



RESOURCE GUIDE



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Welcome

to The Arc Southern Chesapeake family!

We are excited that you have chosen The Arc Southern Chesapeake to provide services to you and your family. Since 1975, our agency has been dedicated to supporting individuals with intellectual and developmental disabilities (I/DD) and their families, establishing itself as a trusted advocate for children and adults with I/DD in our local community. We offer a broad range of high-quality programs, meaningful opportunities for community inclusion, and strong advocacy in support of the people we serve.

For your convenience, we have compiled this reference guide which provides a complete overview of our agency's programs, services, policies, and organizational structure. The guide also includes our holiday calendar, list of acronyms commonly used by the Developmental Disability Administration (DDA), and other useful information for our families. We hope this guide will help you become better acquainted with our agency.

The history of our organization is rooted in families and community members passionate about creating opportunities for people with disabilities. We are so thankful to have you **Achieve with us** as we continue our tradition of advocacy, innovation, and service.

Sincerely,

A handwritten signature in black ink, appearing to read 'Terry Z. Long'.

Terry Z. Long
Chief Executive Officer

OVERVIEW

ABOUT THE ARC SOUTHERN CHESAPEAKE

The Arc Southern Chesapeake is a private 501(c)(3) organization. We are affiliated at the state level with The Arc Maryland and at the national level with The Arc of the United States, the nations largest grass roots organization for people with intellectual and developmental disabilities (I/DD). The Arc Southern Chesapeake is also a United Way partner.

The Arc Southern Chesapeake is committed to providing safe, high-quality, and person-centered services for individuals and their families. To ensure this, we comply with all Developmental Disabilities Administration (DDA), Code of Maryland Regulations (COMAR), Maryland Board of Nursing (MBON), Division of Occupational and Rehabilitation Services (DORS), and other applicable state and federal guidelines. These standards help ensure our programs are delivered with professionalism, accountability, and a focus on the health, safety, and well-being of the people we support.

HISTORY

The Arc Southern Chesapeake was founded in 1975 as the Calvert ARC. In 1992, Calvert Arc merged with St. Mary's Arc, expanded services into Charles County, and became *The Arc Southern Maryland*. In 2025, we expanded into Anne Arundel County and adopted the name *The Arc Southern Chesapeake*. These changes reflect our continued growth as an advocate and service provider for children and adults with intellectual and developmental disabilities (I/DD) throughout the region. While our service area has expanded, our commitment to supporting individuals with I/DD and their families in the communities we serve remains the same.

MISSION STATEMENT

Create opportunities for independence and personal success for people with different abilities in inclusive communities.

GOALS

- The Arc Southern Chesapeake engages the people we support in exceptional assistance that maximizes self-determination and independence.
- The Arc Southern Chesapeake displays strong competencies, well-prepared, professional staff, and streamlined systems and practices that facilitate organizational excellence and financial strength.
- The Arc Southern Chesapeake influences people and businesses in Southern Maryland and surrounding areas to be our partners in embracing individuals with disabilities.

LEADERSHIP TEAM

The Arc Southern Chesapeake operates under the guidance of the Leadership Team, which is led by the Chief Executive Officer and consists of directors for each of the following operational departments:

- Behavioral Support Services
- Quality Enhancement
- Business Operations
- Community Living (Residential)
- Community Support Services
- Development (Public relations)
- Human Resources

BOARD OF DIRECTORS

The Arc Southern Chesapeake is governed by a Board of Directors that provides oversight, guidance, and leadership to ensure the organization remains mission-driven, ethical, and financially responsible. The Board plays a vital role in setting policy, supporting strategic planning, and ensuring that services align with the needs and rights of individuals with intellectual and developmental disabilities (I/DD).

The Board is made up of representatives from each county we serve and includes at least one parent or guardian of an individual with I/DD, as well as one self-advocate. This diverse representation ensures that decisions are informed by lived experience, family perspectives, and local community needs.

Board officers include a President, Vice President, Secretary, and Treasurer, and the Board may consist of up to 15 members. Together, the Board works to strengthen the organization, promote accountability, and advocate for high-quality, person-centered supports for the people we serve.

PROGRAM SERVICES

The Arc Southern Chesapeake provides a variety of services for people with disabilities and their families. The following sections will provide a comprehensive view of our agencies available services, programs, and policies.

AUTISM WAIVER

The Arc Southern Chesapeake offers Intensive Individual Support Services through the Autism Waiver which includes:

- Individualized treatment plans tailored to each persons unique needs
- Structured, goal-oriented approaches for the achievement of meaningful outcomes
- Practical behavior management skills that promote success and independence
- Encouragement of self-sufficiency and positive self-expression

BEHAVIORAL RESPITE

Behavioral Respite is short-term support for individuals facing behavioral, social, or emotional challenges. It provides a safe, structured setting with skilled staff to help reduce challenging behaviors and support mental health. This service can be used in emergencies or as a planned step-down from a hospital or psychiatric facility. It is temporary and designed to help individuals return to their community placement with family or a DDA provider.

Behavioral Respite includes:

- Positive behavioral supports
- Trauma-informed care
- Person-centered planning
- Help for individuals and their teams to overcome barriers to full community participation

RESPITE

The Arc Southern Chesapeake Respite Care program provides short-term support designed to provide both participants and caregivers a break from daily routines. This service helps relieve caregivers from their regular responsibilities while providing a dedicated staff person to support the person. Services can be offered either in the participant's own home or at one of our licensed group home locations.

COMMUNITY LIVING GROUP HOME SERVICES

The Arc Southern Chesapeake provides safe and supportive housing for adults with disabilities. With over 30 homes across Calvert, Charles, St. Mary's, and Anne Arundel counties, we help people to live in their community while promoting personal growth, independence, and inclusion. Through this service, we offer assistance with the following:

- Representative Payee
- Financial Management/Guidance
- Benefits Support (DDA, SNAP, etc.)



- Nursing & Health Support
- Transportation Services
- Independent Skill Building
- Daily Living & Personal Care
- Safety and Supervision
- Self-Advocacy Support
- Community & Social Support
- Personal Choice & Independence
- Personal Goal Attainment

COMMUNITY LIVING ENHANCED SUPPORT SERVICES

Community Living Enhanced Support services assist participants who require court ordered enhanced supervision and experience challenging behaviors. These specialized services are provided on a 24-hour basis. The primary goal is to help promote both the individuals safety and the safety of others while building the skills necessary to increase independence at home and in the community. Supports may include but are not limited to developing socially appropriate behaviors; improving communication; strengthening self-direction; problem solving; safety skills; household management; community participation; health care management; transportation; and personal care.

