



CONSUMER HANDBOOK

ARKAY, INC.

Reviewed

03/05/2012, 7/11/2013, 7/10/2014, 06/13/2016, 04/12/2017, 4/1/2018, 4/1/2019, 4/1/2020, 3/25/2021

Revised

10/06/12, 12/05/12, 2/2015, 4/12/2018, 4/1/2019, 3/25/2021

THIS BOOK BELONGS TO:

PROGRAM:

PROGRAM DIRECTOR:

PHONE NUMBER:

ARKAY CASE MANAGER:

PHONE NUMBER:



Thank you for selecting Arkay, Inc. as your vocational service provider. Arkay Inc. strives to provide quality services to you and your support team. We are here to assist you in reaching your dreams and desires, whether it is community involvement, employment or both. We hope that your experience with us will be rewarding, enjoyable and successful.

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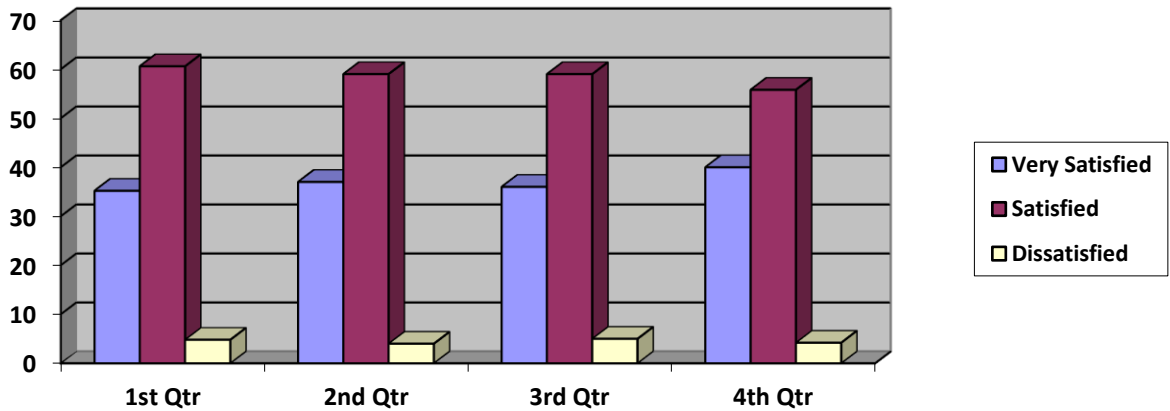
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INTRODUCTORY STATEMENT

This handbook was designed to acquaint you with the services and information you will need while you are with Arkay, Inc. I encourage you to take advantage of the many services we offer. If at any time you would like to make a change or have any problems that you feel are not being addressed; there are forms located in each office for your use anytime. Before you begin your first day, an Arkay, Inc. representative will review with you the information contained in this handbook as well as the roles and responsibilities that your support staff have in securing your personal growth and success. There is a Consumer Advisory Board that meets quarterly to discuss quality improvement and service delivery. Your input is welcome, as is your attendance. For more information, please contact your Consumer Advocate or Case Manager. Again, Welcome to Arkay, Inc.!

Sincerely,

Arkay Inc. Program Director



Consumer satisfaction results for fiscal year 2018-19

Arkay recognizes the need to clearly state the values on which the agency is built and the principles that direct the decision makers and service staff of the agency. The following statements represent those values:

VISION STATEMENT

To be recognized as a premier provider of services that utilizes “best practices” in exercising its commitment to providing a range of programs for individuals with disabilities which enable those served to maximize their individual quality of life potential as contributing members of the community.

MISSION STATEMENT

To assist the Developmentally Disabled and Elderly Disabled to achieve community inclusion that enhances potential, employment opportunities and/or volunteerism.

HOME & COMMUNITY BASED SERVICES (HCBS) NEW RULES

1. The Centers for Medicare and Medicaid Services (CMS) released a new rule for delivery of HCBS through Medicaid waiver programs. The rule known as the Medicaid Final Rule was published in the Federal Register on January 16, 2014 and became effective March 17, 2014.
2. The Rule provides a five-year period to bring Arkay programs into compliance.
3. The New HCBS rules apply to all settings where HCBS are delivered, not just the place where an individual lives:
 - HCBS requirements apply to residential, non-residential and provider-owned and/or operated residential settings.
 - The Rule establishes an outcome oriented definition that focuses on the nature and quality of an individual's experiences.
 - The Rule maximizes the opportunity to have access to the benefits of community living and support services in the same manner as persons not receiving Medicaid HCBS.

