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TO: NEW ICF/DD RESIDENTS  
FROM: ICF Management & Staff  
RE: This handbook

WELCOME TO THE ICF HOMES! We’re glad that you are here!

This handbook is an important document to help you have a good experience as a resident in the ICF/DD homes. Whenever you have lots of people living and working in the same place, there are rules that have been put in place so that everyone shows respect for each other’s belongings, their personal space and their individual rights.

This handbook has lots of information...it tells you about the other programs offered at ERC. There is a list of important phone numbers – including advocacy groups. There is a list of the current ERC Board of Directors and some guidelines that all Board members and employees must follow. On page 12 there is a step-by-step process for you to follow if you feel that your rights have been violated in any way.

Please ask a staff member or a family member to go over this handbook with you so that you become familiar with all the important information that it has for you. If you don’t understand something, be sure to ask one of your staff at the ICF homes.

*The ICF management team and staff*

## Welcome to ERC

Our **mission** is to “Enhance the quality of life for children and adults with disabilities”. We wish to do this by Enhancing lives, Removing barriers, and Creating opportunities.

ERC provides a broad range of services to meet the needs of our children and adult consumers. Some of our services include Early Intervention, Developmental Day Treatment Clinic Service (DDTCS), Waiver, Adult Development, **Intermediate Care Facilities (ICF/MR)**, Supported Employment, and Vocational Rehabilitation.

It is ERC’s **vision** to be the regional provider of choice for services and solutions for people with disabilities throughout their lives.

ERC’s core **values** are:

### **We value our ERC Family**

- We treat each other with **respect** and **dignity**
- We build relationships on **trust** and **integrity**
- We embrace our **diversity**
- We are committed to **inclusion** and **acceptance**
- We encourage **innovation** through **empowerment**
- We create **independence** through a **learning environment**

CARF has accredited the Elizabeth Richardson Center (ERC) through May, 2017 for the following programs & services: **Community Services:** Child & Youth services; **Community Services:** Community Housing; **Employment Services;** Organizational Employment Services and all **Governance Standards** have been applied.

ERC is a licensed disability provider in the state of Arkansas. The ICF/DD Program is also licensed by the Office of Long Term Care.

## Description of ERC's Residential (Intermediate Care Facilities) Programs

### 1) Locations

- ERC has three adult ICF residential facilities in Springdale.

Elizabeth Richardson Home	2006 Kim Ave., Springdale, AR 72764	(479)872-4657
John O. & Irene Norman Home	2000 Kim Ave., Springdale, AR 72764	(479)872-4657
Harvey & Bernice Jones Home	2005 Kim Ave., Springdale, AR 72764	(479)872-4657

- ERC also has two Adult Day Programs located in Springdale. Clients served in the ICF residential services will also participate in one of the two Adult Day Programs.

Life Skills	1763 Ford Ave., Springdale, AR 72764	(479)872-4663
Richardson Industries	3917 So. Old Missouri Rd., AR 72764	(479)872-1800

### 2) Capacity

- The total capacity for the three homes is thirty adults who are over the age of eighteen .
- Each home has a service capacity of ten adults. The homes house both men and women. Each private bedroom shares a bathroom with a same gender suitemate.

### 3) Service Options

- Persons served in this residential program work on Independent Living Skills. Some of the services provided include: restorative care, nursing, case management, and recreation therapy.
- Individuals residing in one of the three (3) homes are required to participate in a day program. ERC has two (2) day programs currently. Clients are able to choose other day programming as well.
- Life Skills is one of the day programs and is located in Springdale. This Program supports adults who need more structure and supervision. Staff to client ratio is 1:5. Persons served in this program work on daily living skills such as cooking, home management, communication, money management, computer skills and some pre/vocational skills.
- Richardson Industries is the second of the day programs and is also located in Springdale. This program supports adults who do not need as much structure and supervision and who want to work. Staff to client ratio is 1:10. Persons served in this program perform contract work on a piece rate basis.

### 4) Expected Wait Time

- ERC maintains an interest list for eligible adults requesting ICF residential services. If an adult needs immediate services, ERC will assist by making an appropriate referral. ERC will contact the individual/family from the interest list when an opening comes available.
- Wait time varies based on having a vacancy and vacancy milieu match in one of the homes. The wait for an opening may be anywhere from several weeks to one (1) year.

