



THE ENRICHMENT
C E N T E R

1006 South Marshall Street

Winston-Salem, NC 27101

Telephone - 336.777.0076

Fax - 336.777.0520

Website - www.enrichmentarc.org

WELCOME

This handbook is for

Our Mission Is:

“Empowering individuals with disabilities:
growth, dignity, & choice”



The Enrichment Center-An Affiliated Chapter of The Arc, is a not-for-profit United Way agency. We are here to provide you with various programs, Art, Dance/Drama, Pottery, Digital Photography, Music, Functional Living Skills, Community Inclusion, and Supported Employment. If you need help deciding what kind of program you want to participate in, speak to the Program Director.

This handbook will give you some of the information you will need. But, **never** be afraid to ask questions!! Upon admission you will have input on a service plan which lets you know what you want to work on while at The Center. You can change any of these goals, see or get a copy of your service plan at any time, simply request a meeting by phone or in writing with the Program Services Manager. You can have access to your complete file at any time. All you have to do is ask.

~PROBATION PERIOD~

Upon admission the participant will enter a **90-day** probation period to further determine whether or not The Enrichment Center's services will meet the participants needs.

~FEES~

The Enrichment Center is a private not-for-profit and does require a participant fee. The fee is a sliding scale that is based on only the individual's income if no one else claims them on their income taxes. Fees are due at the first of every month and should be made payable to The Enrichment Center.

~OPERATING HOURS~

Monday through Friday from 8:15AM in the morning until 4:00PM in the afternoon. Lunch is at 11:45 or 12:30 and lasts for 30 minutes. Recreation and leisure time is from 3:00 until 4:00PM.



~BAD WEATHER~

On bad weather days, first. LISTEN. . .



Radio - WJSJ (AM 600)



Or call the Program Director at 777-0076, ext. 208 and listen to the outgoing message.



~SICK POLICY~

In order to prevent the spreading of viruses to other participants and staff, please **DO NOT** come to The Center if you are vomiting, running a fever, or have pink eye. You must have been symptom free for 24 hours and/or bring a doctor's note upon returning.

If you must be out for an extended period please contact the Program Director.

~ACCESSIBILITY~

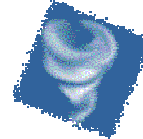
The Enrichment Center strives to provide an environment free of architectural, environmental, attitudinal, employment, and communication barriers, and continually attempts to identify and remove any barriers at all locations. The Enrichment Center also works towards removing barriers related to transportation, financial, and environmental issues. We encourage feedback from clients, families, and external stakeholders regarding the identification and resolution of all barriers. Please let the Program Director or Executive Director know of any suggestions you may have.

~SAFETY~

The Enrichment Center's safety education plan consists of monthly fire drills and bi-monthly tornado drills. Annually we will have drills for bomb threats, lock down situations, and emergency evacuation procedures. Soon after you start coming to The Center you will be instructed on the proper ways to handle each of these situations and will participate in the drills.



- *FIRE DRILLS
- *TORNADO DRILLS
- *BOMB THREATS
- *LOCK DOWN
- *EMERGENCY EVACUATIONS



~HOLIDAYS~



New Year's Eve & New Year's Day

Martin Luther King's Day

Good Friday & Easter Monday

Memorial Day

July 4th—Independence Day

Labor Day

Thanksgiving Holiday (Thursday and Friday)

Christmas Eve & Christmas Day



In addition there are quarterly professional days that The Center will be closed to participants for staff development. There are also several floating holidays in December. These fluctuate depending on how the Christmas Holiday falls each year. Please check the yearly calendar for more information. If there are any other closings or changes we will let you know ahead of time. Also, a monthly calendar will be given out at the beginning of each month.

