

# Day Program Handbook



## The Enrichment Center

*It's About Life, Not Limitations.*

# The Enrichment Center Handbook

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## ***The Enrichment Center Is About Life, Not Limitations***

### **Mission**

Our mission is to empower and enrich adults with intellectual and developmental disabilities enabling them to grow as individuals, live with dignity and have choices in how they fulfill their lives. We live out our mission by offering a variety of programs that allow individuals to earn a living, be recognized for their artistic talent, and live as independently as they wish to.

### **Values**

- ❖ Treat one another with dignity and respect
- ❖ Build relationships of trust and Integrity
- ❖ Embrace diversity, inclusion, and acceptance
- ❖ Encourage innovation and empowerment
- ❖ Create an environment of learning and independence

### **Getting Started**

This handbook will give you some of the information you will need. But never be afraid to ask questions. Prior to admission, you will have input into a person-centered plan which lets us know what you want to work on while at The Enrichment Center. Short-term goals are developed with a Qualified Professional who is trained to help you identify what you want most out of life and what it will take to accomplish it. If at any time during your services, you would like to add, change, reduce, or cancel a goal, just speak with your Qualified Professional, and let them know. Let us know at any time that you would like access to your electronic records. The Enrichment Center is a Medicaid provider that is able to provide Medicaid direct and innovations waiver, or private pay. The Enrichment Center provides the following services:

- Day Supports—group or individual services
- Long-Term Community Supports (LTCS)
- Community Living & Supports (CLS)

**The focus of the Day Program  
is to help each person in  
service to live their best life.**



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- Vocational Rehabilitation
- Job Coaching
- Community Networking

## Choices

The Enrichment Center-An Affiliated Chapter of The Arc is here to provide the services you want and to help you realize your hopes, dreams, and your personal goals. You will have choices and options regarding how you will spend your day with the intent of making each day as meaningful as possible. In some cases, as part of your learning and growth opportunities, the Enrichment Center may introduce you to new and different things. Unless you have had a chance to live life to the fullest, you may not be aware of all the possible choices available to you in this rich, diverse world.

The Enrichment Center embraces a core philosophy that meaningful choices are not truly possible unless we have had a well-rounded education to learn about the world around us, we have been exposed to a variety of ideas, opportunities, and possibilities, and we have lived and experienced new and different adventures outside our established comfort zone. We hope you will come explore with us and discover new things to enrich your life and help you reach your dream. *(CQL 3E's: Education, Exposure, Experience)*

## What to Expect

We provide organized activities to prepare each individual to live and work as independently as possible. Our program is designed to support an individual's personal independence and promote social, physical, and emotional well-being.

We will provide you with a supportive, therapeutic environment which addresses and/or implements goals outlined in your ISP (individual service plan) or PCP (person-centered plan). These goals may include social and community living skill development, basic skills 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 you in becoming connected to naturally occurring support systems and building relationships in your community in a way that is meaningful.

## Assistance We Will Provide

We will provide you with a supervised, meaningful day to participate in structured experiences on site and/or support you in the community in ways that will help you meet the goals you desire for your future. We offer experiences in a variety of skill areas including visual and performing arts to best meet your individual needs. Pod Leaders (group service instructors) and support staff will work with you in groups and individually to help work towards your goals.

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## Pod Choices *(Sometimes Vary)*

- Drama, Dance, and Movement
- Pottery
- Culinary Arts
- Mixed Media Art
- Independent Living Skills
- Music and Percussion
- Recreational Therapy
- Digital Arts and Photography

Participants will have a list of all the pods given to them which allows them the opportunity to select pods of their choice to participate in.

## Expected Supervision and Contact

Your Qualified Professional should be your first line of contact for any concerns regarding any support services. Families should have limited contact with the one-on-one direct care staff about support services. QPs are required to supervise services; and this will occur in all locations where services are provided including the community, the facility, and the home, when applicable. The QPs continuously provide ongoing supervision to ensure the quality of care. Your QP will do their best to provide prior notice of a service observation however, it is not a requirement when visiting any service location.

## Medications and Accommodations

For any participant to bring medicine into The Enrichment Center, we must have documentation from a doctor; and it must be in the form of a medication order. As a licensed facility, we are not to have any over-the-counter medication or prescribed medication without a medication order form completed by the physician. Please ensure that all documentation is provided prior to needing the medication. We are not allowed to provide any medication if we do not have a fully completed order form which includes sunscreen, lotions, topical treatments, etc. Services cannot be safely provided if medication is expired, so please ensure that the medication is up to date. Additionally, we must be provided with medical documentation from a doctor if you require a wheelchair, walker, or any other device that assists with mobility.

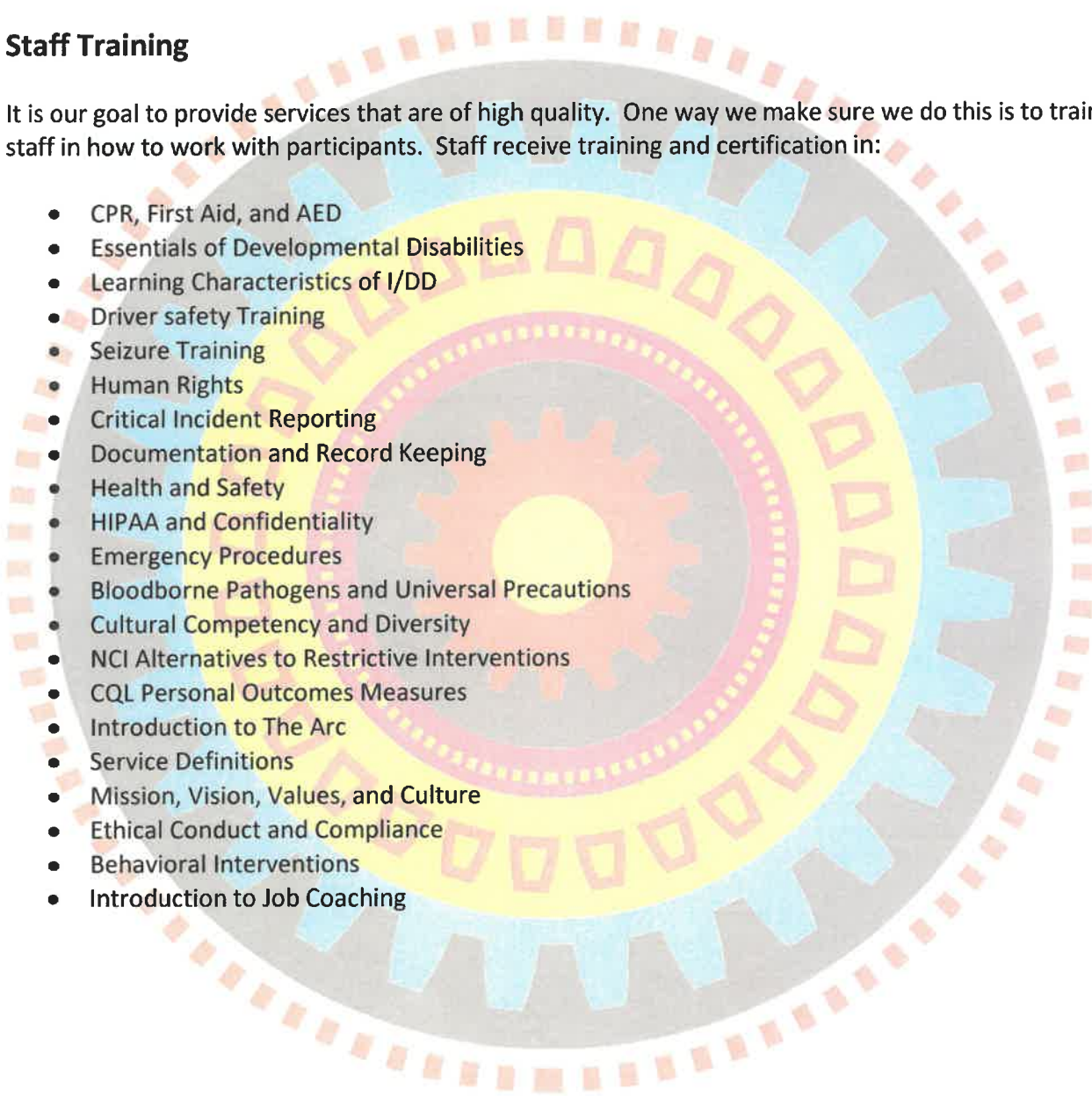
Any medications used for challenging behavior must be approved by the Human Rights Committee (HRC) before it can be administered. All medication must be given to the Med Tech DSP or QP, physician orders must be in place prior for prescribed medication or over the counter (OTC) medication to be administered, and medication must always be labeled by a pharmacist. Physician orders are not required for lotions or lip balms.

