



**HANDBOOK FOR PERSONS SERVED, LEGAL
REPRESENTATIVES, ADVOCATES
AND FAMILY MEMBERS
2022-2023**
Effective date 7-1-2022

Parents, Guardians, Representatives, and advocates – we need your email address to ensure we can send you updates on legislative issues, organizational issues, and upcoming changes. Please make sure you give your Case Coordinator your current email address:

*Also, available in audio format and alternative languages upon request

CHANGES TO THE HANDBOOK FOR PERSONS SERVED, LEGAL REPRESENTATIVES, ADVOCATES AND FAMILY MEMBERS FISCAL YEAR 2022-2023

For your ease, all the changes and modifications to the Handbook for Fiscal Year 2022/2023 are summarized below.

1. Throughout the handbook the fiscal year dates have been updated to 2022/2023
2. Updated non-essential grammar and Terminology throughout the book
3. In the section leisure times, the term Travel Club was changed to Travel Programs
4. Money Management:
 - a. Added, if Link Associates is not your representative payee, you or your payee is responsible to make all payments on your behalf in a timely manner as to not expose roommates to late fees, bad credit or other negative consequences. If payments are late, one notification will be given to the payee with the offer to assume the Representative Payee services. If late payments or failure to make payments continue, as a mandatory reporter, we need to report this to the Department of Human Services for investigation and request the payee be switched to Link Associates
5. DRUG PLANS:
 - a. Included, for those served in the Link Associates Residential programs, Link will coordinate with professionals to assist with the coordination of evaluating your current drug plan and make recommendations for a plan to best suit your needs. Notifications will be sent out to your guardian(s) to notify them when this will occur and they will be given the option to opt out and/or request pre-change notification Your information will be shared with them, unless you do not wish to participate.
6. INCLEMENT WEATHER
 - a. We removed the reference to the Des Moines schools closing. Link associates will make our decisions independently from the schools as we have more flexibility to delay or is in services as the weather changes.

Table of Contents

CHANGES TO THE HANDBOOK FOR PERSONS SERVED, LEGAL REPRESENTATIVES, ADVOCATES AND FAMILY MEMBERS FISCAL YEAR 2022-2023	2
MISSION VISION AND VALUES	5
FROM THE EXECUTIVE DIRECTOR AND THE BOARD	6
SECTION I LINK ASSOCIATES AS AN ORGANIZATION	7
<i>Language Services</i>	7
<i>Link’s Culture</i>	7
<i>Statement of Non-Bullying</i>	8
<i>Changes to this Handbook</i>	8
SECTION 2 YOUR INDIVIDUAL PROGRAM PLAN INFORMATION	9
<i>Your Plan</i>	9
<i>Goals</i>	9
<i>Your Team</i>	10
<i>Conflict of Interest</i>	11
<i>Standards of Conduct</i>	11
<i>Confidentiality</i>	12
<i>Link Council, Link voices for persons served</i>	13
<i>Assistive Devices (lifts, gait belts, etc.)</i>	13
<i>Health of Person Served</i>	13
<i>Discharge</i>	14
• If you initiate your discharge	14
• If we initiate your discharge	14
<i>Grievance Procedure</i> :.....	15
• Step 1	15
• Step 2	15
• Step 3	15
<i>Appeal Process</i>	16
• Step 1	16
• Step 2	16
• Step 3	16
<i>Individual Rights</i> :.....	17
SECTION 3 KNOW YOUR RIGHTS!	19
<i>You have the right to:</i>	19
<i>Right’s Limitations or Restrictions</i>	20
<i>Rights that may be restricted... your team may decide you need:</i>	22
<i>Individual Responsibilities:</i>	22
<i>Responsibilities you have:</i>	23
<i>Drugs and Weapons:</i>	24
<i>Mandatory Adult Abuse Reporter</i>	24
<i>Photographs</i>	24
<i>Video Recording Equipment</i>	25
SECTION 4 SERVICES OFFERED BY LINK ASSOCIATES	27
<i>Case Management</i>	27
• Case Management	27
• Program Management	27
CASE MANAGEMENT APPEAL PROCEDURE	27
• Step 1	28
• Step 2	28
• Step 3	28
• Step 4	28
<i>Leisure Times</i>	29
<i>Representative Payee Program/Money Management</i>	29

• Internal Representative Payee	29
• Resource Limitations	31
• External Representative Payee Responsibilities.....	32
<i>Transportation</i>	32
• Delay/Closing.....	33
• Early Dismissal.....	34
<i>Residential Services</i>	34
• Drug Plans.....	35
<i>Supported Community Living Services (HCBS-SCL) (referred to as Residential Services)</i>	36
• Smoking.....	36
• Payment for Services.....	36
• Overnights.....	36
• Visitors and Guests	37
<i>Employment and Day Program</i>	37
<i>Supported Employment Program</i>	37
<i>Skills Training Program</i>	38
• Link Employment Exploration Program (LEEP).....	38
<i>Home and Community Based Services (HCBS) referred to as Day Habilitation</i>	39
• Day Habilitation.....	39
• Volunteer Investment Program (VIP).....	39
RULES FOR PERSONS SERVED IN ALL PROGRAM/SERVICE SITES	41
<i>Medical Services</i>	41
<i>Mutual Respect</i>	41
<i>Property Damage</i>	41
<i>Personal Items Lost or Damaged</i>	41
<i>Safety</i>	42
<i>Smoking</i>	42
<i>Technology</i>	42
<i>Attendance</i>	42
<i>Leave of Absence</i>	43
<i>Breaks/Lunches</i>	43
<i>Checking In and Out</i>	44
<i>Disciplinary Procedures</i>	44
• First Incident	44
• Second Incident	44
• Additional Incidents	45
• Suspension/Discharge	45
<i>Dress Code - Employment Programs</i>	45
<i>Holiday Schedule</i>	45
<i>Hours of Operation</i>	46
<i>Illness/Injury</i>	46
<i>Inclement Weather</i>	47
<i>Phones</i>	47
<i>Visitors</i>	47
<i>Work Environment</i>	47
ACRONYMS AND ABBREVIATIONS	48
ATTACHMENTS	50
<i>Link Grievance Form</i>	50
GRIEVANCE FORM FOR PERSONS SERVED	50
STEP ONE	50
<i>Notice of Privacy Practices-Persons Served</i>	53

MISSION VISION AND VALUES

Mission

Providing people with intellectual disabilities opportunities to achieve their personal goals.

Vision

Link Associates will be the recognized leader in providing quality services to persons with intellectual disabilities.

Values

- Dignity & Respect
- Quality Services
- Caring Environments
- Personal Choice
- Long Term Commitment (of staff, persons served and stakeholders)

Dignity and Respect

We embrace an atmosphere of open communication and mutual respect where people are treated fairly, have fulfilling opportunities and challenges and are able to make a difference in our community.

We strive to:

- Be honest and fair in all our interactions
- Respect confidentiality and individual rights
- Empower individual choice
- Work together as a team

Quality Services

We provide quality services to all persons served on a non-discriminatory basis.

We strive to:

- Comply with applicable federal, state and local laws
- Ensure safe programs
- Provide personalized and innovative services based on individual needs
- Support opportunities to achieve personal goals

Caring Environments

We provide opportunities to live, work and socialize in caring and supportive environments.

We strive to:

- Establish safe, adaptive and affordable living and work environments
- Provide skilled and knowledgeable staff
- Respect personal environments
- Recognize and reward accomplishments

Personal Choice

We empower persons served and staff to make personal choices that meet their needs.

We strive to:

- Provide mutual learning opportunities
- Opportunities to achieve personal goals
- Support choice in all aspects of their life

FROM THE EXECUTIVE DIRECTOR AND THE BOARD

On behalf of the Board of Directors and the staff, we thank you for choosing Link Associates to provide your services. We will work diligently to provide the best services and supports. As a stakeholder of this organization, your thoughts and feedback are important. We want to know how you and your family feel about the assistance we provide and welcome your ideas to help make Link Associates better.

This handbook has been prepared to tell you about our policies and a general description of our services. The handbook is not all-inclusive and is only a set of guidelines. The contents of this handbook supersede any previous handbook. Link Associates reserves the right to change this handbook at any time and when changes are made, updates will be emailed to all guardians. We encourage you to read and study this handbook carefully. If you have any questions concerning any of the information, our employees are ready to assist you.

We were privileged to have the opportunity to serve you we are committed to providing you the best services possible.

A handwritten signature in black ink that reads "Linda Dunshee". The signature is written in a cursive, flowing style.

Linda Dunshee, Executive Director

SECTION I LINK ASSOCIATES AS AN ORGANIZATION

Language Services

Link Associates will offer free translation services to limited English proficient (LEP), low literacy proficient (LLP), or other special communication needs to better support you in the services you receive from Link Associates. We discourage you from using minors, family members, or friends as oral translators since they may be a part of your team and should be available to you in that role. Translation services are available to you from the Managed Care Organization you are enrolled with as well.

Link's Culture

It is Link Associates' expectation to maintain a culturally competent organization that brings diverse individuals together to form a cohesive organization that is conscious of different groups, behaviors, attitudes, and adapts to suit any differences. The corporate culture at Link is to be centered around the principles that all people, those we serve and our employees, will be welcomed, included and treated with kindness, dignity and respect.

Link Associates focuses on respecting and valuing the different skills and experiences we all bring to the organization. This organization is proud to recognize and respect the diversity of those supported and our workforce, be it based on sex, race, creed, religion, sexual orientation, pregnancy, age, color, national origin, gender identity, physical or mental disability, veteran status, marital status, political affiliation or other characteristics protected by law. We are equally committed to building on the richness of the perspectives, experience, knowledge, and skills that each person brings.

Link as an organization, and each of us as individuals, can't ignore the federal, state and local policies that ban discrimination on the basis of the various diversity is listed above. The staff of Link are also protected under HIPAA, and their medical status is not available to family/advocate/person served unless the individual staff member chooses to share this information. To totally accept this principle, there are no sites where staff are selected on the base of gender.

For Link Associates to truly integrate inclusivity, we all play a role in recognizing the value of individual differences in our organization, to realize the full potential of each person to help us achieve our Mission, Vision, and Values.”

If a person we support reports their belief that they have been discriminated against, the Executive Director or designee will immediately investigate the allegation. Persons who believe they have been discriminated against will be offered the opportunity and if requested, assistance in filing a complaint with the appropriate state or federal agency.

Link Associates will not tolerate discriminatory behavior. We support and employ a diverse group of employees and each of these people are deeply respected. For employees who engage in discriminatory behavior the employee handbook clearly covers the process to address this behavior. When it is determined that a person served has engaged in discrimination, Link will immediately address the concern and determine a plan of action. The team will address the behavior and as needed specifics will be addressed in the person's served personal plan. If the

person served continues to engage in discriminatory behavior, or if their family or representative refuse to respect this policy they will be subject to discharge from the agency's services. If a legal representative/advocate or a person served family member is discriminatory or engages in harassment towards staff, the team will address the issue and its impact on the person served. The team will deal with additional steps, as necessary.

