



ADVOCACY...RESOURCES...COMMUNITY

HANDBOOK

2007

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WHO WE  
ARE  
AND  
WHAT WE  
VALUE

PROGRAM STANDARDS

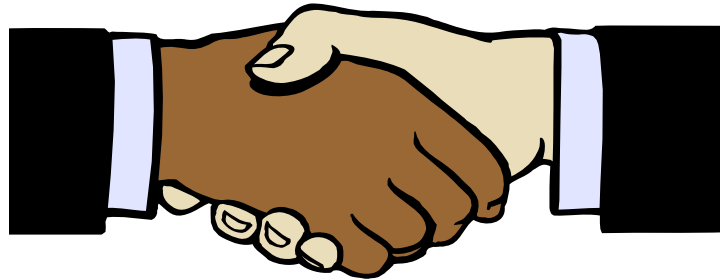
# Introduction

This handbook was prepared to provide **you** with information about The Arc of Baltimore and the supports and services that we provide. You will learn:

- ✓ About the mission, vision, and values of The Arc of Baltimore;
- ✓ About the roles of The Arc staff;
- ✓ About your Individual Plan (IP), and how you and your team will work together throughout the IP process;
- ✓ About your rights as an individual receiving services from The Arc of Baltimore;
- ✓ How you can report complaints or concerns; and much more...

\*This handbook does not apply to children in our foster care program. For information about foster care, please see our Foster Parents' Handbook.

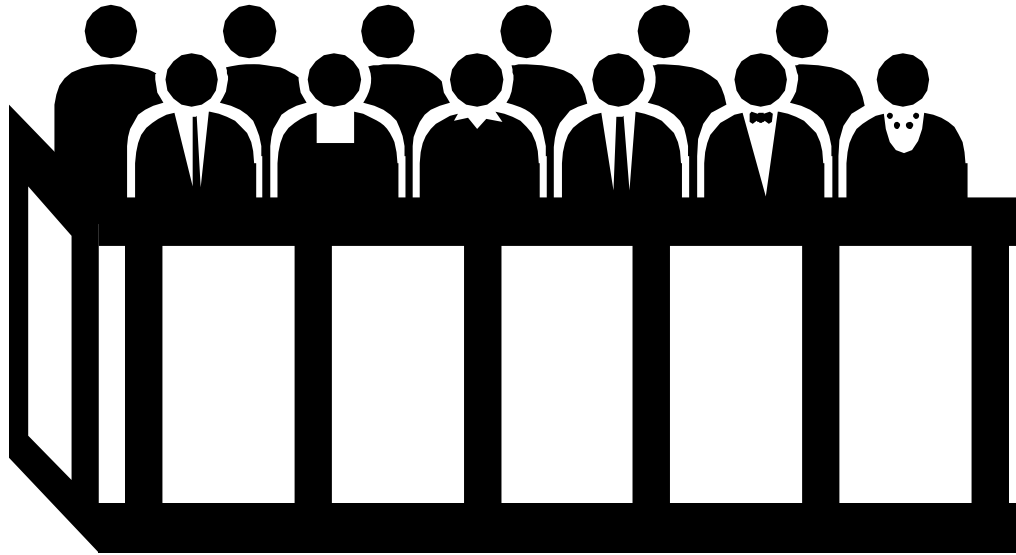
# Welcome to The Arc of Baltimore



The Arc of Baltimore is a private, non-profit agency, which was founded in 1949 by a group of nine parents in response to the lack of services available to individuals with developmental disabilities. The Arc of Baltimore is one of the largest Arcs in the United States addressing the needs of people with developmental disabilities. We share the core values of our parent organization, The Arc of the United States.

We provide services and support to over 2,500 residents of Baltimore City and Baltimore County. The Arc of Baltimore is widely recognized for providing consistent quality services that enable participants to improve their quality of life through vocational training, community living services and supported employment programs.

# The Arc of Baltimore's Mission



**Our mission** is to ensure that people with developmental disabilities have maximum opportunities to actively participate in all aspects of community life, and to offer programs and services that support them in doing so.

