



# **Intermediate Care Facilities (ICF/IID)**

## **Client Handbook 2026**

**Managing Director: Crystin Main**  
**Director of Residential Programs: Lindsey Lang**

2411 West Main Street  
Jacksonville, Arkansas 72076

501-982-0528

**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.

## Governing Board of Directors

NAME	OFFICE	ELECTION DATE	TERMS
<b>Jan Baker</b> 127 Wellington Plantation Lane, Little Rock, AR 72211 Phone: 703-677-6287	Chair	November 2025	3 years
<b>Meredith Taylor</b> 998 Apple Blossom Lane, Tontitown, AR 72762 479-283-6952	Vice-Chair	July 2024	3 years
<b>Lisa Bamberg (Consumer Representative)</b> 180 Maplewood Dr. Cabot, AR 72023 Phone: 501-658-5613	Secretary	November 2025	3 years
<b>Randy Lann (Consumer Representative)</b> 9 Gander Pointe, Vilonia, AR 72173 Phone: 501-835-8829	Member	December 2025	3 years
<b>Baxter Drennon</b> 500 President Clinton Ave, Ste RL20, Little Rock, AR 72201 Phone: 501-265-9927	Member	December 2023	3 years
<b>John Burkhalter</b> 26 Collins Industrial Place, North Little Rock, AR 72113 Phone: 501-539-3003 Office: 501-753-6400	Member	December 2023	3 years
<b>Barbara McCreight</b> 4020 Elizabeth Court, Benton, AR 72019 Phone: 501-944-0398	Member	November 2025	3 years
<b>Andrew Branch</b> 5738 S. Chanberry Lane, Rogers, AR 72758 501-722-8784	Member	May 2023	3 years
<b>Matt McClendon (Consumer Representative)</b> 26 Edgehill Rd, Little Rock, AR 72207 501-240-5600	Member	August 2023	3 years
<b>Tymothe L. Wooldridge</b> 1313 Fox Point Cove, Paragould, AR 72450 870-926-8758	Member	April 2025	3 years

## Locations

### **Briarwood ICF/IID**

420 Barnett  
Batesville, Arkansas 72501  
870-793-8335

### **Longwood ICF/IID**

96 Sawmill Lane  
Searcy, Arkansas 72143  
501-279-2586

### **Cottonwood ICF/IID**

610 West Church  
Morrilton, Arkansas 72110  
501-354-3085

### **McCreight Memorial ICF/IID**

415 South Hospital Drive  
Jacksonville, Arkansas 72076  
501-982-2007

### **Dogwood ICF/IID**

904 Loberg Lane  
Jonesboro, Arkansas 72401  
870-935-3586

### **Pinewood ICF/IID**

2107 Bishop Road  
Bryant, Arkansas 72022  
501-847-9217

### **Eastwood ICF/IID**

208 West Jackson Avenue  
West Memphis, Arkansas 72301  
870-735-7483

### **Westwood ICF/IID**

208 West Jackson Avenue  
West Memphis, Arkansas 72301  
870-735-7622

### **Gordon Tubbs ICF/IID**

412 Cleveland  
Cabot, Arkansas 72023  
501-843-6611

### **Whit Davis ICF/IID**

1110 South Road  
Jacksonville, Arkansas 72076  
501-982-0044

## ICF/IID Program

### **Central Concept**

The central concept of Pathfinder, Inc. ICF/IID (15-bed or less) Program is that all people, regardless of individual differences, potential, or disability, have an inalienable right to an active treatment program and habilitation training which is consistent with their identified needs and enables them to achieve the highest level of adaptive and intellectual functioning possible. Pathfinder, Inc. ICF/IID seeks to provide the least restrictive environment with the best available habilitative services to the individuals with a developmental disability of Arkansas.

### **Program Description**

The Pathfinder, Inc. ICF/IID Program provides individuals with a twenty-four (24) hour, seven (7) days a week, continuous active treatment program based upon an individual program plan developed by an interdisciplinary team.