Characteristics of the new HCBS rule are as follows:

1. Integrated in and supports access to the greater community.
2. Provides opportunity to seek employment and work in competitive integrated settings, engage in community life and control personal resources
3. Enables an individual to select residential settings from options that include non-disability specific settings and an option for a private unit in a residential setting.
4. Ensures individual rights of privacy, dignity and respect, freedom from coercion and restraint, and optimizes individual initiative, autonomy and independence in making life choices.
5. Facilitates individual choice regarding services and supports, and who provides them.
6. Support for people with disabilities to choose and prosper in community jobs.
7. Employment in the community is the first/primary service option for individuals with disabilities:
 - A. Where the assigned work tasks offer at least minimum or prevailing wages and benefits,
 - B. Where typical opportunities exist for integration and interactions with co-workers without disabilities, with customers, and/or the general public,

- C. Where the first and preferred outcome for working age adults with disabilities is community employment, including those with complex and significant disabilities, for who working in the past has been limited, or has not traditionally occurred.
- D. Employment should be the centerpiece of systems change.

Arkay supports people with disabilities to work-in integrated employment in the community as critical to:

- A. Access the greater community;
- B. Facilitating relationships with non-disabled peers;
- C. Building new skills and self-esteem;
- D. Helping bring people with disabilities out of poverty; and
- E. Providing meaningful ways for people to spend their days.

Arkay's goal is to "further expand the opportunities for meaningful community integration in support of the goals of the ADA and the Supreme Court decision in Olmstead".

ORGANIZATIONAL SERVICE PRINCIPLES

- Individuals have access to a system of comprehensive and integrated community-based services that are "user-friendly."
- Individual choice, satisfaction, safety, positive outcomes, and quality of life are the focus of services.
- Consumers are actively involved in, and determine the design and implementation of their Person-Centered Plan.
- Employment is a privilege and a responsibility. Everyone has the ability to contribute to the community in a meaningful way.
- Services demonstrate respect for the rights and dignity of all individuals and incorporate their cultural and value system.
- Services should promote empowerment, provide opportunities, offer options, and advance personal fulfillment.
- Arkay Inc. services help create a work environment that allows each person to reach their full potential.
- Individuals are offered the support services necessary to be successful where they live, work and participate in community activities.

- Services promote natural and community supports including family, friends, peers and other citizens.
- The agency listens to, learns from, and responds to consumers to improve services.
- Trust, encouragement, and support for our employees foster a creative work setting and help employees find innovative solutions to complex problems.
- The agency exemplifies the highest standards of integrity, ethical behavior, and courtesy in the work environment.
- Services are designed to foster communities where all members are included, respected, and valued.

EQUAL EMPLOYMENT OPPORTUNITY

Arkay, Inc. is committed to finding employment for all people in the program regardless of race, color, sex, religion, national origin, disability or other characteristics protected by law.

AMERICANS WITH DISABILITIES ACT (ADA)

The ADA prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications. To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. The ADA does not specifically name all the impairments that are covered, rather defines it as a person who has a physical or mental impairment that substantially limits one or more major life activities or a person who has a history or record of such impairment. It's Arkay's responsibility to serve as an ADA advocate for consumers in all aspects of service delivery. ADA videos and written materials are available for review at the Arkay, Inc. office. If you would like more information, please ask your job coach or consumer advocate for assistance.

Consumer Rights and Responsibilities

Recipients of Vocational Services have the following rights:

Consent

- You must give your consent to Arkay Inc. to be a part of our Vocational Program or have any private information about you shared with others.
- In order to give consent, you should be informed, and able to understand, the risks, benefits, and other options for services. You should not be forced or pressured into a decision.
- This consent may be in writing and signed by you or your legal representative. It can also be your verbal agreement that is witnessed and put in writing by someone who is not working with you at the time. This form will be completed annually.

Dignity and Respect

- The law requires all mental health service providers to treat you with dignity and respect. Your family members also have this right and must be given the opportunity to provide information about you to those treating you. Family members must be allowed information about diagnosis, support services, advocacy groups, financial assistance and crisis information upon authorization.