### 5) Eligibility

- Persons served must meet eligibility criteria in order to initiate and continue services with ERC.
  - Must have a primary diagnosis of Mental Retardation, with a full scale IQ of <70

- Must demonstrate needs in at least three (3) of the six (6) areas listed here: 1) Self-care; 2) Capacity for independent living; 3) Self-direction; 4) Capacity for learning; 5) Mobility; 6) Understanding and use of language
- Must be at least eighteen (18) years of age and have completed their educational services
- Must be willing and able to actively participate in their Individual Program Plan. There must be an absence of maladaptive behavior that would impede this process
- Must be able to use verbal or other communication methods that are understood by others
- Must demonstrate behaviors that respect the rights of others residing in the homes
- Must meet Long Term Care (LTC) Medicaid eligibility or have alternate source of payment.
- Applicants who meet the above general criteria are evaluated to determine if there is an appropriate fit for the home in which there is an opening and whether or not current services (nursing and active treatment) can meet that person's needs.

#### 6) Conference Participation

- ERC requires the person served and/or the legal guardian (if applicable) participate in the development of an Individualized Program Plan (IPP) that will define the types of training and services that the person needs to achieve a greater level of independence and a desired quality of life.
- Persons served and/or guardians are expected to attend plan meetings, participate in the plan meetings, and sign/return all required paperwork in a timely manner.

#### 7) Service Outcomes

- Each client will work on a program that meets active treatment requirements (known as training goals).
- It is ERC's goal that each program's service outcomes are at least 80%.

#### 8) Discontinuation of Services

- Persons served may be discharged from services for the following reasons:
  - No longer requires ERC service(s)
  - No longer meets eligibility criteria (see above)
  - Person served and/or guardian withdraws from ERC services
  - Person served and/or responsible party interferes with the delivery of services to a degree that active treatment and/or health and safety of the person and/or other individuals cannot be maintained
  - Person served becomes medically fragile to the extent:
    - Habilitation/Rehabilitation cannot be implemented or maintained
    - The health and safety of the person cannot be assured

#### 9) Readmission

- The Individual and/or guardian(s) complete the admission process.

## 10) Staff Training

- ERC's training program meets state and federal licensing requirements. As a condition of employment, all new employees must complete ERC regularly scheduled New Employee Orientation, On-Site Training Orientation and Annual In-Service training.

## 11) Cost for Services

- All ICF residential services, for adults that meet ERC admission criteria, are paid for by Arkansas Long Term Care Medicaid with no cost to the individual.
- If a resident receives SSI or Social Security (or other insurance/benefits that cover costs in a long term care facility) the individual and/or guardian will be responsible for the Patient Liability portion of the cost for services.
- Individuals, who do not have Medicaid, may choose to pay privately. These individuals would be charged the same per diem rate that Medicaid pays.
- There are no standard fees. However, the individual is responsible for costs associated with some of the optional recreation and leisure activities that are offered. The individual is also responsible for the costs of his/her own personal belongings and physician/medical services not allowed by Medicaid.

# Client Rights

## INDIVIDUAL/GUARDIAN RIGHTS

1. The right to provide input into your program plan.
2. The right to participate in campaigns for publicity efforts or to raise funds, but only on a voluntary basis.
3. The right to be informed of your medical condition, developmental and behavioral status, attendant risks of treatment, the right to refuse treatment and other pertinent information in a timely manner.
4. The right to refuse any experimental or non-standard form of treatment.
5. The right to exercise your rights as a client of the facility and as a citizen of the United States, including the right to file complaints, and the right to due process.
6. The right to manage your financial affairs and to be taught to do so to the extent of your capabilities.
7. The right to be treated with dignity and respect.
8. The right to not be subjected to physical, verbal, sexual or psychological abuse or punishment.
9. The right to be free from unnecessary drugs and physical restraints and to receive active treatment to reduce dependency on drugs and physical restraints.
10. The right to personal privacy and privacy during treatment and care of personal needs.
11. The right to not be compelled to perform services for the facility and the right to be compensated for work that you do for the facility at prevailing wages and commensurate with your abilities.
12. The right to have opportunities to communicate, associate and meet privately with individuals of your choice.