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Any device that assists with mobility (e.g., wheelchairs and walkers), protection (e.g., helmets and mittens) and is used for staff or participant convenience requires documentation and approval from a licensed physician. The documentation should state the reasoning why the device is being used and the frequency (i.e., daily, 3 weeks, PRN or as needed, etc.) of usage.

## 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 participants. Staff receive training and certification in:

- 
- CPR, First Aid, and AED
  - Essentials of Developmental Disabilities
  - Learning Characteristics of I/DD
  - Driver safety Training
  - Seizure Training
  - Human Rights
  - Critical Incident Reporting
  - Documentation and Record Keeping
  - Health and Safety
  - HIPAA and Confidentiality
  - Emergency Procedures
  - Bloodborne Pathogens and Universal Precautions
  - Cultural Competency and Diversity
  - NCI Alternatives to Restrictive Interventions
  - CQL Personal Outcomes Measures
  - Introduction to The Arc
  - Service Definitions
  - Mission, Vision, Values, and Culture
  - Ethical Conduct and Compliance
  - Behavioral Interventions
  - Introduction to Job Coaching

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## Accessibility

The Enrichment Center strives to provide an environment free of any unnecessary barriers and continually attempts this process to ensure success. The Enrichment Center also works towards removing barriers related to transportation, financial, and environmental issues, while supporting lifestyles and respecting the choices of the people we support. We encourage feedback from participants, families, and external stakeholders regarding the identification and resolution of all barriers. Please let the Qualified Professionals, IDD Services Director, or Day Program Lead know of any suggestions you may have. As an employer we are responsible for working with our staff in the same manner. We work to balance the needs and accommodations for all, while still following all the regulations for Medicaid and the Department of Labor.

## Enrichment Center Developmental Opportunities

### Arts-based Programming

- Create individual Art-pieces
- Incorporate yourself into Dance
- Generate Pottery pieces
- Jam out to different Music
- Take Photographic memories
- Involve yourself with Drama/Acting
- Produce Digital Art



### Functional Living Skills Programming

- Social and Interpersonal Skills
- Job Readiness
- Rights, Self-Determination, and Self-Advocacy
- Reading, Writing and Communication Skills
- Coping Skills and Emotional Regulation
- Money and Time Management
- Developing and Maintaining Relationships
- Healthy Living, Exercise, and Nutrition
- Developing Leisure and Recreational Activities
- Pre-vocational Rehabilitation
- TEC Snack Shop



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## Employment Services - Work Adjustment and Supported Employment

- Help in finding, obtaining, and maintaining a job
- Training with a Personal Coach on the Job
- Continued Follow-up Services



## Medical/Personal Support Program

- Individualized Services for those with enhanced medical needs
- Highly trained staff with registered nursing supervision
- Support from Occupational Therapists

## Day Program

Through our Day Program, individuals with intellectual and developmental disabilities (IDD) explore many different avenues to support personal independence and promote social, physical, and emotional well-being.

Our Day Program opportunities include Visual Arts, Performing Arts, Culinary Arts, and Functional Life Skills. All experiences are geared toward developing, increasing, and maintaining skills that assist individuals with intellectual and developmental disabilities in being an integrated part of their community. Specifically, activities offered through the Day Program are designed to develop and maintain skills in:

- Communication
- Health and safety
- Money management
- Independent living
- Learning and exercising personal rights
- Socialization with peers
- Community integration
- Advocating for rights, needs, and choices
- Developing identity, self-awareness, and self-esteem
- Personal goal achievement
- Interpersonal skills

## Whole Person Approach

It is essential that we look at the whole person to see that they work in a safe environment, that they have a choice in housing, adequate clothing, nutritious food, supportive relationships, intimate relationships, access to transportation, access to medical care, freedom from abuse, neglect, and exploitation, and enjoy the benefits of a healthy lifestyle.

The Enrichment Center is fortunate to have Forsyth County provide funding for a part-time RN to assist with the whole-person approach to care.

## Personal Outcomes Driven

The Enrichment Center is about the individuals we serve and therefore we faithfully subscribe to the methods, approaches, and philosophies of the Council on Quality and Leadership (CQL) including CQL's Personal Outcomes Measures (POMS). Individuals have opportunities to choose their services, choose their goals, and realize their goals. POM data can be used as a guide to help create new ISP goals. We accomplish this by offering opportunities according to CQL's "3 E's":

- Educate
- Expose
- Experience

POM interviews may be conducted annually, and they include questions regarding the following topics:

- **My Human Security**
  - People are safe
  - People are free from abuse and neglect
  - People have the best possible health
  - People experience continuity and security
  - People exercise rights
  - People are respected
- **My Community**
  - People use their environments
  - People live in integrated environments
  - People interact with other members of community
  - People participate in the life of the community
- **My Relationships**
  - People are connected to natural support networks
  - People have friends

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- People have intimate relationships
- People decide when to share personal information
- People perform different social roles
- **My Choices**
  - People choose where and with whom they live
  - People choose where they work
  - People choose services
- **My Goals**
  - People choose personal goals
  - People realize personal goals

## Community is a Natural Extension

If you enroll in The Enrichment Center's services, you will be in the community where you will be educated, enriched, and be provided with a variety of experiences in an integrative environment. Activities can include but are not limited to volunteering, YMCA, daily exercise, exploration of new places, among other things. We believe that people were born to become integral parts of their communities, to interact with other members of their communities, to participate in the life of their communities, and to use the resources available to them within their communities. As part of your skill building and exploration, you will grow to feel like a natural part of your own community, to live, work, play, and contribute.

For some, community involvement may be outside of your comfort zone, but you will be working on your goals and making your choices while working with a highly trained professional at your side to guide and help you. On a daily basis, The Enrichment Center will work to provide opportunity for the 3 E's and support participants with new and different environments.

