



Developmental Disabilities Orientation Handbook

ORIENTATION HANDBOOK

	PAGE NO.
Welcome.....	3
Mission.....	3
Vision.....	3
Developmental Disabilities Programs.....	4
Entrance Criteria.....	5
Admission to Services.....	6
Case Manager.....	7
Planning Your Services.....	7
Receiving Input/Outcomes.....	7
Developmental Disabilities Rules.....	8
Client Rights & Responsibilities.....	9-10
Non-Violent Practices.....	10
Complaint Process.....	11
Safety/Infection Control.....	12
Confidentiality.....	12
Fees.....	12
Transition/Discharge Criteria.....	13
Staff Code of Ethics.....	14
Resources.....	15
Suicide Prevention.....	16



WELCOME !

The information contained in this booklet will help you get acquainted with the Developmental Disabilities Unit at the Phoenix Center Behavioral Health Services. The staff of the Developmental Disabilities Unit is dedicated to working with persons with Developmental Disabilities in the community by assisting them to live normally in the least restrictive environment as independently as possible.

MISSION

To provide comprehensive behavioral health and developmental disability services that improves our consumers' psychological health, social functioning and quality of life.



VISION

To be a recognized leader and provider of behavioral health and developmental disability services that meet the changing needs of Houston, Peach and Crawford Counties

Sincerely,
Krystal Jackson, Director
Developmental Disabilities Unit

DEVELOPMENTAL DISABILITIES PROGRAMS

- Community Housing
(24 Hour Residential Training and Supervision)
 - Staffed Facility I, Men's Group Home.....(478) 922-3513
 - Staffed Facility II, Ladies' Group Home.....(478) 922-0018
 - Staffed Facility IV, Ladies' Group Home.....(478) 825-9045
 - Staffed Facility V, Men's' Group Home.....(478) 923-1065

- Community Living Supports: (Semi-Independent Living Program)..(478) 988-1002 ext.103
(6a.m. to 9p.m. 7 days a week)

- Host Family Services(478) 988-1002 ext. 103
(24 Hour Residential Training and Supervision)

- Respite Service:(478) 988-1002 ext. 101
(short term breaks from care on an as needed basis)

- After Hours call:(478) 988-7100

The Developmental Disabilities main office:

Hours of Operation-
M-F 8a.m. to 5p.m.

940- Hwy 96
Warner Robins GA
(478) 988-1002 ext. 103



Our services are accredited by CARF, and we hold permits for Personal Care and Private Home Care through the Division of Healthcare Facilities Regulation. Any questions or concerns can be directed to those respective offices.

Entrance Criteria



1. You must be a resident of Georgia.
2. You must have a diagnosis of mental retardation and /or developmental disability.
3. We are only able to take referrals for Medicaid and State Funded Services through Region 4. You must call Region 4 Intake and Evaluation at 1-877-683-8557 or 229-225-5099 to complete an application for the services you want. All other referrals will be accepted for private pay services.
4. Region 4 Intake and Evaluation Team is responsible for determination of eligibility onto DD services in general. They will help you complete all the needed paper work and tell you what services you are eligible for and reason(s), if any, that make you ineligible for services.
5. If funding for the services you requested is available, you will be assigned a Support Coordinator/Planning List Administrator to help you as needed.



6. You and your family will choose who you want to provide your services.
7. Phoenix Center Behavioral Health Services is a provider of services you may choose. If funding is not available for the services you requested, your name will be placed on the planning list. The planning list is available at the Regional Office. You will be assigned a Support Coordinator/Planning List Administrator to maintain contact with you regarding your status on the planning list and the availability of services and possible wait times for services.
8. If you select Phoenix Center Behavioral Health Services as your provider, our staff will meet with you, your family, and Support Coordinator/Planning List Administrator to determine if our services can meet your needs.
9. If we can meet your needs, we will assist in developing an ISP to guide services and enroll you in our program.
10. If we believe we cannot meet your needs, we will explain this to you, make a referral to other appropriate resources, and your Support Coordinator/Planning List Administrator will help you find the appropriate provider.