13. The right to send and receive unopened mail.
14. The right to have access to telephones with privacy for incoming and outgoing local and long distance calls (except as contraindicated by factors identified in your Individual Program Plan).
15. The right to have opportunities to participate in social, religious, and community group activities.
16. The right to retain and use appropriate personal possessions and clothing, and the right to wear your own clothing each day.
17. The right for a husband and wife who both reside in the facility to share a room.

If the client is his/her own guardian, he/she has U.S. Constitutional Rights and protections under the law including, but not limited to, the following:

- The right to freedom of speech and expression.
- The right to freedom of 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 the 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.

### **GUARDIANSHIP**

Guardians must provide a copy of guardianship papers prior to admission or at time guardianship is established. Guardians may only make those decisions for the individual that are listed in the guardianship papers. ERC considers the person to be his or her own guardian if the person is at least eighteen (18) years of age and guardianship papers cannot be produced.

Based on the comprehensive functional assessment, ERC may recommend that a guardian be appointed to assist the person served in certain types of decisions.

### **RECORDS OF PERSONS SERVED**

ERC maintains a complete record of each individual served and treats all information as confidential. Access to case records are limited to Individual/Guardian, professional staff providing direct services to the person served, plus such other individuals as may be authorized administratively or by the consumer.

A Therap account will be provided to outside providers and qualified parties to individuals we serve upon request. One of the key benefits of using Therap is that it increases communications between care providers and family members of people with developmental disabilities, by

providing them with easy and secure access to the information they need. Access will be limited to each provider or qualified party to ensure confidentiality and HIPAA standards.

### **OTHER**

Consumers/Parents/Guardians are not required to acknowledge dependency on or gratitude to ERC facility or staff.

ERC will provide to the consumer, parent, or guardian, upon request, a summary of any monitoring or evaluating parts of this facility prepared by and received from federal, state, or local authorities.

### **VIOLATION OF RIGHTS**

If a person served, guardian, or other person advocating for the person served believes that ERC has violated their rights, they can do the following:

- 1) Speak to the professional staff at ERC.
- 2) Initiate the grievance procedure (pg 12).
- 3) Call Advocacy Services, Inc. at 1-800-482-1174 between the hours of 8:00a.m. and 5:00p.m. (CST), or an answering machine is available for messages after business hours.
- 4) Call The People First Self-Advocacy Group at 1-888-488-6040 for assistance.

## **Program Policies, Procedures and Guidelines**

Every business or organization MUST have rules. These rules are for protecting the rights and safety of ALL. Breaking these rules will result in disciplinary actions, ranging from a verbal reprimand to suspension or immediate dismissal from ERC program(s).

### **ABSENTEEISM**

ERC Programs are only effective when Persons served attend regularly. While ERC encourages overnight visits with family and other vacations, time away should be of short duration (less than fourteen (14) consecutive days).

### **ACCIDENTS/INJURIES**

Accidents and injuries will be immediately attended to with first-aid treatment or other medical services as needed. Family or guardian will be contacted as outlined in the IPP (Individual Program Plan).

A GER (General Events Report) will be completed for each accident. A copy of the report will be available to the Person served/guardian, upon request.

### **ALLEGED ABUSE/NEGLECT**

Alleged or suspected abuse and/or neglect, by any person, of a client will be reported to the Office of Long Term Care, to the local law enforcement agency, and the family/guardian.

Allegations will be investigated. Disciplinary or corrective action will be taken as warranted.

### **BED HOLD**

Except in the case of an emergency, before the Facility transfers the Resident to a hospital or allows the Resident to go on therapeutic leave, the Facility will provide written information to the Resident and a family member or Legal Representative that specifies:

- a. For private pay Residents,
  - i. The bed will be held for up to fourteen (14) days for hospital or therapeutic leave provided the Resident agrees to pay charges for bed-hold and pays the applicable charges when billed.
  - ii. The Resident may extend the number of days at any time by making arrangements with the Nursing Facility to pay the applicable charges for extended bed-hold.
  - iii. If the Resident declines to pay bed-hold charges, the Nursing Facility will contact the Resident or the Resident's representative to arrange a mutually convenient time to remove personal possessions from the room.
  - iv. The Nursing Facility will re-admit the Resident upon first availability of vacant bed.
- b. For Medicaid Residents, the bed will be held up to fourteen (14) consecutive days for hospital or therapeutic leave unless a physician determines that the Resident will not need it. The Facility will readmit the Resident immediately upon first availability of a vacant bed if the Resident:
  - i. Continues to require Intermediate Care Facility services; and
  - ii. Is eligible for Long-term care Medicaid or agrees to private pay.