Statement of Non-Bullying

It is Link Associate's policy to providing services in safe and caring environments for all. We will treat each other with respect, and we will refuse to tolerate bullying. Bullying is unfair and one-sided. It happens when someone keeps hurting, frightening, threatening, teasing, or leaving someone out on purpose. Examples of bullying include but are not limited to:

- Hurting someone
- Stealing or damaging another person's things
- Ganging up on someone
- Teasing someone in a hurtful way
- Using put-downs, such as insulting the color of someone's skin or making fun of someone for the way they dress, the way they talk, the way they look, where they were born or what church they go to
- Spreading rumors about someone
- Leaving someone out on purpose or trying to get others not to interact with someone

Changes to this Handbook

As significant changes occur in the Handbook for Persons Served, a summary of those changes will be developed and provided to each person served (for those affected by such changes) by Program Supervisors. Insubstantial changes (i.e., spelling/grammar mistakes, layout adjustments, etc.) will not be disseminated until the person's annual CCSP occurs. Changes to this handbook will be emailed to parents/guardians and a list of significant changes (summary sheet) will be included in the Link Connection Newsletter. If requested this can be directly mailed to the person's guardian/parent, however Link strongly encourages the use of email to ensure fast and efficient notification and communication. The most current version of the Handbook for Person Served is available on the agency website and copies will be provided upon request for changes that occur prior to the regular annual dissemination and review that occurs during the CCSP meeting.

SECTION 2 YOUR INDIVIDUAL PROGRAM PLAN INFORMATION

Your Plan

Every person we support has a Comprehensive Consumer Service Plan (CCSP). The purpose of this plan is to develop an understanding between you and Link Associates that describes how you want us to help you achieve your life goals. The plan covers the goals you want to work toward and the services to assist you in achieving those goals. It will identify what actions you will take to achieve the goals. Your plan will help you picture how you want to live and how to make that vision a reality. Your plan will help you build on your natural skills, talents, and gifts to create a more satisfying life and increase community participation. You and your team will address:

- Community resources and how to access them
- Safety at all of the places where you live and work
- Access to emergency care
- Healthcare procedures and techniques
- Contingency planning if the providers you have chosen are unable to provide for all your supports
- How to deal with evacuations and emergencies
- Transportation
- Privacy Practices (Form C-3)
- The different sections on the CCSP include:
 - Frequency of contact Case Coordinator will have with the person served and provider agencies
 - Living and working arrangements/justification on least restrictive services – benefits & insurance
 - Services provided/funding source/amount of services/rate of services (as available)
 - Services/resources/supports needed but unavailable
 - Services refused by the individual served
 - Review of the intent and option of “Self-Directed” services, known as the Consumer Choices Option
 - Rights, restrictions/recommendations for guardianship, legal issues
 - Meeting minutes from the annual meeting – includes a progress summary on goals
 - On-going support goals
 - Crisis/Safety plan – specific to risks identified in the SIS/TCM Assessment such as:
 - Medical situations/Physical assistance
 - Significant medical conditions
 - Mental Health
 - Substance Use
 - Personal/Environmental Safety
 - tornado, natural disaster, fire and medical emergencies
 - Chart detailing emergency contacts and necessary phone numbers
 - Chart of your medical personnel
 - Early Intervention Plan – triggers, coping strategies, interventions, natural supports
 - Discharge Plan

Goals

As a part of developing this plan, Link Associates will help you complete an assessment/care planning tool and will work with you to determine which staff from Link Associates or other providers will assist you. You have the right to choose whichever provider you wish and to refuse

any or all parts of services, which are being offered. The assessment has information such as your name, address, phone number, birth date, provider agencies and date of plan development and a summary of your abilities and needs in the areas of living, learning, socializing and working. The different sections of your assessment are:

- Accomplishments over the past year
- Needs/non-negotiable
- Hobbies/recreation/interests
- Health/safety
- Staff supports
- Communication
- Dislikes
- Goals for the upcoming year and future
- Supports specific to the goals
- Barriers in life/supports to address these barriers
- Restrictions on rights
- Work/church/school/volunteer work
- Important people/supports to maintain contact with these people
- Money

This information is reviewed with your team before your plan is developed. It is important that your plan be meaningful to you throughout your services. You can request a plan revision at any time by contacting any member of your team.

Unless a specific program or service specifies otherwise in your handbook, there are no predetermined transition criteria for programs. We believe that you and your team are the best to decide what services and programs best meet your needs and will assist you with making application.

Your Team

To decide what you want us to help you with, we will assist you to develop a Comprehensive Consumer Service Plan (CCSP). You and other people you choose, along with professionals assigned to help you as part of our team, will develop this plan. The way our services are designed, certain professional representing eligibility will automatically be a part of your team. Each person served we work with has a person whose responsibility is to be your advocate in the development and implementation of your CCSP. This person is responsible to you and not to Link Associates or any other agency you may choose to provide your services. This person's responsibility is to help you decide what you need and then to help you select the provider agencies that meet your needs. For more information see section II Case Management Services (Case Management and Program Management). In this handbook, we will refer to that person as your Case/Program Manager.

In addition to yourself, your team may include your parents, a legal representative, an advocate you choose, a representative staff who will work with you and your Case/Program Manager. A legal representative is an individual who has been appointed by the court and is given the legal responsibility and the power to make decisions on your behalf. An advocate is a person who speaks, writes and/or acts in support of you.

The purpose of this plan is to help us understand how you want to live, things that you don't want to change and those things you would like to change. The team will work with you on a regular basis to help you make the decisions that you believe are the best for you to grow and learn more at home, work and in the community.

Your team will assist you in identifying the goals you want to achieve; changes you want to make in your CCSP and generally support you in the decisions you make in life. Examples of things your team can help you with include but are not limited to: learning to do chores such as cleaning your room or doing laundry, becoming self-sufficient, taking advantage of leisure activities to have a more enjoyable life, managing your money so you can purchase the things you need or want and learning a new job skill to become more independent.

All staff members of your team are Mandatory Reporters, have been CPR and First Aid trained and have completed the following mandatory trainings as a condition of their employment at Link Associates, including at least: Agency Orientation, Introduction to ID/DD, Documentation Content/Incident Reporting, Positive Behavioral Supports, Universal Precautions, Confidentiality, Rights and Responsibilities and Confidentiality, Respect, Transportation and Safety, Fire Extinguishers, Defensive Driving, and Safety Data Sheet. If applicable, staff is also trained in Medication Management and Lift Device/Mobility Assistance.

Staff members have all had their criminal backgrounds and driving records evaluated for your safety. Staff working with you will have a variety of educational qualifications and past experiences that we feel enhance the services provided. Specific jobs may require a bachelor's degree by accrediting agencies (such as Case Management and Employment Training Specialists) while others do not require post high school education. At a minimum, Link prefers that all applicants have a high school diploma or equivalent. In limited circumstances, some people may become employed without a high school degree, but a close review of the circumstances is completed by Link Associates before this is approved. Should you or your family want to know more about the qualifications of the people who work with you, please feel free to contact the Administrator or Director of those programs.

Conflict of Interest

When a real or potential conflict of interest arises between one of your family members or your Case/Program Manager, Link Associates wants to make sure that your team is acting in your best interest. If one of your family members or your Case/Program Manager wants to be an employee of Link, the Executive Director will have to review the application and make sure that employment would be in the best interest of the agency, persons served and employees. If one of your family members wants to be your employer, your team will help you evaluate if that job is in your best interest. Medicaid guidelines also state that a parent of a minor child, spouse, or legal representative of yours cannot provide you services that are paid by Medicaid funding. Link staff are paid employees and it is their job is to provide the support you need. It is the policy of the agency that employees cannot accept gifts from persons served or their families unless the gift is given to the entire agency.

Standards of Conduct

The Board, management and staff of Link Associates shall strive to provide the highest level of quality services. Together, the Board and staff of Link Associates pledge to protect and promote the interests and informed choices of those we serve. All Board and staff are expected to interact with persons served in a kind and respectful manner including, but not limited to:

1. Taking time to understand your form of communication
2. Using your given name and avoiding the use of nick names
3. Avoiding the use of any name or term that belittles your status as an adult
4. Engaging in problem-solving with you and avoids the use of a "scolding" approach or criticism in front of peers
5. Creating a positive environment by refraining from gossip and negative attitude while working
6. Teaching you the social/communication skills necessary for you to be an integrated part of the community
7. Documenting in a descriptive manner that avoids the use of judgment, labels and opinions
8. Talking directly to you and encouraging you to speak for yourself
9. Maintain appropriate interactions with adults, avoiding interaction typically used with children
10. Providing every opportunity for meaningful decision/choice making and then respecting your choices
11. Always Respecting your right to confidentiality by not discussing programming and other personal needs in the presence of other uninvolved employees or persons served
12. Avoid using other person served names during your meetings
13. Not using your name or discuss your matters with people outside the agency or your staffing team
14. Fulfilling job requirements consistently and routinely
15. Your staff will not accept individual gifts, money or gratuities from you or people that have a relationship with you
16. Not violate professional boundaries of our working relationship you with, which includes any conduct of a sexual nature
17. Always avoid and immediately report to you any involvement with your potential identify theft
18. Support your rights to be engaged in organizational fundraising or not. You should never feel obligated to solicit funds on behalf of the organization
19. Support your individual fundraising activities for events at times and places that do not distract our employees or make people obligated to support
20. Show respect for and the safeguarding of your personal property
21. Not allow staff associated with or employed by Link Associates to witness any legal documents on your behalf to avoid potential conflicts of interest

If you or members of your team see something you think may violate any part of the Link Associates Code of Ethics please tell your staff, the supervisor, or any Department Director. Working together we can keep everyone safe from unethical business practices.

Confidentiality

So, we can best serve you, it will be necessary for you to share with us a lot of private or personal information about yourself. By law, we are required not to share this information with other persons without your consent. There are State laws that limit how we can share the information you have given us and there is a federal law called the Health Insurance Portability and Accountability Act (HIPAA) that strictly limits what we can do with your personal information. If you wish, we can provide you with more detailed information about these laws.

To assure that we comply with these laws, we have a committee to oversee their implementation. Our agency's Directors make up this committee. Our Executive Director is our Privacy Officer. You may contact the committee or the Executive Director for information regarding the release of protected healthcare information, our policies on personal information or other questions you might

have related to compliance with federal or state laws. Our Information Technology Director is our Security Officer and is responsible for the enforcement and evaluation of our privacy policies and practices in relation to the federal law.

Any information about you or your program will be kept private as much as possible while still working toward the overall mission of the organization. Link Associates must ask you or your legal representative/advocate to sign a Release of Information form if there is information that others must know to better assist you. Licensure and accreditation bodies have legal access to your records. Confidentiality laws also cover these bodies, and they cannot release your information to anyone without your consent. You and your legal representative(s) have access to your records unless the law determines otherwise. Your Case/Program Manager can assist you to access these records.

If you wish to make a complaint against Link Associates concerning our HIPAA privacy and breach notification policies and procedures, our compliance with those policies and procedures, or the requirements of the HIPAA Privacy and Breach Notification Rules please provide the Executive Director with this complaint in writing. Please refer to the Grievance Procedure in your person served handbook for additional details.

Link Council, Link voices for persons served

Link Associates has a Link Council that meets as needed with management to discuss matters of mutual concern involving the persons served by Link Associates. The purpose of the council is to receive suggestions and input from persons served on agency policy and procedure, ask for cooperation to ensure efficient use of resources, inform persons served of agency plans for programs, assist persons served to develop plans and answer questions posed by council members. Council members from each program are elected by persons served for a two-year term and are expected to attend scheduled meetings. Each year half of the members rotate off the council. The Link Council also helps review all policies regarding persons served. Ideas and suggestions are shared with the Program Committee of the Board when the Program Committee is approving the Handbook for Persons Served.

Assistive Devices (lifts, gait belts, etc.)