### **Funding Source**

Individuals in the ICF/IID program receive funding through Medicaid, PASSE, Social Security Income (SSI), and Social Security Administration (SSA).

## Costs

Non- Title XIX reimbursable costs must be paid by the client. This includes: haircuts, special personal items or supplies, and any chosen recreation activity.

## Admission and Discharge

### **Eligibility**

In order to be eligible for the ICF/IID program, consumers must reside in one of Arkansas' Human Development Centers, be a consumer of another ICF/IID program or be determined eligible for ICF/IID level of care by the Office of Long Term Care (OLTC). Individuals in HUD facilities must meet all the necessary HUD requirements.

### **Referral**

Individuals are referred to the program through multiple sources including: family members, physicians, Human Development Centers, other ICF/IID programs, etc.

### **Application**

For an individual to be considered for admission, they must submit an application. The application can be accessed through the Pathfinder, Inc. website or at the Administration Building. Additionally, the individual will be required to submit a psychological conducted within the last five (5) years, a physical within thirty (30) days of admission, and any other information that is deemed relevant or necessary.

## **Office of Long Term Care (OLTC) Approval**

The Administrative Coordinator of the ICF/IID facility the individual is applying for will submit the client's application to the Office of Long Term Care (OLTC) to verify that they are eligible to receive the ICF/IID level of services. If it is determined that they are eligible, the intake process continues. If the Office of Long Term Care (OLTC) designates the individual as ineligible, the individual/parent(s)/guardian(s) are informed of this decision and given recommendations and/or referrals to other programs that might be able to serve the individual.

## **Evaluation**

Consumers will be admitted to the facility only if they are in need of an aggressive active treatment program based on preliminary evaluation by the team. The preliminary evaluation will contain background information in addition to valid assessments of functional, developmental, behavioral, social, health, and nutritional status to determine the appropriateness of placement within the facility. The team will use all submitted information in order to determine if the ICF/IID program is an appropriate placement.

## **Determination/Pre-Admission Meeting**

Once the team has determined if the individual's needs can be met by the ICF/IID program, a meeting is scheduled with the interdisciplinary team, the parent(s)/guardian(s), and any other relevant parties. This Pre-Admission meeting allows the individual/parent(s), guardian(s) to receive an explanation of the decision of the team.

If the team has determined that the ICF/IID program cannot meet the needs of the individual, the individual/parent(s)/guardian(s) are informed of the reasons, given an opportunity to discuss the decision and ask questions, and provided with alternate programs that might better suit the needs of the individual.

If the team has determined that the ICF/IID program is an appropriate placement for the individual, the individual/parent(s)/guardian(s) discuss the decision and address any concerns or questions. Additionally, the individual/parent(s)/guardian(s) are given pertinent information regarding the individual moving into the facility. The Pre-Admission Meeting marks the beginning of the thirty (30) day period in which the individual will receive evaluation and assessment.

## **Order of Acceptance**

The admission/enrollment process is non-discriminative with regard to race, ethnicity, national origin, gender, sexual orientation, gender identity or religion. Applicants are admitted based on vacancies in age level, level of functioning, medical issues and behavioral consideration after review from the admission team. Compatibility to the services available, along with health and safety, are determining factors used to consider placement.

## **Referral List**

When an individual applies to the program and there are no openings suitable for the individual, his/her name will be maintained on a referral list. When an opening becomes available, the team will consider the first individual on the list in comparison to the opening that is available and determine if that facility would

be appropriate for that individual. In the instance that they decide that individual is not a fit for the opening, the team will move consecutively down the list until they reach the first person who is deemed appropriate for the opening.

### **Discharge/Transfer**

An individual may be discharged at the request of the individual/parent(s)/guardian(s) or by the decision of Pathfinder, Inc. staff providing documentation of good cause. The documentation of good cause should be outlined in the individual's record. When a consumer is discharged with good cause, the individual/parent(s)/guardian(s) will be informed of the decision in a manner that they can understand. Pathfinder, Inc. ICF/IID Program will give a reasonable amount of notice of an individual's discharge in most circumstances to give the individual/parent(s)/guardian(s) the opportunity to make arrangements; however, emergency situations may not allow such notice.

