

Life Has No Boundaries Co.



Participants Handbook

July 2023

NOTICE

The content of this handbook is not all-inclusive nor is it a promise or contract between Life Has No Boundaries Co. and its participants. These guidelines are intended to help you understand Life Has No Boundaries Co. At any time, Life Has No Boundaries Co. reserves the right to modify, change suspend or cancel all or any part of the policies, procedures and programs contained in this handbook. Life Has No Boundaries Co. will, at its discretion, make changes and develop new or revised policies and procedures from time to time. When possible and appropriate, Life Has No Boundaries Co. will seek input from staff and program participants. When Life Has No Boundaries develops or modifies new policies, procedures, and programs, it will notify you as soon as possible. Differences that result from such changes will take precedence over the contents of this handbook.

Life Has No Boundaries Co. (hereafter referred to as "LHNB").

Alyssa Montgomery, Executive Director

Alyssa Montgomery, M.S. Ed.
Owner and Executive Director
Cell: 765-586-5827

Ms. Montgomery, "Owner" and "Executive Director" of LHNB has worked in the "Special Education" field for over seventeen years to include:

1. Teaching a life skills community based, functional living classroom.
2. Vocational training.
3. Community Instruction during multiple Summer Programs.
4. Speech Aid/Pathologist
5. AAC (Augmented Alternative Communication) the consultant in a life skills classroom.
6. 2016 Golden Apple Recipient – Tippecanoe Country / Secondary Education

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Welcome to Life Has No Boundaries Co.

We are happy that you are interested in participating in LHNB. This handbook serves as a tool to answer questions. If you have any additional questions, please don't hesitate to ask.

What is Life Has No Boundaries Co.

LHNB is a day service program for those with intellectual disabilities!!

Several years ago, a parent and I had approached an Indiana State Representative to discuss the need for more social and life skills opportunities for those with intellectual disabilities, especially upon completing high school.

As a life skill, functional academics, community-based high school teacher, I realized that most of my students would exit school and often just sit at home. Which is a social stigma, that needs to change because those with intellectual disabilities must be integrated into the local community as well as being part of our society.

We realized that even though some with intellectual disabilities can read, write and verbally express themselves many cannot. Also, some offer a wide variety of skills, while others have limitations.

Therefore, my goal with LHNB is to offer options for parents and most of all for our participants. This life skills programs offers many opportunities of support and encouragement through positive activities and the participant's willingness to learn, which includes:

1. How to communicate effectively.
2. How to complete basic household activities.
3. How to contribute to the community.
4. How to develop a hobby or sport.
5. How to develop appropriate relationships and friendships.
6. How to engage socially with confidence.
7. How to know benefits of exercise.
8. How to manage personal hygiene.
9. How to manage simple financials.
10. How to meet expectations with employment.

11. How to plan and shop for healthy meals.
12. How to respond to news topics.
13. How to succeed when eating in public.
14. How to use public transport with safety.

Consequently, after two years of investigating a variety of life skills programs in Indiana I opened my own day program in Tippecanoe County on the Purdue University campus.

Alyssa’s “special education” program relies heavily on the collaboration of our local community. Alyssa reports to the LHNB Board of Directors and receives funding from the State and Federal Government in addition to generous donations. Further, LHNB services are accredited through CARF (Commission on Accreditation for Rehabilitation).

Subsequently, Alyssa Montgomery’s background and spirit have been captured in the foundation of LHNB.

Mission, Values & Principle Statement of Life Has No Boundaries Co.

Mission Statement of LHNB:

To enhance the quality of life of those participants with intellectual and developmental disabilities by having those participants learn, work, and contribute to their community while developing their independence and encouraging lifelong friendships.

Values of LHNB:

- | | | |
|----------------------|-------------------------|-------------------|
| • People First | • Independence | • Professionalism |
| • Acknowledgment | • Collaboration | • Independence |
| • Diversity | • Continuity | • Self-Wealth |
| • Community | • Self-Advocacy | • Acceptance |
| • Self-Determination | • Capabilities | • Innovation |
| • Public Interest | • Integrity | • Integrity |
| • Contribution | • Fostering Friendships | |

Principles of LHNB:

1. We believe that all participants deserve the opportunity to live a meaningful life.
2. We believe in the potential of every human being.
3. We believe in the value of community involvement and social support.
4. We believe in the importance of continued support for good mental, physical, and spiritual health.