HOUSING SUPPORT SERVICES

Housing Support Services are time-limited supports that help participants navigate housing opportunities, address or overcome barriers to housing, and secure their own home. These services may include:

- Housing information and assistance to obtain and maintain independent housing.
- Housing planning services to evaluate housing needs and create individualized support plans.
- Housing stability assistance to support individuals in maintaining their home.

SHARED LIVING

Shared Living Services is a home-based option where the individual receiving services lives in a home with a host family or person who shares their home and daily life experiences. This service focuses on building supportive relationships in a safe and nurturing environment. It also helps individuals build independence skills while participating as a valued member of the home and the community. This service allows individuals to stay safe while expanding their independent living skills. Supports are personalized through the persons person-centered plan which is based on their goals, preferences and needs. Overall, the support is designed to create stable and supportive home environments where the person supported can make choices and gain skills to lead a meaningful life of their choosing.

SUPPORTED LIVING

Supported Living services helps individuals independently in the community in their own home. This service is for people living in a setting that is not owned or leased by the Arc. The home must be owned or rented by the person receiving services or by someone they choose, like a family member or legal guardian, but parents or guardians cannot live in the home. If the person chooses to live with housemates, no more than four (4) individuals may share the

residence. This service is designed for individuals who want to live on their own but require 6 hours or more of support to do so. This service assists with maintaining a home of their choice, learning daily living and problem-solving skills, and participating in community activities they enjoy. Supports may include help with routines, nursing support, and transportation to appointments or activities. Individuals are responsible for their own expenses, such as rent and utilities, while staff provide guidance to help them live safely, independently, and fully in their community.

FAMILY AND PEER MENTORING SUPPORTS

Family and Peer Mentoring Supports connects you and family members, including siblings, to peer mentors with experiences like yours. Peer mentors can help explain community services, programs, and strategies they have used to obtain resources, supports, and services. This can help you and your family members learn about and access community resources beyond those offered through the DDA Waiver.

FAMILY CAREGIVER TRAINING AND EMPOWERMENT SERVICES

This service provides training, workshops, and materials to help unpaid family caregivers better support their loved one with a disability both safely and confidently. These services can help caregivers understand the person's needs and abilities, learn how to support their goals, access community resources, and improve parenting and advocacy skills. This service does not cover travel, meals, or overnight stays. It is available for families where the person lives at home with an unpaid caregiver, is enrolled in a DDA Medicaid Waiver Program, and has this need documented in their person-centered plan. Under this service, caregivers can receive up to 10 hours of training per year and up to \$500 per year for training materials, workshops, or conferences.

PARTICIPANT EDUCATION, TRAINING, AND ADVOCACY SUPPORTS

This support helps individuals to develop the necessary skills to speak up for themselves, exercise their rights, and take control over their own supports. This service can cover the cost of training programs, workshops, conferences, books, and local transportation needed to attend. It is available for people enrolled in a DDA Medicaid Waiver Program who have this need documented in their Person-Centered Plan (PCP). Each person can receive up to 10 hours of training per year and up to \$500 per year for training or materials. Costs like tuition, airfare, meals, or overnight lodging are not covered.

PERSONAL SUPPORTS

Personal Supports (PS) assist individuals who live in their own home or with family to maintain the skills they need to participate in their community and daily life. Services are intended to promote choice, flexibility, self-determination, inclusion, and personal satisfaction both in the person's home and within their community. Services may include assistance with shopping, meal preparation, transportation, assistance with appointments, financial skill building, social skill building, leisure activities, etc. Supports are designed around the individual and can be as unique as each individual served.

DAY HABILITATION SERVICES

Day habilitation services help individuals supported learn and practice important life skills, build independence, and participate in activities of their choosing at one of the facilities under the Arc Southern Chesapeake and sometimes out in the community. While these services are primarily provided at one of our facilities, they focus on developing daily living skills. During services, individuals can take part in a variety of activities that help them develop social and communication skills, practice problem-solving and safety, build job-related skills, and strengthen their ability to make choices and direct their own activities. Supports are personalized to each person's needs and may include 1:1 or 2:1 staff support, transportation, personal care, or nursing tasks when needed. Services can be offered in small or large groups and may even include virtual support if appropriate.

Day Service Facility Locations:

Calvert County

355 West Dares Beach Road
Prince Frederick, MD 20678

Charles County

103 Paul Mellon Court
Waldorf, MD 20602

Anne Arundel County

172 West Street
Annapolis, MD 21401

St. Mary's County

47335 Thomas Rowe Lane
Lexington Park, MD 20653

COMMUNITY DEVELOPMENT SERVICES

Community Development Services (CDS) helps individuals build and maintain community living skills through engagement in their community alongside individuals both with and without disabilities. Through this program, individualized schedules are utilized to share how the individual and/or their group will spend their time while utilizing services. Community-based activities under this service will provide the individuals with opportunities to develop skills and increase independence related to community integration. Services include:

- Supports that enable the participant to learn, develop, and maintain skills related to community integration, volunteering with an organization, or performing a paid or unpaid internship.
- Transportation.
- Nursing Support Services
- Personal care assistance can be provided during community activities so long as it is not the primary or only service provided. Participants may briefly return home or to a provider site during the day if community settings cannot meet their personal care, health, emotional, or behavioral needs as outlined in the person-centered plan.

EMPLOYMENT SERVICES

Employment Services provides individuals with flexible supports to help them identify career and employment interest, obtain employment, and maintain employment. These supports are focused on finding and keeping jobs that capitalize on the individuals personal strengths and interests. Thus, the primary goal is to find a natural “fit” between the individuals’ strengths, experiences, and jobs in the community. Service may include:

- **Discovery** – community-based employment planning support service designed to assist the individual to identify their abilities, interests, and ideal conditions of employment.
- **Job Development** Support provided for an individual to obtain a job in a competitive integrated employment setting in the general workforce including customized employment and self-employment.
- **Ongoing Job Supports** – supports the individual in learning and completing jobs tasks and maintaining their competitive employment
- **Follow Along Supports** – Monthly supports include at least two face to face visits after the individual starts their job to ensure they have the assistance needed to maintain employment.
- **Self-Employment Development Supports** – supports individuals whose discovery activities and profile indicate a specific skill or interest that would benefit from resource ownership or small business operation.
- **Co-Worker Employment Support**- time-limited support provided by a community employer to assist the individual, upon employment, with extended orientation and training beyond what is typically provided for an employee.
- **Career Exploration Services**- These time limited services help individuals build the skills and confidence needed for competitive, integrated employment by developing general workplace and social skills through structured learning and real-world experiences. Supports may be provided in groups at provider sites or in the community and can include transportation, personal care, and nursing based on individual needs. This service builds readiness for many types of jobs rather than training for one specific position.
- **DORS Services for Transitioning Youth**- this program is designed for individuals who are not yet waived for their adult services through DDA and that have difficulty obtaining or maintaining employment. This program works to assist in developing realistic vocational goals, while teaching basic work skills needed to enter any occupation or skills training program. Emphasis is placed on building physical stamina, emotional tolerance, and overall work behavior associated with entering/re-entering competitive employment or a supportive work environment. These services help the individual to develop attitudes, modify personal characteristics, and work behavior.