## **BEHAVE LIKE LADIES & GENTLEMEN**

- Respect other people's property and personal space. Do not take items from others without permission.
- Engage in appropriate activities at appropriate times (i.e., do not play loud music during normal sleep times).
- Do not spread rumors, slander, gossip and/or lies.
- Do not use abusive language, profanity, obscene gestures, or other improper behavior.
- Do not hit or attempt to hit anyone. This also includes biting, slapping, kicking, throwing items at, and anything else meant to cause physical harm to another person.
- Do not be careless with the property of ERC or of other clients.
- Maintain appropriate and respectful social interactions with other clients and staff.

Please NOTE: acts of aggression and/or violence that are beyond the scope of training for ERC staff will result in police notification.

## **CONCEALED WEAPONS**

ERC prohibits staff, consumers, families and visitors to carry a concealed or unconcealed weapon (of any kind) onto ERC property. ERC defines its property as all facilities, vehicles and grounds (including parking lots) where ERC employees work or clients reside and all ERC vehicles used to transport employees or clients. Violation of this policy may be grounds for immediate termination.

## **CORPORAL PUNISHMENT**

ERC does not use any type of corporal punishment. Any staff member engaging in such practices will be subject to dismissal.

## **DRESS and HYGIENE**

- Modest and appropriate dress in all common areas is required. Prohibited in common areas: Any clothing that allows inappropriate exposure. Any clothing that has foul language or vulgar pictures on it.
- Jewelry: Dangling jewelry or body piercings that may tear the skin if pulled is not allowed. ERC is not responsible for any lost, stolen or damaged jewelry.
- Body piercing/tattooing: Must have physician and guardian approval (if applicable).
- Dress will be appropriate to seasonal conditions.
- Clothes must be clean and free from odor.
- Shoes should be well fitting, secured, and nonskid. Shoes worn to day programs must be close toed.

## **HEALTH and SAFETY**

Communicable disease/illness: If the Person served is diagnosed with a suspected infectious or contagious disease, he or she will be expected to isolate his self or herself from other residents. He or she will be asked to stay at a family member's home if at all possible.

The staff will notify the emergency contact or guardian per IPP.

Other individuals (or employees who do not have a need to know) in the home will not be informed about the Persons served disease or health information, unless:

1. There is an exposure incident involving possible infectious body fluids;
2. Communicable incidents are not containable through routine universal precautions;
3. Department of Human Services (DHS) or the Arkansas Department of Health specifies that you must be isolated.

Hand washing: ERC expects all staff, Persons served, and visitors to flush toilets after use and wash their hands after toileting and/or assisting Persons served with toileting and before handling food.

Safety Drills: ERC expects all staff, persons served, and visitors to participate in safety/evacuation drills.

### **HOUSE RESPONSIBILITIES**

ERC expects Person served in the homes to:

- Be a respectful housemate to other residents.
- Keep room neat and free of clutter.
- Maintain personal furniture in good condition.
- Participate in home activities, such as doing own laundry, sweeping, dusting, vacuuming, doing the dishes, etc.
- Obtain approval before placing a microwave, refrigerator, coffee pot or other large appliances in your room. Certain appliances must be plugged directly into the wall outlet.

### **ILLEGAL BEHAVIOR**

Theft of Property: ERC will notify local law enforcement to investigate incidents of theft. ERC may choose to prosecute based on outcome of investigation.

Alcohol or Drug Use: ERC prohibits use of or being under influence of drugs (not prescribed by a physician) and alcohol when participating in ERC programs or being on ERC property. ERC may choose to notify local law enforcement based on situation.

Destruction of Property: ERC prohibits the deliberate or careless damage to ERC property. This includes deliberately destroying or defacing equipment and/or training materials.

Falsifying Records: ERC prohibits the falsifying of personal records and/or other ERC forms or checks.