~ENRICHMENT CENTER SERVICES~

Adult Day Vocational Program

Arts Program



- *Learn to create art
- *Learn to create pottery
- *Learn to act
- *Learn to take photographs



- *Learn to dance
- *Play music



Functional Living Skills



- *Job Readiness
- *Reading, writing and communication skills
- *Money/time management



- *Self-Determination
- *Computer classes
- *Relationships



Employment Services

Work Adjustment and Supported Employment

- *Help in finding a job
- *Trains with you one to one on the job
- *Continued follow-up services



My Turn– Senior Transition Program

- *Slower paced environment
- *Programming created for and by those who are aging or showing early signs of aging

Other Services

- *Trips into the community
- *Social activities
- *CAP services
- *Advocacy, information and referral
- *Representative Payee service



Basic Information

- Stay in the building unless signed out or on a community outing
- Phone calls should be made during lunch or recreation time unless there is an emergency.
- You must bring your own lunch and snacks. Eating and/or drinking should only be done in the dining room not the class rooms.
- You are expected to get along with others and respect your fellow students and staff.
- All visitors should sign in at the front desk upon arrival.
- All participants should be signed out by a caregiver.
- You should attend the program and if you are going to be out for more than 3 days notify staff
- No aggressive behaviors will be tolerated.





~THINGS YOU SHOULD KNOW~

- NO drugs or alcohol
- NO fighting, guns, knives, weapons, or stealing
- Smoking is allowed outside the building **ONLY**
- Personal belongings should be kept in your locker.
- Be respectful of personal space
- No inappropriate touching
- Let someone know where you are at if you leave an assigned area
- No hitting, spitting, throwing objects or other aggressive behavior
- You must provide your own transportation to and from the center

~What is an ADVP?~

An Adult Developmental Vocational Program (ADVP) is a service which provides organized developmental activities for individuals with intellectual impairments or other developmental disabilities, or to individuals with physical disabilities, to prepare the individual to live and work as independently as possible. We hope to provide you with a supportive, therapeutic environment which addresses and/or implements goals outlined in your service plan. These may include personal and community living skill development, compensatory education, training in cognitive, communication and motor skills, use of leisure time, and/or work skills training that may lead to paid employment. This service focuses on assisting the individuals in becoming connected to naturally occurring support systems and relationships in the community as well as give you opportunities for meaningful community participation.

~Assistance Will We Provide~

We will provide you with a supervised day program to attend classes that will help you meet the goals you want for your future. We offer classes in a variety of programming to best meet your individual needs. Instructors will work with you in groups and individually to help work towards your goals. Although we provide supervision, it is impossible to provide one-on-one care for everyone in the building, therefore you are expected to follow the rules of the program, stay in your assigned area, sign in/out at the front reception area and let staff know where you are going if you leave a designated area. It takes everyone to maintain a safe healthy environment and it is expected that we all work together as a team. Some individuals may require more intensive level of support services. We are authorized to provide CAP waiver services and provide it to those who are authorized by the CAP MR/DD Medicaid waiver program. If you have questions about this program or need this service please contact our Program Services Manager at (336) 777-0076 ext. 223 to find out more.

The Enrichment Center does not provide referrals to other services but is glad to give you information we may have on hand in our brochure section near the participant refrigerators or connect you to CenterPoint's Access Line (1-888-581-9988) to find out about what services exist in our community to help meet your needs.

~Staff Training~

It is our goal to provide services that are of high quality. One way we make sure we do this is to train staff in how to work with persons with disabilities. Staff receive training in CPR and First Aid, Alternatives to Restrictive Interventions, Overview of Developmental Disabilities and Learning Characteristics of Persons with Intellectual Disabilities, Safe Driving Techniques, OSHA Bloodborne Pathogens, Seizure Training, Client Rights, Person-Centered Planning, Critical Incident Reporting and general safety training.

CRITERIA FOR ADVP ADMISSION

The Enrichment Center serves people with a primary diagnosis of developmental disabilities but also may have physical disabilities and/or mental illness. Individuals must be 18 years of age or older and can benefit from the service areas offered through our program.

The Enrichment Center has a policy of non-discrimination regarding race, religious affiliation, gender, sexual orientation, and socio-economic status. In keeping with the principles of inclusion, non-disabled persons may also enroll in Enrichment Center programs.

Any individual who is seeking services should contact the Program Director to schedule a tour and receive a copy of The Enrichment Center Application.