## Gallery and Events

The Gateway Gallery at The Enrichment Center encompasses nearly 1,300 square feet of beautifully lit exhibit and sales space, featuring a variety of one-of-a-kind art pieces created by our artists. The artists of Gateway Studios work in the tradition of self-taught and outsider artists, creating original paintings, digital photographs, pottery, and multi-media pieces. Individual styles range from traditional to abstract to contemporary.



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Community artists are invited to show their work in conjunction with original creations by our own artists, who receive commissions from their gallery sales. Exhibits change as new shows emerge. An opening reception is held for each exhibition with entertainment provided by one or more of our Performance Arts, and refreshments prepared by our Culinary Arts team.

The Gateway Gallery at The Enrichment Center is open Monday through Friday, 9:00 am to 3:00pm, and special events (look on our social media page for more information). Proceeds from sales benefit The Enrichment Center's programs and pay a commission to our artists.

## Criteria for Day Program Admission

The Enrichment Center is not a trained mental health or substance abuse service provider. Individuals who have a primary diagnosis of mental health or a substance abuse disorder would not be best served by The Enrichment Center. For any referral with those specific needs or current individuals who have an evolving need in these areas, we will work to connect them to a provider that is qualified to provide the service. We serve people with a primary diagnosis of an intellectual and/or developmental disability and who also may have physical disabilities.

### TEC Services:

- Day Supports—group or individual services
- Long Term Community Support (LTCS)
- Community Living & Supports (CLS)
- Vocational Rehabilitation
- Job Coaching/Supported Employment

Any individual seeking services should contact The Enrichment Center to schedule a tour and receive a copy of The Enrichment Center Application packet to be completed and returned to the Director of I/DD Services. We will collaborate with referral applicant to gather the necessary documents required to determine eligibility for program admission and to obtain funding. The Enrichment Center has a policy of non-discrimination regarding disability, race, religious affiliation, gender, sexual orientation, and socio-economic status.



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The Enrichment Center Day Program specializes in serving people who have a desire to improve their skills and independence relative to achieving a more active and productive role in community life. We also work as a team with our nurse, volunteer occupational therapists, physical therapists (as available), and an individual care management team to address whole health and help maintain a healthy lifestyle.

Our priority is safety while balancing dignity of risk. The Enrichment Center does not admit individuals who are a significant safety risk to self or others. If an individual begins to display concerning behavior after admission to The Enrichment Center, the team will work together to address the needed supports for success. Each situation is specific to the person and the team will determine the next appropriate steps with the best interest of all parties as the focus.

Upon admission as part of safety protocols, persons enrolling in services must complete a signed physical form from a physician stating a list of no communicable diseases. If after they become enrolled at The Enrichment Center there is a reason to suspect they have contracted a communicable disease, the Forsyth County Health Department and Division of Health and Human Services will be notified so that it can determine what should be done, if anything, to control the spread of any communicable disease.

## Transportation

Transportation at The Enrichment Center is a collaborative process to determine resources available to families. The Enrichment Center works with Trans-Aid to provide transportation for those who attend the facility and receive Day Program services within Forsyth County. There are various ways families can find transportation to The Enrichment Center and some families choose to transport their participants, while most group homes are able to provide transportation from their facilities to The Enrichment Center. It will be the responsibility of the family, individual, or group home to work with The Enrichment Center to arrange transportation for those individuals living outside Forsyth County. Here are some guidelines for arranged transportation and families involved:



1. Cell phones may be used by the participant if it does not disturb other passengers in the vehicle. Use a quiet, indoor voice when speaking and avoid playing games that make loud, disruptive noises
2. For safety reasons, drivers cannot leave other passengers unattended. If you cannot get to the vehicle and get in without assistance, you will need a caregiver at your pick-up location to assist you.

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3. Vehicle drivers are not responsible for conveying messages to administrative staff or to the Qualified Professionals. Caregivers and legally responsible persons should contact the appropriate staff directly.
4. When making multiple pick-ups on a route, the driver cannot wait more than five (5) minutes for the rider to meet the vehicle. This is to ensure that all subsequent passengers are picked up on time.
5. Pick-up and drop-off times can vary up to 10 minutes from the scheduled times depending upon the number of passengers on the route and the variations in traffic each day.
6. If there is an emergency and the person responsible for being at the drop-off location to meet the individual served is running late or cannot be there, call the call out line immediately at 336-778-6448.

## Operating Hours

Business hours of The Enrichment Center are from 8:00 am to 4:00 pm, Monday through Friday. Services for individuals occur between 9:00 am and 3:00 pm unless other arrangements have been made. **Please note our building is open to participants from 8:50am-3:10pm (pick up time must be within 10 minutes of service provision ending).** Outside that timeframe, the building is closed to day program participants. Pickup and drop off should reflect this window of time. It is necessary to be timely in dropping off and picking up each day. For safety and supervision purposes, no individual receiving services may enter the building before 8:30 am without a prearranged, written agreement.

It is not the responsibility of The Enrichment Center to provide services outside of the authorized hours. Anyone arriving before or after the authorized hours must be picked up by the responsible person. Funding is not provided for staffing beyond the authorized hours.

## Bad Weather

The Enrichment Center will close on those occasions when we determine that weather and travel conditions present a risk to the health and safety of our participants and staff. We closely monitor the NC Department of Transportation travel advisories, local reports, and the Winston Salem Transit Authority for guidance. If weather or road conditions are questionable, you can find out if the Enrichment Center is closed using one of the following methods:

- WXII News Channel 12
- [www.wxii12.com/weather/closings](http://www.wxii12.com/weather/closings)
- Texts will be sent by The Enrichment Center
- Phone the call-out line for messages-(336)-778-6448

The Enrichment Center may delay opening until 10:00 am, if freezing temperatures and slippery patches exist during the early morning hours. Participants are asked not to arrive before the opening time announced. Delayed openings will be communicated using the same methods listed above. If

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The Enrichment Center is open but your roads remain unsafe, please notify the callout line **(336) 778-6448** that you will be unable to attend. If Trans-Aid does not operate, The Enrichment Center will close.

## Emergency Contact Responsibility

Every individual served must have at least one up-to-date contact person and one back-up contact person in the event of an emergency. Where possible, designated contact persons should provide all available contact information including home telephone, cell phone, work phone, personal email, and work email. It is important that these individuals be able to respond and pick up the individual within 30 minutes or less after being contacted.

There are times when individuals have phones set to “do not disturb” or have batteries that require charging. While some individuals do not have email, the Enrichment Center requires that all others provide at least one primary email address for electronic communications as needed.

**IMPORTANT:** For every person receiving services at The Enrichment Center, there must be at least one primary contact with an active email address. Please notify staff at the time of admission if you do not have access to the internet. Please be sure to keep all your contact information current. You can reach out to your QP or call out line **(336)-778-6448**.

## Search and Seizure Policy

Each individual served shall be free from unwarranted invasion of privacy. The Enrichment Center encourages participants to keep personal valuables at home. The Enrichment Center is not responsible for the safekeeping of such items. Health and safety is always paramount importance. A search will only be conducted under two circumstances; if there is indication of harm to self or others. Two, if there is reasonable suspicion of theft, and only when approved by the Director of I/DD Services or the Executive Director. In each circumstance, the guardian (if applicable) will be contacted as a part of the incident reporting process. The individual subjected to search will receive the full courtesy of dignity and respect and will have the benefit of due process.