### **INCOME / BENEFITS / EXPENSES**

Persons served and/or guardians are expected to notify ERC immediately of any changes to income, benefits, insurance plans, etc. Occasionally there are special reporting requirements that have to be done in order to maintain benefits, insurance plans, etc. It is the responsibility of the Persons served and/or guardian to assist ERC with these requirements.

The facility is responsible for paying for medical care / hospitalizations / lab work / medications / adaptive equipment / etc that is an allowable cost under Medicaid. However, it is the responsibility of the Person served and/or guardian to pay for those costs that are not allowable costs under Medicaid. You will be notified of any costs, prior to receiving the service.

**MEALS**

Three (3) meals a day and healthy snack items are provided. Substitutions may be offered upon request. All menus are approved by a registered dietician. Persons served are encouraged to participate in meal preparation and clean-up. Most meals are served family-style in a common dining room.

**MEDICATION**

Only medication prescribed by a physician and administered by ERC nursing staff (or self administered per IPP) will be allowed.

All psychotropic medications must have approval/informed consent from the Person served /guardian and approval from the ERC Human Rights Committee before it will be administered on a routine basis. Persons served who take psychotropic medications will also have a Positive Behavior Support and Initiatives plan (PBSI) that has been approved and informed consent obtained.

Many of the persons served who take medications work on a Self Administration Medication (SAM) Program until or unless independence in self medication is demonstrated.

**PATIENT TRUST FUNDS**

Persons served will have a Patient Trust Fund Account. Income and other monies received will be deposited into this account for the Individual's use. Money distribution will be made based upon the IPP. Quarterly financial statements will be provided to the Person served or guardian. Quarterly account balances will be addressed in Quarterly Progress Reports. Requests for monies to make additional purchases can be made through the case manager.

The client is responsible for costs related to recreational activities such as bowling, movies or going out to eat. Participation is voluntary.

**RECORDS**

The records of persons served are confidential.

ERC requires written authorization from the person served or guardian before releasing records containing identifiable information. ERC may only release information that it has generated.

Persons served or guardians may review the records pertaining to the person served upon request.

**SECURITY CAMERAS** (Policy approved by Board of Directors 4/19/2012)

**Security Camera Policy:** It is the policy of ERC to have security cameras in service locations. ERC recognizes the need to strike a balance between the individual's right to be free from invasion of privacy and the organization's duty to promote a safe environment for persons served, visitors and staff members.

The purpose of security cameras at ERC is to:

- a. Promote a safe environment by deterring acts of abuse, neglect, harassment or assault.

- b. Deter theft and vandalism and assist in the identification of individuals who commit damage to ERC property.
- c. Assist law enforcement and regulatory agencies with regard to the investigation of any crime or allegation of any crime that may be depicted.
- d. Assist in the daily operations of ERC.

The use of security cameras *will not* replace or otherwise substitute for trained and available direct care staff at a sufficient level to provide active treatment and ensure safety of persons served.

### **SMOKING AND TOBACCO USE**

Smoking and/or use of tobacco products is not allowed inside any ERC building. Tobacco use is allowed outside in designated areas **ONLY**. Tobacco products must be disposed of properly.

Tobacco use may be regulated based upon orders from a physician and a Rights Restriction.

### **TRANSPORTATION**

The ICF Residential Program has vehicles for transportation to activities and medical appointments. Seatbelts must be worn at all times while vehicle is in motion. All passengers must **act like ladies and gentlemen.**

### **VISITOR AND ACCESS POLICY**

Only the Interdisciplinary Team and/or legal guardian may restrict visitation.

Recommended visiting hours are Monday – Friday, 3 p.m. to 8 p.m., and Saturday – Sunday, 10 a.m. to 8 p.m. (though any reasonable hour is acceptable). It is also recommended only two (2) visitors per resident at one time. Children ages 12 and under must be accompanied and supervised by an adult at all times.

## **Conflict Resolution / Grievance Procedure**

Program Appeals Policy:

1. All Service/Program related complaints shall be given prompt and fair consideration.
2. The use of this appeals procedure is the right of all clients, their guardians or their appointed representatives.
3. Those clients who pursue a complaint through the appeals procedure will not be discriminated against or suffer any reprisals for using the procedure.
4. At any stage in the appeals procedure, individuals may have a representative of their choosing to assist with their appeal. Our preference is to have the same representative(s) throughout the appeals process.
5. A “complaint” is a specific violation, misrepresentation, or unfair application of any of ERC’s rules, policies, or procedures alleged by the client or client’s representative.
6. Vague or general charges of “unfairness” that are not substantiated by facts will not be processed through the appeals procedure.