BEHAVIORAL SUPPORT SERVICES

Behavioral Support Services (BSS) combines home and community-based supports that assist individuals with disabilities to thrive in their identifying potential behavior challenges early, creating de-escalation strategies, and responding effectively to crises or emergencies. Behavior plans are developed in accordance with DDA guidelines and are reviewed by the Human Rights Advisory Committee (HRAC).

TRANSPORTATION SERVICES

Transportation Service provides one-to-one support to help individuals get to community activities and resources identified in the person-centered plan. This service can include travel training, safety and orientation support, help using public or community transportation, ride services, mileage reimbursement when staff use their own vehicle, and prepaid transit passes or vouchers. The goal is to build independence while making sure transportation needs are safely and reliably met.

NURSING SUPPORT SERVICES

Nurse Support Services provides individuals with a licensed Registered Nurse (RN) who provides recommendations to the individual and their caregivers and/or staff on how to meet their medical needs. Supports may include:

- **Nursing Consultation:** Nursing consultation provides a licensed Registered Nurse who supports individuals that can self-medicate by guiding self-delegation and medical tasks. The nurse provides individuals and their caregivers with recommendations and may help to develop care and communication plans to ensure needs are met safely for the individuals in their home and community.
- **Health Case Management:** This involves a licensed RN coordinating and overseeing the individual's overall health care needs. The nurse reviews medical records, communicates with doctors and other health care providers, monitors treatments and medications, and helps develop individualized care plans in accordance with Maryland Board of Nursing and COMAR regulations. This ensures the participant receives appropriate care, stays healthy, and can actively engage in daily life and community activities.
- **Nursing Delegation Services:** The RN assesses which tasks and skills can be safely delegated and ensures that their schedule of assessment, training, and supervision allows for safe delivery of nursing services in line with Maryland Board of Nursing and COMAR regulations. They provide training, supervision, and guidance to unlicensed direct care staff who perform delegated health services. This support helps participants maintain their health and continue participating in daily and community activities.

ASSISTIVE TECHNOLOGY AND SERVICES

Assistive technology and Services are present to make daily life easier for individuals with disabilities. Services can enhance an individual's ability to live an independent and meaningful life in their home and community. Some examples include speech and



communication devices, visual or hearing support, devices for computer and telephone use, computer applications, alarm systems, adaptive toys, and specialized equipment.

ENVIRONMENTAL ASSESSMENT

An Environmental Assessment is an on-site evaluation of an individual's assessed need in their home or home they are moving to, and the identification of resources to meet those needs. This assessment must be completed by an Occupational Therapist (OT) licensed in the State of Maryland. The Arc will help with the assessment process by arranging for an OT to conduct the evaluation. We will also support connecting the recommendations from the home's environmental assessment to vendors or contractors to address any identified needs.

ENVIRONMENTAL MODIFICATION

Environmental modifications are physical modifications to the individual's home based on an assessment designed to support the individual's efforts to function with greater independence and with an increased health and safety environment. The Arc will assist in the assessment and implementation of environmental modifications. Installation of the modification may be outsourced to a licensed contractor. Examples of modifications include grab bars; ramps and railings; installation of lifts and stair glides; generator to support medical and health devices that require electricity. Training on the use of the modification will be initially completed by contractor or Arc staff.

REMOTE SUPPORT SERVICES

Remote Support Services supports independence within an individual's home. This service can reduce the amount of support staff needed in person. It includes off-site system monitoring staff, stand-by supports to notify police, fire and backup support staff as needed. This service is based on your assessed need and the technology that may work best for you. It also includes:

- System and device installation.
- Repair, maintenance, and a backup system.
- Training and technical assistance for you and your support team.

POLICIES AND PROCEDURES

ABSENCES

All DDA-funded individuals served by The Arc Southern Chesapeake will be required to meet the attendance standards set by DDA. When absent for more than three days from a day service, a return-to-work form is required. Individuals in our day programs receive no funding for absent days.

ABUSE/NEGLECT

The laws of the state of Maryland require all staff of The Arc Southern Chesapeake to report suspected cases of abuse/neglect to law enforcement and/or local social services agencies. Every effort will be made to maintain confidentiality. The Arc Southern Chesapeake's staff will cooperate fully with any investigation and will continue to monitor the individual's condition when he/she attends agency programs. Family members and advocates who wish to report suspected cases of abuse/neglect on their own may contact:

The Arc Southern Chesapeake's Chief Executive Officer

Phone: 410.535.2413, ext. 8900

Website: www.arcsoch.org/contact-us

Local Law Enforcement & Adult Protective Services Agencies

County	Sheriff's Office	Adult Protective Services
Calvert	410.535.2800	443.550.6900
Charles	301.932.2222	301.392.6724
St. Mary's	301.475.8008	240.895.7000
Anne Arundel	410.222.1571	410.269.4500

DDA Southern Maryland Regional Office (Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties)

Phone: 301.362.5100

Toll Free: 1.888.207.2479

TDD: 301.362.5131

DDA Central Maryland Regional Office (Anne Arundel County)

Phone: 410.234.8200

Toll Free: 877.874.2494

Maryland Relay: 800.735.2258

ADMISSIONS

The Arc Southern Chesapeake has an admissions committee for its available services. The Admissions team can provide information regarding the documents required for eligibility/services, the availability of services, and schedule "meet and greet" meetings. The Arc Southern Chesapeake will not discriminate in its admissions process.



For more information contact The Arc Southern Chesapeake's Admissions Team via our website or admissionsinfo@arcsoch.org

ADVOCACY

The Arc Southern Chesapeake is a civil rights organization which supports the advocacy efforts of The Arc Maryland on the state level and The Arc of the United States on the national level. The Arc Southern Chesapeake also supports local People on the Go self-advocacy groups. We actively advocate on behalf of individuals with disabilities to promote inclusion and equal opportunities.

AFFIRMATIVE ACTION POLICY

It is the policy of The Arc Southern Chesapeake to provide services to all individuals with disabilities without regard to race, religion, gender, national origin, marital status, or sexual orientation.

ANNUAL FEE

The Arc Southern Chesapeake does not charge an annual participation fee. There are fees, however, associated with the Residential Programming including room and board, various entertainment, and other miscellaneous costs. These costs may be covered by individualized funding sources/benefits.