If it becomes necessary to search individuals, each Search and Seizure shall be documented with the following information per policy and licensure requirements:

- 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

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The person and legal guardian, if applicable, must be informed of the above information. Any incident of search and seizure will be recorded as an IRIS incident, submitted to the MCO, and reviewed by the Human Rights Committee.

## Safety

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

These are the procedures we perform:

- Fire Drills
- Tornado Drills
- Bomb Threats
- Intruder Lock Downs
- Emergency Evacuations
- Intruder Drills

## Attendance Policy

The Enrichment Center's programs are only effective when you attend based on the days and hours authorized. It is important that absences be kept to a minimum. If you need to make an appointment during the day, such as a visit to the doctor or the dentist, please request an early morning or late afternoon appointment so you can minimize disruption to your services (ideally before 9 am or after 3 pm).

It is expected that if you are unable to attend the program that you notify The Enrichment Center prior on the day you are going to be absent. At a minimum, you must call the morning before the program begins. Even in the event of an emergency involving an unplanned absence, please use the designated **call out line: 336-778-6448**. In addition, you cannot flex your hours from week to week (i.e., 25 hours one week and then 35 hours the next week) and you cannot attend for more hours than authorized.

There are many in our service area that are not able to attend due to limited space and availability. It is essential that those who choose to receive services are committed to attending based on their authorized days. Individuals should maintain 90% attendance for the days they are scheduled (**10% of missed days per month will allow for sickness, vacation days, and personal appointments**). If you are not able to attend the program within the hours that have been authorized, you will be notified by The Enrichment Center about changing your authorization so you can continue receiving services.

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If you demonstrate a pattern of missing more than 10% of the scheduled days within a month or quarter (3 months) you will be notified, and changes may be recommended or discharge may result. This includes days that you are out for illnesses and vacations. We must report to our managed care organization (MCO) about days missed so that they can keep providing funding for the services you receive.

A current service authorization from an MCO, MCO contract, or private pay agreement is required at all times. If the proof of reimbursement for services (such as a service authorization) has lapsed, the participant may be asked to stay home until a new one has been attained and activated. Any requests made to you related to continuing funding will need to be followed up on immediately in order to avoid discontinuation of services. There is a lengthy process involved with requesting service authorizations and they may occur every 3, 6, or 12 months. Attendance will be reviewed quarterly (every three months) by our Quality and Training Director and our QPs will notify you about your authorized days of service and discuss the next steps considering your type of service.

## Sick Policy

To prevent the spreading of viruses to other individuals that receive support and staff members, please DO NOT come to The Enrichment Center if you are displaying symptoms of an illness or not feeling well. You will be unable to benefit from the program and you might spread your sickness to others.

The presence of a fever (temperature of 100.4) with a combination of symptoms which include but are not limited to lethargy, runny nose, cough, sneezing, shortness of breath, diarrhea, vomiting, sore throat, etc., will get you sent home.

Please note when you are identified as sick, you will be isolated from the rest of the population to prevent the spread of potential illness. You will remain a supervised distance away from others until you are picked up.

You must be symptom free for a minimum of 24 hours and/or bring a doctor's note of release before returning. If you must be out for an extended period, please contact your Qualified Professional. In order to return to The Enrichment Center from a prolonged period due to illness, we do require a follow up note or a discharge summary from a doctor after a medical change, illness, or treatment and prior to returning to the center.

## Nursing

The Enrichment Center has been fortunate to have acquired a grant to provide part-time nursing supports to the day program. Annually, we determine the funding available to continue nursing supports. Nursing supports are primarily for those who have identified significant medical/physical conditions/diagnoses. The registered nurse provides supports based on the grant provided and is

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not based on family requests. The RN's purpose is not to be part of the treatment team or the primary healthcare provider or be a contact for any participant. The only exception, the RN can provide service to a participant is if nurse oversight is required. You can also expect the nurse to provide education, supports, and training in the areas of health and wellness to improve overall organizational outcomes.

## Backup Staffing

The Enrichment Center will make all possible efforts to offer backup staffing when the original and intended staffing is unavailable. If a family limits who can provide the backup staffing, then backup staffing may be unavailable. Backup staffing is designed to ensure that the health and safety of participants receiving services. There is no additional funding provided for backup staffing, however The Enrichment Center specifically schedules a floating staff member to provide additional staffing supports. There two different types of backup staffing: 1) failure to provide regular staffing 2) failure to provide a specifically requested backup staff. The Enrichment Center has the following efforts lined up to provide backup staffing: cross-train staff as backup and hire floater staff. Specific cases with significant support needs (behavioral and medical) may limit designated and trained back up staff availability. Clinically, it may be in the best interest of the participant to be called out from services to avoid putting a less experienced staff with a participant that requires enhanced supports. Our call-out line is provided so that we can become actively aware of potential staffing needs and backup staff availability (336-778-6448).

## Professional Boundaries, Conduct & Expectations

The Enrichment Center employees and families/guardians are to always maintain professional boundaries. This expectation is set in place in order for those we serve to have the most beneficial environment possible for their success.

Expectations between The Enrichment Center employees and participants, families, guardians, and allied professionals include but are not limited to:

- Professional relationship, no matter the setting
- Keeping physical and emotional boundaries
- Mutual respect
- Consistent treatment of all served

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Unacceptable behavior by any party:

- Gossiping with others
- Sharing confidential information about staffing and participants being served
- Keeping secrets/making promises
- Giving or receiving money for any reasons or using money to control, manage or demand services or special accommodations
- Excessive or inappropriate joking, references, or innuendoes
- Discriminatory banter that marginalizes others
- Selecting those in service or staff to give gifts without given prior approval
- Bullying, harassing, or berating via email, text, voicemail, or in-person
- Excessive communication by any means

The Enrichment Center works to create a safe, inclusive, & accepting environment for all who work or are involved. It is necessary to ensure the expected conduct is always maintained. If there is a situation that arises, The Enrichment Center will work with those involved and document. If the situation continues, The Enrichment Center will ask that those involved locate another provider to meet their care needs. The Enrichment Center will not allow negative interactions and disrespect to continue with anyone involved with The Enrichment Center.

## Holidays

- New Year's Eve
- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day (4<sup>th</sup> of July)
- Labor Day
- Thanksgiving Holiday (Thursday and Friday)
- Christmas Eve
- Christmas Day

You will be notified each year of the actual holiday calendar as the days may fluctuate, depending on the day upon which Christmas falls. Each year the calendar is updated and is available on The Enrichment Center website. Please check the yearly calendar for more information. If there are any other closings or changes we will let you know ahead of time.

## Things You Should Know

In order to maintain a safe environment at all times at The Enrichment Center, the following are strictly prohibited at The Enrichment Center:

- No drugs or alcohol or over-the-counter medications
- No weapons, including guns and knives
- No hitting, fighting, spitting, throwing objects, name calling, or other aggressive behavior
- No stealing or using someone else's property without their permission
- No inappropriate touching of self or others
- No eating or drinking outside of the designated dining areas

## Guidelines for Effective Communication

The organization provides communication which includes this handbook, call multiplier, call out line: **336-778-6448**, emails and in-person team meetings. If there are any concerns or questions regarding the services being provided or other inquiries, your assigned QP will be your primary point of contact. There will be instances where team meetings will be requested to address any new needs or concerns by those involved. When you reach out to a QP by any means of communication, you should expect a response upon receipt but no more than 1 to 2 business days. Professional and effective communication begins first with contacting the right person. The line of authority is as follows: QP, IDD Director, QA Director, and the Executive Director. If you are not able to comply with this your request may be delayed.