The Enrichment Center serves a broad range of disabilities but specializes in serving people who have a desire to improve their habilitative skills and independence relative to achieving a more active and productive role in typical community life. As openings emerge individuals will be considered based on need, interest and skill in a particular program area and length of time on the wait list. After acceptance into the Enrichment Center's program, the individual will be put on a 90-day probationary period to ensure that the Enrichment Center's program is the most appropriate placement.

Due to limited staff resources and the safety and health of our participants The Enrichment Center at this time does not admit individuals who are considered "at risk for inpatient treatment", have significant aggressive behaviors or have severe behaviors that warrant the need of a Behavioral Support Plan while at The EC. If an individual begins to display aggressive behaviors after admission to The EC and they occur on a regular basis, team meetings will be called to attempt to determine the cause of the behavior and ways to deter the behavior. If the individual continues to show aggressive behaviors that put other persons served or staff at risk, they will be determined no longer eligible for Enrichment Center services. Upon Admission all students will have a signed statement from a physician stating they are free of any communicable diseases. If after they become enrolled at the center there is a reason to suspect they have contracted a communicable disease, the public health department will be notified so that they can determine what should be done, if anything, to control the spread of any communicable disease. This would be considered critical incident and need to be reported to our local LME and any other necessary parties, by filling out the Critical Incident and Death Reporting Form supplied by the division.

ADVP DISCHARGE POLICIES

Persons may be discharged from the Center due to independent employment, admission to another program, moving to another city, behaviors are too severe, after trial period determined inappropriate placement at Center, gross misconduct or because Center services no longer meet their needs. The Enrichment Center is aware that at times some behaviors or incidences may occur that are severe enough to warrant consequences including but not limited to suspension or expulsion. The staff at The Enrichment Center is aware that each individual is different and may react to various stressors in different ways. Each situation will be analyzed to determine potential reasons for the behavior and what the most appropriate therapeutic treatment of the situation should be. If the client or caregiver disagrees with the decision it may be appealed by the Clients Rights Committee and if still unsatisfied may appeal the decision through writing to the Executive Director who will bring it to the Executive Committee for final decision.

DISCHARGE PROCEDURES

If part-time, a participant may exit the Center whenever the class(es) he/she is enrolled in are completed or at whatever time he/she chooses.

If full-time, staff will consult with the participant and (if applicable) his/her caregiver regarding discharge.

Participants may be informed of other services such as supported employment, residential placement, or another service provider. The Enrichment Center does not make direct referrals to other agencies. The only referral we will make is to CenterPoint's Access Line (1-888-581-9988) for assessment of needs and referral to services including case management. At this time we will only give information about how to find out about other services and CenterPoint's Access Line.

If an individual is suspended a written notice will be sent home that describes the violation and length of suspension. In addition the Program Director or designated employee will go over the stipulations of the suspension with the individual and caregivers. If they do not agree with the decision they may appeal it with the Client's Rights committee.

If it is determined that The Enrichment Center is not the best provider for the participant or he/she requests a new service provider information will be provided on how to access other services through case management via CenterPoint's Access line.

The Enrichment Center will document in the participant's record the last day the participant attended, reason for the discharge, where the individual is now receiving services if known, with whom staff spoke to concerning discharge, what possibilities were explored to prevent discharge, and any help staff had in identifying alternative services.

At the conclusion of a 90-day period, the file will be closed, but it can be reopened upon recommendation of participant or Program Director.

Protection From Harm, Abuse, Neglect or Exploitation

Goods or services shall not be sold to or purchased from a participant except through established governing body policy. Individuals attending our program have the right to be free from abuse and neglect. There shall be no financial or other exploitation, humiliation or retaliation for any event. Any suspected or reported abuse, neglect or exploitation will promptly be reported to the local Department of Social Services by the person who first becomes aware of the incident. If the accusation involves staff employed by The Enrichment Center, an internal investigation will be conducted in conjunction with DSS and North Carolina's Healthcare Registry. Employees shall use only that degree of force necessary to repel or secure a violent and aggressive participant and which governing body policy permits. The degree of force that is necessary depends upon the individual characteristics of the participant (such as age, size and physical and mental health) and the degree of aggressiveness displayed by the client. Use of Intervention procedures shall be in compliance with NCI Sanctioned Maneuvers. **At this time Enrichment Center does not use any Restrictive Interventions.** Any violation by an employee of the paragraphs above shall be grounds for dismissal of the employee.