**This means:**

We will provide you support to live, work and be an active part of your community.

## The Arc of Baltimore's Vision

The Arc of Baltimore wants to be the organization that **meets or exceeds your and your** family's expectations and maximizes your potential and **quality of life.**

**The motto,**

**“NOTHING about ME without ME!”**

**guides our actions. This means that we will attempt to involve you in every aspect of your supports.**

**You are the customer!**



# The Arc of Baltimore Core Values

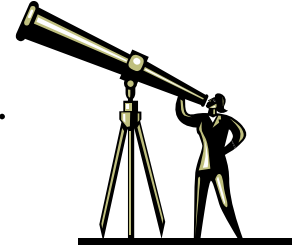


## **People First:**

We will get to know you first, not just your disability.

## **Visionary Leadership:**

We see the future and strive to set the example.

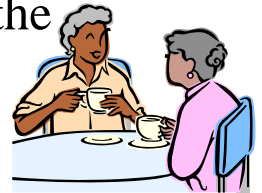


## **Community Participation & Improving our Community:**

Our community will be a better place as we provide innovative supports to people of all ages, races, and creeds.

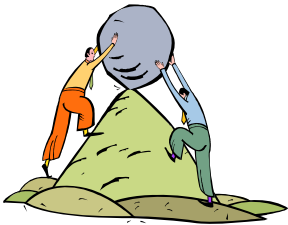
## **Diversity:**

We believe that our differences make us stronger and that each of us brings different unique gifts and ideas to the table.



## **Integrity, Excellence and Accountability:**

We will communicate with you honestly and keep our commitments to you to the best of our ability.



## **Commitment to Quality Supports:**

We will strive to surpass your expectations.

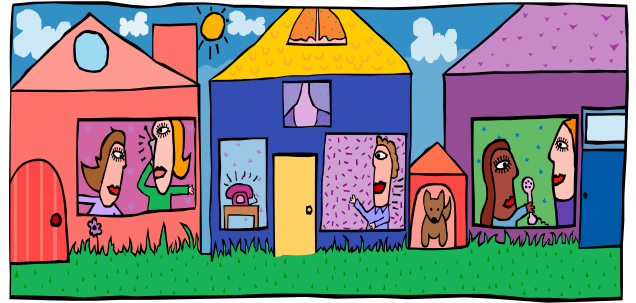
## **Sensitivity and Respect:**

We will treat you and all participants with understanding and respect.

WHAT  
WE DO  
AND  
WHERE  
WE DO IT

PROGRAM DESCRIPTIONS  
AND SERVICES

# Community Living



## Places to Live

The Arc of Baltimore provides living supports that honor a person's choice of where to live and with whom to live. The Community Living Department is divided into two divisions, East and West, depending on where the home is located. An individual can be funded in one of two ways: Residential Services or Community Supported Living Arrangements (CSLA).

### Residential Services[aob1]

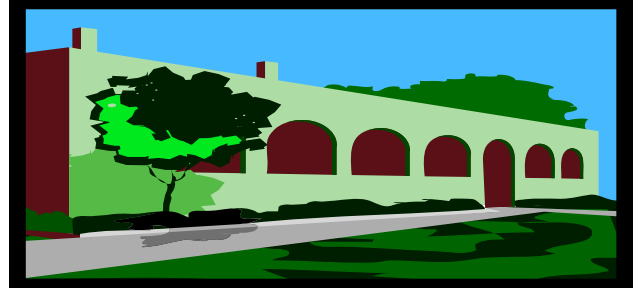
Residential Services offers community-based living options in homes and apartments sponsored by The Arc, many with around-the-clock supervision and support. For the most part, all of the places are owned or rented by The Arc of Baltimore.

## **Community Supported Living Arrangements [aob2](CSLA)**

CSLA enables individuals to live in a home or apartment that they lease or own in a neighborhood of their choice. People live alone, with a roommate or even with family members and receive individually tailored supports.