BASIC HUMAN RIGHTS

The Arc Southern Chesapeake has established the following practices to ensure and protect the rights of individuals they serve:

- Adult individuals will participate in their own PCP and will approve the plans when appropriate.
- Information from an individual's file will be released only with written consent from the appropriate individual or his/her legal guardian.
- Inquiries for research will be reviewed by The Arc Southern Chesapeake's Executive Committee with final approval given by the CEO. Research will begin only after receipt of written consent from all appropriate individuals. Time limits will need to be discussed prior to implementation.

Basic rights include, but are not limited to:

- The right to be treated with courtesy, respect, and recognition of dignity and individuality.
- The right for an individual to receive individualized choices and to exercise their rights.
- The right to receive services and treatment in the least restrictive environment that is available, adequate, appropriate, and in compliance with relevant laws and regulations.
- The right to participate in program planning, decision-making, and implementation.
- The right to accept, and to refuse, services and treatment as long as refusal would NOT jeopardize the individual's health and safety. Nursing and medical professionals

may override an individual's refusal based on their professional assessment of the risk.

- The right to make complaints and receive a timely, appropriate response.
- The right to be free from mental and physical abuse.
- The right to be free from chemical restraints, except for minimal restraints which are authorized by a physician, in writing, for a clearly indicated medical need and which are made a permanent part of the Person-Centered Plan (PCP).
- The right to be free from physical restraints, except for minimal restraints which are authorized in writing, and made a permanent part of the PCP by a physician or qualified professional, and which are clearly indicated for the individual's protection.
- The right to privacy.
- The right to worship.
- The right to the management and accounting of any personal funds that are held or otherwise administered by The Arc Southern Chesapeake so that they are used in an appropriate manner consistent with the individual's needs, supports, and preferences.
- The right to adequate protection for the individual's personal property and finances.

These rights will be reviewed with the individual at every annual PCP meeting. "My Rights," a document for an individual served to learn about his or her rights, is located at the back of this manual.

BUSINESS OPERATIONS DEPARTMENT POLICIES AND PROCEDURES

The Arc Southern Chesapeake's financial systems are governed under generally accepted accounting principles. The Arc Southern Chesapeake operates on a fiscal year, from July through June, and each year's financial statements are audited by a certified public accounting firm. The annual submission of the Internal Revenue Service form 990 is available for review. Financial statements are included in The Arc's Annual Report

The Arc Southern Chesapeake assists and provides resources for individuals and families to understand their social security benefits, healthcare benefits, and other financial needs.

CHALLENGING BEHAVIORS AND BEHAVIOR PLAN

The Arc Southern Chesapeake recognizes that individuals served by the agency may exhibit challenging behaviors. The agency has adopted policies and procedures regarding the development and implementation of behavioral support plans and/or strategies utilizing Behavioral Support Services (BSS).

When an individual's behavior becomes so severe, or if he or she commits a serious criminal offense, it will be The Arc Southern Chesapeake's procedure to:

- Bring these cases to the attention of the BSS Director and/or Chief Executive Officer of The Arc Southern Chesapeake.

- Remove the individual from the program until professional evaluations or assistance are obtained and the individual's Interdisciplinary Team convenes.
- Seek and obtain additional funding to provide support services as recommended by professionals.
- Develop a long-range plan that may include referral and placement of the individual in a more appropriate program.

CONFIDENTIALITY POLICY

Information declared confidential by the Right to Privacy Act and Health Insurance Portability and Accountability Act (HIPAA) will be protected under The Arc Southern Chesapeake's Policies and Procedures.

An individual who is of legal age (age 18 or older), or a legal guardian of the individual, has the right to submit information to the Director of their program or to his/her designee to correct and/or add information in the individual's file. If the guardian or individual feels the information in the file is inaccurate or biased, he/she has the right to specify, in writing, the disputed information and the reasons for the claim. This written statement must be inserted in the individual's file. If there is information which the parent/guardian or individual wants to have removed from the file, he/she should follow the procedure outlined under the Consumer Grievance/Program Review Policy.

Without a written consent form, no one will be allowed to examine any document containing information supplied by the individual, in confidence. Examples may include but are not limited to a physician, professional counselor, social worker, or documentation supplied by a third party.

Personal information that includes, but is not limited to, medical, prescription, psychological, dental, goals, home address, telephone number is also considered protected information under HIPAA. This may be shared with other people and agencies who are responsible for the direct care treatment.

Distribution of any protected information must be documented and maintained within the individual's formal record for review by their interdisciplinary team. This documentation must include:

- The date information was shared.
- To whom the information was given.
- How the information was sent.
- What information was sent.
- Name and title of individual sending information.

CONFLICT OF INTEREST

No member of the Board of Directors, employee, or constituent of The Arc Southern Chesapeake shall have any interest directly or indirectly in contracts or purchases of properties, materials, or services to be acquired by The Arc Southern Chesapeake. These

parties cannot use their position for personal benefit or for the benefit of family members. If these parties feel that they may have a potential conflict they should communicate that information to the Chief Executive Officer.

DISASTER AND EMERGENCY EVACUATION PLAN

The Arc Southern Chesapeake has developed a disaster and emergency evacuation plan for each site. Disaster and emergency evacuation drills are held on at least a monthly basis. Detailed evacuation plans are widely visible at each site. In addition, The Arc Southern Chesapeake has coordinated disaster and emergency procedures with federal, state, and local government entities.

EMPLOYEE TRAINING

All candidates for employment must pass background checks and cannot work at The Arc Southern Chesapeake until they have done so. Employees working with individuals at The Arc Southern Chesapeake must complete specific training classes required by DDA. Employees are given hands-on training on a continuing basis, according to COMAR regulations, so they can better serve individuals supported to meet their goals.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

It is the policy of The Arc Southern Chesapeake to provide equal employment opportunities to all individuals. Employment decisions are based on merit, qualifications, and abilities. An individual served by The Arc Southern Chesapeake who is interested in employment within the agency should consult with their Coordinator of Community Services and then submit an application. The Arc Southern Chesapeake will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship.

GRIEVANCE/PROGRAM REVIEW

Each individual has the right to file a grievance or request a program review to recommend changes, or raise issues of concern, without fear of reprisal, restraint, interference, coercion, or discrimination. To do so, the individual or his/her parent/guardian/advocate may contact:

- The Manager of the individual's program.
- The Assistant Director of the individual's program.
- The Director of the individual's program.
- The Quality Enhancement Specialist.
- The Human Resources Director.
- The appropriate funding source administrator or designee.
- The Chief Executive Officer.
- Appropriate outside sources.