5. We believe in promoting and supporting greater independence through creating an environment that enables and celebrates successes while also allowing opportunity for growth through teachable moments.

Support Offered by Life Has No Boundaries Co.

Day Services Program:

Life Has NO Boundaries (LHNB) Day Services Program located at Federated Church of West Lafayette, Indiana; offers four key components for the participants.

1. **Volunteerism:** Provides an opportunity to become active members by contributing to their community.
2. **Life Skills:** Offers education and training in life skills, which focuses on the participant's strengths. Life skills consists of hygiene, chores, cooking and daily living.
3. **Pre-Vocational and Job Skills training:** Through volunteer opportunities participants **can** learn and strengthen their work skills.
4. **Community Integration to identify and nurture the participant's opportunity to be involved in the community such as:**
 - Joining in local recreational and leisure activities.
 - Picnics at local parks.
 - Access to a variety of libraries.
 - Excursions to museums.
 - Experiencing treats at McCord Candies.
 - Participating in the wide variety of Purdue campus offerings.
 - Learning about community gardens.
 - Enjoying movies.
 - Playing at the parks.
 - Shopping at variety of stores (department and grocery).
 - Leisurely afternoon at a coffee shop.
 - Partaking in trips outside the classroom to enjoy beautiful Tippecanoe County; and much more!!!

Getting Started with Life Has No Boundaries Co.

LHNB will provide material about the program and give you an opportunity to visit if interested. During the visit, you will have an opportunity to ask questions. This will give you an opportunity to meet with the staff and discuss the day service program.

How do I get referred to LHNB services?

Participants are referred to our program through their interdisciplinary team (IDT) or through their own independent research. All services will be provided without exclusion or discrimination regarding disability, race, color, national origin, gender, sexual orientation, religion, or age.

How do I know if LHNB is the right program for me?

Only you can decide if this program can meet your needs. If this is something that does not work for you then you should meet with your case manager.

What is LHNB referral to admission process?

Once the applicant fills out the necessary paperwork a meeting with the director, Alyssa Montgomery will be scheduled.

What may be a barrier to me accessing supports through LHNB?

LHNB creates a safe environment for learning and participant growth.

A participant may be considered inappropriate for group participation for a variety of reasons. Some examples include:

1. Inability to function at 4:1 ratio in programming (i.e. need for additional supports).
2. Behavioral issues/history.
3. Lack of appropriate peer group.

If you are not considered a good fit for the program, you will be notified in writing by the director, Alyssa Montgomery.

How are services paid for?

Usually people who receive services at LHNB receive funding through state agencies such as The Bureau of Developmental Disabilities Services (BDDS).

This includes money from Medicaid Waivers (Family Support Waiver and Community Integration and Habilitation Waiver).

To receive these funds, you will be asked questions to see if your disability and financial situation make you eligible for services. If this is the case and you are eligible for services, the state can pay for those services.

If a participant is unable to attend three full days, 18 hours, then the remaining monies will need to be paid privately by the parent or guardian. Please see the attached Private Pay Contract. If there are any questions, please do not hesitate to ask for help. It will be the responsibility of Alyssa Montgomery, Executive Director, to fill out the Private Pay Contract.

A person may exit services for several reasons including (but not limited to):

1. You or your guardian may decide to leave services.
2. You may have gotten all you can get from service or your needs may have changed.
3. You may no longer have funding for services.
4. Your health may have changed so that it is not safe for you to be in services.
5. You are asked to leave services due to behavioral issues or the inability of LHNB support you within our program constraints.

Whenever possible, if/when you leave services, we will hold a meeting to discuss why you are leaving and to see if there is anything else, we can do to help.

How are LHNB staff chosen and trained?

LHNB works hard at choosing the best employee. We strive at hiring people who have a background in this field in addition a caring personality.

