



Residential Care Facility (RCF-PMI) FAMILY/GUARDIAN ORIENTATION MANUAL

Section I: Welcome to Mainstream Living!

Our Mission

To enhance opportunities, create success, and fulfill dreams

Our Vision

To be the agency of choice for member services

To be premier human services employer

Our Values

Integrity

Innovation

Collaboration

Accountability

Respect

Empowerment

A Brief History of Mainstream Living:

Mainstream was started in 1975 by a group of parents of children with disabilities who believed that their sons and daughters deserved to live a fulfilling life in the community and become productive citizens and good neighbors. At that time, there were no community residential programs for persons with disabilities. To that end, Mainstream Living began providing residential settings and options for individuals with intellectual disabilities, as well as programming in community integration and employment support. In the late 70's, Mainstream expanded to Polk County and began to serve not only persons with intellectual disabilities, but persons with mental illness as well. Now providing services to nearly 550 people daily, Mainstream provides services in four counties in Central Iowa; Story, Polk, Dallas and Boone.

Our Staff

We believe our nearly 600 employees are some of the most compassionate, talented, and committed individuals in the industry. We have employees who have worked with our organization for more than 30 years, with the average length of employment at five years - unheard of in our field! Our employees are nurses, direct support professionals, policy experts, counselors, computer gurus, accounting specialists, property managers, and more. Yet regardless of the position, we are all guided by our mission and values.

During our hiring process, Mainstream Living completes a number of interviews and background checks, which include, criminal background, education verification, and driving record. We pride ourselves in our initial staff training curriculum that includes: abuse reporter training, medication administration, member rights, infection control and a comprehensive on-site training orientation. We also offer monthly opportunities designed to teach staff new skills that enhance their ability to provide services.

Section II: Our Mental Health Program

Overview of Mental Health Services

Mainstream Living provides residential services to approximately 200 individuals in the Des Moines area. Our services offer a continuum of care that range from a few hours of staff support in a person's home to a residential care facility in a highly structured environment. Additional program information can be found on our website at www.mainstreamliving.org.

Program Philosophy

Recovery:

Our program embraces the belief that all persons with mental illness can recover and live a meaningful life. The concept of recovery fits nicely with our values. Staff works with individuals to help them identify their strengths and interests, then develops an individual intervention plan to build on their strengths. We actively encourage and support the involvement of persons in normal community activities, such as school and work, throughout the rehabilitation process.

Recovering from mental illness does not mean that a person is cured or that the illness goes into complete remission, although this has happened in some instances. It means that over time, in an often long and difficult process, individuals come to terms with their illness. They learn how to accept it, move beyond it and develop a valued role that gives them a sense of purpose and meaning in their lives.

Positive Behavior Support:

Since 2005, Mainstream Living has been partnering with Polk County Health Services and multiple community provider agencies to enhance the quality of service provided in the county. Positive Behavior Support (PBS) is a values-based approach designed to prevent problem behavior, rather than correcting/punishing the individual. PBS marries the skills of teaching and prevention by arranging the environment in such a way that problem behavior becomes an irrelevant, inefficient, and ineffective means of communication. The goal is to invest in the strengths and abilities of the individual, not with the focus of "fixing" the individual.

Section III: Residential Care Facility for Persons with Mental Illness (RCF-PMI)

Mainstream Living's RCF-PMI is designed to support individuals in a residential setting. Staff provides supervision and support 24 hours a day – seven days a week. We are licensed for 11 adults with a chronic mental illness. Our staff consists of a Program Administrator, Certified Medication Aides, a consultant Registered Nurse and part time administrative support. Our goal is to support clients to attain their highest level of independence.

Types of Services:

- 24 Hour Supervision
- Meals prepared by staff
- Medications administered by staff
- Nursing support as needed
- Transportation to appointments and personal shopping
- Crises management and problem solving
- Payee services
- Habilitation services in the community
- Collaboration with case managers, physicians and family/guardians

Program Rules

We work to limit the number of rules in our residential programs, choosing to individualize expectations where and when possible. However, there are a few things that are not permitted or tolerated.

- No weapons
- No underage drinking
- No drugs
- Pay rent on time.
- Minors are only allowed in the staff office or outside; minors are not allowed in our 24 hour sites; relative minors are allowed with approval.
- Visitors must check in/out and show identification.
- Tenants are responsible for all damages; we will negotiate terms.

Program Expectations

Mainstream Living staff will work with the member and his/her support team to assist in developing personal goals and outlining supports and services. The member will be expected to actively participate in this process. This includes one staffing each year to update the service plan. However, each person will be encouraged to work with Mainstream and his/her social worker to change the plan as needed. Members are expected to be available to meet with Mainstream Living staff as scheduled or give advance notice if need to reschedule a scheduled meeting time.