The individual can contact any employee of The Arc Southern Chesapeake to assist them with filing a grievance. The individual can make their grievance known verbally, in writing, or



with the assistance of an advocate. Once the grievance process has been initiated, the program director has ten (10) days to respond.

HEALTHCARE

ILLNESS/ER VISITS/HOSPITALIZATIONS/DEATHS

The Arc Southern Chesapeake is committed to reducing health and safety risk. In the event of certain illnesses seriously impacting both the individual's health and that of others, the following guidelines will be used to determine when an individual should not attend any day programming.

Individuals that exhibit signs and/or symptoms of a potentially communicable disease should not attend The Arc Southern Chesapeake, or other provider day programs or worksites, until their illness has been adequately treated or resolved for at least 24 hours and a return-to-work form has been completed.

These symptoms include, but are not limited to:

- A temperature of 100.5 F or greater.
- Flu-like symptoms such as nausea, sore throat, body aches, and chills.
- Upper respiratory infection as exhibited by coughing or fever.
- Conjunctivitis (pink eye).

Individuals arriving at their day programs or worksite with any of the above symptoms will be evaluated by the nursing staff, and a determination will be made regarding potential infection of others. The emergency point of contact will be notified immediately so they can promptly make arrangements to pick up the individual and return them home or seek medical treatment.

If the individual is taken to the emergency room (ER), or is admitted to a hospital, it is the responsibility of that individual, their family member, or their guardian to inform The Arc Southern Chesapeake's program manager of the reason for the ER or hospital visit. The individual will not be allowed to return to their day program or worksite without medical clearance from the treating physician and a return-to-work form.

If an individual served in any program is pronounced deceased, the family and/or guardian shall inform The Arc Southern Chesapeake's program manager within 24 hours.

INFECTIOUS DISEASES

The Arc Southern Chesapeake will follow all federal, state, and local required health and safety procedures. Infectious disease control and standard precautions will be implemented at all times. When evidence of an infectious disease arises and is found to be in common with at least two people, the Quality Enhancement Specialist will report to the Calvert, Charles, and St. Mary's County Health Departments. Family members/advocates will be notified of any action that is to be taken. If an infectious disease is reported or



suspected in the residence of an individual, it is requested that The Arc Southern Chesapeake be notified at once.

MEDICAL AND DENTAL EXAMINATIONS

Individuals receiving services must have a baseline medical examination upon admission and maintain current medical and dental examinations, as needed. It will be the responsibility of the individual, guardian, or caregiver to keep The Arc Southern Chesapeake informed of any changes in an individual's health or medical status.

Arc does offer a dental fund for payment assistance. Individuals who do not have another means of payment may apply for assistance through the dental fund. Support Staff or manager should contact director of development to begin process.

MEDICATION ADMINISTRATION

All prescription and non-prescription medications that are administered by certified staff to individuals served will be kept in a locked storage area and in a pharmacy labeled container with the individual's name, name of medication, and dosage. Medications cannot be transported by individuals served when administered by The Arc Southern Chesapeake staff. Before any medication can be dispensed by The Arc Southern Chesapeake's staff, a physician's order will be required, stating the name of the medication, the dosage, the time it is to be dispensed, and the way the medication is to be administered. Staff will receive training approved by DDA and MBON before administering medications. Program services for the individual will be suspended until all information and medications are received by The Arc Southern Chesapeake in accordance with MBON regulations. It will be the responsibility of the individual, caregiver, guardian, or residential staff to keep The Arc Southern Chesapeake's delegating nurse informed of any medication changes.

NURSING SERVICE

The Arc Southern Chesapeake has a lead registered nurse who supervises a staff of delegating RNs. The RNs implement the following nursing delegation services:

1. The RNs may delegate the responsibility to perform a nursing task to a Certified Med Tech (CMT) or a Certified Nursing Assistant (CNA). The delegating nurse retains the accountability for the nursing task.
2. A nursing task delegated by the nurses shall be:
 - a. Within the area of responsibility of the RN delegating the act.
 - b. Such that, in the judgment of the RN, it can be properly and safely performed by the CMT or CNA without jeopardizing an individual's welfare.
 - c. A task that a reasonable and prudent RN would find is within the scope of sound nursing judgment.
3. A nursing task delegated by the RN may not require the CMT or CNA to exercise nursing judgment or intervention except in an emergency situation.
4. When delegating a nursing task to an CMT or CNA, the RN shall:
 - a. Assess the patient's nursing care needs before delegating the task.

- b. Either instruct the CMT or CNA in the delegated task or verify their competency to perform the nursing task.
 - c. Supervise the performance of the delegated nursing task in accordance with specified regulations.
 - d. Be accountable and responsible for the delegated task.
 - e. Evaluate the performance of the delegated nursing task.
 - f. Be responsible for assuring accurate documentation of outcomes on the nursing record.
5. The RN shall be the primary decision-maker when delegating a nursing task to a CMT or CNA. Nursing judgment shall be exercised within the context of the employing facility's model of nursing practice which includes a mechanism for:
 - g. Identifying those staff to whom nursing tasks may be delegated.
 - h. Re-evaluation of the competency of those to whom nursing tasks may be delegated.
 - i. Recognizing that the final decision regarding delegation is within the scope of the RN's professional judgment.
 - j. Determining the competency of the RN to delegate.
 - k. Determining to whom nursing tasks may be delegated, which includes input by RNs employed in the facility.
6. The RN shall assume the role of case manager in delegating nursing tasks, including the administration of medications, only in accordance with specific regulations in situations where the RN has thoroughly assessed and documented that:
 - a. The individual's health care needs are chronic, stable, uncomplicated, routine, and predictable.
 - b. The environment is conducive to the delegation of nursing task.
 - c. The individual is unable to perform his or her own care.

HOLIDAY CALENDAR

Each year, The Arc Southern Chesapeake offices and day programs will observe the following holidays in alignment with federal government observations:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Juneteenth Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

HOUSEHOLD AND DAY PROGRAM RESPONSIBILITIES AND DUTIES

An individual receiving services from The Arc Southern Chesapeake cannot be made to perform the duties of a paid employee. That individual can only perform the duties and tasks that are shared by other household occupants or day program participants, that are included as an activity documented in the PCP or required as part of the individual's employment training program as regulated by federal, state, and local laws or regulations.

HUMAN SEXUALITY

If an individual and/or their family are interested in information regarding human sexuality, requests for resources can be made at a PCP meeting.

INCLEMENT WEATHER POLICY

Snow or other extreme weather may result in early closings, late openings, or program cancellations. At these times, The Arc Southern Chesapeake may be officially closed. However, The Arc Southern Chesapeake provides many essential services, including direct support, which cannot be suspended. While essential services will be continued, sometimes it may be considered prudent by the Chief Executive Officer or his/her designee to suspend less sensitive elements of the operations.