# Day/Employment Options



## Places to Work

The Arc of Baltimore provides many opportunities for employment and day enrichment. The Employment and Day Services Department has locations throughout the area that provide a place for individuals to earn money, make friends, develop new skills and, most importantly, grow as a person.

## Day Services

The Arc of Baltimore's Day Centers operate year-round, five days a week and are located throughout the Baltimore metropolitan area, integrated into their surrounding communities. An important goal of Day Center programming is to use paid work experiences to develop work and social skills. However, the program also allows for people's



interests and needs in other areas such as communication, safety, and social relationships.



## **Day Services - Subcontract Services**

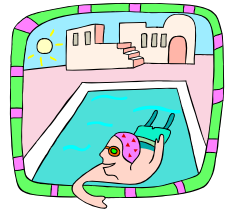
provides businesses with packaging and assembly operations at extremely competitive prices.

Workers do shrink-wrapping, heat sealing, light industrial packaging, and bulk mailing, collating and material assembly. Workers also may work at community based employment sites at local companies in small groups or enclaves with support from Arc staff. Whenever possible, the goal is to support an individual in a paid job in those local companies.



**Medical Day Services** provides a medically supervised program offering a warm, caring, and supportive environment that promotes independence and involvement in community

activities. Typically, days are spent enjoying a variety of social activities, discussion groups, games, art and crafts, music therapy, exercise classes, and field trips.

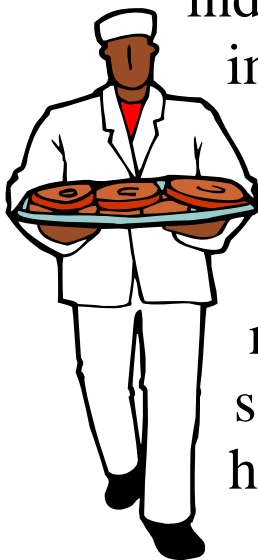


The program also provides a wide range of services that support individuals in maintaining and improving daily living skills. These include:

- Medical monitoring and referral
- Nutritional management
- Physical therapy
- Occupational therapy
- Speech Therapy
- Counseling



**Supported Employment** assists individuals and small groups in obtaining community-based jobs which are developed around the individual's interests and skills. Examples include: manufacturing, warehousing, food service, commercial laundries, hotel housekeeping, and clerical and retail



services. Job coaches provide initial training and ongoing assistance.



## **Landscape and Janitorial Contract**

**Service's** work crews do professional landscape installation, maintenance, and commercial custodial care for local businesses and individual residences.



# Children/Family Services



## **Foster Care Program**

The Arc of Baltimore Foster Care Program is designed to support children ages birth through 21 who have a physical, mental, or emotional disability and have been determined by the local family court system to be in need of a foster care placement.

In the program the children have the opportunity to learn skills and behaviors that will increase their level of functioning and help them achieve their maximum potential.



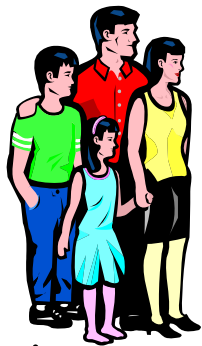
## **Family Support Services**

This service is available for families who have a child (under age 22) with a developmental disability. Unlike most other programs, families do not have to meet State eligibility requirements. Families are able to choose the support that best meets their needs. These needs may include educational toys, environmental modifications, equipment, diapers, respite care, support staff, and more.



## **Bay Buddies**

Bay Buddies is an enriched educational summer camp for students with significant disabilities ages 5-21. The program offers an exciting array of activities, many that are built around a nautical theme. Bay Buddies is intentionally planned during the time when extended school is over.



## **Respite Care Services**

Respite is a service that offers families short-term care for a family member with developmental disabilities for planned intervals as well as emergencies. A family friend, or family member who is familiar with the individual, either in the individual's home or the caregiver's home, provides the service. The Arc will assist the family in locating a provider, if none is known.

# Other Supports

## Psychological Services

help individuals make positive changes in their lives. A Behavior Support Plan (part of the IP) outlines what the person will do, and what support staff will do, in order to help the person learn a new behavior or make a change in their lives.