Freedom from Abuse and Neglect

- You have the right to NOT be physically, sexually, or otherwise abused.
- You have the right to NOT be neglected.

Confidentiality

- You have the right to have information about your vocational services kept private. Information about you and your services cannot be given to anyone except as required by law.

Access to Your Record

- You have the right to see your record. Upon request, you or your legal representative may read or get a copy of all or part of your record.

Environmental Rights

- You have the right to treatment in a place which is clean and safe, and transportation in a vehicle that is clean and safe.

Civil Rights

- You have the right to not be discriminated against because of your age, color, height, national origin, physical or mental disability, sex, religion, race, or weight.

RECIPIENT RIGHTS

When you receive mental health services, Michigan's Mental Health Code and other laws safeguard your rights. It is the policy of Arkay, Inc. that all Recipient Rights must be adhered to by all employees. Any violation of these rights is to be immediately reported to the Director and reported to the Office of Recipient Rights in a detailed Recipient Rights Complaint Form. Notify your job coach or anyone at Arkay, Inc. immediately if you need assistance in completing the Recipient Rights Complaint Form. If you feel uncomfortable contacting a representative of Arkay, you can contact the agencies below directly. You will receive a separate booklet, Your Rights that covers this information in detail.

Wayne County

Detroit-Wayne Integrated Health Network
Office of Recipient Rights
707 W. Milwaukee Avenue
Detroit, MI 48202
(313) 833-2500

Oakland County

Oakland Community Health Network
Office of Recipient Rights
1200 N. Telegraph
Pontiac, MI 48341
(248) 975-9713

Monroe County

Monroe Community Mental Health Authority
Recipient Rights
P.O. Box 726
1001 S. Raisinville Rd.
Monroe, MI 48161
(734) 384-0018

In addition to the rights outlined in Michigan Mental Health Code and Arkay's Recipient Rights policy, every person served by Arkay, Inc. has the following:

1. The right to meaningful employment at competitive wages.
2. The right to request a change in Job Coaches or staff.
3. The right to request a change in site location.
4. The right to serve on the Consumer Advisory Council, or other committees, sharing your input to affect changes in policies and procedures.
5. The right to voice grievances and present recommendations pertaining to the policies, services, and rules without fear of retaliation.
6. The right of reasonable access to and use of his or her personal clothing and belongings.
7. The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.

SERVICES

- You have the right to have, and help create, a written plan of service that is based on your desires, dreams, health care needs and personal goals.
- You have the right to have your plan of service explained in a way that you can understand it. This may mean that additional help will be brought in.

- You have the right to ask for changes to your plan of service at any time, any reason.
- You have the right to be treated with dignity and respect in a safe, clean place.
- You may stop services with a provider at any time and will be provided with referral information as part of your discharge planning process.
- You have a right to ask that your family or natural supports be a part of your services. Arkay encourages family and/or natural supports to participate in the services offered.
- You have the right to receive help in locating community resources that will help meet your everyday needs of life.
- You have the right to have the grievance and appeal procedures explained to you in a way that you can understand it. You have the right to file a grievance as desired.
- You have the right to speak to a member of management upon request.
- You have the right to request an interpreter. Please speak with your case manager if you are in need of interpreter services. Interpreter information is located at the sites with the following picture:



Services offered

- Vocational Assessments
- Community Based Evaluations
- Employability Skills Training
- Career Exploration and Planning
- Pre-vocational Training
- Community Involvement
- Individualized Job Development
- Job Coaching and Follow-Along Services

- School-To-Work Partnerships
- Micro Business Development

VOCATIONAL ASSESSMENTS

Each person referred for employment will receive an individual vocational assessment at the time of intake and annually thereafter. The assessment will outline personal goals, options for employment, and will list the individual's strengths, interests, dreams, and level of experience. The assessment will also provide the framework for you to choose your services. Upon completion of the assessment, a Job Developer or Case Manager will discuss an individualized program with you that is built around your dreams and desires.

COMMUNITY BASED EVALUATION

Community Based Evaluations are designed to give participants the opportunity to experience a variety of work situations that fit their interests. Short-term volunteer experiences are developed in the community, allowing you and the evaluator to assess suitable career options that coincide with your interests and skill level.

EMPLOYABILITY SKILLS TRAINING

Employability Skills Classes are designed to teach all facets of employment, including work ethics, job seeking, job selection, and job retention. Issues that are emphasized include determining personal interests and values, developing career goals, writing a resume, interviewing, arranging transportation, networking, and being a successful employee.