Some of our staff requirements are listed below:

1. Staff must pass a criminal background check and must be in compliance with industry standards.
2. Staff must meet the training requirements set by the state, all funding sources, CARF and LHNB. We train new staff after they are hired, and current employees are required to participate in training annually after they begin working.

All LHNB employees receive initial training regarding policies, procedures, and daily expectations. All staff are CPR/First Aid certified.

What is the role of diversity at LHNB?

LHNB believes in Equal Opportunity Employment and practices this philosophy in the daily operations of the business.

Does LHNB keep my personal information private?

LHNB adheres to specific policies regarding confidentiality and participant records. We will not honor any requests for information about you from outside participants or organizations (excluding your referral source) unless you provide written permission to do so or as required by law. LHNB will not solicit information about you without your written permission to do so. Even with written consent, LHNB will only release documents prepared by our staff or organization. You may have access to your records at any point, should you request to see them.

The following information is considered confidential information:

- Your participants support plan, assessments, and data
- Your medical and psychiatric information
- Your personal finances and benefits information
- Incident and observation reports written about you
- Your behavioral health plan and the data from it and any grievances or complaints you may have.

We reserve the right to break confidentiality in the event of emergency circumstances.

How can I ensure my health and safety at LHNB?

Health and safety is a number one priority at LHNB. It is LHNB responsibility to maintain an ongoing safety compliance for staff and participants.

What do I do during an emergency?

In the event of an emergency staff will be aware of where these areas are located per Federated Church of West Lafayette, Indiana.

Code of Ethics of Life Has No Boundaries Co.

LHNB is a diverse group of participants who share a common passion for helping others. We are driven not only by this passion, but also by our Code of Ethics and the fundamental values of LHNB.

Anyone employed or working for LHNB will follow the Code of Ethics, as participants, and as a group, we strive to:

1. Operate in a manner that upholds LHNB integrity.
2. Treat all people with dignity and respect.
3. Safeguard public confidence by being honest, fair, truthful, loyal and caring.
4. Encourage communities to accept participants with developmental disabilities through personal interaction, participate in community affairs.
5. Present a progressive image to the public by respecting and assisting participants with developmental disabilities with the respect and dignity we give other people.
6. Promote principles of self-determination.
7. Promote honest and forthright communication.
8. Provide and promote conscientious customer service.
9. Avoid discrimination.
10. Preserve confidentiality to ensure that all information, which is privileged, confidential or nonpublic, is disclosed only appropriately.

11. Avoid conflicts of interests by:

- Avoiding any relationship or influence with vendors, contractors, and people with intellectual/developmental disabilities, their families or guardians that might create an environment of favoritism or otherwise impair our ability to make fair and credible decisions in the workplace.
- Declining all monetary and tangible gifts, regardless of value or form (check, gift card, fruit basket, etc.) from vendors and contractors.
- Declining monetary gifts, regardless of value or form (check, gift cards, etc.) from people with intellectual/developmental disabilities, their families, or guardians.
- Declining tangible gifts with a value greater than \$5.00 from people with intellectual/developmental disabilities, their families, or guardians.
- Not seeking or accepting loans from people with intellectual/developmental disabilities, their families, or guardians.
- Fully disclosing all facts in situations where we are aware of a possible conflict of interest.

12. Practice accountability.

13. Understand and respect laws, rules, and regulations.

14. Commit to person-centered supports as best practice.

15. Focus first on the person and understand that my role in direct supports will require flexibility, creativity, and commitment.

16. Develop a respectful relationship with the people I support that is based on mutual trust and maintains professional boundaries safeguards specific to these concerns.

17. Be vigilant in identifying and reporting any situation in which the people I support are at risk of abuse, neglect, exploitation, or harm.

18. Address challenging behaviors proactively and respectfully. If aversive or deprivation intervention techniques are included in an approved support plan, I will work diligently to find alternatives and pursue the elimination of these techniques from the person's plan.

19. Be aware of my own values and how they influence my professional decisions.

20. Maintain competency in my profession through learning and ongoing collaboration with others.

21. Assume responsibility and accountability for my decisions and actions.

22. Recognize the importance of modeling valued behaviors to co-workers, people I support, and the community at-large.

23. Practice responsible work habits.

24. Assist the people I support to access opportunities and resources in the community that are available to everyone.

25. Facilitate the expression and understanding of rights and responsibilities with the people I support.

26. Understand the guardianship or other legal representation of the people I support, and work in partnership with legal representatives to assure that the person's preferences and interests are honored.