A staff person might also meet with a person for counseling to help work out a problem, like practicing coping skills to deal with anxiety and frustration, or just having someone to listen.

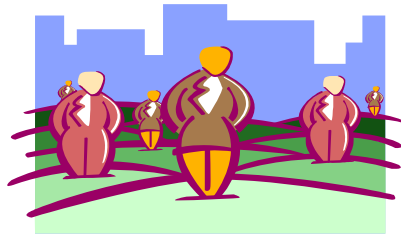


Nursing Services are available to all participants. Frequency of nursing visits is determined by the individual's medical needs and the specific department regulations. The Nurses strongly advocate for people to get their medical needs met in the community.



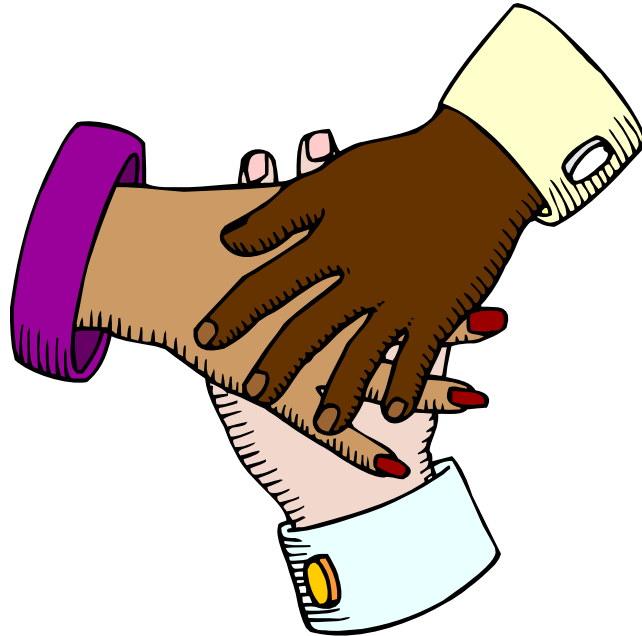
## **Recreational Activities**

Staff assists individuals to become involved in swimming and fitness classes, bowling leagues and other leisure activities in the community. The recreation staff also sponsors dances and Club Venture, our one-week summer residential camp which is an individualized vacation program with a full range of leisure activities. Also, there are other vacation opportunities that can be arranged.



**Volunteers** assist the agency in a variety of ways, including direct service, fundraising, special events, advocacy and governance. If you know of anyone who'd like to volunteer, let us know.

# Other Groups



**Helping Hands** is an advocacy group of people with developmental disabilities that works in partnership with families and friends to ensure that adequate, accessible services are available wherever and whenever needed.



**The Legacy Society** is a group of benefactors working to ensure that people with developmental disabilities have access to needed programs and services for years to come. Legacy Society members have included The Arc of Baltimore in their estate plans with a bequest, a charitable trust, life insurance or their planned gift.



**Members of The Arc** make it possible for us to educate people about developmental disabilities, advocate for them and enhance our community-based programs. As part of a nationally recognized group, members receive newsletters from local, state, and national offices and are entitled to special offers like group insurance rates and low-cost credit cards. They also are invited to informational meetings and special events.

# HOW WE DO THINGS

PROGRAM OPERATIONS



## **The Arc Staff**

The Arc staff is available to provide **you** with assistance when needed. We will do everything we can to learn from you, your wants and needs, and will support you in making **choices**.

# Who Does What?

Depending on the program you participate in, you will have several staff members working for and with you:

**Coordinator/Employment Associate**: this person will assist you in developing your IP and coordinating some of the services you receive.

If you are in Community Living Services, you may have a **Community Living Specialist, Community Living Counselor or a Community Living Manager**. These people may live in the home with you or drop in to provide you supports. Their works hours will be designed to fit your schedule and needs.

If you are in Employment, you may have a **Community Employment Specialist, Janitorial or Landscape Supervisor**. These people help you on your job, some daily and some just drop-in as you need.