CAREER EXPLORATION AND PLANNING

Everyone has the opportunity to explore various career options. You are encouraged to participate in exploration activities. These may include visiting businesses during job shadowing, exploring the Internet, touring various work locations, attending job fairs, mock interviewing and various other activities centered around career planning. These activities will aid in developing your career goals and planning. There are Job Development Facilitators available to assist you.

INDIVIDUALIZED JOB DEVELOPMENT

Our goal is to match each individual's unique skills and abilities with the employer's specific needs. Arkay, Inc. spends time gathering information and learning about each person's past experiences, interests, abilities and dreams for the future, which provide the direction for job development. We provide job coaching and follow-along services to those who need it following job placement.

SCHOOL-TO-WORK PARTNERSHIPS

Arkay Inc. works directly with educators and businesses to facilitate programs for students preparing to move from school to work. Programs are individually designed to bring together student, educators, parents, businesses and the community.

Goals of this program include:

- Increasing the skills and employability of the student.
- Helping the student discover alternative career choices.
- Developing a reliable, well prepared, high-quality workforce.
- Linking students with internships or apprenticeship opportunities in their chosen field.
- Assisting with the transition phase as the students prepare to transition out of the school.

SELF EMPLOYMENT DEVELOPMENT

Arkay will help you explore the options and possibilities of owning your own business. Services may include developing a business plan, finding financial support, marketing, preparing your inventory and bookkeeping.

**SERVICE REQUEST FORMS ARE AVAILABLE AT ANY OFFICE LOCATION.
SPECIAL ACCOMMODATIONS AVAILABLE UPON REQUEST.**

INFORMED CONSENT

As a consumer, you have the right to be informed of the risks, benefits and options involved in making your own choices. Throughout all phases of service delivery, Arkay staff will do their best to inform you of your choices

and the expected outcomes of the services you choose. You must be given the opportunity to understand the choices you make.

ACCESS TO CASE RECORD

Arkay Inc. maintains a case record for each consumer. The case record includes medical information, information pertaining to support staff, monthly or quarterly reviews, and employment information. Case records are the property of Arkay and are confidential. To protect your privacy, access to this information is restricted to those authorized by the Program Director. Authorized persons include Arkay staff or Supervisors that can best serve you by understanding all of your wants and needs. A release of information form signed by you or your guardian is required upon entering our program, and will be updated annually. Your record is reviewed with you during any change in services and during your annual Person Centered Planning process. You may review your record at any other time by requesting an appointment with the Case Manager or Director. You may call the office directly, or request assistance from your job coach.

EMERGENCY CLOSING

At times, emergencies such as severe weather, power failures, etc. can disrupt company operations. In extreme circumstances we may have to close our office or your employer may have to cancel shifts. If this occurs, you will be informed as directed by your specific program or your employer or possibly both. If you are participating in the school-to-work program, and your district is closed due to severe weather or an emergency, Arkay will not be providing services that day.

EMERGENCY PLANNING

At times, emergencies may occur during work, at a site location or out in the community. Please note that the emergency shelter areas are designated on the evacuation maps throughout the building. Each staff will be assigned an emergency preparedness role to assist you during an emergency.

The following roles will be assigned to staff:

Job Coaches & Business Developers: Job coaches should assist with ushering consumers out of the building to their safety location, or into the shelter location.

Case Managers: Case Managers will block the exit and entrances in the parking lot and only allow in emergency assistance or personnel.

Directors: Directors are responsible for bringing the phone list and the schedule to complete a safety head count. Director will bring a communication device and ensure the building is clear.

***In the event that a Director is not on site, case manager will take the lead role. ***

In the event that you need to evacuate the building, please follow the **red arrows** to an exit. See below for a sample arrow:

This way to an exit



The exit signs will be posted at all doors that lead to the outside of the building.



In the event of a storm that you need to seek shelter for, please go to the emergency shelter located in the building. Please follow the **black arrows** to the designated storm shelter. See below for a sample arrow:

This way to the tornado shelter



The emergency shelter will be marked with a sign that looks like this:

Tornado Shelter



You will also see these symbols on our emergency maps located throughout the building.