27. Separate my personal beliefs and expectations regarding relationships (including sexual relationships) from those of the people I support. If I am unable to separate my own beliefs and preferences in a given situation, I will remove myself from the situation and seek the assistance of a qualified coworker.
28. Refrain from expressing negative views, harsh judgments, and stereotyping of people.
29. Support people to speak for themselves in all matters and offer my assistance when needed.
30. Represent the best interests of people who cannot speak for themselves by partnering with the participant and their support team to gather information and find alternative means of expression.
31. LHNH prohibits the following conflicts of ethics:
 - Advertising or marketing in a misleading manner.
 - Engaging in uninvited solicitation of potential participants, who are vulnerable to undue influence, manipulation, or coercion.
 - Prohibitions against giving gifts to state employees, special state appointees, the spouse or un-emancipated child of a special state appointee, a participant potentially receiving services from the provider, and any guardian or family member of a participant potentially receiving services from the provider.
 - Ethical safeguards and guidelines limiting the provision of gifts to a participant receiving service from the provider and any guardian or family member of a participant receiving service from the provider.
 - Staff members are not allowed to co-sign notes for credit, loans, and purchase contracts.
 - Staff members are not allowed to sell or accept money to property from a person or relatives of a person receiving services.
 - Staff members are not allowed to engage in outside employment of other activities which may conflict with job responsibilities or interfere with job performance.
 - While on the job, the personal conduct of staff should serve as a positive model to persons receiving services and reflect positively upon the program.
 - Staff members are not allowed to use or be under the influence of alcohol or non-prescription controlled drugs while on the job.
 - Staff shall not violate confidentially or HIPAA privacy practices and policies.

Policy, Procedure & Operations Statement of Life Has No Boundaries Co.

LHNB will have a manual of all policies and procedures on site.

Should any of this information be requested by BDDS, BQIS, or any other state agency, LHNB will provide such, at no cost; and make the requested documents available to the requesting agency for inspection at the location of their choice (i.e., participant home, state office, provider's office.)

Hours of Operation & Attendance of Life Has No Boundaries Co.

LHNB normal hours of business are Monday through Friday from 9 AM to 3 PM.

Today texting has become one of the common ways of communicating in business. However, for LHNB those types of messages and voice messages will be returned during our normal hours of business.

Please send all correspondence via email: lwoldream@gmail.com

On what holidays are LHNB closed?

LHNB will follow a nontraditional schedule. The facility will be closed a few weeks at a time throughout the year in addition to traditional holidays. A monthly schedule will be provided a month in advanced of daily activities, but days off too.

What other times are LHNB closed?

LHNB may be closed due to bad weather, emergencies, or staff training.

What is LHNB visitation policy?

We welcome Case Managers, Behavioral Clinicians and Therapists to visit our program with the goal of collaborating but recommend a prearranged visitation.

Prearranged visits also include family members, residential teams, and friends. Unannounced visitors will not be permitted without permission of legal guardian.

Does LHNB have an attendance policy?

YES! LHNB has an attendance policy.

Some excused reasons for missing are the following:

1. Contagious illnesses
2. Communicable infestations (bed bugs, lice, scabies, etc.)
3. Death of a loved one
4. Medical appointments
5. Planned/approved vacations - **It is requested you provide Alyssa Montgomery, Executive Director, at least one-month notice if your child will miss or be absent from LHNB.**

Participants are asked to adhere to their agreed upon schedule with at least an 85% rate of attendance as failure to meet these expectations may result in enactment of an attendance contract, decrease in days, or dismissal from the program.

If a participant experiences long-term health concerns that will impact his/her ability to meet these expectations the participant's spot may be released but we will happily work with the participant and their team to identify a comparable spot when they are ready to return.

Participants are asked to attend at least three full days, 18 hours. If the participant cannot attend three full days, the 18 hours can be broken up throughout the week.