If you are in a Day Program or Medical Day Program you will have an **Community Employment Specialist** who will help you to learn new work skills and explore activities you like.



## **Your Team:**

These people care about you and want to help you be happy. They come to your meetings and help you plan your services. **Your** team may include your guardian, family, staff, service coordinator, coordinator or employment associate, therapist, friends, neighbors and more! The decision of who is on your team is **yours!**

# Individual Plan (IP)

When you choose to participate in The Arc of Baltimore programs, we will help you to put together an Individual Plan (IP). This plan identifies your services and support needs based on your unique values. It details the range of services that will be provided and describes the way in which you want them to be delivered.



During your IP meeting, you will have an opportunity to talk about things that are important to you, things that you are good at, things you would like to learn or do, your capabilities, hopes and desires as well as supports you may need to be safe and healthy. The team will assist you in developing outcomes and goals for the upcoming year based on things that **you value** and want for yourself. This information will be used to help put together your IP. Your plan will be “centered around you” and it will serve as a guide for the team to assist **you.**



Your IP meeting will take place once a year or more if you need it. The plan will be reviewed and monitored on an ongoing basis. **You control the process; you are in the driver’s seat!!!**



## **Being in the driver seat means:**

- **YOU are the person who sets goals and outcomes. This means that we will help you get the important things that you want in life: a job, a place to live, help meeting new friends, going on vacation and other things.**
- **YOU are the person, along with other team members, who decides how often your plan is going to be reviewed and YOU determine how satisfied you are with the supports you are receiving. YOU can request a team meeting if you feel there are important things that need to be discussed and settled or you are not happy with how quickly things are happening for you.**
- **YOU are the person who decides who to invite to your meeting. Some people are required by regulations to attend (your service coordinator for example). YOU also decide where and when your meeting is going to be and how it will be run.**
- **It is your life. YOU are in the driver seat!**

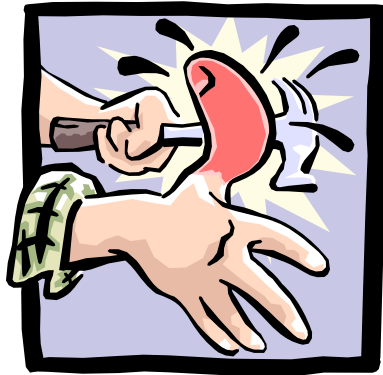
# Staff Qualifications and Training:

Your staff will be qualified and know how to do their jobs.

We will check with the police before they are hired and with the transportation authorities before they drive you anywhere. We also do a drug test before staff are hired and sometimes after that.

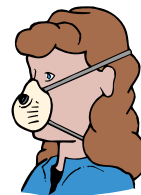
Your staff will be well trained. Listed below are required trainings given or provided by the Training Department of The Arc of Baltimore:

## CPR

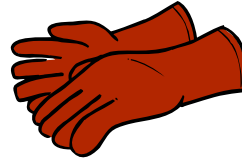


**First Aid**

**Workplace Safety**



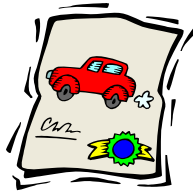
# Behavior Principles and Strategies



**Blood Borne Pathogens**  
(How to handle things that could make you or them sick)



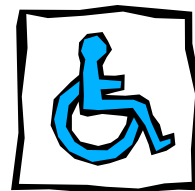
**Safe Driving**



**Rights and Community Integration**



**Mental Retardation and  
Developmental Disabilities**



**Overview of Mental Illness & Dual Diagnosis**

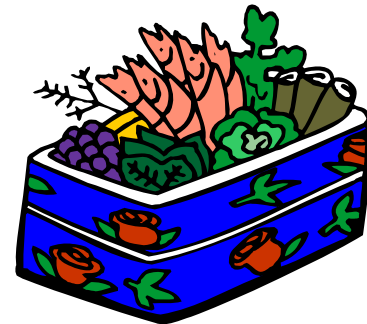
# Individual Plan, Choice, Family & Communication



**Aging**



**Health and Nutrition**



**Seizures**



**Your IP will also list any other trainings that you and your team think your staff will need in order to work best for you.**

## **Admission/Outreach**



The admission/outreach staff will help you find a program or service. They will answer your questions and help you find community resources. If this agency isn't the right one for you, the admission staff will give you ideas for other services to explore. You will get the opportunity to visit and talk with some of the other individuals we support to see if you are interested in participating.