Your Support Coordinator/Planning List Administrator can answer any questions you may have about the Medicaid Waiver. We also have information available to you ("Understanding the Medicaid Waiver" and "Constructing a Good Life Through Understanding the NOW and COMP Waivers") upon request.

ADMISSION TO SERVICES

Upon admission to one of our Residential Service Programs, an individual and/or his family are requested to complete forms which provide us with information to begin and maintain a working file on that individual. Most of the information will be basic information like background information, medical history, family contacts, etc. The questions are not asked to invade privacy, but to provide information for us to help find the most appropriate services.

Each individual receives an Individual Service Plan (ISP) which is specific to that person and shows what services you will receive and who will be responsible for those services. Individuals and their families are encouraged to attend these ISP Meetings in order to provide input and assist in program planning. Each individual participates in the treatment planning session, provides input, and signs the ISP as an acknowledgement of that participation and agreement to the goals and services.

If an individual chooses Community Housing, then there are many steps that have to be accomplished in order to have this type of living arrangement work out successfully. Physical examinations, immunization records, clothing/personal effects inventory, establishment of checking/savings accounts and the actual move into the Community Housing all seem to come quickly and sometimes cause confusion to individuals and their families. To help with this situation, each person is assigned a Case Manager who is responsible for these initial steps and for assuring services in the future. The designated Community Housing Manager is usually the person who is assigned to be the Case Manager. Upon admission, each individual is oriented to the home including safety features. Emergency drills are conducted monthly.

If an individual chooses Community Living Supports (CLS), a Case Manager is assigned from that section. Usually the Case Manager is the supervisor of the CLS Program. Moving into an apartment may be on an individual basis or with a roommate. There are lease agreements to be signed, telephone service, cable TV and utility arrangements to be worked out. Checking and savings accounts are set up and individuals in the CLS service are assigned staff to assist them daily with cleaning, meal planning, shopping and generally being able to live in their own residence. A person in the CLS service is maintaining his or her own household and must be afforded the respect and choices that come with living in an independent manner.

If an individual chooses a Host Home, the home provider becomes the primary care giver for that individual. Phoenix Center staff usually maintains checking accounts, but Host Home providers maintain responsibility for the care of the individual. Each Host Home receives at least one visit from a Phoenix Center staff person on a monthly basis. Host Home providers' homes are required to be inspected by the Health Department and Fire Department annually, Host Home providers are also required to have First Aid and CPR training that is current.



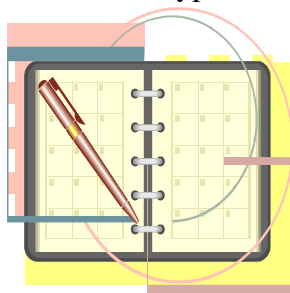
CASE MANAGER

You will be assigned a Case Manager upon your admission to Developmental Disabilities Services at the Phoenix Center. Your Case Manager will assist you in such areas as:

- Developing your Individual Service Plan
- Assisting you with your daily needs
- Assisting you with money management
- Referrals to other services you may need
- Helping you meet your service goals

PLANNING YOUR SERVICES

As you become involved in services, an Individual Service Plan is developed. The ISP lists the services you will receive, the length of the service, and who is responsible for providing the service. The person served and his family unit are always invited to participate in the ISP process along with other persons or agencies that have an interest in or will be providing services to you. Your support Coordinator/Planning List Administrator may also inform you about self-directing services. We have a guide and workbook to tell you more about this type of service and is available upon request.



RECEIVING INPUT/OUTCOMES

You will be asked for input on the quality of your care, your achievements, our program's effectiveness, and satisfaction at several different times during your treatment at Phoenix Center. You have input at your reviews and ISP meeting, during each satisfaction survey which is completed at least annually, and at any time because this form and the complaint form is available to all individuals. This information may be used to establish outcome measures. We use this information to improve services that you receive based on your needs.