The EC will conduct activities in a manner that deters, prevents, and avoids abuse, neglect and/or exploitation of individuals in its care and ensures compliance with all DHHS and Federal requirements in accordance with the policies of the LME or Area Authority. The EC agrees to maintain policies, procedures and monitoring as required in the DHHS Client Right's policy, the Operations Manual and the policies of the LME or Area Authority.

The Enrichment Center does not allow research on its consumers.

SEARCH & SEIZURE POLICY

Each participant shall be free from unwarranted invasion of privacy. It is the Enrichment Center's policy that if during the course of the day an item shall become missing and cannot be located through staff search of public areas or there is warranted suspicion that a student has taken an item and it cannot be located, the Program Director will designate a staff member to authorize a search that will be conducted by the following method:

Students will be asked if they have seen or know what has happened to said item.

Students will be given an opportunity to anonymously return item.

If item has not appeared all students will be searched in the exact same method.

A locker search will begin with locker number one and proceed through all numbered lockers until item(s) are located.

If item is still not found students will be asked if staff can look through their personal belongings knowing they have a right to say no.

If item is found the student or students involved will meet with the Program Director and consequences for their actions will be discussed.

Each Search and Seizure shall be documented with the following information:

Scope of search

Reason of search

Procedures followed in the search

A description of any property seized and

An account of the disposition of seized property

Suspension and Expulsion Policy

Each student shall be free from threat or fear of unwarranted suspension or expulsion from the facility. The policy of the Enrichment Center is that all behavior is a form of communication.

Therefore we do not enforce suspension or expulsion unless other options have been exhausted or it is believed that suspension would be the best way to deter the behavior from continuing. The Enrichment Center also recognizes that our agency is comprised of individuals that respond to the same situation differently. With this understanding we do not have a standard set of rules that states if this happens then this will happen. If an incident occurs the individual will sit down and discuss with the Program Director what happened and try to assess why it happened. Depending on the severity of the incident the guardian and/or caregivers will be asked to come in and discuss the situation as well. At this time the participant, the guardian and/or caregiver and the Program Director will work together as a team to decide what consequences will be the most meaningful.

The exception to this rule is physical aggression. If a participant becomes aggressive and hits / kicks another person, throws objects that can cause harm, or spits on another person, this will result in immediate suspension of at least a day. If suspension is determined a written summary will be completed listing the length of suspension and conditions for resuming services following the suspension. In the extreme case that expulsion is necessary a written statement will be signed that identifies how to find an alternative service to meet the client's needs and designation of such service and a discharge plan if any. Furthermore if it becomes likely that a participant will need the use of restrictive interventions as a part of their treatment/habilitation plan while at The EC they will no longer be appropriate for services and will no longer be allowed to attend the Enrichment Center until this treatment is no longer a need. The Enrichment Center reserves the right to waive any of the above mentioned steps and make the final decision in all cases of suspension or expulsion based on the severity of the incident.

Grievance and Complaint Procedures

All grievances should be made known to the Program Director in writing, who will present the grievance to the Executive Director within 48 hours. A formal complaint form is located in the lobby of ADVP Manager's office and at the front reception desk. The Executive Director will meet with the parties involved within 5 days and attempt to resolve the issue to a mutually satisfied conclusion. If this is not possible, the Executive Director will determine and decide the matter. If not satisfied, the complaining individual may appeal the decision of the Executive Director to the Client Rights Committee.

Appeals will be heard by the Client Right's Committee within 30 days of receipt of appeal. Participants, guardians and caregivers will be given the opportunity to state their case and reason for the grievance before the Committee. The Committee will hear information from all parties involved and make a decision based on the information brought before them. The Committee's decision will be sent through the mail to the person appealing their guardians, if applicable within 2 weeks of the Committee meeting. If the participant does not agree with the decision of the Client Right's Committee they may appeal the decision in writing within 30 days of receipt of decision of Client Rights Committee to the Executive Director who will present the case to the Executive Committee of the Board of Directors for final decision. This decision will be made in writing and mailed to the person appealing their guardians, if applicable within 2 weeks of the scheduled Executive Committee meeting which will take place within 30 days of receipt of the final appeal. Any grievance brought to the attention of EC staff will not result in retaliation or barriers to service. In order to make this procedure readily available to participants, it will be included in the Participant's Handbook which will be reviewed in a manner that is understandable to the person served. An annual review of all written grievances will be conducted by the Client Rights Committee and reported to the Quality Assurance and Improvement Committee, and the Board of Directors.