For the safety and dignity of both you and staff, Link Associates requires the use of an agency-approved assistive devices or lifts for service to persons requiring physical transfers. Even if you ask your staff not to use the lift, they must use it for the safety of both of you. Link Associates will work with you and your family to find the financial resources to purchase a lift if required.

Health of Person Served

Your health and well-being are of great concern to Link Associates. So that we can understand your health needs, you must have an annual physical (within 13 months) if you receive Residential services from Link Associates. For all other services received from Link Associates, and if you receive regularly prescribed, scheduled medication (i.e., daily, weekly, and not isolated occurrences for infections, colds, etc.) that is administered by Link Associates, you must provide us annually with a statement indicating that a full medication review was completed by a single physician or qualified professional licensed to prescribe medications or an annual physical (within 13 months). Should you have any financial hardship and need assistance with this cost, please be sure to contact your Case/Program Manager.

If you receive residential services thru Link and your family or guardian wishes to manage your medical appointments, it is essential that Link Associates receive all changes to medications, diagnosis and personal health so we can best support you. Link Associate can only use an official doctor's order to make changes in medications and cannot accept this information second hand.

Discharge

Our goal is to serve you for as long as you wish. There may be a time when you, your legal representative/advocate and/or your staffing team decide that it would be best for you to leave Link Associates services. Regardless of the type of discharge, Link Associates will provide you with assistance and support, including assistance with finding alternative services to help you with the change.

- **If you initiate your discharge**

You have the right to discontinue any of the services Link Associates provides to you at any time. If you decide to discontinue services, we ask that you notify us in writing thirty-(30) days prior to your last date of service.

- **If we initiate your discharge**

Conditions under which Link Associates may initiate a discharge are regulated to protect your rights (see each specific program area for a listing of the regulatory body). Some of the reasons why Link Associates may seek to discharge you from services are:

- If your behavior significantly disrupts or poses a threat to others
- If your physical, mental health or your service needs change requiring a different level of care that Link Associates does not provide
- If you no longer meet financial or program eligibility criteria
- If you are absent so often that it interferes with your ability to benefit from the program
- If your funding source is no longer able to pay for the service.
- If you do not make payments for 3 months and have been given at least 2 notices of potential service cancellation for non-payment
- If you no longer need service and your discharge plan has been met
- If you move out of the area in which the specific Link Associate's service is provided
- If you refuse to participate in the services offered or services designed to provide for your safety are not effective
- If you or your team member's legal representative display or engage in unlawful discrimination or practices
- Harassment of staff or other persons served or interfering with the ability to provide consistent services
- If you fail to comply with rules found in this document, section: Persons Served Health

Link Associates will provide you with at least (30) days' notice of discharge when we are unable to continue to provide services to you. These 30 days may be extended in accordance with your plan of care until a transition occurs. If your health and safety needs cannot be met during this period, your services may be suspended or your transition to other services may occur sooner in accordance with applicable state laws and coordination with your Managed Care Organization (MCO) care coordinator (i.e., you need nursing home level of care that Link Associates is not certified to provide). Your MCO and Link Associates will work closely with you during this transition.

You have the right to appeal any Link Associate's decision to discharge. See Appeal Section K.

Grievance Procedure:

Sometimes while we are providing services, you may become unhappy with what we are doing. Your concern may involve any service we are currently providing you. Your complaints are not regarded as a nuisance, but as an opportunity to better understand how we can better serve you. We believe we can resolve most of your concerns informally.

If you or your legal representative/advocate have a complaint or concern about your services, we encourage you to talk to the staff person with whom you are having the problem. This applies if you feel you are not being treated fairly, your rights have not been respected or if you have had inappropriate restrictions placed on you.

If you are not able to satisfactorily resolve your concern with staff, you have the right to file a formal grievance with Link Associates. The objectives of this process are to provide you with a formal way to have your concerns recognized, have them promptly heard and seek to solve the problem in a fair manner. You have the right to ask your legal representative/advocate, a friend or a staff person of your choosing help you with the process.

The Grievance Procedure has steps. You will have thirty-(30) calendar days from the date of the complaint you are grieving to report this and begin the following process:

- **Step 1**

Link Associates has a Grievance Form (C-36) to help you get all the information. Any staff member can help you get this form. In step one you describe the incident along with the date and the names of the involved people. The form is sent to the Department Director who will investigate the situation and give you a decision, in writing, within seven (7) working days. The Department Director will offer to meet with you and discuss the decision.

- **Step 2**

If you are not satisfied with the decision of the Department Director, you may complete step 2 of the grievance form and send it to the Executive Director within seven (7) working days from the date you received the Department Director's decision. In this section, you list the reasons the Department Director's decision is not satisfactory and any ideas you have. The Executive Director will review the grievance and decide, in writing, within seven (7) working days and offer to meet with you to discuss the decision.

- **Step 3**

If you are not satisfied with the decision of the Executive Director, you may complete step 3 and send it to the Program Committee of the Board within seven (7) working days from the date you received the decision. In this section, you list the reasons the Executive Director's decision is not satisfactory and offer your ideas. The Program Committee will review the grievance and decide, in writing, within ten (10) working days.

The decision of the Program Committee of the Board is the final decision within the agency's authority.

If the grievance isn't mutually resolved through Link Associate's process, you may have other avenues of appeal. Link Associates staff will assist you in identifying other avenues and will provide you with the names, addresses and phone numbers of other persons or agencies with

whom you may be able to pursue your appeal. All citizens have the right to access any forms of complaint that all citizens have, including calling the police or other agencies to report a concern.

Link Associate's goal is to help you benefit from the services we provide, and we will work together with you to eliminate all causes of legitimate complaints. No concerns/complaints brought to the attention of Link Associates will become barriers to receiving services or result in retaliatory actions by Link Associates. Further, any report of suspected wrongdoing by agency employees which may include but is not limited to: fraud, abuse, theft, harassment, waste or other wrongdoings are expected to be reported to us for immediate investigation. Any attempt at retribution will be investigated and could lead to disciplinary action up to and including termination/discharge. Any attempts at retribution may be reported to law enforcement for external investigation.

Appeal Process

When Link Associates makes the decision to deny service, discontinue service or change the level of service, any person served, and their legal representative/advocate has the right to appeal this decision.

A written notice of decision is given whenever Link Associates is recommending that service be denied, discontinued or that the level of service be changed. The notice identifies the reasons for the change, the effective date of the change, the person's served right to appeal the decision and the appeal process.

You have the right to ask your legal representative/advocate, a friend, or a staff person of your choosing to help you with the process.

- **Step 1**

The appeal must be filed in writing within 30 working days of receipt of the notice of decision with the Executive Director and should contain the following information:

- a) The action and the date of the decision being appealed
- b) The reasons for not agreeing with the decision
- c) Copies of any documents relevant to the decision

- **Step 2**

The Executive Director will notify the appropriate supervisor and request a report outlining the basis for the decision and a recommendation for the Executive Director's decision. The Executive Director has five (5) working days of receipt of the supervisor's report to provide in writing their decision concerning the appeal.

- **Step 3**

To appeal the Executive Director's decision, a request can be made within five (5) working days to the Program Committee of the Board of Directors. The Program Committee will notify the President of the Board when an appeal has been made. The Program Committee, within 10 working days of receipt of the appeal, will review the case with appropriate staff and issue a written decision to the person served.

The decision of the Program Committee will be considered the final agency decision and this committee will notify the President of the Board of Directors with a copy of the committee's decision.

If the appeal isn't mutually resolved through Link Associate's process, you may have other avenues of appeal. Your Case/Program Manager can assist you in identifying other avenues and will provide you with the names, addresses and phone numbers of other persons or agencies with whom you may be able to pursue your appeal.

Individual Rights:



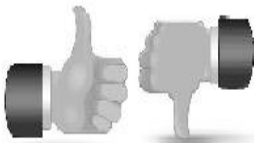

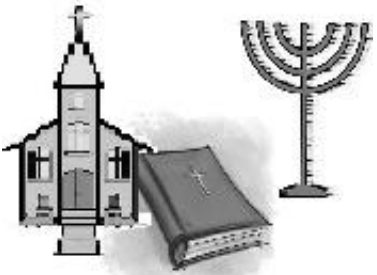





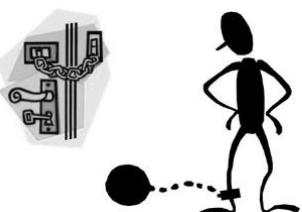

Everyone in the community has human and legal rights. Human rights include the right to make choices and to be treated with dignity and respect. Legal rights are those guaranteed by law. These include the right to treatment and services, independence and freedom from restraint and the right to help plan the training and services you receive from Link Associates. Your Case/Program Manager or Program Supervisor will talk to you about your rights when you begin receiving services. Individual rights include, but are not limited to:


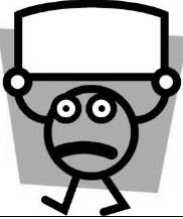




1. The right to be treated with consideration, respect and with full recognition of personal dignity and individuality.
2. The right to always receive kind and considerate treatment and be free from corporal punishment, emotional and physical abuse, neglect, humiliation, personal degradation and financial or other exploitation.
3. The right to receive a copy of the Link Associates rules and regulations governing the program, including the Individual Rights Statement, at intake.
4. The right to refuse treatment or services being offered by Link Associates.
5. The right to receive a program evaluation for each program within thirty -(30) days following admission into a program.
6. The right to work with your team to choose which services best meets your individual needs.
7. The right to a current Comprehensive Consumer Case Plan of services, implemented through prompt treatment of identified goals. This includes:
 - a. Participation in the planning and decision-making processes.
 - b. Regular reviews of your plan with a written report.
 - c. Opportunity to request a plan change at any time.
8. The right to be free of restrictive measures (see Rights Limitations or Restrictions below) unless a restriction is developed and authorized through Link Associate's Positive Behavioral Support policy.
9. The right to confidentiality of all personal information as well as information contained in records.
10. The right to examine all information contained in your record and receive copies free of charge for reasonable requests. You also have the right to request that your records be amended or corrected.
11. The right to practice whatever religion you choose, including the right to believe in any faith, attending a particular church or religious service or choose not to attend any church or religious service.
12. The right to choose your own friends, neighborhood, and associates.
13. The right to register to vote and to vote within state law.
14. The right to own and dispose of property and the right to enter contracts and purchase property.
15. The right to have access to food at any time.

16. The right to meet with or participate in activities of social or other community groups in or outside the facility, including the right to refuse to participate in such activities.
17. The right to decline to participate in research projects unless informed consent has been given.
18. The right to choose your own physician.
19. The right to perform age appropriate, meaningful work in a safe environment and be paid for work performed in compliance with wage and hour regulations.
20. The right to submit complaints to the agency as well as to any other department or organization available to all citizens without fear of retribution.
21. The right to freedom from unnecessary drugs or medications and the right to have medications administered only with your informed consent.
22. The right to freedom of choice in your living situation, choice of work and choice in leisure activities.
23. The right to choose the agency to provide your personal services.
24. The right to meaningful and fair access to the courts, including legal representation.
25. The right to freedom from retaliation for making complaints about the services you receive.

SECTION 3 KNOW YOUR RIGHTS!