Begin by assuming both parties want the best and are willing to work collaboratively for the good of all involved.



When sending an email, consider this line of communication before adding additional recipients to the email. Start with who is involved first (i.e., the assigned QP) and give the respect and opportunity to address the need. Concerns can be addressed with a quick email or a phone call. Effective communication involves not only the words you use but how you use those words, we are committed to asking you to do the same. When communicating by any means, you should give yourself time and avoid responding when you are upset or emotional. Think about what you want to say, state it objectively and consider whether the tone of your email will invoke cooperation or create resistance. Remember, communication is irreversible. In other words, if your delivery of communication does not accurately get the message across where both parties can collaborate, then it is difficult to reverse the situation.

# The Enrichment Center Handbook

Remember, the right type of communication is great for resolving problems. Always give the other person the benefit of the doubt and ask for clarification and possible solutions from their perspective. Demonstrate tolerance with grace when you need to agree to disagree. No communication is a form of communication, and it is important to keep the lines of communication open.

In all forms of communication, you can expect that TEC will be respectful, and solution-focused and will reflect the guidelines above.

## Expected outcomes of communication

TEC is committed to doing the best in creating positive solutions within our mandated requirements from: NC State Licensure; Medicaid regulations; Managed-Care contract requirements; Department of Labor; Council of Quality and Leadership accreditation; The Enrichment Center policies and procedures which includes this handbook, and NC clinical coverage policies. The Enrichment Center also has requirements related to liability and insurance that we must adhere to.

Under federal law, The Enrichment Center does not permit harassing conduct in the workplace. This includes conduct by stakeholders, families, and members from the community toward employees at The Enrichment Center. If at any time interactions and forms of communication become hostile or harassing, The Enrichment Center will address the issue and document, in writing, the interaction that occurred. It is expected that communication will improve and be monitored for 30 days. If the interactions with families/stakeholders do not improve within 30 days or if feedback has been discussed multiple times, it is at the discretion of The Enrichment Center to review the enrollment status. The impact of negative interactions that continue and result in a hostile work environment including bullying or harassment, may result in discharge and The Enrichment Center leadership/executive team will come together to decide the enrollment status. If there are any changes to your enrollment status, The Enrichment Center will contact you.

## Security Cameras at the Enrichment Center

The Enrichment Center has security cameras installed in various locations as an integral part of its health, safety, and risk management program. The cameras are ceiling mounted and are in plain view. We do not install hidden cameras in any locations for any reasons. Furthermore, we do not use security cameras where personal privacy is paramount such as bathrooms and personal care rooms.

The Enrichment Center makes every effort to maintain a balance between everyone's right to be free from invasion of privacy and our responsibility to ensure and to promote a safe and healthy environment for service recipients, staff, and visitors.

We use the security cameras specifically to:

1. Deter acts of disrespect, abuse, neglect, harassment, or exploitation

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2. Deter theft, vandalism, or personal property damage
3. Assist in the investigation of incident reports and accident reports
4. Assist regulatory authorities/auditors in the investigation of irregularities or alleged irregularities reported
5. Assist law enforcement in the investigation of a crime or alleged crime
6. After hours monitoring for safety

Security cameras are used as a back-up system and do not replace or serve as a substitute for supervision performed by management, Qualified Professionals, and Direct Support Professionals who are present in sufficient levels and provide active services throughout the day to help ensure the health and safety of all individuals.

## Money and Valuables

While the Enrichment Center employs security cameras and always maintains an adequate number of trained staff, we cannot be responsible for lost or stolen items. It may be tempting to bring items of value from home to share with others such as a favorite possession or something of sentimental value, but it is requested to not bring anything to the Enrichment Center that you don't want to lose.

If the item cannot be replaced, do not bring it. Consider taking a photograph and sharing the picture with others instead. It is especially important that you do not bring large amounts of money with you. Bring only what you intend to spend that day. Never bring more than \$20 to an event and no more than \$12.00 a day (try not to bring more on your person).

The Enrichment Center is not responsible for the storage of personal items that are brought into the facility. Please limit the number of personal items to the size of a standard backpack. Items of personal or monetary value need to remain off the premises, anything lost or broken is not the responsibility of The Enrichment Center. The Enrichment Center has up to 100 plus people in the building at any time during operating hours. What is done for one participant must be available to others—we work to be fair and consistent in all things. The Enrichment Center cannot provide bulk storage of excess items that may not be needed; bring only what is needed daily.

Using the phone for texting, playing music loudly, FaceTime or video call, video recording of self or others, and taking personal phone calls is disruptive during group-related activities. It is expected that you limit the phone use to breaks in between activities or during lunch. If it is an emergency, please step out into the hall for personal phone calls. If you are found to repeatedly disrupt the group activities, you may be asked to have a team meeting to discuss limitations.

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## Things to Wear

Be sure to wear clothing appropriate for the season, weather or events occurring for the day.

### Considered Not Acceptable:

1. Shirts or jackets with offensive or inappropriate language and graphics
2. Shirts or tops that have shoulder straps less than three fingers wide
3. Pants that are sagging to expose underwear
4. Shorts or skirts that are more than three inches above the knee
5. Sleepwear of any kind (unless it is spirit week)
6. Long, dangling jewelry of any type
7. Short shirts that show skin or the stomach or back.

## Suspension and Discharge Policy

Each participant served shall be free from threat or fear of unwarranted suspension or expulsion. Please be aware that behavior that is disruptive and/or potentially harmful to self or others may result in suspension, which will be determined by a QP or a Director. Depending on the severity of the incident the guardian and/or caregivers will be involved to discuss the situation. At this time the parties involved will decide what actions should be taken including the number of days of suspension and specific conditions for resuming services. Extreme physical aggression to self or others will result in immediate suspension of at least one day.

In the extreme case that a discharge from the program is necessary, the participant, and if applicable, the guardian, will be provided a written explanation of reason for discharge and notice of the date the discharge is effective.

Additionally, if it becomes likely that an individual will need the use of restrictive interventions as a part of their treatment/habilitation plan while at The Enrichment Center, they will no longer be appropriate for services. This is due to The Enrichment Center having a restraint free program.

## Discharge Policy

Individuals may be discharged from services due to independent employment, admission to another program, relocation, gross misconduct, disruptive behaviors, excessive and ongoing behaviors that may hurt themselves or others and conduct from family that has created a hostile/harassing on-going situation for an employee. If an individual has been absent an average of 10% or more per month or inactive for a period over 30 days, their continued placement may be at risk and will be reviewed quarterly by the QA Director. The Management team will reach out regarding your attendance if your absences are 10% or more and funding may be impacted.

# The Enrichment Center Handbook

The employees at The Enrichment Center are also aware that everyone is different and may react to various stressors in different ways. Therefore, each situation is analyzed by the Team to determine potential reasons for the behavior and how best to support the individual. Discharge of any participant by The Enrichment Center is considered a last resort.

If the individual served or caregiver disagrees with the decision, they may request a meeting with the Qualified Professional and the IDD Services Director. If the individual served or guardian is still dissatisfied, they may file a grievance in accordance with The Enrichment Center Grievance and Complaint Process.