## **Program Plan**

### **Individually Tailored Program**

Each individual will receive an individually tailored active treatment program directed toward acquiring skills to function with self-determination and independence in the community if possible. Consumer's will be assessed and provided programming within the following areas: physical development, health, nutritional status, need, sensory motor development, effective development, speech and language development, intellectual and adaptive behavior, independent living skills and vocational skills. The program plan will be designed by a professional interdisciplinary team including an onsite employee(s), contracted licensed psychologist, physician, nurse, dietician, pharmacist, and any other parties that might be necessary in developing the individuals plan.

### **Objectives**

The individual program plan objectives are expressed in separate, behavioral terms, assigned completion dates, assigned priority numbers, and organized to reflect the individualized developmental progression. The plan provides specific terms of what method is used, type of data collection, frequency of data collection, and employees responsible for training the individual on the objectives.

## **Services**

### **Medication Monitoring and Administration**

Pharmacy, nursing, and appropriate care employee within the ICF/IID Program will monitor resident's drug regimen in accordance with the State of Arkansas ICF/IID regulations and as ordered by the person's served personal physician. The licensed nurse will administer medications to persons served as prescribed per physician's written order and in compliance with the laws governing licensed nurses within the State of Arkansas. All prescribed medication 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 consumer

file. Medications requiring refrigeration and/or protection from light will be secured and stored appropriately.

Drugs prescribed for the control of inappropriate behavior will be approved by the interdisciplinary team and will be a part of the resident's individual program plan. Additionally, all medications used to control inappropriate behavior will also be approved by the Human Rights Committee. All medications for persons served will be kept and secured in designated area of the ICF/IID to ensure the safety of person's served. All medication errors and adverse drug reactions will be reported immediately to the Facility Administrator and will be reviewed by the contract pharmacist, facility RN and prescribing medical director. Findings will be reported to the Human Rights Committee for monitoring and quality improvement.

All residents who are capable of participating in self administration of medications will do so, with as much independence as possible during each medication pass. Resident's incapable of self-administering medications will be prompted by the ICF/IID nursing employee during each medication pass. Each medication will be identified to each resident and the licensed nurse will administer the medications as prescribed by the personal physician. Each medication administered will be documented in the resident's MAR. Medication administered to consumers off site while on ICF/IID outings, if necessary, will be supervised by licensed nursing staff or facility staff. Consumers leaving the ICF/IID site for home visit or other visits away from the facility will have their medications checked out to the guardian and/or responsible party during their time away from the facility.

A contract pharmacist will maintain appropriate records on consumer's medications, participate in individual residential staffing and provide appropriate training to facility employee on the monitoring of side effects. All medications will be secured from a licensed pharmacist and will be dispensed and filled by the licensed pharmacist and not on the ICF/IID site. Either the prescribing pharmacy or licensed nursing employee will transport and deliver the medications to the ICF/IID. All medications will be accounted for and securely stored according to policy by the licensed nurse. A sufficient supply of medications will be provided by the pharmacist to ensure for unplanned medication shortages on weekends or unanticipated events.

The prescribed and PRN medications including drug interactions are regularly reviewed and will be managed by the residents' personal physician. Unusual side effects of medications and drug interactions will be provided by the personal physician to ICF/IID staff. ICF/IID employee will notify the resident's personal physician immediately of any adverse side effects. The personal physician will review the medication use on a quarterly basis.

The nurse consultant and consultant pharmacist will coordinate ongoing training and education regarding medication administration for ICF/IID employee and consumers to include appropriate training to the consumer and employee regarding informed consent, the use of the medication, including advocacy and advocacy training in relationship to the medication use.