You have the right to:

<p>Receive kind and considerate treatment free of emotional and physical abuse, neglect and humiliation, personal degradation.</p> 	<p>Learn about Link's rules and regulations and have a program evaluation within 30 days of admission.</p> 	<p>Refuse treatment or services.</p> 
<p>Work with your team to choose services and participate in planning and decision making.</p> 	<p>Practice the religion you choose or choose not to attend services.</p> 	<p>Choose your friends.</p> 
<p>Register to vote and vote within state laws.</p> 	<p>Own and dispose property and enter contracts.</p> 	<p>Decline to participate in research projects and be free of unnecessary drugs or medication.</p> 
<p>Choose where you live and work. Pick what you like to do in the community and who you want to live with.</p> 	<p>Be free from restriction unless part of your plan.</p> 	<p>See information in your records following state and federal law and have personal information confidential.</p> 

<p>Choose your own doctors.</p> 	<p>Perform age-appropriate meaningful work and be paid fairly.</p> 	<p>Submit complaints without fear of retaliation and appeal staff or agency action.</p> 
<p>Choose the agency you want to provide your services.</p> 	<p>Due process and access to courts and legal representative.</p> 	<p>Meet with and participate in social activities outside Link and refuse the right to participate.</p> 
<p>Send and receiving phone calls and mail and to having private conversations.</p> 	<p>Be treated with respect and addressed in an age-appropriate manner.</p> 	<p>Be protected from being hurt by others served and have staff help you figure out your options if it happens.</p> 

Right's Limitations or Restrictions

Some rights can be limited with your consent or the consent of your legal representative or legal authorities. If rights are limited, the least restrictive and most appropriate method will be used. Limits will only be used to protect your health or safety, the health or safety of others, your financial affairs or if needed as a part of your Comprehensive Consumer Service Plan to help you learn a social or behavioral skill and reduce or eliminate undesired behaviors.

Any restrictions must be discussed with your team and specified in your Comprehensive Consumer Services Plan. Restrictions will not be used as a punishment, for the convenience of staff or as a substitute for a non-aversive program. This plan will also identify the outcome of other less restrictive approaches your team has used, what you will be learning and the process to restore any limitations. You or your legal representative must give written permission and the limitation will be discussed on a regular basis to make sure it is still in your best interest.

Rights that can be limited may include:

1. Managing personal financial affairs
2. Selecting and participating in dietary preference
3. Choosing and wearing clothing of your choice

4. The freedom of movement at reasonable times
5. The freedom of speech and expression, which includes the right to both send and receive uncensored phone calls, mail and to engage in private conversations
6. Access to medication by keeping it in a locked container
7. Access to money by keeping in a locked container
8. Not being allowed to use some appliances like a stove without staff support
9. Ensuring a physician or psychiatrist orders psychotropic medications
10. Staff having a key to your home
11. Time without staff support

Link Associates must ensure that you are physical and psychological healthy and safe. Sometimes to make sure you are safe it may be necessary to change your level of service or restrict a right. Any restrictions must be discussed with your team and be a part of your Comprehensive Consumer Services Plan. Link Associate uses a Behavior Intervention Plan (BIP) to consistently address interfering behaviors. A BIP is a tool that guides staff step by step to support you in response to an interfering behavior. BIPs can be used for a variety of issues, but any time a physical or chemical restraint is used to provide protection from harm, it must be included in a (BIP).

Any BIP must have at least the following:












1. The behavior that has to be reduced
2. Triggers for the interfering behavior
3. Function/intent of the interfering behavior
4. Description of the current environment where the interfering behavior is occurring
5. Situations/setting where there is no interfering behavior
6. Successful interventions
7. Unsuccessful interventions
8. Assessments that have been completed
9. Review of medical history
10. Persons typical mode of communication
11. Patterns/trends of incident reports

Before we start a BIP or a team approved plan including any restraint we must do the following:

1. You and their legal guardian will be informed of Link's policies and procedures regarding restriction.
2. You or your legal representative or legal authority must consent and may be used only for reducing or eliminating the target behaviors.
3. The plan can't be used as a punishment, for staff convenience or as a substitute for a non-aversive program. We must use the least restrictive and most appropriate method,
4. Limits will only be used to protect your health or safety, the health or safety of others, financial affairs or if needed to help learn a social or behavioral skill.
5. All staff will receive overall training regarding rights restrictions. At the start of any BIP staff shall receive instruction and will sign to show they have been trained.
6. Members of the Positive Behavior Support committee will review the draft of the plan draft to make sure it isn't started without a thorough evaluation from an outside perspective.
7. The Link Associates Program Committee of the Board must review and approve the program before we start it.

8. You, along with your team shall review the BIP quarterly and submit a statement/summary of progress to the PBS Team for review and will provide feedback to your team.

Rights that may be restricted... your team may decide you need:

<p>Help paying your bills and making sure your money is spent safely.</p> 	<p>Help picking the right food and the amounts that are healthy for you.</p> 	<p>Help choosing and wearing clothes that are right for the season and situation.</p> 
<p>Help deciding when and where you will be going.</p> 	<p>Help sending and receiving phone calls and mail and to having private conversations.</p> 	<p>To have your medication in a locked container.</p> 
<p>To keep your money locked in a safe container.</p> 	<p>Help using some appliances like a stove without staff support.</p> 	<p>Support to ensure psychotropic medications are ordered by a physician or psychiatrist.</p> 
<p>Your staff to have a key to your home.</p> 	<p>To limit the time, you have without staff support.</p> 	

Individual Responsibilities:











To help us serve you in the best way possible, you have some responsibilities. It is our goal that everyone, persons served and staff, always interact with one another with dignity and respect. If you need help in any of these areas, your team will assist you to identify the best way to work on the skill.


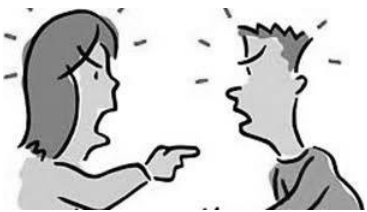
You are responsible to:

1. Engage in positive problem solving/questioning.
2. Respond to constructive criticism in a productive, respectful manner.
3. Respect others right to confidentiality always by not discussing programming and personal issues in the presence of other uninvolved employees or persons served, family or in public.
4. Actively participate with staff in the CCSP planning and cooperate with the plan after it is developed.
5. Work cooperatively with staff and other persons served.
6. Respect the rights of other persons served and staff.

7. Be responsible for your work at home and on the job and offer other persons served assistance as able.
8. Provide information we need to best serve you.
9. Make staff aware of concerns or problems.
10. Keep personal relationships away from the workplace as not to embarrass, distract or keep other persons served from performing job duties.
11. Follow Link Associates policies as outlined in this handbook.
12. Respect others money and property by not taking things that don't belong to you,
13. Respect the places you live, work and visit by not damaging the property.
14. Respect everyone around you by using kind and respectful language.

Responsibilities you have:

<p>Work on problems together.</p> 	<p>When people try to help you be respectful and try their suggestion.</p> 	<p>Don't talk about other programs and personal issues.</p> 
<p>Work with your team to develop your plan and work to implement it.</p> 	<p>Work cooperatively with staff and other persons served.</p> 	<p>Respect the rights of other persons served and staff.</p> 
<p>Be responsible for your work at home and on the job and offer other person served assistance as able.</p> 	<p>Provide information we need to best serve you.</p> 	<p>Make staff aware of concerns or problems.</p> 
<p>Not embarrass, distract, or keep other persons served from performing job duties.</p> <p><i>Respect</i></p>	<p>Follow home and work rules.</p> <div data-bbox="722 1491 966 1711" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>LINK ASSOCIATES</p> <p>We Have a Mission...</p> <p>Providing people with intellectual disabilities opportunities to achieve their personal goals.</p> <p>HANDBOOK FOR CONSUMERS, LEGAL REPRESENTATIVES, ADVOCATES, AND FAMILY MEMBERS</p> </div>	<p>Don't take things that don't belong to you.</p> 

<p>Don't damage property.</p> 	<p>Use respectful language.</p> 	
---	---	--

Drugs and Weapons:

For the safety of persons served, Link employees are restricted from having a weapon on agency property or person served residences and places of work. To equally ensure the safety of our staff we ask that any person served who lives outside of his/her parents/legal guardian's home and owns any weapons, either for sport or collection, disclose this to Link Associates. Your team will coordinate requirements for the use, care, and storage of the weapons. At no time shall persons served possess any type of weaponry on Link Associates premises, vehicles or individual job sites and shall not engage in criminal activities. Pocket knives may be kept on premises or carried by persons served if it is of the utilitarian type. The person's team must evaluate the person's served ability to consistently use the pocketknife in a responsible, non-threatening manner with staff and peers.

Persons served shall not use, possess (on or off premise) any type of controlled substances, any type of prescription drug or over-the-counter medication, which has not been explicitly prescribed to them and dispensed through customary Link Associates medication management policies.

If weapons or controlled substances are found, staff has the responsibility to report this to your team who will work with you to identify appropriate plans and notification to the appropriate law enforcement agencies. At any time if the staff feel you or they may be in danger because of weapons or drugs at your location they will immediately leave the site and call the police.

If you have personal belongings that are not weapons, but could be perceived as a weapon, staff will assist you in making decisions about the best place to use it outside of your home.

Mandatory Adult Abuse Reporter

Staff of Link Associates are mandatory adult abuse reporters. This means if we suspect you have been abused or neglected in any way (emotional, physical, verbal, financial and/or sexual, or you have failed to make safe decisions for yourself,) we are required by law to report such incidents to the Department of Human Services. If you feel you have been abused (for example, someone has hurt you or said mean things to you notify any staff right away. We will immediately investigate your concerns and take appropriate action.

Photographs

There are times when Link Associates will take pictures or videos for use in brochures, displays, social media, newspaper articles, etc. If you are asked to be in a picture or video your participation is strictly voluntary and will occur only if you or your legal representative gives informed consent.

Video Recording Equipment

Video surveillance equipment is installed at Link's administrative building. The video cameras are only used to record access at building entrances and common areas. The cameras are never used in areas where employees, persons served or visitors would have an expectation of privacy, such as restrooms.

The video cameras will help promote safety, protect property, and identify anyone causing a safety concern in our building. Everyone should be aware that many other settings use video recordings, including private homes, places of employment and a variety of community settings with or without your approval.

Our staff have been trained that video and audio recordings are common across our world. Anyone should conduct himself or herself as if they were being recorded. The cameras are all in plain sight. Persons served and families should be very careful about posting any photos, recordings and/or videos that contain persons served or staff. There are a variety of situations where a person served, or staff have restrictions and/or personal reasons for privacy.

Alternative Communication Technologies (i.e., ZOOM, Google Meet, Microsoft TEAM's, etc.) The use of information and communication technologies that allows Link Associates to see, hear, and/or interact with persons served, their families, legal representatives, other providers, and/or support members in remote settings will adhere to the following procedures. This can include information and technology used to deliver services, e.g., tele practice, telehealth, etc. but does not include conference calling with standard phone equipment.

1. Consent

Persons served and their legal representatives will be provided Link Associates Authorization for Alternative Communication Technologies (ACT). The authorization will be required before participation and will be reviewed annually at a minimum.

2. Recording

Under no circumstances will audio recording, video recording, or capturing photographs (i.e., screenshots) be permitted by Link Associates personnel unless specifically addressed in the ACT authorization and consent is given. The ACT authorization from persons served will also restrict these activities by the other participants.

3. Appropriate Usage

Whenever possible, Link strives to have all meetings and similar service delivery face to face. Deciding to use ACT is based upon the following criteria.