When will I be sent home from LHNB if I am sick?

The health and well-being of you and staff is very important to us! To try to help all people stay healthy, the following guidelines will be followed and if not will be sent home.

1. You have an oral temperature of 100 degrees.
2. You are vomiting or have diarrhea.
3. You have an open sore that you will not leave covered by a clean, dry, sterile dressing.
4. You have a rash or skin condition that may be spread to others.
5. You have any other illness or contagious condition.
6. You have head lice, scabies, bed bugs, etc.
7. You have a suspected case of conjunctivitis (pink eye).
8. If you display signs of illness, a trained staff attempt to will determine if you should be sent home.

Are there rules I must follow as a participant of LHNB?

Yes! All participants at must adhere to the below rules. You will go over these rules when you begin services at LHNB and must agree upon.

1. No leaving the group without communicating.
2. No cursing or offensive language.

3. No biting, hitting, kicking, or physical aggression towards others.
4. No alcohol or drugs.
5. No trading, giving gifts, or selling of items of significant value.
6. No yelling.
7. No throwing objects.
8. No touching people or personal items without asking.
9. No kissing, handholding, massaging, or tickling (handshakes, high fives, and short hugs only).
10. No leaving messes – please clean up after yourself.
11. No personal electronics during group activities (unless using for communication).
12. No stealing or taking things from others without asking.
13. No sharing lunches or personal snacks.
14. No weapons real or fake.
15. No touching or distracting the driver when in the car.
16. No gossip or rumors.
17. No unexcused absences or excessive absences.
18. No Harassing Behavior or Sexual Misconduct.

NOTE: Please be mindful that we are using Federated Church of West Lafayette, Indiana facility and need to be respectful of their property and to those who attend Federated Church of West Lafayette daily church service and/or otherwise.

What happens if I break any of these rules?

LHNB will respond to the rule breaking policy in a positive behavioral support rather than through disciplinary action. LHNB will consider if it is part of your disability and will take that into consideration.

However, if there are multiple incidents, then there needs to be consideration that LHNB is not the appropriate placement for the participant. LHNB does not use verbal or physical punishment.

In case of an emergency will physical intervention be used to prevent self-abuse, other abuse or if it is part of the approved behavior plan.

It's the expectation of LHNB that you shouldn't engage in dangerous behaviors towards yourself and others. In these instances, they will need immediate action. Therefore, an emergency meeting will be called where LHNB and the team will determine how to handle the situation. You may be asked to leave the program immediately.

Incidents that may cause you to be asked to leave LHNB include:

1. Possession of weapons.
2. Possession of alcoholic beverages or illegal drugs.
3. Being under the influence of alcohol or drugs.
4. Causing harm or exhibiting behavior which is potentially harmful to yourself or others.

5. Stealing or destroying property.
6. Elopement from LHNB property or when on an outing.
7. Inability or unwillingness to remain with your group or support staff.

If you do any of these things, staff from LHNB will determine if you need to be sent home.

These suspensions require that your parent, guardian, advocate, or residential provider be notified.

You will also be held personally responsible for any damages you inflict on property at LHNB.

What do I do with my things while at LHNB?

You should keep personal belongings near you during your time at LHNB.

Please do not bring things that cost a lot of money like radios, iPods, headsets, cameras or large amounts of money because LHNB is not responsible for your lost items or if someone steals them.

You should always put your name on anything that you think is important.

What do I need to know about activity money and outing fees?

Participants are encouraged to handle their money. If not, it will be up to the staff to take of the participant's money.

If this is the case, then there will be a lock box with the participants name on an envelope where the money will be kept.

Participants will know from the monthly calendar whether or not they will need money for an outing.

Can I use my personal electronic devices on the LHNB?

LHNB will be using Federated Church of West Lafayette, Indiana Wi-Fi so please be respectful.

What kind of expectations will I have to meet as a part of a group at LHNB?

1. **Professionalism is First.** It includes (but is not limited to) the following:
 - Being on time and having regular attendance.
 - ✓ This means that I will do my best to only be absent when necessary (i.e. illness, death in the family, doctor's appointments, or other emergencies).
 - ✓ If they are unable to come someone will need to call or text the Executive Director, Alyssa Montgomery at (765) 586-5827. Being on time to work and communicating any lateness or absence is a common expectation at any job.