In order to provide the best care to your ward or family member, there are certain forms that must be signed by the guardian in order for us to collaborate and provide the best service possible:

- Goal summary sheet including rights restrictions; this form is completed at each team meeting or staffing
- Releases of Informations for the Integrated Health Home or other service coordination unit; all physicians and Department of Human Services
- Informed consent, grievance and member rights form
- Emergency medical release
- Behavior support plans
- Lease agreement

Staff will be happy to review these forms with you prior to the staffing.

Section IV: Service Delivery

Communication

We believe that partnership between Mainstream Living, the person served, the case manager and family members/guardians is an essential ingredient in the successful provision of services.

The worst thing to do when a problem occurs is to let it sit and fester. We encourage you to bring up concerns as they occur so we can problem solve at the time of the incident.

It is really important that each member of the team “be on the same page” when it comes to the types of services and supports your family member/ward receives. We understand that each journey is unique and that you know your loved one better than anyone. In order to move your family member/ward towards self-sufficiency, it is important that they be responsible for their daily living skills. Sometimes it is difficult to let go. We are aware of this and want to develop trust.

We realize that each person requires a different level of communication. We will work with you to determine what level of communication you prefer. If your loved one is their own guardian, they will have the final say in what types of information we can communicate to you.

Risk Management/Prevention Planning

Sometimes people make choices that can have negative consequences. Risk management attempts to keep people as safe as possible when they choose to engage in risky behavior. Some risky behaviors may include: addiction to alcohol and other drugs, unsafe sex, homelessness and mental health problems. Staff use a variety of strategies, including safer use, managed use, and abstinence.

When possible, we will develop a prevention plan. A prevention plan is a set of responses to an impending or potential high-risk situation or behavior. While risk management is a reaction to a situation, prevention planning is designed to happen before the problem occurs.

Section V: What to do if you have a problem: Member Grievance Procedure

PURPOSE: To define a uniform process for members/guardians receiving services to express concerns about a care issue.

I. Informal Complaints

A. Purpose:

- a. To resolve difficulties you may have with another member
- b. To resolve difficulties you may have with a staff person.

B. Procedure:

- a. Always try to resolve the problem first with the person with whom you are having difficulties.
- b. If this does not work, contact your Team Lead (HCBS) or Rehabilitation Coordinator (SLA/SCL/RCF-PMI) and request a mediation meeting. This meeting is to take place within seven business days of the matter being brought to the supervisor's attention. At this point, all concerned parties are to attempt to solve the problem in a mutually satisfying fashion. If they are unable to do so, the complaint may be filed as a formal grievance.

II. Formal Grievance:

A. Purpose

- a. To solve problems of a more serious nature, or when previous attempts to resolve the problem through the informal complaint process have failed.

B. Procedure:

- a. You or your responsible party must inform any Mainstream Living staff person that you want to file a grievance. At your request, staff may assist you in the completion of a "Formal Grievance", which must be filed within five business days of the event or following the end of the informal complaint procedure. If the five-day limit is exceeded, the grievance may be dismissed as untimely.
- b. The Team Lead or Rehabilitation Coordinator will arrange a formal grievance meeting within ten working days of the original complaint. At the meeting, all parties will attempt to resolve the problem to everyone's satisfaction. A report will be issued to all parties and the Program Administrator (Mental Health) or Program Director (HCBS) no later than ten business days after the grievance meeting.
- c. If the initial meeting does not resolve the problem to all parties' satisfaction, any party member may request a hearing with the Program Administrator or Program Director within five business days. This meeting will be held within ten business days. A report will be issued to all parties and the VP of Waiver Services (HCBS) or the VP of Mental Health no later than ten business days after the grievance meeting.
- d. If this meeting does not resolve the problem to all parties' satisfaction, all concerned parties will meet with the Vice President of Operations. A request for this meeting should be completed within five business days. This meeting will be held within ten

working days of the VP of Operations having been notified of the need for further mediation. A report will be issued to all parties and the Chief Executive Officer (CEO) no later than ten business days after the grievance meeting.

- e. Should any party remain dissatisfied at this point, they may appeal the decision to the CEO within five business days. The CEO will review all information available and, within 30 days will render a written decision to all parties. The decision of the Chief Executive Officer will be final.
- f. Staff from Mainstream Living Inc. will assist you in filing a grievance, appeal a decision, or, upon request, contact an advocate from outside the agency at any point in the process.

III. Prohibition of Retaliation

There will be no retaliation or discrimination against members or their legal representatives who request a grievance meeting, appeal a decision, or express concerns and complaints. If you feel that you have been retaliated or discriminated against for your complaints, report the concern immediately to any Mainstream Living staff member. Staff are obligated to assist you in making such a contact.