Information regarding inclement weather decisions will be issued by the Director of Development or her/his designee via the following radio and television stations WSMD 98.3 FM; WKIK 102.9 FM; WMDM 97.7; WRC TV-NBC, Channel 4; and WTTG TV-FOX, Channel 5. Information will also be disseminated via The Arc Southern Chesapeake's website and social media.

Virtual learning for the snow days

When we are on a 2-hour delay, we will continue with virtual services as scheduled, some early morning programs may be cancelled. When the agency is shut down due to inclement weather, we will continue to have virtual programming depending on if the staff are still able to conduct the sessions, since during closures schools are closed as well. Attendance will be taken during that time by who is leading the class.

MEALS

The Arc Southern Chesapeake provides all meals in its residential program. Day program does not offer meals; the individual should arrange for his/her own meal to be brought daily.

MEDIA AND PUBLIC RELATIONS

The Director of Development and his/her designee are responsible for crafting all agency publicity and promotional materials and marketing. He/she is responsible for creating positive relationships and interacting with external media outlets. All individuals supported must complete a photo release form with the admissions liaison indicating whether or not The Arc Southern Chesapeake has permission to use their name, photograph, and general

information for the purpose of internal and external publications. These photo release forms are completed once by the individual being served or their guardian and are honored until the individual and/or guardian submits in writing that they wish to retract the use of their photo/information. Publications and/or marketing material created during the time that was honored by the photo release may still be utilized The Arc Southern Chesapeake even after the individual has retracted submitted a request to retract it. However, once receiving the request the agency will no longer create new marketing material containing that individual. These publications include, but are not limited to, The Arc Southern Chesapeake's website, social media outlets, and other external publications.

PERSON-CENTERED PLAN (PCP)

It is required by DDA that a Person-Centered Plan (PCP) is developed for each individual receiving services. Interdisciplinary Team members are encouraged to participate in the process as appropriate to the needs and wishes of the individual. The PCP is updated annually or as needed. The individual being supported must participate in their PCP meetings. The PCP shall identify each individual's health and safety needs and ensure that they are met. The PCP shall promote personal choices and exercise individual rights. The PCP will be outcome oriented with measurable goals and target dates for completion. The PCP is a written plan which includes:

- Strengths and needs of the individual.
- Preferences and desires identified by the individual.
- Services to be provided to the individual including, but not limited to, training, behavior management and nursing.
- Specific training and staff ratios are based on the needs, funding sources, preferences, and desires of the individual.
- Social histories which must be reviewed and updated annually.
- Monitoring procedures.
- Documentation indicating the approval of all proponents who have been involved in, informed of, and agree with the PCP.

PROGRAM CHANGES

As an individual's personal needs change, decisions to move within any of our programs are based upon three things – the interest of the individual, the decisions of the individual's Interdisciplinary Team, and the availability of the program or job that interests the individual. If a program change is requested, The Arc Southern Chesapeake's funding sources will be notified for approval. Once approved, the individual's Interdisciplinary Team will review and implement the new PCP.

It may not always be possible to meet the changes in an individual's program or personal needs. Examples of limitations are, but not limited to:

- Changes in medical needs.
- Behavioral issues when an individual becomes a danger to themselves or others.
- Illegal activity as described by state law.

- Program changes that result in making the program more restrictive for other individuals receiving services.
- Program changes that require unfunded supports.

When program modifications cannot be made, the Program Director will notify the following:

- Individual, caregiver and/or advocate.
- Funding agency.
- The Human Rights Advisory Committee.
- The Admissions/Review/Discharge Committee.
- Interdisciplinary Team members.
- The Arc Southern Chesapeake's Chief Executive Officer.

Every effort will be made to arrange for a change in the individual's placement with The Arc Southern Chesapeake. If this is not possible, The Arc Southern Chesapeake will work with the funding agency and the individual's team to locate an agency that is able to provide an appropriate program.

RESIDENTIAL FEES

The Arc Southern Chesapeake is required by the state to charge room and board for everyone who resides in a home owned and/or operated by The Arc Southern Chesapeake. Some residents will have to pay a cost of care fee which is determined by their Medicaid eligibility. This decision is made by the state's Eligibility Determination Division. Each individual's income will be evaluated to determine the fee to be assessed. This assessment is based on a formula calculated by the Maryland Department of Health or the Maryland State Department of Human Resources (DHR).

STANDING /CQI STEERING COMMITTEE

The Standing/CQI Steering Committee is guided by five basic principles:

- Focus on mission and on customers.
- Take action to find the improvement opportunity and to achieve outcomes.
- Build constant improvement into processes and systems by decreasing variation and complexity, eliminating barriers, and increasing consistency.
- Develop shared power and teamwork throughout the organization.
- Use data we value for decision-making.

The Standing/Continuous Quality Improvement (CQI) Steering Committee oversees the following committees:

- Human Rights Advisory Committee (HRAC) - reviews behavior support plans and incident reports of individuals served.
- Safety Committee – reviews safety practices, develops emergency response plans and incidents that trigger worker's compensation reports, reviews fire drills and trend of incidents involving staff.

- Program Review Committee – reviews specific goals of individuals served to ensure that agency practices support those goals.

SURROGATE DECISION MAKING

The Arc Southern Chesapeake will follow the State of Maryland’s surrogate decision making guidelines when a family member or power of attorney is unavailable or unwilling to make decisions concerning the health care of an individual served by The Arc Southern Chesapeake. The following individuals, as specified in order of priority, may be consulted to make a decision if all individuals, in the order of the individual’s preference, are not available:

- A guardian for the individual if one has been appointed.
- Individual’s spouse.
- Individual’s adult child.
- Parent of the individual.
- Adult sibling of the individual.
- Friend or other relative of the individual who has been identified and must present an affidavit to the attending physician.

The Arc Southern Chesapeake will collaborate with each individual served at all times to ensure appropriate and competent medical care.

Visitors Policy

Individuals receiving services from The Arc Southern Chesapeake are allowed to associate, communicate, and meet privately with individuals of his/her own choosing, to include program facility visitations as appropriate and with reasonable hours by family, friends, and others. The Arc of Southern Chesapeake staff will make their best efforts to ensure suitable private areas for all individuals to receive visitors in both group home and meaningful day locations.

- Each individual shall be allowed to refuse visitors he/she does not desire to see. Arc staff will promote and respect the individuals choice.
- Visitations may be formally restricted on a time-limited basis, by the individual’s interdisciplinary team, in the event such visitations infringe on the rights of other people or are detrimental to the welfare and well-being of the individual.
- In the group homes and ALU’s, individuals can utilize their bedrooms for visitors without staff presence.
- Visits to Arc homes, which are to involve the visitors having a meal with individuals or spending the night are acceptable with the approval of the other individuals living in the home. The assigned house manager shall be informed of any such visits prior to their occurrence.
- All guests will display respect for all consumers and staff at all times at all Arc locations or will be asked to leave immediately.