- Dressing appropriately for the setting.
 - ✓ This means that I can wear casual attire; however, please keep in mind that you are representing LHNB.
 - ✓ Using professional language.
 - ✓ Avoiding topics regarding sexual conduct, criminal behavior, drugs and alcohol, or other participants would be considered inappropriate for a work setting.
 - I will use good hygiene when getting ready to come to LHNB.
 - ✓ This means that I will bathe regularly with soap, shampoo, and warm water.
 - ✓ I will ensure that my face, hands, and body are free of food stains and dirt prior to arriving.
 - ✓ I will apply deodorant.
 - ✓ I will also brush my teeth thoroughly before leaving the house.
 - ✓ Good hygiene is not only an expectation for employment but a common courtesy for the people who spend time in close proximity to me.
2. **Active participation as a group member.** It includes (but is not limited to) the following:
- I will participate in activities to the best of my ability and when I need a break, I'll communicate to staff.
3. **Respect for the participant beliefs and diversities of others.** It includes (but is not limited to) the following:
- This means that while I may not always agree with other people, I will not engage in disrespectful language about those differences.
 - Being able to interact respectfully with lots of different people is a common expectation at any job.

What happens if I break something at LHNB?

LHNB believes in natural consequences.

Because of that, if you engage in destructive behavior that requires property to be replaced or fees from emergency responders or contractors you will be expected to cover the cost of damages and will be invoiced for that amount.

Failure to pay that fee may be grounds for dismissal from the program.

Are there rules that staff at LHNB have to follow to keep me safe?

Yes! There are rules that staff needs to follow:

1. LHNB shall not be in business or have a business arrangement with any person or relatives of a person receiving services.
2. Staff members are not allowed to co-sign notes for credit, loans, and purchase contracts.
3. Staff members are not allowed to sell or accept money to property from a person or relatives of a person receiving services.

4. Staff members are not allowed to engage in outside employment of other activities which may conflict with job responsibilities or interfere with job performance.
5. While on the job, the personal conduct of staff should serve as a positive model to persons receiving services and reflect positively upon the program.
6. Staff members are not allowed to use or be under the influence of alcohol or non-prescription controlled drugs while on the job.
7. Staff shall not violate confidentiality or HIPAA privacy practices and policies. This Conflict of Interest Policy deals with situations in which our employees may have an actual, perceived or potential conflict of interest between their public role and their personal interests.

Protection of Participant Rights at Life Has No Boundaries Co.

EVERY PARTICIPANT WE SUPPORT SHALL...

1. Be assured the same civil rights accorded to other citizens.
2. Have the right to services without regard to race, color, gender, sexual orientation, age, handicap, national origin, or ability to pay.
3. Be treated with consideration and respect.
4. Have the right to food, housing, clothing, and medical care.
5. Reasonably expect complete and current information concerning his/her diagnosis, treatment, and prognosis in terms he/she can understand from the appropriate member of his/her participant support team. When it is not advisable to give the information to the participant, it will be made available to an appropriate person on the participant's behalf.
6. Every consideration of his/her privacy and participant as it relates to his or her social, religious, and psychological well-being.
7. Have the right to respect and privacy as it relates to his/her participant care and support plan.
8. Have the opportunity to participate in the planning of his/her Participant Program Plan (ISP), to be fully informed of any risks or hazards associated with his/her treatment, to refuse programs or treatment, and to refuse to participate in special projects.
9. Reasonable advance notice of any transfer or discharge must be given to a participant.
10. Be encouraged to understand and exercise his/her rights as a participant, and to this end he/she may voice grievances and recommend changes in policies and services to LHNB the Human Rights Committee and outside representatives of his/her choice.