## **Attendance**

Attendance is very important. In order to receive the maximum benefit from the services provided by The Arc of Baltimore, it is necessary for all individuals to participate daily, unless there is an emergency. Program regulations vary and you should discuss this with your coordinator or case manager.

## **Accessibility**



The Arc of Baltimore observes federal laws and regulations on building accessibility at The Arc of Baltimore's programs. The Arc provides equal opportunities for all participants as well as necessary accommodations and supports for individuals with disabilities. The Arc therefore actively complies with the guidelines set forth in the Americans with Disabilities Act (ADA).

# Equal Opportunity

The Arc of Baltimore provides equal opportunities to all individuals regardless of disability, race, color, age, religion, sex, marital status, sexual orientation and/or national origin.



This means:

- No services will be denied to you as a participant based on your disability, race, color, age, religion, sex, marital status, sexual orientation or national origin.
- You will not be segregated or treated any differently than any other participant while you are referred, interviewed, counseled, working, living, or in training as part of the program.
- We provide equal opportunities to everyone regardless of:



**Race**



**Religion**



**Disabilities.**

**Gender**



**Age**



# Fundamental Rights



## What is a right?

A right is something the **LAW** says you can do, or that others must do for you. Every person has rights.

## The Arc of Baltimore participants have the right:

- ❖ To be treated politely with respect and dignity, and to be heard as an individual
- ❖ To be happy
- ❖ To receive services that promote independence and that do not cause harm
- ❖ To make choices
- ❖ To participate in the development of your individualized plan
- ❖ To live with people you like
- ❖ To be free from mental and physical abuse
- ❖ To feel safe
- ❖ To have qualified staff whom you like
- ❖ To expect that personal information will be respected and kept private and confidential
- ❖ To have friends
- ❖ To do things you like to do

# With every right, comes a responsibility:

What is expected of you?

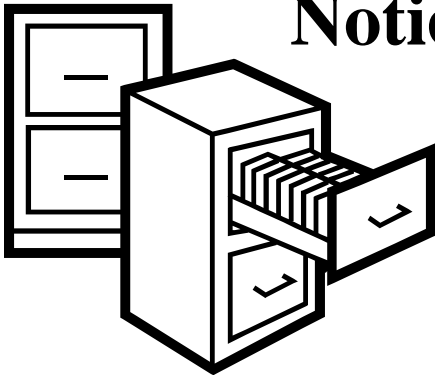


- ❖ **Respect** your team members, coworkers and housemates
- ❖ **Respect** other people's property
- ❖ **Participate** in your plan
- ❖ **Use** the skills you learn
- ❖ **Follow** safety procedures
- ❖ **Tell** us if you are not happy or you have concerns
- ❖ **Call** anytime you cannot come to work or to the program
- ❖ **Follow** the policies of your job or program



# The Arc of Baltimore

## Notice of Privacy Practices



Your staff keeps a record about you. It is kept in the main office, your day program, and/or maybe in a file cabinet in your home. In this file are copies of your Individual Plan (IP), your doctor's reports, your benefits, maybe your Behavior Plan and other things that are personal to you.

By law, we have to make sure your information is kept **private** and is not shared with people that don't need to see it.

We may share the information with some people, for example:

Your **doctors**



Your **Service Coordinator**



Your **team members**



People who pay for your services like  
**DDA or Medicaid**



There are also times when we will share your information with people who help us to serve you, like the transportation company or the emergency pager company. We ask these people to keep your information private too.



Sometimes, but not often, we will share your information without your permission, for example: to the **police** or to the **judge** or if we feel you are being abused.



Sometimes, your information will be shared with:

Your **guardian**

Your **family** (unless you tell us not to)



We might contact **you** if we know of a service you need, or to help us raise money for The Arc.