SAFETY RULES

Arkay is committed to providing the safest possible working environment. We ask the cooperation of everyone in maintaining safety rules. Report unsafe conditions and actions to any staff person immediately. Report any accidents or injury to any staff person immediately, even if it appears slight. When you start a new job you will be expected to follow the guidelines set forth by your employer. Safety information pertaining to your place of employment is contained in your placement report and job analysis information. OSHA, Blood borne Pathogens, and Universal Precautions safety information will be reviewed with you upon hire, and annually thereafter through Arkay unless scheduled by your employer. Arkay staff will assist with any training and follow-up you may need.

PERSONAL PROPERTY

Management and staff are to encourage respect for others and their property, whether it be their peer, staff, or Arkay property. If a person brings in an item of value they should keep it with them at all times, ask to have it secured in a management office when the item is not in use or if the person is going into community, leave it at home. If a person brings in an item of high value it should be secured in a management office and the individual should be counseled not to bring it back into program. Although we are

willing to secure items of value to our best ability, we cannot be held responsible for repair, replacement or reimbursement for items damaged or missing. We encourage consumers to leave valuable items at home.

CONSUMER INPUT/COMMITTEES/MEETINGS

Arkay Inc. encourages participation and input from everyone we do business with, especially the people we serve. Each day you will be asked by your job coach if you were satisfied with the services you were provided with that day. The staff will document your answer on their daily progress note. Arkay will also ask for your participation in a survey annually or within 12 months of discharge from our program. You have the right to opt out of either survey participation. Arkay also has the option to complete a survey on our website at www.miarkay.org. Arkay will review the survey results annually. You may also be given Satisfaction Surveys from the Mental Health Authority (MHA) and the Detroit Wayne Integrated Health Network (DWIHN).

Our Consumer Advisory Committee is always open to new members. They meet quarterly to discuss how we can improve our services. We also have a Health and Safety Committee and a Quality Improvement Committee. Please see the Program Director for more information if you are interested. Parent/Caregiver/Home staff meetings are held throughout the year, you are welcome to attend at any location and they are open to the community. During this meeting, you will have access to Management for question and answer sessions and you will be provided with educational information that our staff feel is important to you. Meeting times and locations will be announced in the Newsletter and on the Calendar.

ATTENDANCE & PUNCTUALITY

Employers expect their employees to be reliable and on time. We support the same here at Arkay Inc. It is important that you schedule all your personal and medical appointments around your program hours. If you are employed and you are going to be late or absent you must phone your employer as soon as possible. You should also notify your case manager and/or job developer at the Arkay Office. If transportation is provided by Arkay,

please notify Arkay so that they can remove you from the transportation schedule for the day.

PERSONAL APPEARANCE

Dress, grooming, and personal cleanliness standards affect the image we present to employers and businesses. If you are in the Arkay Supported Employment Program, you are expected to present a clean, neat appearance and to follow the dress code according to the requirements of your position. Dress code requirements will be discussed with you before you start your job. Appropriate hygiene and grooming classes will be offered throughout the year at Arkay. Please make sure to check the calendar. *Please make sure to dress appropriately for the weather as some employment or activities in the community may be outdoors. *

Code of Ethics

It is the policy of Arkay to make sure all employees follow the ethical standards of the agency. Please read some of the ethical standards below:

- Openness of the company's programs for review by qualified outside parties at all times.
- Pressure-free marketing and management of the company's services. This may happen through consistent and equal communications with all qualified parties. Qualified parties include the individual receiving services, related family members, and the payer of services offered.
- Integrity and honesty in making commitments for care and/or service outcomes. Also, estimates of time and costs required to achieve these outcomes.
- A consistently applied, professional standard of individualized care according to the Person Centered Planning process.
- Independent professional relationships with consumers, families, payers, vendors, and other providers.

PROBLEM RESOLUTION / GRIEVANCES / COMPLAINTS

Arkay Inc. is committed to providing the best possible working conditions for everyone. Part of this commitment is encouraging an open and honest atmosphere

in which any problem, complaint, suggestion, or question receives a timely response from all Arkay staff and management.

We strive to ensure fair and honest treatment. Everyone is expected to treat each other with dignity and mutual respect, and encouraged to offer positive feedback and constructive criticism. If you disagree with the established rules of conduct, policies, or practices, you can express your concerns through the grievance resolution procedure. No one will be penalized formally or informally for voicing a complaint with us in a reasonable manner, or for using the problem resolution procedure. If you feel that a situation or a decision affecting you is unjust or inequitable, you are encouraged to make use of the following steps. If your concern is with your employer, we will be happy to assist you in following their specific procedures and act as a liaison if necessary.