- The individual who invites the guest will assume responsibility for his/her guest's actions, including any costs incurred during their visit. This may include but is not limited to destruction of property, phone calls, purchases, etc.

TRANSPORTATION POLICIES

The Arc Southern Chesapeake provides curb-to-curb transportation services. An agency vehicle will go to the address of each eligible individual within the service area of the program, but the driver cannot leave the vehicle to go to the door of the home. The family or group home is responsible for assisting the individual from their home to the vehicle in the morning and from the vehicle to the home in the afternoon. The driver is not responsible for assisting passengers who need help to get in/out of the vehicle. In most cases, there is no bus aid on the vehicle with the driver.

The policies below apply only to those who are transported directly by The Arc Southern Chesapeake. Those who are transported by public transportation are subject to county policies and procedures.

ADDITIONAL EQUIPMENT

The Day Program manager must approve transporting any extra equipment. At least one business days' notice is required to arrange for the transportation of such equipment. Additional equipment will be transported only when there is sufficient space available.

CHANGE OF ADDRESS NOTIFICATION POLICY

Address changes must be communicated as soon as possible. The manager requires a minimum of three business days for a change of address except in case of emergency moves.

DAY PROGRAM NO-SHOWS IN THE MORNINGS

Transportation is an expensive and underfunded service; it is important not to waste limited resources on unnecessary trips. Individuals served and/or their family/advocates are expected to notify the **manager or van driver** in advance when a bus trip is not needed.

If an individual misses his/her bus and is brought into the day program by a family member/advocate, the manager must be informed that the individual is at the program. Otherwise, the driver will not know to look for the individual at the end of the day and the individual may be left behind. The agency requests that family/advocates communicate directly with the manager. Family/advocates should not ask program staff to relay this information to the manager.

INDIVIDUALS CANNOT GET INTO THE HOME

Drivers are instructed to wait at each home in the evening until the individual is observed entering his/her home or is met by a family member or group home staff. If the individual is unable to get into his/her home because no one is there, or for some other reason, the driver must notify their manager of the problem and wait with the individual. The manager will attempt to contact a family member or the group home provider to resolve the problem. If no one can be reached, or if no one can reach the home within 15 minutes, the driver will complete the route and bring the individual to their Licensed Day Program site. The

individual's family or residential staff will be responsible for picking him/her up at that location. If an individual is chronically unable to be dropped off at his/her home, steps will be taken to resolve this situation and will be determined on an individual basis.

POTENTIALLY ILL PASSENGERS

Drivers are instructed not to accept any passenger for transport if that passenger is ill (see Illness/ER/Hospitalization section for symptoms of illness). Vehicles are enclosed with crowded environments and some of our passengers are extremely vulnerable to illness.

SMOKING AND EATING ON VEHICLES

For safety reasons, passengers, drivers, and bus aides may not smoke or eat on the vehicles during a bus route. Smoking is not permitted in the vehicles at any time.

PHONE USAGE ON VEHICLES

Under no circumstances should any agency or personal phone be utilized by vehicle operators while vehicles are in motion or on the roadway. If families/advocates or program directors must reach a driver, please leave a message. The drivers' instructions are to safely park the vehicle off the roadway to retrieve messages and return emergency calls.

STORING EQUIPMENT AND OBJECTS

Any object that the van driver feels could cause an injury must be given to the driver for secure storage until the vehicle reaches the program or the home. Bringing items to the program is discouraged since the item(s) could be disruptive to structured activities.

THREE MINUTE WAITING PERIOD

In the morning, drivers are instructed to wait at each house for up to three minutes. If the bus arrives at a stop early, the driver will wait at that stop until the scheduled pick-up time if the individual is not ready to go early.

If there is no contact with the individual or caregiver after the bus waited three minutes, the driver will contact their manager for instructions. The driver will attempt to contact the individual or caregiver by telephone. The driver will not leave without the individual until instructed by their manager. When the manager is unable to contact an individual or his/her caregiver, the manager will communicate the individual's absence to the appropriate administrative staff.



THANK YOU

Thank you for taking the time to review our Resource Guide. We hope that we have been able to provide the information you were looking for and have helped answer some of your questions as you navigate available supports and services.

We understand that every individual and family has unique needs, and the process of finding the right resources and services can sometimes feel overwhelming. Please remember that you are not alone and our team is here to help. If you have additional questions or would like to learn more about our programs and services, please do not hesitate to reach out to admissionsinfo@arcsoch.org. Thank you again for allowing us to be a part of your journey. We look forward to the opportunity to support you and your family.

OUR OFFICES

Administrative Office

Calvert County

355 West Dares Beach Rd
PO Box 1860
Prince Frederick, MD 20678
Phone: 410.535.2413
Fax: 410.535.4124

Charles County Office

103 Paul Mellon Court
Waldorf, MD 20602
Phone: 301.932.7809
Fax: 301.932.7831

Annapolis Office

172 West Street
Annapolis, MD 21401
Phone: (443) 771-8918
Fax:

St. Mary's Office

47335 Thomas Rowe Lane
Lexington Park, MD 20653
Phone: 410.535.2413
Fax: 301.475.0122

My Rights A Guide For Individuals Served

Purpose:

The purpose of this document is to establish, protect, and promote the fundamental rights of all individuals receiving services from The Arc Southern Chesapeake. Having a developmental disability does not mean you have fewer rights than anyone else. The Arc Southern Chesapeake is committed to helping you understand your rights, make your own choices, live the life you want, and be treated with dignity and respect. This guide explains some of your most important rights and how we will support you in exercising them.

You Have the Right to Be Respected

You have the right to:

- Be treated with courtesy, kindness, and respect.
 - Have your opinions, preferences, and choices taken seriously.
 - Be treated as a person with your own strengths, interests, beliefs, and goals.
 - Be free from abuse, neglect, mistreatment, exploitation, intimidation, and unnecessary punishment.
 - Receive support in a way that protects your dignity.
-

You Have the Right to Make Choices

You have the right to make choices about your own life. For example, you can choose:

- Where you live and who you live with.
- Your services and who provides them.
- Your daily schedule, activities, and how you enjoy your leisure time.
- Your relationships and who you spend time with.
- Your personal appearance and belongings.
- Your goals, employment, and education.
- Who you want to help or advocate for you.

You have the right to express your opinions, even when your opinion is different from someone else's. Staff should help you understand your choices rather than making unnecessary decisions for you.