## Discharge Procedures

1. Any individual served (or guardian) should notify the QP of their desire to leave the program.
2. The Enrichment Center will refer people to the appropriate LME/MCO for assessment of needs and referral to services.
3. If an individual is suspended, a notice will be given to the individual served and caregiver that outlines the reason and length of suspension. In addition, the Director of I/DD Services or a QP will go over the stipulations of the suspension with the individual and caregivers.
4. If it is determined that The Enrichment Center is not the best provider for the individual or they request a new service provider, information will be provided on how to access other services.
5. If the discharge conditions change, consideration for readmission will be made by the management team.

## Safe Environment Policy

It is the goal of The Enrichment Center to provide a safe environment for all who attend our program. Staff will remain with individuals both in private and during group activities and will be knowledgeable of their whereabouts. Individuals served should communicate to staff if there is a need to leave the area so they can be accounted for. Staff and individuals served should be respectful of each other, and 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 or showing personal affection to 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 or in an inappropriate way
- Any consensual or nonconsensual sexual act not allowed in a licensed facility
- Verbal aggression, intimidation, or other form of emotional hostile environment

# The Enrichment Center Handbook

Dating addendum: Individuals who participate in the day program hold the individual right to participate in a consensual dating relationship. While in the program, individuals who choose to date at the Enrichment Center must follow rules regarding personal space to ensure the activities and productivity are not interrupted. Participants should avoid public displays of affection while attending the day program by following the list of examples mentioned above.

If an individual is made to feel uncomfortable at any time, they should speak with their advocate, staff and/or caregiver(s).

While The Enrichment Center understands that the persons supported are adults with adult desires and needs, The Enrichment Center and program activities are not the place to display affection or sexual interest and are not part of the goals being worked on.

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

- Contact individuals involved, caregiver and/or guardian as soon as possible (if one has been victimized, IRIS, DSS, Police, support)
- All individuals will be sent home until investigation is completed or kept separate
- Statements from all staff or witnesses will be collected within 48 hours of the event or as soon as possible
- Reports will be made through IRIS to Department of Health and Human Service, Department of Social Services, Police Department, and others as needed based on the situation within 24-72 hours depending on the severity of the case and the availability of information
- Within 72 hours the IDD services Director or designee will attempt to meet with the parties involved to try to resolve the situation and make a decision regarding length of suspension or expulsion
- If the individuals and their caregivers disagree with the IDD services director's decision, they have the right to follow our standard Grievance Policy within 30 days of receiving decision

## **Abuse, Neglect, Maltreatment, and Exploitation (ANME) Policy**

The Enrichment Center will not tolerate any form of abusive behavior, whether physical or verbal, toward the individuals served. Abuse is defined as the physical, psychological, or sexual maltreatment of a person. Any form of threats, intimidation, or disrespectful attitude will be considered abusive. Sexual molestation is defined as forcing unwanted sexual attentions on a person, especially towards a physically weaker adult.

Neglect is defined as a failure to give the proper required care and attention to an individual. Neglect is any kind of staff behavior, which, through the absence of taking action, puts individuals served safety or well-being in jeopardy. Maltreatment is an underlying hostile environment of mild, ongoing verbal and emotional abuse and improper or belligerent care. Exploitation is evidenced by taking

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advantage of an individual, such as taking money or having the individual perform chores around the employee's house.

All Enrichment Center employees has the duty to report any suspected or observed ANME immediately to their supervisor. The Enrichment Center is a required reporter to DSS. An Enrichment Center employee who fails to make such a report will be subject to disciplinary action. Any suspected abuse or neglect by an employee is reported to the Health Care Registry within 24 hours. An investigation must be finalized within 5 days and reported to the Healthcare Registry.

A determination of abuse will result in immediate termination of employment. A determination of neglect will result in disciplinary action consistent with the seriousness of the incident which may include termination.

## **The Procedure for Investigating Allegations of Physical or Sexual Abuse:**

1. As appropriate, the Qualified Professional, Quality Director, IDD services director, and/or Executive Director will investigate the allegation.
2. The caregiver, family and/or guardian, will be notified of the investigation.
3. The Board President will be notified of the investigation.
4. An overview of the results of the investigation will be distributed to the caregivers if requested, and the Board President, and the North Carolina HealthCare Registry, if necessary.
5. Recommended action resulting from the investigation will be taken.

## **Human Rights Committee**

The responsibility of the Human Rights Committee (HRC) is to assist The Enrichment Center in affirming, promoting, and protecting the human and civil rights of individuals receiving services. The HRC monitors and reviews the activities of the agency to ensure that those rights are upheld in accordance with the laws that govern them. The HRC is comprised of persons supported, parents, professionals from other related agencies, advocates from the community at large, and a minority of non-voting staff members. The HRC meets at least quarterly but may convene on an emergency basis to hear and investigate serious allegations from persons supported. The Human Rights Committee are commissioned to:

- Oversee the use of restrictive or intrusive interventions that are part of a plan of behavioral or medical supports

- Review policies, procedures and practices that have the potential for rights restrictions without an individualized assessment (such as blanket restrictions that affect more than one person)
- Review all individual rights restrictions
- Review the frequencies and reasons surrounding the use of restraints for behavioral or medical purposes
- Review reports of substantiated allegations of abuse, neglect, mistreatment, exploitation, and other data that reveals the organization's practices with respect to human, civil and legal rights
- Make recommendations to the organization for promoting people's rights
- Proactively promote and protect people's rights, such as interviews with people served, to discuss issues surrounding their rights and basic protections
- Maintain a record of its activities and document the issues reviewed, actions taken, and follow-up requested
- Encourage persons supported to attend Human Rights Committee meetings and provide input
- Review behavior support plans that include restrictive/intrusive procedures

## Behavior Intervention Committee

The Behavior Intervention Committee (BIC) is comprised of the members of The Enrichment Center's clinical team (Qualified Professionals). The BIC is commissioned to perform clinical review of all new and revised Behavioral Support Plans (BSP) to ensure they meet criteria for the protection and preservation of the person supported's rights. They evaluate individual interventions for addressing each behavior addressed in the plans for evidence of physical restraints, medical restraints, physical interventions, or rights restrictions, and determine if due process has been thoroughly and properly exercised.

## Due Process

All individuals who receive services at The Enrichment Center are adults who enjoy the protection and preservation of their rights. In society, we have the courts and our legal system to uphold our rights whenever they are abridged. At The Enrichment Center, we afford each person the guarantee of due process through our Human Rights Committee. While a complaint or a grievance may be resolved through dialogue and agreement, no issue will go unresolved, and no right will be restricted until each individual has had an opportunity for a fair, unbiased hearing, investigation, and disposition through the Human Rights Committee.