### **Ancillary**

In addition to providing the above services, the following ancillary services are available to consumers: transportation (to work, recreational activities, and medical appointments), food services, diagnostic and

evaluation, health services, information, referral, and follow up, protective and social-legal services, counseling services, planned recreational and community activities, and advocacy.

### **Self-Development**

The staff members will help each consumer learn (in gradual steps) to live with the need for less supervision and encourage self-development through a plan program which provides services and learning opportunities in the following skills: personal appearance, socialization, communication, cognitive development, sensory motor, recreation, home management, community living, money management, prevocational, and health and hygiene related skills. Planned participation in community events will encourage community interaction and involvement.

### **Food Services**

All ICF/IID Homes will use a dietician/nutritionist on a consultant basis, to help assure nutritional adequacy of menus and acceptable practices of food safety and sanitation. Menus will be prepared at least one (1) week in advance and kept on file for one (1) month. Meals will reflect an approved, adequate diet that conforms to the recommended dietary allowance. Preparation of menus may be used as a teaching tool for instruction of individuals, including development of menus by individuals. Meals shall be planned so that identical meals are not served on the same day of consecutive weeks. Provisions will be made for special diets as required by individuals. Food will not be stored with toxic items.

### **Transition**

When an individual transitions out of the Pathfinder, Inc. ICF/IID program, the individual will be given a final summary regarding developmental health, behavioral health, social health, nutritional status, and any other pertinent information. This information will be forwarded to other agencies or parties upon consent by the individual. A post-discharge plan of care is developed and submitted to the individual in attempts to provide a smooth transition for the individual. Pathfinder, Inc. staff provides follow-up services to the individual at thirty (30), sixty (60), and ninety (90) days.

## **Consumer Conduct and Rules**

### **Consumer Conduct**

- Rules and regulations are established in order to provide consumers and parents/guardians an understanding of the expectations of Pathfinder, Inc. ICF/IID. Normal social expectations and community morals of values will govern all consumers' behavior.
- Each consumer will follow his/her individual program plan and schedule.
- Each consumer will refrain from loud, disruptive, or inappropriate behavior which would be disturbing to others.
- Each consumer will abide by all community standards governing conduct.
- Each consumer will be granted privileges and freedoms consistent with their ability level and limitations.
- Any consumer-specific restriction to behavior and rights will be done only after a signed "*Informed Consent*" is obtained from the consumers and/or legal guardian. In addition, the Human Rights

Committee must approve such restrictions. This will be incorporated into the Annual Plan, Behavioral Plan, or other appropriate documentation. Failure to sign such agreement may indicate a different level of care or type of facility is needed.

- Consumers will not discipline other consumers.
- This policy will be available to staff, consumers, parents, and/or guardians. A resident council will be formed to promote therapeutic growth and provide feedback from peers concerning behavior at the facility with the overall goal of developing each consumer's self-control and growth as an individual.

### **Consumer Rules and Regulations**

- All consumers are expected to be involved in at least half-day activity leading to full day through gainful employment, participation in the Skills Training Center, Senior Life Enrichment Program, or an appropriate day treatment program.
- All consumers are responsible for being dressed at all times while in the community living area of the facility.
- Everyone is expected to share in the housekeeping duties of the facility. Tasks have been divided into these areas: preparation and cooking of food, table setting, clearing and washing dishes, sweeping and mopping, cleaning of all appliance and garbage removal, vacuuming, and cleaning outside area of patio. Each consumer will be assigned to one (1) of these areas. The work assignments are for one (1) week periods starting on Monday mornings. Each consumer is to familiarize themselves with the list of duties.
- Each consumer is expected to be responsible for his own: daily bed making, weekly washing of dirty garments and linens, hanging clothes and organizing rooms daily, and daily bathroom maintenance.
- All consumers are expected to behave as responsible law abiding citizens. The following will not be tolerated at Pathfinder, Inc. ICF/IID: fighting or verbal abuse with consumers or citizens of the community, behavior should be non-violent and never endanger the health or welfare of others, stealing, using illegal drugs, and driving a vehicle without a driver's license and insurance.
- Consumers' friends and relatives are welcome to visit. Visitors shall be permitted during all reasonable hours. Please ask permission before entering an individual's room.
- All consumers are expected to follow good safety rules. Please smoke only in designated smoking areas.
- Everyone is expected to use good manners at all times. Proper language is expected of all persons living in or visiting the facility.
- Due to the 24/7 supervision of consumers that is required, consumers should not leave the facility unless they are accompanied by a staff or an approved visitor.
- Telephone calls made from the facility should be limited to fifteen (15) minutes.
- Consumers must be willing to follow through with prescribed medication regimen and recommended treatment.
- Each consumer will be responsible for maintaining himself in his/her environment; however, if a consumer is unable to independently function in this capacity, assistance from the organization will be provided.