Section VI: Member Rights: (rights and informed consent are reviewed annually with all members)

In addition to our constitutional rights, people with mental illness, intellectual disabilities, and other developmental disabilities have the following specific rights:

1. The right to privacy, including the right to private conversation, and to confidentiality.
2. The right to be treated with respect and to be addressed in a manner which is appropriate to my age.
3. The right to appeal any staff or provider action.
4. The right to enter into contracts.
5. The right to due process.
6. The responsibility to participate in the ICP process to the extent possible.
7. The responsibility to cooperate with the plan agreed upon.
8. The right to be free from abuse, financial and other exploitation, humiliation and neglect.
9. The right to be informed of the various steps and activities involved in receiving services.
10. The right to share in the formation of the plan of care/treatment plan.
11. The right to make an informed decision whether to accept or refuse treatment.
12. The right to contact and consult with counsel at my expense.
13. The right to select practitioners of my choice at my expense.

Persons with mental illness, intellectual disabilities, and other developmental disabilities have the same fundamental rights as all persons. Rights can be limited only with the informed consent of the member, the member's guardian, or legal authorities within the following guidelines: limit is based on an identified individual need; skill training is in place to meet the identified need; periodic evaluation of the limit is conducted to determine the continuing need for limitation.

NONDISCRIMINATION

No person shall be discriminated against because of race, color, national origin, gender, age, mental or physical disability, creed, religion, sexual orientation or political belief when applying for or receiving benefits or services from Mainstream Living, Inc.

CONFIDENTIALITY

According to federal and state law, any information given to any member of our staff is considered to be privileged and cannot be revealed to family, friends, government entity, spouse, attorneys, probation officers or employers without your written consent or the written consent of your legal representative unless you are court ordered for treatment or evaluation.

There are six exceptions regarding full confidentiality in the Mainstream Living program:

1. Reporting dependent adult abuse: All Mainstream Living employees are mandatory reporters. It is the policy of Mainstream Living to report to the Department of Human Services (DHS) if abuse to dependent adults is suspected.
2. Reporting child abuse: All Mainstream Living staff are mandatory reporters. It is the policy of Mainstream Living to report to the Department of Human Services (DHS) if child abuse is suspected.
3. Danger to self and others: When a client indicates that he or she is danger to self or others. Mainstream Living staff shall act in a manner which is most beneficial in assuring the safety of the members and others.
4. Minors: The holder of confidential information is the parent or legal guardian.
5. Individuals with Chronic Mental Illness: Sections 228.8 of the Iowa Code specifies circumstances which allow disclosure of limited mental health information to family members who are directly involved in the care of an individual with chronic mental illness or monitoring the treatment of the individual. The family member must make a written request for the information unless an emergency exists. Information that may be released is limited to diagnosis, prognosis, medication and compliance (not to exceed six months), and treatment plan. If we release such information, you will be informed of the disclosure.
6. Quality of Service: Mainstream Living is accredited by CARF: The Rehabilitation Accreditation Commission. We are also a member of the Iowa Association of Community Providers (IACP). Personnel from DHS periodically check member records for compliance with the state standards for Mainstream Living services. DHS personnel are required to keep all client information confidential.

Informed Consent

1. I have chosen to receive treatment services and understand I may terminate these services at any time, unless ordered by the court.
2. I understand that there is no assurance that I will feel better. I will work with my treatment team in a cooperative manner to resolve my difficulties.
3. I understand that during the course of my treatment, material may be discussed that will be upsetting in nature and this may be necessary to resolve my problems.
4. I understand that I may be contacted by my health plan to ensure continuity and quality of my treatment and/or after the completion of treatment, to assess the outcome of treatment.
5. I understand that Mainstream Living staff, health plan representatives, and my primary care physician may exchange any and all information pertaining to my treatment to the extent such disclosure is necessary for claims processing, case management, coordination of treatment, quality assurance and/or utilization review purposes.
6. I understand that I can revoke my consent at any time except to the extent that treatment has already been rendered or that action has been taken in reliance on this consent. I understand that if I do not revoke this consent, it will expire automatically one year after all claims for treatment have been paid as provided in the benefit plan.

The above information has been reviewed with me. In the event that I feel any of my rights have been infringed upon, I may request advocacy assistance from Mainstream Living staff, Case Manager, or other advocates. I understand that at any point I may refuse all or part of the services which are being offered.

Print Member Name: _____

TIX Number: _____

Date of Birth: _____

Verification of Receipt and Comprehension

Mainstream Living, Inc.

I have been given a copy of the Fremont Street (RCF-PMI) Parent/Guardian Orientation Manual. I have had an opportunity to review this information with staff and to ask questions. I understand how this information applies to residing at Mainstream Living, Inc.