## Example – Requisite Conditions for a Rights Restriction:

- Demonstrate a clinical basis for the restriction

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- Inform the person of the options, the expected outcomes, and the risks for each option
- Have the person and legally responsible person (if applicable) provide written, informed consent
- Demonstrate that less intrusive/restrictive interventions were tried but were not successful
- Write conditions into the plan to ensure that the restriction is temporary
- Develop the plan to promote skill development and other strategies to reduce the need for/reliance on the restriction
- Provide assurances that the restriction will cause no harm including the triggering of latent trauma
- Provide a due process hearing before the Human Rights Committee to ensure it passes the test of third-party review
- Monitor progress over time to determine if the restriction is benefitting or harming the person
- The restriction or intervention is removed or revised according to the agreed expiration date, not to exceed one year

## Your Rights

You have a right to privacy, including:

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

You have the right to freedom of association, which means:

- You can pick and choose your own friends
- You have the right for any visitors by appointment to protect the privacy of others

You have the right to be free from cruel and unusual punishment, which means:

- 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 chose to do so with a willing partner, you can marry and have children

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

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

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 respectfully express your thoughts and opinions.
- Staff will offer different examples on how to respectfully express your thoughts and opinions

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 regardless of where you live
- No one should force their beliefs on you

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 a right to a free and public education through the age of 22

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 the right of freedom from discrimination

- You have the right to fair and equal treatment when looking for housing
- You have the right to fair and equal treatment when looking for a job

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- You have the right to fair and equal treatment when applying for all other benefits that people without disabilities can apply for

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
- You have a right to be free from financial abuse

You have a right to dignity

- You should be treated with respect
- You should be free from humiliation

You have a right to access medical treatment and support services 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 and how things will be done
- You have the right to receive treatment in the most supportive way possible

You have a 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

## Guardianship

A guardian is a legally appointed advocate who helps the individual make and communicate important decisions about their personal, legal, and financial affairs. Guardians have a fiduciary duty to the person, meaning that they must make decisions in the individual's best interest. The guardian must involve the individual in all decisions to the extent possible, serving to "fill in the gaps" where needed. The guardian must yield to the individual the opportunity to exercise rights that are within their comprehension and judgment, allowing the same possibility for error as a person who is not ruled incompetent. According to Disability Rights of North Carolina, each guardian must:

- Ensure that the guardianship is tailored to meet the actual needs of the individual.

- Make decisions that ensure the health and well-being of the individual, based on what the individual would decide if capable of making the decision.
- Seek information about the individual's value system, wishes, and needs from the individual, the individual's family, friends, or legal documents such as a Living Will.
- Involve the individual in all decisions to the extent possible.
- Allow the individual the opportunity to exercise rights that are within his/her comprehension and judgment, allowing the individual the same possibility for error as anyone else.
- Support the individual in developing the necessary skills to assume responsibility for his/her own decision-making.

## **Guardianship is not:**

- Making all the decisions for the individual
- Keeping someone from making mistakes
- Withholding information or sensitive news
- Blocking or overturning an individual's decision
- Choosing a person's friends or deciding who they can date
- Preventing an individual from exercising his or her rights or freedoms including the right to vote

The Enrichment Center is firmly dedicated to helping individuals reach their highest level of independence. Our programs are person-centered, meaning they are about the individual and for the individual, focusing on the individuals' goals, hopes, and dreams. While we respect and value input from legally responsible persons in meetings, plans, and decisions about an individual's future, we defer to what the individual ultimately chooses. We will discourage guardians who attempt to make decisions that block or overturn an individual's desired outcome.

## **Informed Consent**

Each individual supported, and legally responsible person where applicable, shall be informed about:

- The alleged benefits, potential risks, and possible alternative methods of treatment/habilitation
- The length of time for which the consent is valid and the procedures to be followed if they choose to withdraw consent
- The options for refusal to consent with regards to service delivery, release of information, concurrent services, and composition of the service delivery team
- A consent required in accordance with G.S. 122C-57 (f) or by the Rules in Subchapter 14R, Section .0100, shall be obtained in writing

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Each voluntary individual supported, or legally responsible person where applicable, has the right to consent or refuse treatment/habilitation in accordance with G.S. 122C-57(d). A voluntary refusal of consent shall not be used as the sole grounds for termination or threat of termination of services unless the procedure is the only viable treatment/habilitation option available at the facility.

Only the minimum amount of information should be released that is necessary for the coordination of care and services. Documentation of informed consent shall be placed in the individual's record.

## Notice of Privacy Practices

Under the federal Health Information Portability and Accountability Act (HIPAA) you have other rights specific to your health information. The purpose of this Notice of Privacy Practices is to inform you of these rights.

You have the right to get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you
- We will provide a copy or a summary of your health information within 30 days of your request

You have the right to ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete
- We may say "no" to your request, but we'll tell you why in writing within 60 days explaining the "no"

You have the right to request confidential communications

- You can ask us to contact you in a specific way or to send mail to a different address
- We will say "yes" to all reasonable requests

You have the right to ask us to limit what information we use or share

You have the right to get a list of those with whom we've shared your information

- You can ask for a list of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why

You have the right to get a copy of this privacy notice

You have the right to file a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting the resources provided on page 25 of this handbook
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints](http://www.hhs.gov/ocr/privacy/hipaa/complaints)
- The Enrichment Center will not retaliate against you for filing a complaint

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information
- We will not use or share your information other than as described here unless you tell us we can in writing
- You may change your mind about what information to share at any time. Let us know in writing if you change your mind.

## Release of Information without Consent

The Enrichment Center shall give notice to the individual supported and to the legally responsible person (where applicable) at the time of admission that disclosure may be made of confidential information without his or her expressed consent in accordance with GS 122C-52 through 122C-56. This notice shall be explained as soon as possible. The giving of notice shall be documented in the record. Conditions under which confidential information may be released without consent include:

- Under court order
- To a supported individual's advocate
- When the individual has left a 24-hour facility and appropriate individuals need to be notified
- Any suspected abuse/neglect or communicable disease
- To the individual's attorney and attorney representing the State if the individual is facing court hearings
- To department of corrections if the individual has become imprisoned
- For the purposes of filing involuntary commitment or adjudication of incompetence
- To The Enrichment Center's attorney
- To establish financial benefits through state, local or federal agencies- after establishment of benefits a consent is required for further release of confidential information
- When there is imminent danger to the health and safety of the individual or another individual; or when there is the likelihood of the commitment of a felony or violent misdemeanor

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- To a health care provider providing emergency services
- To another NC MH/DD/SA facility, provider of support services, Secretary, physician, or other individuals when necessary to coordinate appropriate and effective care
- For approved research and planning, audits, and statistical purposes

An area authority may share confidential information regarding any individual with network providers regarding treatment, payment, and healthcare operations.

For the purpose of activities for which confidential information may be disclosed include but are not limited to, quality assessment and improvement activities, provider accreditation and staff credentialing, developing contracts and negotiating rates, investigating and responding to grievances and complaints lodged by individuals receiving services, evaluating practitioner and provider performance, auditing functions, on-site monitoring, conducting satisfaction studies and collecting and analyzing performance data.

## Suggestions and Feedback

We aspire to provide the best services and care possible and strive towards excellence through on-going staff professional development, continuous quality improvement, and regular surveys to gather feedback from the people we support, our caregivers, our partners, stakeholders, and staff on how well we are meeting our goals. But a person's quality of life, and therefore the quality of services, is defined as individually and as uniquely as each person we support. What is good for one person may be unacceptable for another.

If you have a suggestion or feedback, it can't be addressed unless you communicate it. And we want to make that process as simple as possible. There is a simple form you can fill out on our website (see below) or you can send an email or a handwritten letter to the management staff member of your choice. You can ask a friend, family member, guardian, or support staff to help you fill out the online form or complete the letter if you like. Family members and guardians can submit their own suggestions and feedback as well by filling out the online form on our website.