Complaint procedure

1. Present problem to your assigned job coach or consumer advocate immediately. If you are uncomfortable with this or believe it would be inappropriate to talk to that person, you may contact any member of management.
2. An Arkay representative will respond immediately during discussion if at all possible or after consulting with others as appropriate. The Program Director will then meet with all parties involved within three (3) business days. This response will be documented on a special meeting form or a corrective action form and results will be shared with you within 48 hours.
3. If you are not happy or satisfied with the outcome, contact the Program Director directly within five (5) business days. The Program Director will then meet with all parties involved within three (3) business days. This response will be documented on a special meeting form or a corrective action form and results will be shared with you within 48 hours.
4. If your concerns are not addressed at this level through mediation and counseling, the Program Director is to notify the Director of Quality and forward any/all documentation for review and resolution. The Director of Quality may meet with the consumer at their discretion. This response will be documented on a special meeting form or a corrective action form and results will be shared with you within 48 hours.
5. If none of the above meets your concerns and needs, you have the right to file a grievance and fill out the grievance form that should be turned into the Quality Department. Arkay follows the DWIHN rules on filing a grievance. If you are not satisfied with the resolution you have a right to an appeal with

your Community Mental Health Authority, Recipient Rights, or any other advisor suited to handle your complaint. *See the Arkay Grievance and Appeal Policy for further information. *

SUPPORT STAFF ROLES AND RESPONSIBILITIES

Supporting consumers throughout their employment is very important. Getting and retaining a job requires assistance and cooperation from everyone involved in that person's life. The family or support staff's role is essential. We ask that you review the handbook so that you are able to encourage, reinforce and assist consumers to understand the information. Please be sure to schedule all appointments before or after program/work hours. Transporting family members or staff needs to know how to reach Arkay if they are having problems getting people to work on time. If Arkay cannot be contacted, refer to the consumer's placement report for the appropriate party at the place of employment to be contacted.

Follow-Up

Arkay Inc. believes it is important to encourage consumers to take part in their services. If a member is not taking part in services, the following steps will be taken:

- Try to reach member by phone.
- Ask if the member would feel more comfortable working with a different staff person or attending a different site.
- If staff is unable to make phone contact, a Contact Letter will be mailed, asking the consumer to contact Arkay Inc.
- If staff is unable to make phone contact, staff may call the Support Coordinating Agency to determine if services are still being requested.
- If verbal and written attempts at contact are not successful, the Discharge process will begin. See the Discharge Policy and Procedure for further details.

Seclusion or Restraint

Arkay does not use methods of seclusion or restraint. It is our practice to use positive feedback, redirection and de-escalation techniques as a response to challenging behaviors. If a consumer is displaying behaviors that may put

others at risk, they may be sent home for the day. A meeting with the treatment team may be requested to discuss concerns.



Smoking Policy

It is the policy of Arkay Inc. to have smoke free (including electronic cigarettes) facilities and vehicles. Each site has smoking areas that are located outside of the building. It is the policy of Arkay Inc. to follow the smoking guidelines at worksites and it is expected that the consumers whom are employed follow the rules also.



Infection Control and Communicable Disease tips to our Consumers

- Wash your hands with soap and water often and after you use the restroom as well as before a meal.
- Please make sure you cough or sneeze into your elbow.
- Wash your hands after eating, drinking and smoking, applying cosmetics or lip balm and handling contact lenses.
- It is important that you don't attend the program if you are feeling ill (flu, cold, ETC.).
- Please make sure your case manager knows if you have an infectious disease.
- Report to the staff any exposure to blood.
- If you would like additional information on infection control procedures, please see your case manager for additional resources and/or referrals.

This handbook can be made available in Braille, large print, audio, and picture formats upon request.



Arkay Inc.

Consumer Handbook

Name: _____ CMH #: _____

I have received a copy of Arkay Inc.'s **Consumer Handbook**. I have been informed of the services available to me, my responsibilities as a consumer, and the procedures I need to follow if I have a complaint or problem that needs to be resolved.

Signature

Date

Arkay Inc. Staff

Date

Witness

Date