11. Be free from restraint, coercion, discrimination, or reprisal in all facets of life.
12. Be free from mental, verbal, and physical abuse.
13. Be free from chemical and physical restraints, except in emergencies.
14. Be permitted personal possessions such as money, pictures, arts and crafts materials, religious articles, toiletries, jewelry, and letters.
15. Be protected from being assigned work as a substitute for work usually performed by the staff as part of the operation, support, or maintenance of the service site.
16. Not be responsible for the direct care or supervision of other participants.
17. Be free from any assignment that is detrimental to the health or welfare of a participant nor shall expected work performance exceed the capabilities of the participant. In any given work situation where there is question of the health and mental status of the supported participant, the recommendation of a physician shall have priority over any administrative or program consideration.
18. Free from the risk of punitive purposes or without full recourse to an equal protection of the law accorded to all citizens.
19. Give written consent before information from his/her record may be released to someone not otherwise authorized by law to receive it.
20. Have the right to send and receive mail unopened, as well as have private telephone conversation with whomever they choose.

LHNB will follow their policies and procedures that are outlined in their Participants Handbook.

Examples of agencies that may offer additional support include:

1. The local Bureau of Developmental Disabilities (BDDS)
2. Indiana Protection and Advocacy
3. Adult Protective Services
4. Child Protective Services

LHNB strives to provide every participant humane care and protection from harm.

LHNB encourages and assist participants to exercise their rights such as: voicing grievances, filing complaint, and asserting their rights.

Definitions of Abuse, Neglect & Exploitation Supported by Life Has No Boundaries Co.

As a participant of LHNB, it's imperative that you understand the different types of abuse. Knowing the different types will allow us to help assist in protecting yourself. If an employee were to witness any of these behaviors they will need to report immediately to the Executive Director, Alyssa Montgomery.

Physical Abuse:

Includes but is not limited to:

1. Willful infliction of injury.
2. Unnecessary physical or chemical restraints (medication).
3. Isolation, and punishment resulting in physical harm or pain.

Examples include:

- Witness hitting or bruises/marks on a person.
- Overuse of PRN medications; did not follow PRN protocol.
- Person has been locked in their room.

Verbal Abuse:

Includes, but not limited to:

1. Oral, written, and/or gestured language that includes disparaging and derogatory remarks to participants.
2. Yelling at a person, cursing, and/or making any type of threatening statements directed at the participant.

Mental (or psychological) Abuse:

Closely related and usually takes the form of verbal abuse, this includes:

1. Unreasonable confinement or intimidation.
2. Belittling or degrading comments.
3. Any comments or actions intended to cause shame or embarrassment to a person we support.

Sexual Abuse:

1. Any sort of sexual contact, or inappropriate intimate relations with a person we are providing supports to.
2. This may be brought to your attention by the person, housemate or other people in the participant's life.

Neglect:

Includes failure to provide appropriate:

1. Care.
2. Food.
3. Medical care or supervision.

Examples include:

- Staff not showing up for a shift.
- Staff leaving a participant without supports.
- Staff failing to support a person with personal hygiene when needed to the degree that health and safety is a concern.

Seclusion:

1. Placing a person in a locked area without a means to get out.
2. Exclusionary time out is expressly forbidden by LHNB policy and procedure.

Exploitation:

Includes but is not limited to:

1. Any deliberate misplacement, wrongful, temporary or permanent use of a participant's belongings or money.
2. Use of participant or your role in their lives for your own personal gain.

Examples include:

- Borrowing money from participants.
- Using participants to cash checks for you.
- Allowing participants to purchase fuel for your own automobile.

Reporting Abuse, Neglect, Exploitation & Mistreatment at Life Has No Boundaries Co.

If you feel that your rights or the rights of others is being violated it is your responsibility to report those incidences to a staff member at LHNB.

Should you ever be unsure whether participant rights are being violated please ask staff to review the policies and procedures for violation of rights. Please refer to the definitions of: Abuse, Neglect and Exploitation that were provided to you at intake.

The following people must be notified directly of the abuse, neglect, exploitation, or mistreatment—this typically occurs through the incident reporting process:

1. Participant's legal representative
2. Case Manager
3. Adult Protective Services or Child Protective Services

Regardless of our internal reporting, or your willingness to consult with LHNB staff you have a legal responsibility to assure that the situation is reported to the following agencies:

1. If under the age of 18, please report to Child Protective Services on the toll-free, 24-hour, statewide hotline at 1-800-800-5556.
2. If age 18 or older, please report to Adult Protective Services on the APS Hotline at 1-800-992-6978.