- Consumers discharge procedures from the facility for inappropriate behavior will include evidence and documentation of efforts to assist consumers and/or refers to acquire help.

## **Behavior**

### **Behavior Management**

Behavior management will be conducted in a humane and therapeutically acceptable method with the overall goal of promoting growth, development and independence. Preventing and minimizing un-adaptive behaviors by emotional manipulation and positive reinforcement techniques will be emphasized. A positive interaction between the individual and staff provides the staff the opportunity to demonstrate socially acceptable behavior, assist with de-escalation techniques, and empower the individual to control his/her behavior.

Individuals exhibiting maladaptive behaviors or responses will warrant an analysis of many components of the individual's behaviors such as patterns, settings, triggers, antecedents, and consequences. Each maladaptive behavior or response requires documentation on a "*Behavior Incident Form*". Adequate documentation of the individual's undesirable behavior will result in patterns and trends. Furthermore, it provides the Administrator the opportunity to review reports in order to ensure that staff are handling behavior incidents in an appropriate and therapeutic manner.

Clients exhibiting consistent or long-term maladaptive behaviors will have an individualized behavior treatment program developed by a QIDP. The plan will be reviewed by the facility Human Rights Committee prior to implementation. The committee must approve of the behavior treatment program. Furthermore, the client/parent/guardian must sign off on the behavior treatment plan. A client/parent/guardian's refusal to sign the behavior treatment plan may indicate the need for a different level of care for the individual.

### **Restraints**

Pathfinder, Inc. ICF/IID will not use physical or mechanical restraints as a programmed method of behavior intervention techniques. Only in an emergency situation to protect human life or injury should properly trained employee use an ICF/IID approved physical restraint. Nor will the ICF/IID use painful or noxious stimuli to manage inappropriate behavior. Pathfinder, Inc. endorses positive interventions to achieve needed behavior changes.

### **Human Rights Committee**

ICF/IID Facilities will designate a Behavioral Management/Human Rights Committee that meets once at least every six (6) months or more as required. This committee will be selected from facility staff, parents, legal guardians, consumers, and qualified individuals with experience in management and change of inappropriate behavior. Members with no controlling interest will review, approve, and monitor programs designed to manage inappropriate behavior and any other programs that might interfere with the consumers' rights and protections. Relevant practices the committee will review include: drug usage, physical restraints, time out rooms, application of painful or noxious stimuli, control of inappropriate behavior, protection of rights, medical procedures, funds, and other concerns the committee might have.

The committee is responsible for ensuring that programs are implemented only after informed consent from the individual/parent(s)/guardian(s).