The area authority, CenterPoint Human Services may also receive complaints concerning The Enrichment Center. Any complaint received concerning the public provision of service will be responded to by The Executive Director. After the area authority completes their investigation, a report should be completed and sent to The Enrichment Center. At that time if necessary The Enrichment Center will submit a plan of correction for each issue identified in the report within 10 working days from receipt of the report.

Client Rights Committee

The Enrichment Center's Client Rights Committee will meet at least quarterly and will be made up of Enrichment Center staff, a participant, a family member, and professionals in the community. The Executive Director will appoint individuals to this committee and membership should not exceed 10 representatives. The purpose of the committee will be to evaluate incident reports, any participant grievances any accusations of client rights violations, monitor the effectiveness of existing and proposed methods and procedures for protecting client rights, review any failure to provide needed services available in our program, and all reports of any type of restrictive intervention used. Furthermore the committee will ensure that we are in compliance with all NCGS concerning Client Rights and confidentiality and that all incidents of Client Rights violations whether actual or alleged including the facts of the incident and any action taken by our agency will be reported to the area director within 30 days of the incident.

Safe Environment Policy

It is the goal of The Enrichment Center to provide a safe environment for all who attend our program. In order to do that, we have certain expectations of staff and the participants in our program. It is expected that staff will remain with participants in classrooms and during group activity times and be knowledgeable of their whereabouts. It is expected that our participants communicate to staff if there is a need to leave the classroom or designated area. Furthermore participants need to be respectful of each other including recognizing the personal space of others and refraining from inappropriately touching others. Inappropriate touching at our day program or outside activities includes, but is not limited to:

- Hugging someone who does not want to be hugged
- Grabbing another person to get their attention if they do not want to be touched
- Kissing another person at The Enrichment Center
- Touching another person in private areas (breast, bottom, genitals) or in an inappropriate way
- Any consensual or nonconsensual sexual act

If a participant is made to feel uncomfortable at anytime, they should speak with their advocate or any other staff member they feel comfortable with and/or their caregiver(s). If an incident occurs at The Enrichment Center or during any program related activity at or away from The Enrichment Center, disciplinary action up to and including expulsion from the program may result based on the severity of the offense. While The Enrichment Center understands that those we support are adults with adult desires and needs, The Enrichment Center and program activities are not the place to display affection or sexual interest.

Any incident involving a sexually inappropriate activity will result in an investigation that may include the following steps:

1. Caregiver or guardian will be contacted as soon as possible.
2. All individuals will be sent home until investigation is completed with written copy of suspension form
3. Statements from all staff or witnesses will be collected within 48 hours of the event or as soon as possible.
4. Phone calls will be made to reporting authorities such as CenterPoint Human Services, Case Managers, DSS and others as needed based on the situation within 24-72 hours depending on the severity of the case and the availability of information.
5. Within 72 hours the Executive Director will attempt to meet with the parties involved to try to resolve the situation and make a decision regarding length of suspension or expulsion.
6. The Executive Director will make and announce a decision.
7. If the individuals and their caregivers disagree with the Executive Director's decision they can appeal it to the Client Rights Committee in writing within 2 weeks after the decision. After receiving the appeal in writing, the Client Rights Committee will convene a meeting within 30 days of the written notice of appeal. Participants, guardians, and caregivers will be given the opportunity to state their case and bases for the appeal before the Committee. The Committee will hear information from all parties involved and make a decision based on the information submitted. The Committee's decision will be sent through the mail within 2 weeks of the Client Rights Committee decision being reached.
8. If individuals and their caregivers disagree with the decision of the Client Rights Committee, they can appeal the decision in writing within 30 days of receipt of the decision to the Executive Committee of the Board of Directors. The decision of the Executive Committee will be final.