We also keep a list of all of the people that are served by The Arc of Baltimore. We don't share this list outside of the agency except with people who are on your **team** or who pay us for your services (DDA, Medicaid, OHCQ).



At times, if you are hiring a **new staff person** to work for you, we may tell the person who wants the job a little about you to help them and you decide if they will work out.



You have the right to:



1. Ask us to not give out your information
2. Change your information
3. Get a copy or look at your information
4. Ask us to show you who we have given your information to
5. Ask us to give you information in different ways or places (like not leave a message at your house or at your job)
6. Change your mind about letting someone see your record

We will not share your information with people who don't need to know it. We will let you know if we change how we treat your files. If you have any problems with this, you can call the Quality Assurance Department at 410-292-2272. It is their job to make sure your information is kept quiet. You can also tell someone at the State and they will assist you.

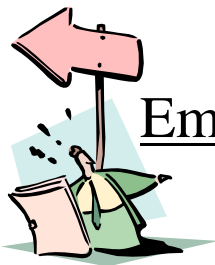
## We want you to be safe.

Any individual that is injured in the program will receive needed medical treatment. If you are injured on the job or in your day program, you must report the injury immediately to your supervisor. Your family members, caregivers, and/or residential provider will be contacted.

The agency is required to report certain things that happened to the state and other parties. You can get more information about this by asking your case manager or coordinator.



Fire Extinguishers are located in all of The Arc homes and centers, and are inspected by certified inspectors.



Emergency exit diagrams are posted and there are written emergency evacuation plans.

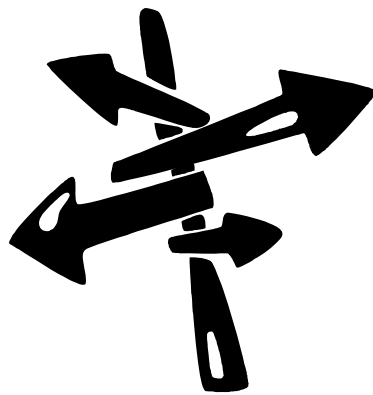
Fire Drills are conducted at all places we support people as mandated by the State regulation and The Arc policies.



# Risk, Safety, and Choice

Making sure that you are safe is very important to The Arc of Baltimore. We will work to make sure that your work and/or living site is safe and healthy.

However, just living life has its risks. Failure is sometimes a very good teacher that makes us better persons. Trying to find a balance between being safe and taking a risk is something that both you and your team will look at, knowing that there may be a number of different opinions by different people—all which need to be considered.



# Suspension

There are times when an individual may be suspended from one of the programs due to health or safety issues or the person's failure to follow workplace regulations. The agency strictly prohibits any unwarranted use of suspension of a person from a day or living program. In the rare situation where suspension is warranted, it will be approached and addressed through the team planning process.

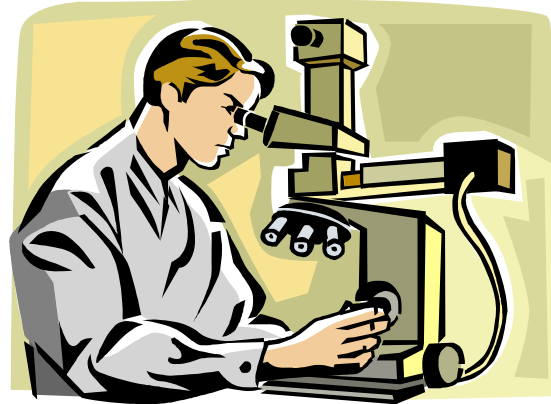
## Conflicts of Interest



The Arc of Baltimore is committed to being ethical and honest in all of its dealings. In all of our operations, we will be open with you or others to look at how we do business. We will inform you if there are any situations that may be considered a potential conflict of interest so you can be informed if there is a problem.

We also let our staff know of practices that are not allowed or need special approval. These situations may be any purchase or business dealings between you and a staff person, you working for a staff person, a staff person purchasing items from you as well as others.