Developmental Disability Rules

Group Home Rules

1. No smoking in the home. There are designated smoking areas outside the home. Individuals may not keep matches or lighters on them



2. No alcoholic beverages allowed in the home. No illegal drugs allowed in the home.



3. Unlimited phone calls except between the hours of 10:00pm and 6:00 am



4. Radios and TVs are to be played at a volume that does not disturb other residents.



5. Visitors are allowed in the common areas of the home and in resident's room only.



6. Visiting hours are 8:00 a.m. to 8:00 p.m. seven days per week.

7. Residents' personal property may be kept in their rooms or other assigned places in the home



Community Living Supports Rules

Each individual must abide by the rules, regulations, and policies specific to the lease of the home in which they reside. Phoenix Center is not responsible for personal damages, acts in violation of a lease, or criminal acts of person served or their families.

CLIENT RIGHTS & RESPONSIBILITIES

Your rights and responsibilities include:

The right to receive care suited to your needs that is free from reasonable harm, exploitation, and coercion..

The responsibility to be truthful concerning your needs.

The right to receive services that respect your dignity and protect your health and safety.

The responsibility to respect the dignity of others and protect their health and safety.

The right to participate in planning your own program and be informed of any changes in services..

The responsibility of working on your individual service plan goals to the best of your ability.

The right to refuse services unless a physician or licensed psychologist feels that refusal would be unsafe for you or others.

The responsibility to accept the services offered to you that you need.

The right to be informed of the charges for services and to receive prompt and confidential services even if you are unable to pay.

The responsibility to pay for services if you are able.

The right to review and obtain copies of your records, unless the physician or other authorized staff feels it is not in your best interest.

The responsibility to use the information contained in your records responsibly.

The right to exercise all civil, political, personal and property rights to which you are entitled as a citizen.

The responsibility to respect the civil, political, personal and property rights of others.

The right to remain free of physical restraints or time-out procedures unless such measures are required for providing effective treatment or protecting the safety of you or others.

The responsibility to behave in such a manner that restraints or time-out procedures are not needed.

The right to be free of any form of abuse, such as negligence, sexual, psychological, physical, verbal, or financial

The responsibility to not physically or verbally abuse staff or other clients.

The right, if you are a residential client, to converse privately, to have reasonable access to a telephone, to receive and send mail, to have visitors and to retain your personal effects and money.

The responsibility of making reasonable requests at reasonable times.

The right to file a complaint (without affecting your care at Phoenix Center) if you think any of these rights have been restricted or denied.

The right to have/use an advocate in the complaint process.

A client right's advocate will be provided to clients by Phoenix Center upon request.

The responsibility of making truthful complaints.

The right to be informed of the address and telephone number of the supervisor of the services you receive, the licensing authority, and to be able to request the most recent report of licensure inspection.

The responsibility to make the request to the supervisor of the services during scheduled business hours.

If you want to know more about your rights, a full copy of the Regulations (290-4-9) is available to you upon request. A summary of the Client's Rights Complaint Process is available in your Hand Book.

NON-VIOLENT PRACTICES

It is the policy of the Phoenix Center that no individual within the Developmental Disabilities program will be subjected to seclusion or restraint for any reason. A Positive Behavior Support Plan, Crisis or Safety Plan, WRAP plan, or other documentation developed with the individual's input may be implemented to manage challenging behaviors. In the event of an emergency, we may need to call emergency personnel such as police, ambulance, or fire department.



CLIENT COMPLAINT PROCESS

PHOENIX CENTER BEHAVIORAL HEALTHSERVICES

DID YOU KNOW YOU HAVE THE RIGHT TO:

- Services that are provided without discrimination based on political affiliation, religions beliefs, race, sex, color, mental or physical handicap, national origin, age or sexual orientation.
- Have your confidential information protected.
- Have your rights explained.
- File a complaint if you think your rights have been violated.

At Phoenix Center we use the following process to file complaints. If your complaint is not resolved to your satisfaction at one step, contact the person at next step or contact any person on this list.

Step 1: File a complaint with your Case Manager or Nurse.