Program Appeals Procedure:

1. Intent of this procedure is to resolve complaints and find positive solutions as soon as possible with the grieving parties.
2. To accomplish this, complaining parties will use the following steps;
  - Step 1:** Client shall first discuss their dissatisfaction or grievance with the direct care employee. If an agreement is not reached, proceed to Step 2.
  - Step 2:** Client or client's representative shall meet and discuss dissatisfaction or grievance with the program/shift supervisor in an attempt to satisfy the grievance at this level. If an agreement is not reached, proceed to Step 3.
  - Step 3:** Client or client's representative and the program/shift supervisor will meet with the Program Director in an attempt to satisfy the grievance at this level. If an agreement is not reached, proceed to Step 4.
  - Step 4:** Client or client's representative along with the Program Director will meet with the C.O.O. in an attempt to satisfy the grievance. A written decision will be provided to the client and client's representative within five (5) working days of this meeting. If an agreement is not reached, proceed to Step 5.
  - Step 5:** Client or client's representative may forward a written request for a meeting to the Executive Director within ten (10) working days from meeting date in Step 4. This request for meeting should fully state the facts pertaining to his/her grievance and request a meeting in an attempt to satisfy the grievance at this level. The meeting should take place as promptly as possible, and no longer than twenty (20) working days from the Executive Director's date of receipt of the written request. A written decision will be provided to client and client's representative. If an agreement is not reached, proceed to Step 6.
  - Step 6:** Client or client's representative may forward a written request for a meeting to the President of the ERC Board of Directors (BOD) within ten (10) working days from meeting date in Step 5. This request for meeting should fully state the facts pertaining to his/her grievance and request a hearing in an attempt to satisfy the grievance at this level. All written information pertaining to the grievance will be made available to the family. The BOD will listen to the grievance and review all of the written information. A written decision will be provided to client and client's representative within ten (10) working days of the meeting of the BOD. If an agreement is not reached, proceed to Step 7.
  - Step 7:** If the client or client's representative wishes to appeal to the licensing agency, they should do so within ten (10) working days of receipt of the written decision from the ERC BOD.

If the client and/or guardian are not satisfied with ERC's decision, or if the client and/or guardian chooses to forego any of the above steps, he or she may file a complaint with the Office of Long Term Care. This can be done via phone (1-800-582-4887) or by mail (Complaints Unit, OLTC, PO Box 8059, Slot S407, Little Rock, AR 72203-8059).

## Other ERC Services

### **ADULT DEVELOPMENT SERVICES**

This Program is designed for adults who have a developmental disability and are at least eighteen (18) years of age to acquire knowledge in the areas of home and community living. Just a few of these skills include: social, money management, health, hygiene, cooking, and vocational/work-readiness skills (while earning money).

### **VOCATIONAL REHABILITATION PROGRAM**

This Program is designed for adults with disabilities who are at least eighteen (18) years of age to first acquire work skills and work experience through participation in the workshop, and then to obtain employment in the community.

### **SUPPORTED EMPLOYMENT PROGRAM**

This Program is designed for adults with disabilities who are at least eighteen (18) years of age to obtain and maintain competitive employment in the community. A job coach provides on the job training and training as needed throughout duration of employment (while individual is enrolled in this program).

### **JOB PLACEMENT PROGRAM**

This Program is designed for adults with disabilities who are at least eighteen (18) years of age to obtain employment in the community.

### **SHELTERED WORK PROGRAM**

This Program is designed for adults with disabilities who are at least eighteen (18) years of age. The Individuals in this program will work in the sheltered workshop, but are not able to work in the community, do not meet criteria for any other ERC work program, and do not need active case management.

### **HIGH SCHOOL VOCATIONAL PROGRAM**

This Program is designed to assist high school students, who have disabilities, in learning how to complete light assembly work such as tool assembly, electronics assembly, packaging, sorting, collating, and labeling. The program assists people to gain various general vocational skills including staying on task, following directions, understanding the "chain of command", getting along with coworkers and supervisors, and proper dress and hygiene while earning money.