We want to make sure all of our actions are open, honest, and able to be examined by anybody.



## Cost of Services

The Arc of Baltimore is a non-profit organization that supports persons with disabilities. We are not in business to make money but rather to try to help improve the quality of life of the people we support. We also, like you, need to keep within our budget so we don't run out of money and have to stop some of our services.



The money to run most of the services at the Arc comes from both the Maryland and US government. What is not covered comes from donations, money earned from business services, and other sources such as grants.



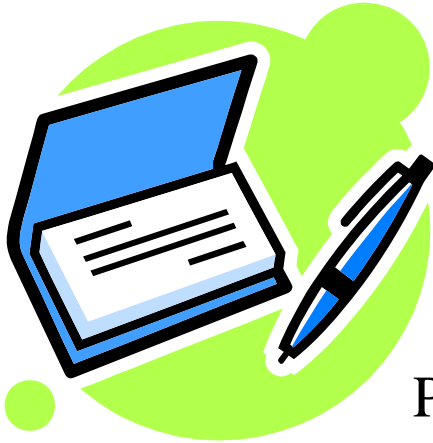
Most regular services are provided at no cost to you or your family. There are some times though when you may be asked to pay for a special event such as a vacation, trip, a dinner out or something similar. In these situations, you will know in advance that there is a charge and will be given the choice not to participate.

If you are in Community Living, you will be expected to contribute to the “cost of your care”. Your coordinator can explain to you how the costs for rent, phone, food, cable, and other things are figured out.

# Help with Benefits

Dealing with Social Security (SSI) and Medical

Assistance (MA) can be confusing, especially if you are working. The money you earn may change the amount of money you get in benefits.



Part of the planning process when you get a paid job is to talk about how this will affect your benefits. Your case manager or coordinator will help you figure how your earnings may change your benefit check.

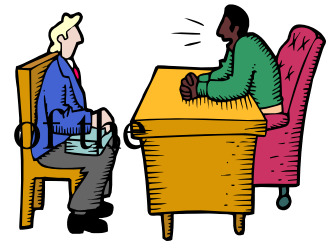
Remember, you almost always make out better financially if you are employed. Please make sure that you talk to your case manager if you get any letters telling you about changes in your benefits. We can only help if we know what is going on.



# Grievance Procedure

This is what you do if you feel we are not doing a good job for you. Talk to the following people until you feel someone has helped you to fix the problem.

- 1) Tell your Support Staff, Coordinator or Employment Associate if you are not happy.
- 2) Tell the Assistant Director or Chief
- 3) Tell the Director of the program
- 4) Tell the Assistant Executive Director of the Program
- 5) Tell the Director of Quality Assurance
- 6) Tell the Associate Executive Director
- 7) Tell the Executive Director



If you are still not happy with the response you got, you can request that the Director of Quality Assurance help you contact any member of the Human Rights Advisory Committee. This group is made up of board members and community members who want to make the agency better. You also have the right to take your money and seek services elsewhere.

# Incident Reporting

The Arc of Baltimore is required by state law to report and investigate any event that may have an impact on your health and well being. Examples are when you have to go to the emergency room, are injured, don't receive good care, and when the police are involved in a situation.

An incident report is sent and we look at what happened and if it could have been prevented. Also, as part of the review, we look at ways to improve and how to share the information with others.

If you want more information regarding incident reporting, please look at the "My Rights" document that you were given. If you need a new copy, please see your coordinator or employment associate who would be happy to explain the document and get you a new copy.

**In closing**, we are thrilled that you have selected The Arc of Baltimore to support you in your life.

Please tell us how you think your services are, and what you like or don't like about them.

We want to hear from you, and throughout your experience with us, we'll be asking about you and about how we can serve you better!



Please call our feedback line with ideas, complaints, and suggestions to help us become a better agency. The number is 410-296-8931 extension 7215. Also, if you have web access and like to use the internet, you can let us know how we are doing by leaving a comment there. The web address is [www.arcofbaltimore.org](http://www.arcofbaltimore.org)