- a. Safety of all participants
- b. Distance exceeding 60 miles of meeting location
- c. Weather related factors
- d. Availability of participants
- e. Requested by person served
- f. Ability to use ACT effectively

4. Functionality

ACT will be tested at least 30 minutes prior to the delivery of services by Link Associates personnel facilitating and throughout the services (origination site). Stakeholders participating will receive instructions on the use of the ACT at least 2 days in advance for the remote site usage. Attached to the invitation will be a user's guide for the type of application being used. Other employees from Link Associates who may be a part of the meeting with persons served,

and who are participating, will test their equipment 1 day in advance of the services to be delivered.

5. Training of Personnel

Personnel who facilitate and deliver services with ACT will receive competency-based training by already trained personnel. This will include.

- a. Features
- b. Set up
- c. Appropriate Use
- d. Confidentiality
- e. Trouble shooting
- f. Maintenance of equipment as appropriate

Training will be documented by personnel and the instructor signing and dating the training handouts and these will be filed in the personnel file of the person receiving the training.

6. Instruction and Training for Stakeholders

Persons served are supported by remote staff members of Link or other times by family members/legal representatives invited to the same meeting. All participants will be provided instructions on how to access this service that will include.

- a. Features
- b. Set up
- c. Use
- d. Trouble shooting

7. ACT Facilitator

Link personnel facilitating ACT services will be the designated person to provide stakeholders with any assistance needed. This will include.

- a. Need for additional facilitators at the location of the person served
- b. Instruction to participants on privacy considerations
- c. Assessment of the usability of the ACT by stakeholders
- d. Equipment/materials necessary for ACT services
- e. Accessibility and/or modifications that are necessary for participation

8. ACT meetings/services

At the beginning of ACT services, the Link Facilitator from the origination site, introduces themselves and facilitates all participants identifying themselves and their roles at the meeting. In the event an unauthorized person is present, the facilitator will instruct them to leave, disconnect them, or suspend the meeting.

9. Security

The Information Technology (IT) Director maintains and updates all ACT programs and directs personnel on any updates that are needed to their equipment. Any ACT approved by the IT Director must meet the standards of the Health Insurance Portability and Accountability Act (HIPAA).

SECTION 4 SERVICES OFFERED BY LINK ASSOCIATES

Case Management

Case Management Services (Case Management & Program Management):

The purpose of Case Management Services is to ensure the development and the implementation of person served and family focused programs. These services also ensure persons served assistance to identify, secure and sustain necessary resources. What is the difference?

- **Case Management**

A Case Manager provides coordination of the Comprehensive Consumer Service Plan, crisis intervention, maintenance of person served records, correspondence and all other required person served data and the comprehensive advocacy and support for persons served eligible for Case Management funding.

- **Program Management**

A Program Manager assists persons served receiving services from Link Associates but have an external Case Manager in the development of the Comprehensive Consumer Service Plan, crisis intervention, maintenance of person served records, correspondence and all other required person served data and advocates for persons served.

Each person Link Associates works with has one of the persons above, whose responsibility is to you, not to Link Associates or any other agency you may choose to provide you services. In this handbook, that person is called your Case/Program Manager. Your Case/Program Manager will meet with you on a regular basis to review your plan and your progress on the goals you have set. After you review your plan together, they will write a quarterly report reflecting your goals progress. Your Case/Program Manager is also available to help you secure specialized support or treatment services such as speech therapy, a hearing evaluation, physical, occupational, psychological/psychiatric therapy, or other medical services you may request. Your Case/Program Manager will also make sure that you receive a current copy of this handbook that outlines all your rights and responsibilities. You are encouraged to talk with your Case/Program Manager anytime you have questions or concerns about your CCSP.

Your Case/Program Managers' primary responsibilities are:

1. Developing and monitoring your individual case plan with you and your CCSP team.
2. Assisting you and advocating for you to ensure that you obtain appropriate services (such as medical, residential, vocational and leisure).
3. Coordinating and facilitating the delivery of your services.
4. Monitoring the continued appropriateness of your services and living arrangements.

CASE MANAGEMENT APPEAL PROCEDURE

If you disagree with your individual plan for services and supports developed by your Case Manager and your team, you have the right to file an appeal. Many problems occur as the result of misunderstanding and can often be resolved by the directly affected people. You should try to solve problems with the staff and agency(s) involved. You have a right to use either the Link Associates appeal process or proceed directly to the state appeal process, which can be provided to you by your Case Manager.

- **Step 1**

Within 5 working days, write a letter to the Link Associates Case Manager Supervisor to tell us why you disagree with your individual service plan. The Case Manager Supervisor will schedule a meeting with you and your team as soon as possible, but within a time period not to exceed 5 working days.

- **Step 2**

The Case Manager Supervisor will meet with you and your team to work to resolve the dispute. After reviewing all information, the Case Manager Supervisor will decide, which will be presented in writing and delivered by hand or sent first class registered mail to you and your team within 5 working days from the date of the grievance hearing.

- **Step 3**

If the Case Manager Supervisor's solution does not satisfy you or the solution does not effectively resolve the grievance, the individual may appeal the decision to the Link Associates Executive Director. This appeal should be in writing and should be submitted within 5 days following the date of the previous response.

- **Step 4**

The Link Associates Executive Director will meet with you and any other person(s) whose presence the Executive Director deems necessary to the resolution of the grievance. A decision will be reached and returned to you in writing within 5 working days from the date of the meeting. If you are still dissatisfied, you may appeal to the Board of Directors within 5 working days of the date of receipt of the previous response.

To file an appeal, letter should be sent to:

Case Management Director
Link Associates
1452 29th Street
West Des Moines, Iowa 50266
Phone: (515) 262-8888

Leisure Times

The purpose of the Leisure Program is to provide leisure opportunities and education.

Leisure Times is a recreation program for individuals with special needs. The Leisure Times program is a community-based, year-round program designed for anyone in central Iowa who chooses to access services. Fees are charged for programs and activities. Financial assistance and scholarship monies are available. A brochure describing programs, activities, capacity limitations, participant requirements and the registration process is distributed in March, July, and November each covering a four-month period. Each person served will have access to a registration brochure. Ongoing activities include:

1. Spinners: Social opportunities in the community (for example sports events, dinner theatres, civic center, etc.) for adults with mild intellectual and/or physical disabilities one night each week.
2. Travel Programs: Social travel opportunities throughout Iowa and neighboring states for adults with mild intellectual disabilities and/or physical disabilities.
3. Community Art Connection: Introduction and hands-on experience with various art forms. Activities are scheduled once every three weeks during the four-month period.
4. Fun and Fitness: Sports and fitness training in eleven seasonal sports. Year-round swimming and weightlifting as well as participation for health and well-being or competition in Special Olympics, Iowa Games, Senior Games, etc.
5. Special Events: Dances once every four months, along with special artist presentations, nature and outdoor programs, cultural awareness programs, cooking and many more!
6. Special Olympics: Up to 14 year-around sports training programs.

Representative Payee Program/Money Management

- **Internal Representative Payee**

The purpose of the Representative Payee Program is to help persons served manage their Social Security or SSI payments. This is only currently offered to persons served who also receive residential services from Link Associates. By requesting this program, you are providing your informed consent to participate in accordance with Link Associates and the Social Security Administration's policies and procedures.

Link Associates has been approved by and is monitored by the Social Security Administration to provide a fee-based Representative Payee service for those persons served and families who wish to participate. Our trained staff assists persons served to manage their funds and monitor their continued eligibility for entitlement programs such as: direct service/Medicaid Waiver eligibility, Case Management, Medicaid (Title XIX), rent subsidies, food stamps and unearned income (Social Security, Supplemental Security Income, etc.).

It is important to acknowledge Link Associates is responsible to ensure your immediate housing, clothing and food needs are met first; then remaining funds can be provided for your leisurely spending. There may be occasions the payee will deny requests you make for purchases due to a lack of funds.

As a participant in having Link Associates as your payee, you have the responsibility, when applicable, to turn in each pay stub to their immediate supervisor in a timely manner. The

supervisor will then route the pay stubs to the accounting department who in turn is required to provide pay stub information to Social Security.

Federal SSA requirements are very specific, and Link is required to adhere to them without exception. These components are mandatory for person's using the Representative Payee Program and their support family and staff:

- You can request spending money and other funds by talking to your staff working with you and/or your Residential Supervisor who will assist you in completing paperwork to request the funds. Then you and/or the person accepting responsibility for the money must complete and sign a form regarding the use of the money and return it to your Residential Supervisor as directed.
- A receipt for every expenditure is required; should you be assisting the person served, you will be asked to sign an acknowledgment form of the monies entrusted in your care, and that you are responsible for ensuring a receipt is provided to account for all expenses.
 - If a person accepting responsibility for the money is not the person on the account from which these funds are withdrawn, they are responsible for providing receipts for the purchases made.
 - You will be expected to turn in receipts for checks issued by the representative payee within 7 business days after obtaining the receipt. Your staff can assist you in doing this.
 - All receipts are routed to the accounting department and are used for auditing purposes.
- Requests for gift card purchases cannot exceed \$25, and the request must accompany who the gift card is for, and the purpose of the gift card (ex. Birthday, Christmas, etc.)
- All utility bills, rent, phone, etc. will be mailed directly to Link Associates, and mailed directly from Link Associates. This will ensure we meet our obligation to pay for stamps to mail bills, and ensure the bills are paid by the due date.
- If you can monitor, advocate, and manage you own spending money, your team will identify this in your individual program plan and eliminate the unnecessary restrictive measures of having your money locked.
- You will not be able to have more than \$30 in your home, unless discussion has occurred to support a special upcoming event that requires the immediate need for additional funds.
- Your funds will be in individual accounts that contain only your money and if they are interest bearing accounts, that will be reflected and deposited into your accounts.
- Monthly reconciliation reports are done and filed in your record and copies are provided to you.

Social Security requires that each person be individually responsible for his or her own payments. Because of this, persons served can't pay a bill on behalf of a roommate but must each pay their individual portion of each bill.

Upon exit from this program or Link's residential services, the accounting assistant and your residential supervisor will help you with the paperwork to direct the return of all funds.

- **Resource Limitations**

Government-supplied benefits like Supplemental Security Income (SSI) and Medicaid help persons with special needs in paying for their care. Management of each person's net worth is essential as a large lump sum of money, such as inheritance or proceeds from a settlement, can disqualify a person for SSI, Medicaid, and other government benefits.

- Strict federal regulations limit a person's resource/assets to under \$2,000 at each month end.
- For those persons served who have been approved for the Medicaid for Employed Persons with Disabilities program (MEPD), the person's resource/asset limitation is \$12,000. The excess income refers to income that goes above and beyond the amount that allows a person to qualify for needs-based government benefits.

When a person has money that needs to be spent to ensure he or she continues to receive benefits a spend down must be evaluated. A spend down does not imply or encourage the frivolous wasting of money. It is important that the funds be spent only on exempt resources and that the items purchased are solely for the benefit of the disabled recipient.

Here are some ideas that other persons served, and families have considered:

- Update personal effects-household goods or personal comfort objects (wardrobe, electronics, or furniture).
- Electronic devices that could assist with communication or adaptation.
- Medical care and equipment - Purchase of items that aren't covered by Medicare or Medicaid. Adaptive equipment or things to make one's home more comfortable or accessible
- Memory foam mattress toppers
- Irrevocable - Prepay end of life plans - A prepaid or pre-need funeral contract allows you to purchase funeral goods and services before needed.
- Open an IABLE account. ABLE accounts are tax-free savings accounts for people with disabilities and their families. ABLE stands for Achieving a Better Life Experience.
- Travel or trips
- Season tickets to events like the Civic Center, sporting events or Science Center/Zoo/Living History farms

Safeguards

Each person has his or her own personal accounts and must have one authorized signature that is not directly involved in writing these checks on your behalf. Checks cannot be signed unless the "pay to the order" section is completed. When you receive cash, this will be secured in a locked environment with records you sign for disbursements and deposits unless your CCSP provides other directions. All records are monitored and reconciled each month and if there are ever any discrepancy Link Associates will always provide you with prompt reimbursement. You can also receive Link Associates detailed policy and procedures regarding this oversight and additional audits performs by requesting this from your case coordinator, accounting assistant, or residential supervisor.

