken as a result of this meeting will be provided within five (5) business days of said meeting to the consumer or his/her representative.
C. If the individual is not satisfied with the results of the meeting listed in B, they may contact the Director of Quality Assurance within five (5) business days.
D. The Director of Quality Assurance will review all pertinent grievance information submitted and investigate the situation. The Director of Quality Assurance will arrange a meeting with all parties involved within five (5) business days of the appeal and render a final decision within five (5) business days of the meeting. The decision will include appropriate resource information for an external appeal and assistance.

An annual written report of all formal complaints and grievances will be conducted to determine trends, performance improvement and appropriate actions to be taken.

NOTE: Dismissal and Grievance Procedures are to be outlined in the Individual Policies and Procedures Manual. Preschool: If the individual is not satisfied with the decision from an IFSP or IPP conference, they

may continue their case to the DDS Office of Appeals and Hearing under DDS Policy 1010 and 1076. This information can be obtained from the Preschool Service Coordinator or Director.

Individual Oriented Concerns Procedures

Policy

Pathfinder, Inc. provides an administrative procedure to assure that individuals, who believe that the rights of the program's individuals are not protected or observed, may file a formal grievance against the program or individual employees of the program. The administrative procedure shall assure a fair and thorough hearing for both the accuser(s) and the accused, with the right of legal representation and/or counsel, at one's own expense, throughout the process and shall be directed toward arriving at administrative actions that properly address the complaint. Utilization of the administrative procedure shall not result in any adverse management action against individuals filing complaints but shall be viewed by management as an amicable and constructive method for identifying and solving problems.

Nothing herein prohibits an individual's right to seek guidance and/or assistance from:

Governor's Council on Developmental Disabilities 1515 W. 7th Street, Suite 320-330 Little Rock, AR 72201 Phone: 501-682-2897 ddcstaff@dfa.arkansas.gov www.gcdd.arkansas.gov	OR	Adult Protective Services Hotline 1-800-482-8049 Child Abuse Hotline 1-800-482-5964

Procedure

Concerned individuals shall report directly to the supervisor in charge of the program. Initial report may be verbal, but must be followed with a written, signed report within one (1) working day. Individual/resident statements may be taped in lieu of written report, or written report witnessed by third party component.

Investigation

A preliminary investigation is immediately initiated by the Director of Quality Assurance resulting in a written report of findings to the director. The investigation should be completed within five (5) working days unless extenuating circumstances exist that require additional time. If, at the end of the preliminary investigation, the Director of Quality Assurance determines the allegation is unfounded, the process is ended unless the charging party desires appeal. The findings of the investigation will be documented and maintained in the Administration Office. The entire process must be completed within ten (10) working days unless extenuating circumstances exist that require additional time. Notify and forward documentation to the appropriate overseeing authority.