Step 2: File a complaint with the Program Director
Developmental Disabilities
Krystal Jackson
478-988-1002 ext 103

Step 3: File a complaint with the Client Rights and Ethics Chairperson
Krystal Jackson
940 Highway 96 Warner Robins, GA 31088
Phone: 478-988-1002, Ext. 103

Step 4: File a complaint with the Executive Director
James Singleton
940 Highway 96 Warner Robins, GA 31088
Phone: 478-988-1002 ext. 115

Step 5: File a complaint with the Region Four MH/AD/DD Office
Ken Brandon
P.O. Box 1378
Thomasville, GA 31799-1378
Phone: 229-225-5009 or 877-683-8557

Step 6: File a complaint with the agencies below:

<u>For Complaints</u> Georgia Advocacy Office 100 Crescent Center Pky Tucker, Ga. 30084 (800) 537-2329	<u>For Substance Abuse Complaints</u> Healthcare Facilities Regulation Division 2 Peachtree St. NW Suite 33-250 Atlanta, Ga. 3030-3142 (404) 657-5411	<u>For Privacy & Discrimination Complaints</u> Secretary of Health & Human Services Office of Civil Rights, US Dept. of Health & Human Services, Atlanta Federal Center, Suite 3B70, 61 Forsyth St., S.W., Atlanta, Ga. 30303-8909
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SAFETY / INFECTION CONTROL

Each person served will be provided with training based on their individual needs such as risk-taking behavior, drug use, long-term involvement in services, or greater potential risk of exposure. Education for the persons served regarding the prevention and control of infection or communicable diseases will occur during orientation and annually.



CONFIDENTIALITY

It is our policy to maintain confidentiality in services delivered. With the individual's written permission, information may be shared with the family as a part of the treatment plan. The family is always encouraged to be a part of the treatment plan. The individual may also choose to give written permission for other parties such as friends or referral sources to communicate with staff and have access to confidential information. Staff follow strict HIPAA guidelines. You also have to opportunity to access your records. You will need to complete a request for records which will be reviewed by our Medical Director for approval. Please see your case manager for more information.



FEES

The fees for services depend on the type and amount of a service you choose. You will be notified at admission the fees for the services you choose. We accept private insurance, Medicaid, and Medicare as well as private pay individuals. For those individuals with low income and no insurance coverage, a sliding scale is used and charges are based on “ability to pay”. No one is denied services because of inability to pay.

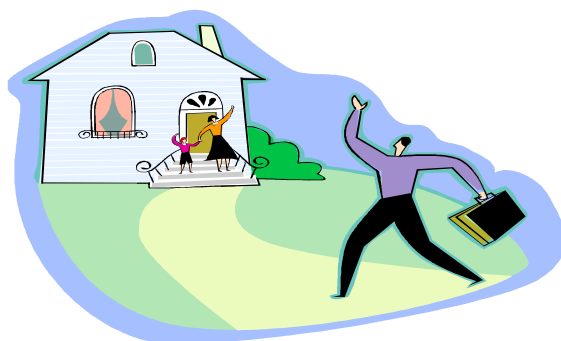
A person found to be able to pay for services but who refuses to make payment will be terminated from services upon administrative and clinical review to determine that the fee is appropriately set and the individual is not determined to be a danger to self or to others.



TRANSITION/DISCHARGE CRITERIA

A person served can be discharged from the program for the following reasons:

- (1). Death.
- (2). A move out of the service area.
- (3). The individual reaches a condition or situation in which our service(s) are inappropriate, not needed or insufficient to meet their needs.
- (4). The individual and/or his family fail to satisfy the reasonable requirements of the staff, the program or the provider agency.
- (5). The individual is found to be ineligible to receive services under State Standards.
- (6). There are insufficient funds available to maintain service(s).
- (7). The individual and/or his family refuse to change to a less or more restrictive form of service when a change is indicated and approved.
- (8). There is a State and/or Federal Policy Change which renders the individual ineligible for the service(s).



Each individual that is suspended or terminated from services will have an equal opportunity to return to services. Prior to that individual's return to services, they and their family/guardian(s) must meet with their case manager and Support Coordinator (as applicable) to discuss the purpose/benefits of the restriction and determine their willingness to comply with treatment. For each individual suspended/terminated from a service, or services, an IDT will be scheduled within seven (7) business days to review the reason for the suspension/termination. The purpose would be to make determination on an individual clinical basis when and how the suspension or termination can be reinstated when appropriate, or how frequent the IDT staffings will occur to evaluate restrictions placed on the individual. Appropriate referrals will be made if the individual chooses another provider.