Parent/Guardian Signature

Date

Parent/Guardian Printed Name

Mainstream Living Staff Signature

Date

Mainstream Living Staff Printed Name

Appendix: Resources

LOCAL

Behavioral Health Resource Center: <http://www.bhrci.org/>

Provides a comprehensive mental health center offering outpatient individual, family, and group psychotherapy. Includes information about Bosnian Project, Eyerly-Ball Community Mental Health Service, Senior Outreach Counseling and many more services.

Broadlawns Medical Center: <http://www.broadlawns.org/>

Offers community mental and behavioral health services for the uninsured and underinsured, cost effective programs that promote wellness as well as treat illness, and provides training for health care professionals.

Iowa Protection and Advocacy Services: <http://www.ipna.org/>

Iowa Protection and Advocacy Services, Inc., is a federally funded program that will protect and advocate for the human and legal rights that ensure individuals with disabilities and/or mental illness a free, appropriate public education, employment opportunities and residence or treatment in the least restrictive environment or method and for freedom from stigma. Iowa Protection and Advocacy Services will support people with disabilities to secure their rights and full participation as citizens through a program of self advocacy education, information and referral, non-legal advocacy and legal and systems advocacy. Polk County Health Services

Young Women's Resource Center: <http://www.ywrc.org/>

Offers support, education and advocacy for young women.

NATIONAL:

Alcoholics Anonymous: <http://www.aa.org>

A fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; we are self-supporting through our own contributions. AA is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy, neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety

American Self Help Group Clearinghouse: <http://www.selfhelpgroups.org/>

Offers a keyword-searchable database of over 1,100 national, international, model and online self-help support groups for addictions, bereavement, health, mental health, disabilities, abuse, parenting, caregiver concerns and other stressful life situations. Also lists local self-help clearinghouses worldwide, research studies, information on starting face-to-face and online groups, and a registry for persons interested in starting national or international self-help groups.

Bazon Center for Mental Health Law: <http://www.bazon.org/>

A nonprofit legal-advocacy organization dedicated to the principle that every individual is entitled to choice and dignity. Goals include community membership; self-determination and choice; ending the punishment of mental-health members for the system's failures; and preserving protections and entitlements.

Crystal Meth Anonymous: <http://www.crystalmeth.org/>

Crystal Meth Anonymous is a fellowship of men and women for whom all drugs, specifically Crystal Meth, have become a problem. The only requirement for membership is a desire to stay clean and lead a sober life.

Healthy Minds: <http://www.healthyminds.org/>

This member-oriented Web site seeks to inform and educate the public about mental health treatment and resources. The site features many common mental health concerns, treatment options and prevention measures.

Institute for Recovery and Community Integration: <http://www.mhrecovery.org/>

Works to introduce and advance communities' understanding of recovery and community integration as the catalyst for transforming individual lives, communities, and all levels of behavioral health systems in a culturally competent manner.

Mental Health America: <http://www.mentalhealthamerica.net/>

Nonprofit organization addresses all aspects of mental health and mental illness through more than 340 affiliates nationwide. MHA works to improve the mental health of all Americans, especially the 54 million individuals with mental disorders, through advocacy, education, research and service.

Narcotics Anonymous: <http://www.na.org>

provides a recovery process and support network inextricably linked together. One of the keys to NA's success is the therapeutic value of addicts working with other addicts. Members share their successes and challenges in overcoming active addiction and living drug-free productive lives through the application of the principles contained within the Twelve Steps and Twelve Traditions of NA. These principles are the core of the Narcotics Anonymous recovery program.

National Alliance for the Mentally Ill (NAMI): <http://www.nami.org>

A nonprofit, grassroots, self-help, support and advocacy organization of members, families, and friends of people with severe mental illnesses, such as schizophrenia, major depression, bipolar disorder, obsessive-compulsive disorder, and anxiety disorders.

Official State of Iowa Web Site: Advocacy Agencies: http://www.iowa.gov/For_Citizens/Advocacy

Provides information about the various advocacy agencies in Iowa.

Section 8 Made Simple: <http://www.namiscc.org/Advocacy/2002/Summer/Section8MadeSimple.htm>

A guide to the federally funded Housing Choice Voucher Program. Section 8 provides housing assistance to low-income families, seniors and people with disabilities. The guide, written by the Technical Assistance Collaborative, offers comprehensive information on Section 8, including updated info on the Homeownership Program.

Social Security Administration:

<http://socialsecurity.gov> 1-800-772-1213:

Apply for benefits, change address/phone number, replace Medicare cards, apply for Medicare extra help, direct deposit, general benefit information.