### **ALTERNATIVE MEDICAID WAIVER PROGRAM**

This Program services to persons who have a developmental disability while they reside in their own home. Each individual receives an active treatment program that is designed to help him or her learn independent living skills. ERC staff provide training on a one-to-one basis.

### **CHILDREN'S SERVICES**

ERC provides center-based services to children ages birth to five (5) years of age and who have orthopedic, neuromuscular, and/or developmental disabilities and who require intense special education and enhanced therapies.

## Important Phone Numbers

### ERC PHONE NUMBERS

Administration Office	479-872-1800
Life Skills Program	479-872-4663
Child Development Centers	
Fayetteville	479-443-4420
Springdale	479-927-1350
Siloam Springs	479-373-6488
Farmington	479-267-5760
Residential Services	479-872-4657
Transportation Office	479-263-9222

### OTHER PHONE NUMBERS

Office of Long Term Care	800-582-4887
Adult Protective Services	800-482-8049
NWA Ombudsman	800-432-9721
Arkansas DDS (Developmental Disabilities Services)	479-782-4555

### LOCAL ADVOCACY GROUPS

Advocacy Services	800-482-1174
The People First Self-Advocacy Group	888-488-6040

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**ERC Board of Directors  
FY 2016 - 2017**

**Jenna Johnston** *President*

**Bill Bowen** *Vice President*

**James Kennedy** *Treasurer*

**Amy Bates** *Secretary*

**Jan Davidson**

**Ken Milbrodt**

**Jeremy Minchew** *Ex-Officio Board Member*

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**Conflict of Interest**

No member of the Board of Directors of ERC, Inc., or its principle employees may enter into business dealings or personal dealings with persons served by ERC, Inc. that may in fact appear, or have the possible intent of being in conflict of interest.

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**ERC Funding Sources**

- Title XIX (Medicaid)
- Arkansas Department of Human Services
- Division of Developmental Disabilities
- Arkansas Rehabilitation Services
- Service Fees
- Grants
- Contracts with Employers / Businesses
- United Way of Northwest Arkansas
- Donations – Individuals, Clubs, Foundations
- Memorials/Gifts Honoring Individuals
- Federal Contracts
- Schools LEA Tuition



## Solicitation Guidelines

It is the policy of ERC, that neither the organization nor individual employees on behalf of the organization, will solicit services and that we will adhere to the guidelines established by the state regarding the solicitation of services.

“Solicitation” in this context means any attempt to unduly influence an individual or his or her family or guardian to transfer from another certified provider to ERC.

### Prohibition of Solicitation of Services Procedure

1. Solicitation is prohibited by:
  - a. ERC employees or any individual acting on behalf of ERC.
  - b. Any individual who provides or has provided professional or direct care services for ERC or any individual acting on his or her behalf.
2. The following methods of solicitation are prohibited:
  - a. With the intent of soliciting consumers, hiring an individual who has been previously employed by or contracted with another certified provider who subsequently contacts consumers on the individual’s caseload with the previous provider with the intent of inducing the consumer to transfer to the certified provider with which the individual is currently employed or contracted;
  - b. Offering cash or gift incentives to an individual served or his or her family or guardian to induce the individual served or his or her family or guardian to change providers;
  - c. Offering an individual served or his or her family or guardian free goods or services that are not available to other similarly stationed consumers to induce the individual served or his or her family or guardian to change providers;
  - d. Refusing to provide an individual served access to entitlement services for which the individual is eligible if the individual served or his or her family or guardian selects another certified provider to provide services to the individual;
  - e. Making negative comments to a potential individual served, his or her family or guardian, or an advocate regarding the quality of services provided by another certified provider other than for the purpose of monitoring or official advocacy;
  - f. Promising to provide services in excess of those necessary to induce an individual served or his or her family or guardian to change programs;
  - g. Directly or indirectly giving an individual served or his or her family or guardian the false impression that the certified provider is the only agency that can provide the services desired by the individual served or his or her family or guardian; and,
  - h. Engaging in any activity that DDS determines was intended to be solicitation.
3. Only an authorized DDS representative may offer an individual or his or her family or guardian provider choice.
4. DDS investigates claims of solicitation that appear to be consistent with the definition of solicitation. If DDS makes a finding of prohibited solicitation, DDS imposes enforcement remedies consistent with the scope and severity of the solicitation. If a pattern of solicitation occurs, DDS may impose Licensure Revocation.