Complaint Procedure at Life Has No Boundaries Co.

It is important that you are satisfied with your services and supports at LHNB. If at any time you are unhappy with LHNB or staff, we encourage you voice your concerns. It is your right to receive quality supports—and it is our responsibility to make sure your rights are protected and that you are heard.

Please feel free, whether informally or through a formal complaint process, to share your concerns with us.

If you do NOT feel comfortable reporting any complaint to us directly—please note that you may call the INDIANA COMPLAINT HOTLINE at 1-888-698-0003 to report your concerns.

If you or your guardian wishes to file a formal grievance, all steps of the grievance/appeal process will need to be followed within the required time periods assigned to each step.

In addition, at each step in the process, you or your guardian must state in writing the specific points of disagreement with the previous decision for the grievance/appeal to be continued to the next level.

If you are unable to write the appeal, you may choose a staff person or anyone else to assist you in finding a neutral party to help facilitate **the written appeal / grievance process**.

Steps of the Appeal / Grievance Process:

1. Form needs to be filled out by the appropriate person regarding complaint.
2. Components for processing and decision making: The Executive Director will sit with the Complainant and work out a resolution.
3. Within two weeks processing and decision making must occur, by Executive Director.
4. A copy of the complaint will be given to the participant's ISP (Participant Service Plan) team such as case management and parent. 460 IAC 6-8-3(4)(5).
5. A copy will be given to the participant in their usual mode of communication. 460 IAC 6-8-3(4)(5).
 - The participant's constitutional and statutory rights using a form approved by the BDDS (Bureau of Development Disabilities Services).
 - The complaint procedure established by the provider for processing complaints.

6. The Executive Director will sit with all parties and discuss the complaint (s) and develop a plan moving forward that would satisfy all parties.
7. Any participant, parent, guardian, or team member who believes that the participant has been the subject of discrimination, harassment or a civil rights violation may make a verbal and/or written complaint to the Executive Director, who will begin an immediate investigation.

Updated:

August 2020

October 2020

April 2021

October 2021

December 2022

Participants Handbook Agreement for Life Has No Boundaries Co.

Please initial and sign the following form to confirm your understanding of Life Has No Boundaries participant's policies and procedures.

This form will be kept on file in the Participant's personal file.

Participant's official name agreeing to the Life Has No Boundaries Day Services Program:

_____ Date _____

<u>Parent/Guardian Initials</u>	<u>Agreement to this Policy</u>	<u>Name of Participant</u>	<u>Today's Date</u>
	Understanding and importance of attendance		
	A participant may be sent home from the program (if sick or for behavioral issues)		
	On behalf of _____ I understand the policies and procedures in the Participants Handbook		

Signature of Parent or Guardian of Participant accepted to the Life Has No Boundaries Day Services Program:

_____ Date _____

Signature of Executive Director of Life Has No Boundaries day services program:

_____ Date _____

Private Pay Contract for Services for Life Has No Boundaries Co.



This agreement is made effective this day _____ (date) between Life Has No Boundaries Co. and _____ (Payer).

This agreement defines working a financial arrangement between the provider and payer regarding day program supports for _____ (participant). The life of this agreement begins as _____ (date) and may be concluded in writing at any point by either party.

All terms of this agreement are stated herein, and none shall be varied except by signed, written agreement between the parties. This contractual relationship may be terminated at any time by mutual written agreement.

The Provider agrees to adhere to and/or provide the following:

1. The scope and length of the services shall be defined for client in a PCISP. The PCISP shall be developed by the client's chosen person-centered planning team. The focus of the services may change according to the PCISP.
2. The service will be provided at the Life Has No Boundaries Co. and in the community in a group atmosphere.
3. All such services shall meet the terms and conditions of CARF.

Recipient agrees to adhere to and or provide the following:

1. The provider will be included as determined appropriate by the recipient in pertinent team meeting relevant to the outlined service provided.
2. The provider will be reimbursed by the payer a rate of \$79.68 per day for day programming services.

Executive Director

Date

Payer

Date