Your Person-Centered Plan Is About You

Your Person-Centered Plan (PCP) is your plan. You have the right to be involved in creating and reviewing your PCP.

- You have the right to participate in developing, reviewing, and changing your PCP.
 - You have the right to be informed about available services and to participate in decisions about where and how you receive services.
 - You can ask for changes to your PCP or services when you need or want to.
 - If you have a legal guardian, they may make decisions within their legal authority, but you should still be involved and heard as much as possible.
-

You Have the Right to Privacy

You have the right to privacy in your:

- Personal Care
- Health Care
- Communications
- Relationships
- Personal Space
- Personal Belongings
- Financial Information
- Personal/Health Records

Your personal information should be kept confidential and shared only when permitted or required by law.

Your Home Should Feel Like Your Home

If you live in an Arc residential home, you have rights in your home. You should be able to:

- Make your bedroom feel like your own to include decorating it.
 - Have access to your personal belongings.
 - Use all the common areas of your home.
 - Have access to food of your choosing and choose when you'd like to eat.
 - Develop a schedule that works for you.
 - Have visitors and spend private time with family and friends.
 - Have private conversations by phone or electronic device.
 - Have personal space and privacy.
 - Have a lockable bedroom and bathroom door when applicable.
 - Access your home through appropriate keys, codes, or cards when applicable.
-

You Have the Right to Your Money and Belongings

Your money and personal belongings belong to you. You have the right to:

- Know what money belongs to you and have access to it.
 - Make decisions about your money to the greatest extent possible.
 - Receive information about your financial resources.
 - Have your money protected and receive an accounting of your funds.
 - Have access to your personal belongings.
 - Have your belongings treated with respect.
-

You Have the Right to Make Decisions About Your Health Care

You have the right to participate in decisions about your health care.

- You should receive information about your health care in a way you can understand.
 - When legally permitted, you have the right to accept or refuse treatment, including medication.
 - You have the right to participate in choosing your health care professionals.
-

You Have the Right to Relationships and to Be a Part of Your Community

Relationships and community participation are an important part of everyone's life. You have the right to have relationships and participate in your community without discrimination. You can:

- Maintain and develop relationships with people you choose.
- Communicate privately with people who are important to you.
- Have opportunities for appropriate intimacy and personal relationships.
- Go places you enjoy and complete activities in your community that you choose.
- Vote and participate in other civic duties.

You Have the Right to Learn and Become More Independent

You have the right to learn new things, develop skills, reach your goals and become more independent. This may include learning about:

- Cooking
- Cleaning
- Money
- Health and Wellness
- Employment
- Communication
- Relationships
- Community Activities
- Transportation
- Personal Care
- Technology
- Making Decisions

Staff should provide the amount of help you need while encouraging you to do as much as you can for yourself.

You Have the Right to Religious and Cultural Freedom

You have the right to practice your religion and express your cultural beliefs. You have the right to:

- Worship as you choose, practice your religion, and participate in religious activities.
- Observe cultural traditions and make choices about your cultural expression.
- Have your beliefs respected.

You Have the Right to Work

If you work, you have employment rights.

- You have the right to fair treatment and to be compensated as required by law.
- You should not be required to perform the duties of paid staff.
- Employment and training activities must comply with applicable laws and requirements.
- You have the right to receive information about your employment rights and to receive appropriate employment supports.

You Have the Right to Be Free From Unnecessary Restrictions and Restraints

You have the right to live your life without unnecessary restrictions.

- Restrictions should only be used when legally permitted and when necessary to address an identified need.
- When a restriction is considered, the team should first look at less restrictive ways to address the concern.
- The goal should always be to help you regain as much freedom and independence as possible.
- Restrictions must be reviewed by the Human Rights Advisory Committee.

You Have the Right to Speak Up

If you are unhappy with something, you have the right to say so. You can:

- Ask for a change or express concerns about your services or your PCP.
- You can say that you do not want to participate in an activity or receive a service.
- Tell someone that you disagree with a decision or say “No.”
- Ask for help from an advocate, family, guardian, staff, or Resource Coordinator.
- File a complaint or grievance using the process outlined below



By signing below, I or my guardian acknowledge that I received and had the opportunity to review this document. I understand that I may request another copy or ask for help understanding it at any time.

Individual Name: _____ Date of Review: _____

Individual/Guardian Signature: _____

MY RIGHTS

At The Arc Southern Chesapeake

Everyone has rights.

At The Arc Southern Chesapeake, we believe every person deserves respect, dignity, choice, and the opportunity to be an active part of their community. This guide explains your rights while receiving services from us.

MY VOICE MATTERS



- ✓ I make choices about my life.
- ✓ I can choose services.
- ✓ I help create my Person-Centered Plan.
- ✓ I can ask questions.
- ✓ My ideas are important.
- ✓ I can vote.

I BELONG IN MY COMMUNITY



- ✓ I can work.
- ✓ I can volunteer.
- ✓ I can have relationships.
- ✓ I can enjoy community activities.

I HAVE THE RIGHT TO WORK



- ✓ I choose where I work.
- ✓ I earn fair pay.
- ✓ I learn new skills.
- ✓ I am treated fairly.
- ✓ I have access to my money.

MY PRIVACY MATTERS



- ✓ My room is private.
- ✓ My mail is private.
- ✓ My phone is private.
- ✓ My staff knock before entering.
- ✓ My belongings belong to me.



I HAVE THE RIGHT TO BE SAFE



- ✓ I have the right to religious and cultural beliefs.
- ✓ I have the right to feel safe.
- ✓ I deserve respect.
- ✓ I have the right to medical care.
- ✓ I have the right to be free from abuse and neglect.

IF I HAVE A CONCERN

- 1 Talk to Staff
- ↓
- 2 Program Manager
- ↓
- 3 Assistant Program Director
- ↓
- 4 Program Director
- ↓
- 5 Quality Enhancement Director
- ↓
- 6 Human Rights Advisory Committee
- ↓
- 7 Human Resources Director
- ↓
- 8 Chief Executive Officer



You will never get in trouble for asking questions or sharing a concern. If you need help speaking up, someone will help you.

KEEPING ME SAFE

If something happens that could affect my health or safety, the Arc Southern Chesapeake will:

- ✓ Make sure I am safe.
- ✓ Keep my personal information private.
- ✓ Find out what happened.
- ✓ Work to prevent it from happening again.



OUR PROMISE TO YOU

- ✓ We Listen.
- ✓ We respect you.
- ✓ We protect your privacy.
- ✓ We support your choices.
- ✓ We help you reach your goals.
- ✓ We celebrate your successes.

Date of review: _____ Individual name (print): _____

Individual Signature: _____ Guardian Signature (if applicable): _____

Arc Staff Signature: _____



Connect with us
arcsoch.org