5. Marketing is distinguishable from solicitation and is considered an allowable practice. Examples of acceptable marketing practices include without limitation:
  - a. General advertisement using traditional media;
  - b. Distribution of brochures and other informational materials regarding the services provided by a certified provider if the brochures are factual and honestly presented;
  - c. Providing tours of a certified provider to interested individuals,
  - d. Mentioning other services provided by the certified provider in which a consumer have an interest; and,
  - e. Hosting informational gatherings during which the services provided by a certified provider are honestly described.

## **Americans with Disabilities Act (ADA)**

U.S. DEPARTMENT OF JUSTICE  
CIVIL RIGHTS DIVISION

### **EMPLOYMENT**

1. Employers may not discriminate against an individual with a disability in hiring or promotion - if that person is otherwise qualified for the job.
2. Employers may ask about one's ability to perform a job, but cannot inquire if someone has a disability or subject a person to tests that tend to screen out people with disabilities.
3. Employers will need to provide "reasonable accommodation" to people with disabilities. This includes steps such as job restructuring and modification of equipment.
4. Employers do not need to provide accommodations that impose an "undue hardship" on business operations.
5. All employers with 25 or more employees must comply, effective July 26, 1992.
6. All employers with 15-24 employees must comply, effective July 26, 1994.

### **TRANSPORTATION**

1. New public transit buses ordered after August 26, 1990, must be accessible to people with disabilities.
2. Transit authorities must provide comparable para-transit or other special transportation services to bus services, unless an undue burden would result.
3. Existing rail systems must have one accessible car per train by July 26, 1995.
4. New rail cars ordered after August 26, 1990, must be accessible.
5. New bus and train stations must be accessible.
6. Key stations in rapid, light and commuter rail systems must be made accessible by July 26, 1993, with extensions up to 20 years for commuter rail (30 years for rapid and light rail).
7. All existing Amtrak stations must be accessible by July 26, 2010.

### **PUBLIC ACCOMMODATIONS**

1. Private entities such as hotels, restaurants, and retail stores may not discriminate against people with disabilities, effective January 26, 1992.

2. Auxiliary aids and services must be provided to people with vision or hearing impairments or other people with disabilities, unless an undue burden would result.
3. Physical barriers in existing facilities must be removed, if removal is readily achievable.
4. All new construction and alterations of facilities must be accessible.

#### **STATE AND LOCAL GOVERNMENT**

1. State and local governments may not discriminate against qualified people with disabilities.
2. All government facilities, services and communications must be accessible consistent with the requirements of section 504 of the Rehabilitation Act of 1973.

#### **TELECOMMUNICATIONS**

Companies offering telephone services to the general public must offer telephone relay services to people who use telecommunication devices for the deaf (TDD's) or similar devices.

This information pertaining to ADA requirements is available in the following accessible formats:

- Braille
- Large Print
- Audio Tape
- Electronic file on computer disk
- Electronic bulletin board (202-514-6193)

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#### **TITLE VI of the Civil Rights Act of 1964**

No person in the United States shall on the grounds of race, color, sex, national origin, be excluded from participation, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. ERC operates in compliance with this law.

This facility is an Equal Opportunity Employer. ERC may make exceptions only when age or physical requirements constitute bona fide occupational hazard.

It is the responsibility of this facility to guarantee the basic rights of employees and clients.

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**State and Federal Laws, Policies, and Procedures supersede any of the Policies and Procedures contained in this handbook.**



## DOCUMENTATION OF RECEIPT of Program Handbook

Program: ICF/DD homes

I \_\_\_\_\_ (print name) have received a copy of the Elizabeth Richardson Center (ERC) Consumer Handbook for the ICF/DD homes Residential program. It has been explained to me and I have had the opportunity to have my questions answered.

I understand that it contains the following information:

- ERC Mission Statement
- Core Values
- Client Rights
- ERC's Grievance Procedures
- Transportation Procedures
- List of the ERC Board of Directors
- Equal Opportunity laws
- Americans with Disabilities Act

Handbook received on (date): \_\_\_\_\_

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Signature of individual/guardian