## Consumer Rights

*Consumer rights are as follows:*

1. Right to be informed of the services available, including any non-Title XIX reimbursable costs that he/she will be obligated to pay.
2. Right to be informed by a physician of any health or medical condition (unless medically contraindicated) and be afforded an opportunity to participate in the development of his/her personal health or medical treatment plan.
3. Right to refuse to participate in experimental research.
4. Right to be transferred or discharged only for medical reasons, or for his/her own welfare or that of other consumers.
5. Right to be encouraged and assisted in exercising his rights as a consumer and a citizen (including the right to voice grievances against facility policies without fear of reprisal).
6. Right to be insured of confidential handling of his/her personal and health records.
7. Right to be treated with consideration, respect, and full recognition of his/her dignity and individuality.
8. Right to be allowed to refuse to perform services for the facility which are not a written part of his/her plan of therapy.
9. Right to be permitted to associate and communicate with persons of his own choosing and to send and receive personal mail unopened.
10. Right to be allowed to participate in social, religious, and community activities at his discretion, unless medically contraindicated.
11. Right to be permitted to retain his/her personal clothing and possessions as space permits.
12. Right to proper medical care and physical restoration and to such education, training, and habilitation to help develop the consumers to his/her maximum potential.
13. Right to economic security and to a decent standard of living.
14. Right to a qualified guardian when necessary to protect his/her personal well-being and interest.
15. Right to the least restrictive alternative in activities of daily living and to function as independently as possible.
16. Right to be free from abuse, neglect, financial or other exploitation, retaliation, humiliation, and coercion.
17. Right not to be transferred or discharged unless it is for medical reasons or for his/her own welfare or the welfare of other consumers and then only when he/she and/or guardian has been fully informed and provided guidance for alternative services.
18. A copy of consumers' rights will be posted in living area.
19. Consumers/guardians have input into program plan and sign the plan.
20. Consumers/guardian participation in campaigns for publicity efforts to raise funds for the organization is on a voluntary basis, i.e., signed release for each occurrence.
21. Consumers/parent/guardian is informed of the grievance procedure developed by the facility.
22. Consumers/parent/guardian have input into the rules of conduct utilized by the facility.

23. Employment of consumers shall be in compliance with Federal Wage and Hour Regulations. No consumers shall work as a substituted for any paid employee of Pathfinder, Inc. Supervised Living.
24. Organization shall provide, upon request, a summary of any monitoring or evaluation reports of their facility prepared by and received from federal, state, or local authorities.
25. Consumer bedrooms are not shown to visitors without the consumers' written permission.
26. Consumers/parents/guardians are informed of their legal responsibilities.
27. Consumers have the right to communicate which includes sending or receiving mail and conducting private conversations/visits with family and friends.
28. Organization will provide opportunities for recreational activities on a daily basis both inside and in the community
29. Organization will provide three (3) nutritional meals per day.

### **United States Constitutional Rights**

1. The right of freedom of speech and expression
2. The right of freedom to religion
3. The right to association
4. The right to marry, procreate, and raise children
5. The right to vote
6. The right to meaningful and fair access to courts, including legal representation
7. The right to contract and the right to own and dispose of property
8. The right to privacy
9. The right to be free from cruel and unusual punishment
10. The right to equal protection and due process of law
11. The right to fair and equal treatment by public agencies
12. The right to an equal educational opportunity
13. The right to have residential and educational services provided in a humane and least restrictive environment
14. 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**

- 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.
- Information in records will not be released, duplicated, or disseminated without proper authorization.
- *"Release of Information"* must be signed by the individual or by the guardian of an incompetent or minor individual.
- 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 a *"Consent to Release Information Form"*.
- 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.
- 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.
- 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.
- 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.
- An access sheet will be located in the front of each file to maintain confidentiality, according to the Privacy Act of 1974.
- 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 duces 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/guardians 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:

- The release of information has been authorized by the person served and/or his or her legal representative using a *"Release of Information Form"*.
- 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 main 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:*

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.

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.

If the individual is not satisfied with the results of the meeting with the program director, they may contact the Director of Quality Assurance within five (5) business days.

The Director of Quality Assurance will review all pertinent grievance information submitted and investigate the situation. The Director of Quality Assurance will render a final decision within five (5) business days. 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.

## **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:

<p>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  <a href="http://www.gcdd.arkansas.gov">www.gcdd.arkansas.gov</a></p>	OR	<p>Adult Protective Services Hotline  1-800-482-8049   Child Abuse Hotline  1-800-482-5964</p>
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**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.