- **External Representative Payee Responsibilities**

External Payee's will provide email address or mailing address so the Link Associates Representative Payee can forward bills for the site in which the person you support resides. Bills will be divided equally amongst all residents of the household unless otherwise specified.

It is the responsibility of the External Payee to pay all utilities directly to the utility company and not to Link whether that be by check, cash, electronic banking, etc. Be sure to include the account number with all checks. If a late fee is incurred, it will be the responsibility of the person accountable for the delay to pay the late fee.

Money Management

If you receive residential services from Link Associates and do not participate in the representative payee programs, Link Associates will assist in your money management as determined by your Team and your CCSP. All procedures and practices for the internal representative payee program will be applicable and followed unless otherwise indicated in your CCSP. Your CCSP documents your informed consent for Link Associates to assist you in your money management.

- If Link Associates is not your representative payee, you or your payee is responsible to make all payments on your behalf in a timely manner as to not expose roommates to late fees, bad credit or other negative consequences. If payments are late, one notification will be given to the payee with the offer to assume the Representative Payee service. If late payments or failure to make payments continue, as a mandatory reporter, we need to report this to the Department of Human Services for investigation and request the payee be switched to Link Associates.

Transportation

The purpose of the transportation program is to offer safe and affordable options to persons served accessing their day program and community sites. Link Associates provides transportation to our persons served in several different ways. Your staffing team will help you make the arrangements for the transportation assistance you need. Link's transportation services are "curb to curb" and we have to ensure a staff/family member is present at the residence to support the rider. For all riders who do not have "alone time" authorized in their plan, the driver must see the staff/family member before they can allow the rider to exit the vehicle.

For your safety, the drivers cannot leave a vehicle unattended. It is your responsibility to be ready for your pickup and meet the vehicle in front of your home. Because some of our vehicles are big, the drivers will not pull into your driveway. The driver will wait no longer than 5 minutes. After 5 minutes the driver will make one phone call to the home/residence to ensure you don't need a ride to work. If no one answers or the answering machine picks up, the driver will leave a message stating that Link Associates transportation was here to pick you up for work and the time. They will indicate they are now leaving your residence, as you were not ready for pick up. It is your responsibility to call your driver no later than 6:45 AM if you are not riding the route.

If you do not notify Link Associates that you do not need a ride for 3 consecutive days and we come to pick you up, continuation of transportation services to you will be suspended until further evaluation is completed. If you are moving to a new address, you must give Link Associates a 3-week notice to help ensure no interruption in services occurs.

Link Associates has rules to make sure your trips are safe. If you do something that may cause injury to yourself or others in the vehicle, disciplinary action may become necessary, and it is up to your CCSP team to develop a plan. The severity of the incident needs to be addressed and may result in you not being able to ride on the Link Associates vehicles. Examples of behavior not allowed on Link Associates transportation:

- Fighting or attempting bodily injury to another at work or on agency property
- Verbally or physically threatening other persons served, staff or visitors
- Getting on a vehicle under the influence of alcohol or illegal drugs
- Stealing property from Link Associates or other persons served
- For person's needing special supports to remain seated to ensure safety for you or others in the vehicle, a Link approved safety device/restraint must be provided and used
- Intentional destruction of agency property, materials, or equipment (person served will be responsible to pay for damage or replacement)
- Eating and drinking in the vehicle-unless you have a drink container with a lid and straw
- Violation of safety procedures
- Unexcused absences, more than 5 days within a 3-month period (i.e., no call no show)
- Sexual contact/harassment
- Unprotected incontinence

You are responsible to behave with respect to the driver and other passengers and this includes being on time for the vehicle so everyone else does not have to wait.

If the location you are regularly picked up at is under construction or unavailable for our vehicles to park, please contact Link Associates transportation to coordinate an alternative temporary pick up/drop off site.

During bad weather, please have a clear path so you can get to the Link Associates vehicle safely. It is your responsibility to keep your driveway and sidewalk clear so the wheelchair lift can be lowered if needed.

If you use transportation other than Link Associates, when your driver drops you off at Link Associates, the driver must escort you into the building. In the receptionist area, they will sign you in. When they pick you up, the driver will enter the receptionist area and tell them the name of who they are picking up. The receptionist will let your staff know and they will assist you to get to the driver. If your transportation provider does only curb to curb driving and can't come in to get you, they will call Link and the receptionist will let your staff know to assist you.

- **Delay/Closing**

Link Associates may delay or cancel day programs and transportation for persons served based on road conditions and/or weather. You can find information relating to delays/closing on the Link Associates website, Link Associates office phone message, TV stations and their websites or Link Associates Facebook.

If you make the personal decision not to attend the day program, or to venture outside, or if you attend day program services from a provider other than Link and they have cancelled their programs, it is your responsibility to call your bus driver and notify them that you will not be riding. The call to your driver should be made as soon as possible.

- **Early Dismissal**

If the weather conditions deteriorate during the day and force Link Associates Day Programs to close, the following procedures will be followed:

- Someone from Link will contact your home, residential provider and/or day program provider to coordinate when there will be coverage at the residential site.
- If you attend a day program other than Link Associates and your provider is closing early for the day, it is your responsibility to contact Link Associates and inform us of the early closing.
- Once Link Associates is notified of your early dismissal, we will plan transportation for you as soon as possible.

Residential Services

The purpose of the residential program is to provide daily life skills training and support in your chosen living arrangement. Link Associate's Residential Services program is designed to provide support, opportunity, and experience to maximize your ability to be independent and to be part of the community you live in. Support is available to you in at least the following areas, as specifically outlined in your CCSP:

1. Basic self-care activities like eating, bathing, toileting, dressing, grooming, etc.
2. Menu planning and meal preparation.
3. Use of the telephone.
4. Housekeeping and home maintenance skills.
5. Communication skills such as oral, written, augmented and nonverbal.
6. Mobility and community transportation skills.
7. Recreational and leisure time activities.
8. Basic academic skills.
9. Health maintenance such as personal hygiene, exercise and fitness, nutrition and diet management, use of medical services and medicine.
10. Utilization of community services and resources like laundry service, library, post office, person served affairs office, etc.
11. Interpersonal relationships with significant others, family, and friends.
12. Human sexuality.
13. Financial management including techniques of person served purchasing, banking, taxes, budgeting and repaying debts.
14. Management of personal and legal affairs.
15. Work attitude and skills exploration.
16. Self-advocacy and assertiveness training.
17. Safety practices including dealing with injuries and life-threatening emergencies.
18. Contingency planning, problem solving and decision-making.
19. Person served affairs and rights for things like familiarity with warranties, policies, and procedures of governmental and community service agencies.

Link Associates staff is responsible for assisting you in maintaining a safe, healthy environment for you to live. You have invited us into your home to provide services and are involved in the selection and ongoing evaluation of the staff assisting you. Link's employees will respect your privacy and home. Due to the nature of our services, some records may need to be maintained at your home. For situations where living space, such as an extra bedroom is used, an agreement will be reached with you for compensation. Because our service requires us to be with you in your home, items used by staff such as utilities, internet, phone, (excluding long distance), are not subject to reimbursement.

Staff will also assist you in making appointments and arranging/providing transportation for medical or therapy needs. They will help you follow instructions you receive from doctors or other specialists. In addition, staff provides teaching according to your CCSP goals. They will help you manage your money by assisting you with purchases. Staff may also help establish a savings account for your use. On a regular basis, staff will schedule a meeting so that you and the other people you live with can talk about things you like or dislike about the place you live. This would be a good time to bring up problems or to plan special activities. Sometimes, you might review rules or person served rights. You might also learn about ways to make decisions or communicate more effectively.

For persons using hourly residential services, your needs can be best met if you set specific hours for staff to assist you. Link is committed to find the best staff match to meet your needs. By having a regular schedule, we are most effective in supporting you.

For all persons served in Link Associates Living Arrangements these rules apply.

1. Privacy-It is important that the rights of the people served privacy are maintained and you and your roommates will need to respect each other. When entertaining in your home, you, your roommates, and visitors should show respect for each other, including making sure people can have private conversations and everyone needs to be appropriately dressed when in the common living areas of the home.
 - a. If you wish to have keys for your bedroom door, you can find details in your lease or you can visit with your landlord to arrange.
2. Pets-Before you purchase or acquire a pet, plans must be discussed with your Residential Supervisor. If you have roommates, the consideration of having pets will be explored with them. In some cases, your landlord may have rules governing pets and your Residential Supervisor can help you review your lease for that type of information.
 - a. If you own a pet, you will be responsible for the pet's care and food and other monetary expenses. Staff can help you learn about the care of, feeding, cost and cleaning of the pet.
 - b. We will also work to ensure that the pet receives humane treatment and that you are adequately instructed to provide such care and treatment. If such care is not given, your staffing team will address with you the best solution for you and the pet. If your team feels you cannot manage the pet and you disagree, you may follow the steps in the grievance section of this handbook.
3. Personal Property-You are encouraged and will be assisted to decorate your home and bedroom with personal items and belongings. You are encouraged to maintain your personal property in such a way as to avoid damage or theft (i.e., leaving doors unlocked, valuable items left in heavy traffic areas, etc.). Link Associates does not accept any financial obligation for such items, and we encourage you to obtain renters/household insurance. If you need assistance with this, your Case/Program Manager or program staff will be happy to help.

- **Drug Plans**

For those served in Link Associates Residential programs, Link will coordinate with professionals to assist with the coordination of evaluating your current drug plan and make recommendations for a plan to might best suit your needs. Notifications will be sent to your guardian(s) to notify them when this will occur and they will be given the option to opt out and/or request pre-change notification.

Your information will be shared with them unless you do not wish to participate.

Supported Community Living Services (HCBS-SCL) (referred to as Residential Services)

Link Associates HCBS supported community living provides one to twenty-four hours of support per day based on your individual needs. This service is designed to assist you with daily living needs. Assistance may include but is not limited to personal and home skills, community skills, personal needs and transportation. You can receive services in a variety of typical community settings including houses, apartments, condominiums and/or townhouses if the living arrangements are integrated into the community. The choices also include with whom and where you decide to live and choice of staff.

- **Smoking**

Smoking in your home is allowed only if it is not prohibited in your lease, has not been identified as a risk or a specific danger in your CCSP and if there are no objections from roommates.

- **Payment for Services**

In the HCBS program you are responsible for paying your own expenses (rent, phone, food, utilities, etc.) directly from your own money accounts. Staff may assist you with paying your bills and managing your money. The service you receive is paid for through a mix of State, County and Federal dollars.

- **Overnights**

In the HCBS Program, there are currently some limits on the number of overnights you can be away from the program. If you are gone so much that your services are affected, your staffing team will address the issue with you.

Most people we support in this program do not exceed more than 20-25 overnights away from their home in a calendar year. This provides a reasonable balance for attending camps, and occasional overnights at friends or families (not including possible hospital stays). If you feel your circumstances will make you absent for more than the 20-25, it will be important to address this with your staffing team.