<https://enrichmentarc.org/about-us/>

### Steps to provide suggestions and feedback:

- Click on "about us" on The Enrichment Center webpage
- Scroll to the bottom of the page and look for an orange box
- Type in your information and write in your suggestions/feedback on there and someone will reach out as soon as possible

After you submit a complaint, the executive management team will do their best to provide a resolution or a response within eight working days. Not all issues are simple and cannot be fixed in

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eight days, but we will let you know what steps we are taking and provide you an explanation of what will need to be done for your issue to be corrected.

## Complaint Hearing

If for any reason you are not satisfied with how your complaint has been handled or the solution that has been recommended, you have the right to have your complaint or grievance heard before the Human Rights Committee (HRC). The HRC meets once a quarter, the first week in January, April, July, and October and reviews the facts of each case to ensure that people's personal rights are protected. To request a hearing with the Human Rights Committee, you may either contact the current committee chair or The Enrichment Center's committee liaison, the Quality Director (see below).

### Human Rights Committee Chair

Laura Sturgis, [l.sturgis@arcofhp.org](mailto:l.sturgis@arcofhp.org)

### HRC Liaison/Quality Director

Jose Mondragon, [jmondragon@enrichmentarc.org](mailto:jmondragon@enrichmentarc.org)

### Violation of Rights

If you feel any of your rights have been violated, or if you feel you have been the victim of abuse, neglect, or exploitation, please contact your advocate or the IDD Services Director immediately at (336) 837-6843. Additionally, if you feel any of the staff or the organization is in violation of any of these rights, or you witness what you believe to be abuse, neglect, or exploitation, you may contact:

### Abuse, Neglect or Exploitation

Forsyth County Department of Social Services  
Telephone: 336-703-3503

### Quality of the Enrichment Center's facility or services

Division of Health Service Regulation  
2718 Mail Service Center  
Raleigh, NC 27699-2718  
(800) 624-3004  
(919) 855-4500

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## **HIPAA Violation**

Report: [www.hhs.gov/sites/default/files/ocr-60-day-frn-hip-complaint-form-508r-11302022.pdf](http://www.hhs.gov/sites/default/files/ocr-60-day-frn-hip-complaint-form-508r-11302022.pdf)

Email completed paper report form: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

Send completed paper report form via post: (below)

U.S. Department of Health and Human Services

Office for Civil Rights

Centralized Case Management Operations

200 Independence Ave., S.W.

Suite 515F, HHH Building

Washington, D.C. 20201

Customer Response Center: (800) 368-1019

Fax: (202) 619-3818

TDD: (800) 537-7697

Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

Online Reporting: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

## **Advocacy Assistance**

Disability Rights North Carolina

3724 National Dr., Suite 100

Raleigh, NC 27608

(877) 235-4210

(919) 856-2195

Email: [info@disabilityrightsncc.org](mailto:info@disabilityrightsncc.org)

Website: [www.gacpd.com](http://www.gacpd.com)

## **Advocacy Assistance continued**

The Arc of North Carolina

108 Dorsett Drive

Suite 300

Salisbury, NC 28144

(800) 662-8706

(704) 637-1521

Email: [info@arcnc.org](mailto:info@arcnc.org)

Website: [www.arcnc.org](http://www.arcnc.org)

Contact Form: [www.arcnc.org/contacts](http://www.arcnc.org/contacts) (fill in a message online)

# The Enrichment Center Handbook

## Area Authorities

### **Davie, Forsyth, Iredell, Surry, and Yadkin**

Partners Behavioral Health Management

(888) 235-4673

(877) 864-1454

### **Davidson, Guilford, Randolph, and Rockingham**

Sandhills Center

(800) 256-2452

(910) 673-7800

### **Alamance and Wilkes**

Vaya Healthcare

(800) 962-9003

(828) 225-2785

## Other Complaints

The Managed Care Organization (MCO) may also receive complaints concerning The Enrichment Center. Any complaint received from an area authority, or any other entity will be responded to by Executive Director. After the MCO completes their investigation, a report should be completed and sent to The Enrichment Center. At that time, if the allegation is founded, 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. All complaints, internal and external, will be reviewed by the Human Rights Committee and the Basic Assurances Committee which meet quarterly.

## SAFE HOTLINE

### What:

SAFE Hotline offers companies an independent, third party, confidential and anonymous Whistleblower Reporting Service as a means for employees and other interested parties to report suspicious activity, abuse, potential fraud, ethics violations and other wrongdoings.

### Why:

The Enrichment Center has joined forces with SAFE Hotline to provide you, the people we support, staff members, stakeholders, and advocates at large the opportunity to report concerns in complete confidentiality, knowing that your concerns will be investigated and addressed.

### How:

To make a report, please call **1-855-662-SAFE (7233)** or scan the QR Code to visit the online reporting form page.

Use The Enrichment Center ID: **5712338716**



# The Enrichment Center Handbook

## Contact Information



The Enrichment Center Main Office.....	336-777-0076
The Enrichment Center Fax.....	336-777-0520
Amy Stevens, Executive Director.....	amystevens@enrichmentarc.org; 336-837-6825
Rhonda Dioum, Employment Gateway Director.....	rdioum@enrichmentarc.org; 336-837-6836
Elizabeth Leavitt, IDD Services Director.....	eleavitt@enrichmentarc.org; 336-837-6843
Jose Mondragon, Quality and Training Director.....	jmondragon@enrichmentarc.org; 336-837-6857
Amanda Lynch, Qualified Professional.....	mlynch@enrichmentarc.org; 336-837-6844
Abigail Salah, Qualified Professional.....	asalah@enrichmentarc.org; 336-837-6824
Transportation Emergencies.....	336-837-6826

# The Enrichment Center Handbook

## Handbook Copy

### DAY PROGRAM ACKNOWLEDGEMENT

I, the undersigned, acknowledge that I have received a copy of the Day Program Handbook for The Enrichment Center. While I understand that the Day Program Handbook is neither a contract nor a legal document, I recognize that it is my responsibility to read and understand and adhere to the policies, provisions and procedures contained in the Day Program Handbook.

In addition, I understand that the contents of the Day Program Handbook are subject to change and will be revised in accordance with the rules or regulations of state, federal, and accrediting entities, or at the sole discretion of The Enrichment Center. I recognize that any such revisions will supersede, modify, or eliminate the contents of previous Day Program Handbooks.

I acknowledge that it is my responsibility to stay informed of policy and procedure revisions to the Day Program Handbook, which will be posted on The Enrichment Center website at <https://enrichmentarc.org/day-programs/>. It is my responsibility to contact the IDD Services Director, if I need additional information on the Day Program Handbook.

#### Signatures

Individual Served

\_\_\_\_\_

*Please Print Name*

\_\_\_\_\_

*Signature*

Date \_\_\_\_\_

Legal Guardian

\_\_\_\_\_

*Please Print Name*

\_\_\_\_\_

*Signature*

Date \_\_\_\_\_

Witness

\_\_\_\_\_

*Please Print Name*

\_\_\_\_\_

*Signature*

Date \_\_\_\_\_

Witness' Title

\_\_\_\_\_

# The Enrichment Center Handbook

File Copy

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### Signatures

Individual Served	_____	_____	Date	_____
	<i>Please Print Name</i>	<i>Signature</i>		
Legal Guardian	_____	_____	Date	_____
	<i>Please Print Name</i>	<i>Signature</i>		
Witness	_____	_____	Date	_____
	<i>Please Print Name</i>	<i>Signature</i>		
Witness' Title	_____		Expiration Date	_____