~YOUR RIGHTS~



You have a right to privacy.

- *A right to have private time
- *A right to have personal possessions/things
- *A right to have private thoughts and feelings

You have the right to freedom of association.

- *You can pick and choose your own friends
- *You have the right for any visitors you wish to come visit The Center during appropriate times like lunch and recreation



You have the right to be free from cruel and unusual punishment.

- *No one should cause you physical or mental pain
- *No one should hit you
- *No one should put you in seclusion or isolated time-out

You have the right to marry, procreate, and raise children.

If you choose to do so with a willing partner,
you can marry and have children

You have the right to vote.

- *Even if you have a guardian you have a right to vote
- *If you need help voting, you have the right to get assistance in order to complete the voting process



You have the right of freedom of speech and expression.

- *Even if staff do not agree with what you are saying you have a right to say whatever you want
- *Staff may talk with you about a better way to say some of the things you are thinking, but you have the right to listen to their advice or to say it any way

You have the right to equal protection and due process.

- *You have the right to equal protection under the laws of this state and country
- *If you are accused of breaking a law, you have the right to a fair trial (due process)

You have the right to freedom of religious expression.

- *You have the right to practice or not to practice a chosen religion
- *You have a right to choose the religion you wish to participate in regardless of where you live





You have the right to own property.

- *You can own, purchase or have any property or personal possession you can afford to buy
- *If you do not have a guardian of the estate you have the right to make all decisions related to money and assets
- *You have to give permission for someone to manage your money if you do not have a guardian of the estate

You have a right to a free and public education until you are age 22.



You have the right not to be discriminated against because of your disability for a job or housing.

You have a right to dignity.

- *You should be treated with respect

You have a right to access medical treatment and habilitation regardless of age or disability.



- *If you are in a facility that gives treatment you have a right to receive that treatment
- *You also have the right to refuse treatment or medication
- *You have a right to a written treatment or habilitation plan telling you what things will be done
- *You have the right to receive treatment in the least restrictive way

You have a right to be free from neglect and exploitation.

- *You have the right to have assistance in meeting your basic needs
- *No staff should ask you to buy anything from them or to get you to do something for them for free such as cleaning a staff person's house

Right to confidentiality.

- *No one can force you to give permission to release information, Information is only released on a voluntary basis
- *No one should tell others personal things about you without your permission
- *You or your legal guardian must sign a release for us to give any information about you to other agencies or professionals

You have the right to be free from physical restraints or seclusion.

- *Unless your health or safety is at risk, no one should force you physically to do something you don't want to do, and no one should put you in a room by yourself if you don't want to be alone

If you feel any of your rights have been violated please contact your advocate or the Program Director immediately at (336) 777-0076 ext. 208.

Additionally if you feel staff or the organization is in violation of any of these rights or you witness what you feel to be abuse, neglect, or exploitation, you may contact :

Forsyth County Department of Social Services
For issues regarding Abuse, Neglect or Exploitation
Telephone: 336-703-3503

Division of Health Service Regulation
For issues regarding our building or services
2718 Mail Service Center
Raleigh, NC 27699-2718
Telephone: 1-800-624-3004
(919) 855-4500

Disability Rights North Carolina
For Advocacy Assistance
2626 Glenwood Ave, Suite 550
Raleigh, NC 27608
Toll free # 1-877-235-4210 or 919-856-2195
Email questions to: info@disabilityrightsn.org
Or visit their website at www.gacpd.com

CenterPoint Human Services
For complaints you feel that were not handled by The Enrichment Center
Consumer Affairs Department
336-714-9100
Or 1-866-804-4323

=====

I have read and understand my rights as stated in The Enrichment Center's handbook. Furthermore, I understand I have a right to appeal any decisions made regarding any concerns or disciplinary actions with the Client Rights Committee.

Signature of Participant

Date

Signature of Family Member/Guardian

Date

Distribution of Participant Handbook:

One copy to Participant/Family Member/Guardian

One copy of signature page in participant's file at The Enrichment Center