When you are planning to be away from our programs overnight and will be gone for more than 24 hours, staff needs to know 72 hours before you plan to leave. This will allow them time to order medications you may need to take with you and for staff to assist with any other arrangements that may be necessary. If you are planning a visit away from the residence that will be less than 24 hours, you may check out your medications and take them with you. Please notify staff about visits as soon as possible because they have several individual schedules to coordinate.

When you are away from the HCBS program for extended periods of time due to your need for a higher level of care (long-term hospitalization, long-term rehabilitation), your HCBS funding slot will be secured up to 120 days. After 120 days, your HCBS funding slot is terminated. You will need to reapply, and the State of Iowa has set guidelines regarding those criteria. You will work with your Case Manager to determine how this may impact you in advance of the 120-day timeline for planning purposes, as there is typically a wait list for payment slots.

- **Visitors and Guests**

This is your home and often you may share your home with other people. You are encouraged to have visitors and guests whenever you want in conjunction with your individual support plan and respect for others you may share your home with.

Employment and Day Program

The purpose of the Employment and Day Programs are to provide you with a variety of options to meet your personal needs for guidance, support, instruction, and wage earning. You may utilize any of Link Associate's specialized Employment/Day Program services as appropriate. The programs operate under the following principles:

1. All programs are developed by persons served with assistance from their team to meet their individual needs.
2. All persons served have the capability to learn and develop greater skills.
3. All persons served are adults and are to be provided an atmosphere that is age appropriate.
4. Training outcomes will be designed by the person served and their team to promote independence and functioning in the least restrictive environment.
5. Program transfers are available to meet your individual needs. You can request these through your Link Associates Case Manager or Program Manager for review by the Link Associates Admissions Committee.
6. Payment for services: In most cases the cost of services is paid through a mix of state, county and federal monies depending upon your eligibility. You are responsible for all meals, admission to special events, personal hygiene materials, medications, and items you may want for breaks. Private pay arrangements can also be made, and your Case Manger will discuss your program eligibility with you.
7. Link Associates will work with you and your team to make sure you have access to the best combination of program options.

Supported Employment Program

The focus of this program is to help you to achieve independence by aiding you in finding and keeping a job in a community business. Some persons served develop their working skills in other programs at Link Associates before trying Supported Employment; while others may have a lot of vocational training already and begin immediately. Once you and your staffing team decide that you are ready for a job on your own, Supported Employment personnel will be asked to help you find a job. Your staff will meet with you to do job exploration to help you decide what kind of job you would like to try.

You and a job developer will then begin talking with area employers who have jobs available in the type of work you think you would enjoy. If a company has a position opening that you might be interested in, a job developer will take you to a job interview. Prior to an interview a job developer can go over questions with you that employers usually ask, how to dress for interviews and even conduct a practice interview with you to help you feel more comfortable with the interviewing process. At the interview, you will complete an application and meet the employer. Because you are applying for a job at a business that is not a part of Link Associates, you will be responsible for meeting their job requirements, including but not limited to drug screenings, attendance, and call-in policies, attending trainings and other workplace rules.

Once you are offered a position and you choose to accept it, the Employment Supervisor, ETS and your new employer become very important. Your employer is your supervisor and your ETS is

there to help you understand your new job and to learn what your supervisor expects of you while you are at work. If you have any concerns about your job, your ETS will work with you to try to solve the problem with your supervisor.

If your employer decides that a better job match should be found or if you are not interested in the type of work you are doing, you may request for the Supported Employment Program to help you find another job.

Once you get to the point in your job where you don't need any help from your ETS for one year and you are satisfied with your job, you can be discharged from the Supported Employment Program and continue to work independently on your own. This is very much like graduating from school. It is just one more step for you in your own independence.

In Supported Employment, you are compensated directly by your employer. Your employer will determine how your wages are calculated and how frequently you will be paid. All other benefits fall within the employer's standard hiring practices.

Link Associates will post for all open positions that we may have within the agency, and we encourage any persons served in the Supported Employment program to apply for any vacancies that they may qualify for. Your ETS can assist you with this process.

Skills Training Program

Link currently has one non-paid skills training program designed to help participants develop soft skills and prepare participants for competitive, community employment. All participants are expected to dress appropriately, and wear required attire. Participants are expected to attend the program every day as scheduled. If a participant knows they will need to be absent they should fill out a Personal Time Off Request sheet and give it to their Employment Training Specialist (ETS) at least 2 weeks ahead of the scheduled absence. If the participant becomes ill and cannot work their scheduled shift, they must call their Employment Specialist at least 2 hours before the start of their shift. If a participant is tardy for their shift this will count as an unscheduled absence. Frequent absences will require the team to assess the benefit in continuing to participate and may lead to disciplinary actions including discharge from the program. Participants who have successfully completed the program will have the option to transition to Supported Employment services with Link Associates.

- **Link Employment Exploration Program (LEEP)**

LEEP is a non-paid internship opportunity lasting up to ten weeks or longer if you participate in multiple internships, designed to help prepare an individual for community employment by offering job shadowing and hands on instruction to gain job experience in real life business settings. The program is designed to offer participants a selection from a variety of industries. Businesses will assign duties and tasks that are routine and entry-level for the participants to complete during their shift. An Employment Training Specialist (ETS) will always be present throughout the internship to assist participants with daily tasks and goals. LEEP is designed to have the participant go through three different phases.

- **Phase one** is the discovery phase, where each participant will have a chance to shadow at potential businesses of interest.
- **Phase two** is the internship phase, once the participant has chosen a site, they will begin their internship.

- **Phase three** is the job development stage, where each participant will begin looking for community employment with a Job Developer.

Throughout each phase the Job Developer will be meeting with the participant to build a relationship and gain an understanding of the desired employment objective. The desired outcome of LEEP is for the participant to gain experience and to become employed in the community.

Home and Community Based Services (HCBS) referred to as Day Habilitation

The purpose of Day Habilitation services is to assist individuals in developing and maintaining life skills such as: social, recreational, personal hygiene, academics, communication, mobility, community integration, volunteerism and other specific identified needs. The programs are designed to be flexible to meet your individual needs.

- **Day Habilitation**

The HCBS Day Habilitation program is a curriculum-based program intended to teach a variety of skill sets with a focus on community integration. All curriculums were developed at Link Associates to best meet the needs of all participants and bring structure to the daily schedule. Participation can vary from group discussion, group activities, worksheets, games, and community outings and provide learning experiences individually tailored to each participant's wants and needs. All curriculums are competency-based and comprehensive assessments determine the amount of information obtained from your participation.

The Day Habilitation program also focuses on outings and persons served becoming a part of their community. On a regular basis, the Direct Support Professionals (DSP) working with you in the rooms, will schedule meetings with the group of individuals they are supporting so you and your peers can plan monthly community activities/outings. The outings are planned around your interests and the interests of your peers in your area. From these discussions, outing calendars are then created, consisting of all monthly activities/outings (Leisure Department activities, Red Barrel, community outings, Person Served Recognition, etc.). One of the goals of the program is to continuously increase community participation/involvement.

Part of the service will be opportunities for volunteering in the community. Any work or services will only be for civic, charitable, or humanitarian purposes and no employment relationships exists and are not paid opportunities. You will always be asked if you would like to participate by signing an agreement. Services begin at 8:45 AM and participants may arrive no earlier than 8:15 AM. The program concludes at 2:30 PM and participants are expected to be picked up by 3:10 PM.

- **Volunteer Investment Program (VIP)**

VIP is designed to further develop the strengths and interests of those who enjoy engaging with and helping others in the community. This program offers individuals the opportunity to share their natural talents, abilities, and spirit while enhancing social, soft, and task skills needed to be successful volunteers. Through partnerships with a variety of service and or nonprofit organizations, participants experience the benefits of giving back, connecting to and being valued by the community at large. This program is community-based, and

volunteer hours are from 9:00 AM to 2:00 PM. Participants may arrive at Link Associates no earlier than 8:15 AM and are expected to be picked up by 3:10 PM.

RULES FOR PERSONS SERVED IN ALL PROGRAM/SERVICE SITES



The services you receive from Link Associate are individually tailored to meet your needs. Everyone has rules and in all service settings the rules need to be followed. The rules help make sure everyone is treated with respect and that all remain safe.

Medical Services

If you have a medical emergency at the Day Habilitation Program or Skills Training program, staff are trained to assist you until medical services arrive. Link Associates staff are not licensed medical professionals and as a result cannot comply with Do-Not Resuscitate orders. Those orders, should they exist, will be provided to the professionals who take over your care. If you get hurt while at a Link Associates program, your personal health care coverage must be used.

If you are on medication that needs to be administered while you are at program/work, Link Associates provides medication monitoring and medication management for persons participating in Supported Community Living, Skills Training Programs, and Day Programs. To administer/give medication(s) Link Associates must have:

- A current written order, signed by your doctor, including Over the Counter (OTC)
 - In the Supported Community Programs an order is not required for all analgesics and laxatives.
- Medication in a properly labeled container from the pharmacy/dispensary and delivered only by a pharmacy/parent/guardian to the front desk
- An annual statement, physical or medical review indicating a full med review was completed by a single physician or qualified professional licensed to prescribe medications.

Worker's Compensation only covers Link Associates employees.

Mutual Respect

Mutual respect between employees of Link Associates, persons served, and their families/advocates is essential. It is critical that the staff of Link demonstrates respect and courtesy when working with persons served and families. If this is not the case, please contact the Program Supervisor or Department Director to address the situation. Likewise, the staff of Link deserves to work in an environment free of harassment. At times, an organizational practice may be frustrating, but the direct support staff is required to follow policy and procedure and can't make individual variations. If you are frustrated with any practice, please contact the Executive Director or Department Director and we will work through the process with you. If a legal representative/advocate or a person served family member is discriminatory or engages in harassment towards staff, the team will address the issue and its impact on the person served. The team will deal with additional steps, as necessary.

Property Damage

Intentional damage to other's property may result in you making some form of restitution, which will be determined based upon the circumstances and the amount of damage.

Personal Items Lost or Damaged

Link Associates or another employer is not responsible for the loss or damage to your personal items (i.e., electronic devices, money, lunch boxes, coat, gloves, hat, etc.). If you have lost

personal items, you may contact your staff and they will assist you in checking with your employer or with Link Associate's lost and found. Staff will support all persons served if they feel they have had personal items stolen and theft is covered in the disciplinary process.

Safety

Link Associates is very concerned about the safety of each person served. Staff will help you practice for all evacuations. During practices, we will support you in locating the identified safe area to make sure you are ready in case of a real emergency. The safety rules include:

1. Always walk. Do not run!
2. Do not block aisles with cartons or work materials.
3. Take extra care in handling hot coffee and other beverages.
4. Safety equipment must be worn when required for a job.
5. Do not use equipment unless you have been properly trained.
6. Fire drills are held once a month. You will be instructed where to go for safety.
7. Tornado drills are held monthly. You will be instructed on where to go for safety.
8. Bomb, medical emergency, safety during medical emergencies and utility failure drills may be held as necessary. You will be instructed on where to go for safety.

If you are in a Skills Training Program, VIP or Supported Employment location, you will be expected to follow the safety rules and practices of the business where you are located.

Smoking

All persons served and staff are expected to follow the laws of Iowa and the smoking rules of all places within the community. The Link Associates building, and all Link Associates vehicles are smoke-free environments. Smoking is only allowed in designated areas, while at Link or in the community. Persons served at the main building can smoke during lunch and breaks. Persons served participating in a Skills Training Program, Supported Employment or VIP must follow the smoking rules of their place of employment/volunteer site.