STAFF CODE OF ETHICS

All employees will observe high moral and ethical standards in the conduct of their work at Phoenix Center Behavioral Health Services. Employees should not participate, condone or be associated with dishonesty, fraud, deceit or misrepresentation.

All employees are expected to be helpful, friendly, courteous and respectful of the dignity of each individual that comes to Phoenix Center for services.

All employees will maintain a professional relationship with clients and shall not engage in any behavior that could be construed as unprofessional.

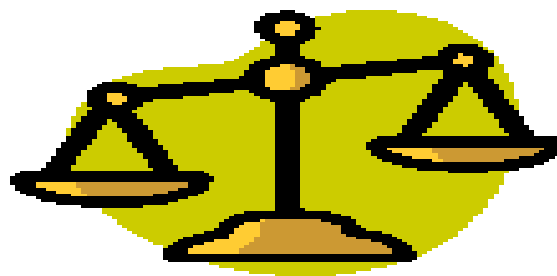
Employees shall not enter into the personal affairs of a person served except to the extent necessary for the evaluation, diagnosis, and treatment of that individual.

Employees shall not borrow money, lend money, gamble or accept gifts from person served.

Mistreatment of any individual by any form of abuse, such as negligence, exploitation, sexual activity, physical abuse or verbal abuse is strictly forbidden.

All information regarding person served is confidential and shall not be released without proper written authorization from that individual.

Staff should not allow their personal problems to interfere with their professional judgment and responsibilities.



RESOURCES

1. **Parents and Citizens in Action in your County:**

Happy Hour and Kay Center

Telephone Number: 478-929-6600 and 478-825-3124

Helps you to get resources you need and provides recreation and leisure activities.

2. **The Association for Retarded Citizens in Georgia**

1900 Century Place, Suite 360, Atlanta, GA. 30345

Telephone Number: 404-634-5512; Fax 404-634-9512

E-Mail: info@arcga.org

Provides information, training, and referrals to other services.

Makes requests for needed services.

3. **The Georgia Council on Developmental Disabilities**

2 Peachtree Street, N.W., Ste. 8-210, Atlanta, Georgia 30303-3142

Telephone Number; 404 657-2126; Fax 404-657-2132

TDD: 404-657-2133; Toll free inside Georgia: 888-275-4233

Provides public information, programs and referrals for help.

4. **The Georgia Advocacy Office**

150 E. Ponce de Leon Avenue, Ste. 430, Decatur, Georgia 30030

Telephone Number 404-885-1234; Fax 404 – 378-0031

Toll free inside Georgia: 800-537-2329

Helps with legal, social/personal issues. Helps you present your requests to agencies



SUICIDE PREVENTION

Listed below are some of the signs that a person might show or do when they have thoughts of harming themselves

- Extreme feeling of loneliness or isolation
- Saying that their family would be better off without them
- Making out a will or giving away favorite possessions
- Stating a desire to die or desire to kill themselves
- Being drunk or high and voicing or having suicidal thoughts
- Feelings of depression, worthlessness, shame or self hatred
- Sudden peacefulness from a depressed or hopeless person
- Ongoing suicidal thoughts
- Inappropriately saying goodbye
- Voices telling them to kill themselves
- Development of a suicide plan
- Feelings of hopelessness
- Attempting Suicide

Below are some of the situations that may lead to thoughts of harming self

- Death or terminal illness of relative, friend, pet or self
- Recent discharge from an inpatient psychiatric unit
- Difficult times such as holidays, anniversaries
- Loss of job, home, money, status, personal security
- Divorce, separation, or broken relationship
- Alcohol or drug abuse
- Overwhelming physical or emotional pain

If you or a loved one experiences any of the warning signs or there are concerns during the situations listed please:

- Talk to the person about their actions and your concerns about them harming themselves
- Make sure the environment is safe; removing weapons, medication, and other dangerous items
- Help the person make a Crisis or Safety Plan with a trusted professional
- Contact **Phoenix Center** and discuss the situation with a counselor, case coordinator, therapist, or doctor at 478-988-1222
- Call **the Statewide Crisis Access Line at 1-800-715-4225**
- **IMMEDIATELY call or take the person to the nearest Emergency Room for evaluation**