Technology

Link Associates provides staff with electronic devices necessary to complete and meet documentation needs. These devices are for Link Associates staff only. If you would like to purchase electronic devices, please work with your staff to determine your needs. If you have technology issues, the IT Director can help assist you in locating the necessary repair shop or technician. Please work with your staff to coordinate these efforts. You may also decide to purchase internet access for your personal use. Your staff can help coordinate this process with you. Internet provided by Link Associates is for staff use only unless a documented component of your CCSP. The Executive Director or designee must give approval. For individuals interested in using assistive devices and technology, the assistive technology team at Link Associates is available for consultation.

Attendance

Regular and punctual attendance is very important for you to receive maximum benefit from the programs you are in. Good attendance is also an important skill to have for work opportunities. For employment, Day Habilitation, and transportation, if an absence is unavoidable or is because of illness, please call your supervisor at 262-8888 before your scheduled program time. If you forget whom you need to talk to, the staff at the office will help you. If you use Link's transportation services, you must notify your driver by 6:45 AM. If you know ahead of time that you will be absent

or late for programming, you need to notify your supervisor at least one week in advance. Absences include medical conditions, planned and approved time off. Unexcused absences are incidents where a scheduling conflict could have been avoided. Whenever possible, schedule appointments so they do not conflict with your services.

If you miss more than eight consecutive days due to illness, camps, vacations, or other reasons your team will address your attendance with you. Should you need to be gone more days, please discuss your situation with your Case/Program Manager for coordination. Because Link Associates receives payment for your services only for days you are present, excessive absenteeism can result in Link Associates not being able to continue to provide you services.

If you are in Supported Employment you need to contact your Employment Training Specialist and Employer if you are unable to report to your scheduled shift.

Leave of Absence

When medical or other circumstances make it necessary for you to be away from Employment, Residential and Day Program services for longer than eight consecutive days, a leave of absence can be requested. The Case/Program Manager will assist you and/or your legal representative in this process. This action is based on the approval of the staffing team. If approved, the Case/Program Manager will maintain contact with you and/or legal representative monthly. At the end of three months the staffing team will evaluate the continuation of the leave or the option of program discharge.

During a leave of absence, you are not guaranteed to return to the same position that you had. To re-enter from a leave, you and/or your legal representative need to contact the Case/Program Manager who will coordinate efforts to return. If a position is not available at that time, you will be placed at the top of the list for entry into the first available position

Persons served in Supported Employment must additionally work with their Employment Training Specialist to determine leave of absence guidelines from their place of employment.

Breaks/Lunches

For persons served in the Day Habilitation program, there are three 30-minute lunch periods. Your lunchtime will depend on the area in which you are enrolled. For persons served in VIP, a 30-minute lunch will be taken around 11:00 AM. If you are working in a Supported Employment or in a Skills Training Program, you will follow the lunch and break schedule for that place of employment.

If you attend day programs at Link Associates, you are encouraged to bring your own drinks. Ice is provided at no charge during lunch. You are encouraged to bring your own plastic cups for beverages. Glass containers are not allowed because of safety considerations. You are required to provide your own lunch and we suggest you select a soft-sided lunchbox with ice pack. Microwaves are available for heating your lunch.

It is very important that you understand you can't trade food, ask others for food, or give food to others. Some people may have special diet considerations and it could be very dangerous for them.

The Link General Store is located at the main office and offers items for purchase during approved break and lunch times.

Checking In and Out

All persons served must check out and back in at the front desk if you leave the center during the day.

Disciplinary Procedures

Link Associates serves people with a variety of disabilities, including behavioral. Link Associates works hard to ensure a safe, productive environment. If you do something that may cause injury to yourself or others in the area, disciplinary action may become necessary. If you violate work or safety rules, it is up to your CCSP team to develop a plan. The objective of this process is for you to learn to follow safety rules and to provide you every opportunity for success. If you disagree with any level of disciplinary process, you may follow the steps in the grievance section. While working/volunteering at other business locations or in Supported Employment Services, it is important that you and others represent Link Associates in a positive manner.

The severity of the incidents listed below and whether they meet the need to be addressed within the disciplinary procedures will be determined by the appropriate team staff including but not limited to: Direct Support Professionals, Program Supervisors, Program Administrators and Directors, unless otherwise specified in the procedures. In the event the frequency or severity of the event warrants special consideration the team may also dictate the progression of the steps taken, listed below. Link Associates staff will provide every opportunity for programming and positive reinforcement, prior to the implementation of disciplinary procedure. Examples of such behavior would include:

- Fighting, hurting and/or attempting bodily injury to another while receiving services.
- Verbally or physically threatening other persons served, staff or visitors while receiving services.
- Reporting to programs or services under the influence of alcohol or illegal drugs or having drugs or weapons with you.
- Stealing property from the community, Link Associates or other persons served.
- Intentional destruction of agency property, materials, or equipment (person served will be responsible to pay for damages or replacement).
- Violation of safety procedures.
- Sexual contact/harassment.
- Engaging in discriminatory behavior.

The person served, legal representative/advocate and Case/Program Manager will be informed at each step of this process. Unexcused absences will be addressed at least quarterly.

- **First Incident**

You will receive a verbal warning and will be removed from the immediate area to a designated location away from others, if necessary. A review of programming will also occur. The warning will be issued by the Direct Support Professional/Program Supervisor/Case Coordinator and documented in your file.

- **Second Incident**

Written warning and staffing team will schedule a meeting to discuss the problem and possible solutions the same day of the incident, as deemed necessary (i.e., Comprehensive Consumer Services Plan change, new program, etc.) At a minimum, a

goal will be implemented to include consequences for further incidents. The appropriate Link Supervisor will issue the written warning or if deemed necessary, the staffing team. This document will be placed in your file.

- **Additional Incidents**

A review of the incident and the previous history will occur, including programming to address the reoccurrence of the incident. Your team will determine if stricter disciplinary action is warranted. Additional action could include written warnings, program suspensions and or discharge.

- **Suspension/Discharge**

When a situation arises that is of great danger to you or others around you, you may be subject to dismissal and/or suspension from Link Associates Services. The Disciplinary Review Committee, which consists of your Case/Program Manager, Program Supervisor, Program Administrator, Program Department Director, and the Executive Director, will meet to determine the severity and the outcome of such an incident.

- It is the role of the committee to assure that not only the intent of this procedure is served, but also that those decisions reflect the values of this program in providing meaningful learning experiences. It is understood that there will be times when extenuating circumstances will require exceptions to this procedure, which will be the shared responsibility of the Disciplinary Review Committee. The outcome of this meeting will be documented and placed in your file.
- Persons served in Supported Employment; LEEP & VIP are subject to the Personnel Policies of the program/employer. Your Employment Training Specialist will review all applicable work rules with you and support you in any disciplinary procedures the employer may initiate. This can include drug testing.

Dress Code – Employment Programs

You are expected to dress appropriately for the work that you do. Clothing that is unsafe or detracts from a positive work atmosphere is not acceptable. If your work involves public contact, you will be expected to dress in a way that presents a positive attitude toward working with the public.

If you come to work and staff believes that you are not appropriately dressed, they will:

- Discuss with you the reasons they believe it is inappropriate with the hope you will voluntarily change.
- If you are unwilling to change, staff concerns will be sent to your team for review and a determination as to what further action is needed.
- You may be restricted from your work program until your team has acted.
- In extreme cases, staff may stop your program for the day and send you home. If you are in Supported Employment or Skills Training Programs, you will be expected to follow the dress code and work rules in the company where you are an employee/intern.

Holiday Schedule

The Transportation, Day Habilitation Programs and administrative offices are closed for the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving
Friday after Thanksgiving
Christmas Day

If the holiday falls on a Saturday, it is observed the preceding Friday. Should the holiday fall on Sunday, it is observed on the following Monday. Notices will be sent home to remind you of any planned closing. Please consult your staff, Employment Training Specialist or the Program Supervisor or Administrator if you have any questions.

Persons served in Skills Training Programs and Supported Employment may be required to work on certain holidays or receive other holidays depending on the employer's holiday and work schedule.

Hours of Operation

The Day Habilitation Programs and administrative office are open from 8:00 a.m. to 4:30 p.m., Monday through Thursday and from 8:00 a.m. to 4:00 p.m. on Friday. Our in-house day program is conducted from 8:45 a.m. to 2:30 p.m., Monday through Friday. Our VIP program is conducted from 9:00 a.m. to 2:00 p.m. Participants can't be dropped off before 8:15 AM and must be picked up no later than 3:10 PM as staff are not available to support them.

Persons served in Skills Training Programs and Supported Employment will work the hours established; this could include some weekend and evening hours depending on what type of work you want to do and what hours are required by the employer.

Illness/Injury

It is very important that you notify your supervisor should you ever become ill or injured. By informing these individuals, you will be able to get the help you need. Link Associates' Workers Compensation does not cover you.

Should you get ill or have issues with personal medical devices while you are at a day program it is important that you leave the program site as quickly as possible to make sure you are in a comfortable location to feel better and to prevent illness from being given to others. Link staff will contact your residential facility, parent or legal representative/advocate and it will be their responsibility to help you to leave the program site within one hour of report of illness and/or transport you to the doctor. If they do not arrive in a timely manner, we will send notice outlining the importance of a back-up system. Should the problem occur again, the team would discuss our ability to continue to serve you. If they cannot be reached or are unavailable, a Link Associates staff person will transport you. For life-threatening emergencies, an ambulance will be called. Any medical bills are your responsibility.

All persons served must follow the rules of the place where they are employed/volunteer, but you probably would not be able to work/volunteer or attend day programs if you have any of the following symptoms:

1. Vomiting with symptoms of irritability, restlessness, lethargy, loss of appetite, temperature

- elevation and vomiting more than once.
2. Communicable disease/Infestations. (Flu, severe cold, lice, bed bugs, virus infections, etc.)
 3. Diarrhea (a sudden change in the usual consistency of the stool) with symptoms of irritability, restlessness, lethargy, loss of appetite, temperature elevation and signs of dehydration.
 4. Rashes that are draining.
 5. Other communicable symptoms.

Inclement Weather

During times of weather emergencies, Day Habilitation Programs may be closed for your safety. Additional information relating to delays/closing may be found on the Link Associates website, Link Associates office phone message at 262-8888, TV station websites or Link Associates Facebook.

Persons served in Supported Employment and Employment Skills Training Program placements may need to report to work regardless of weather conditions depending on their employer's inclement weather policies. Please contact your staff, Employment Training Specialist, or program administrator if you have any questions.

Phones

Telephones may not be used for personal business at work unless it is an emergency. If that is the case, ask your employer or supervisor for permission to use the phone. Likewise, you should not receive personal phone calls unless it is an emergency. If you have specific questions about the telephone in your day program area, ask the supervisor for clarification.

Visitors

In the event you have visitors come to the Day Program areas, these visitors must check in at the front desk. All visitors will be given a visitor badge to wear while at Link Associates. Visitors are encouraged to inform persons served and staff before coming to the day programs and it is recommended that all visitors call ahead to make sure the person served is at the program site. Persons served in Skills Training Program, Supported Employment and VIP must follow their employer's/volunteer sites guidelines for visitors

Work Environment

A positive work/program environment is important, and everyone is asked to make sure that they are not distracting others by using loud voices and making disruptive noises. Your work/program area is to be kept neat and clean and you are expected to help with clean up at the end of the day. If you need assistance on these areas, your staff can help you identify ways to work on them.

The loaning of money or borrowing of personal items such as electronic devices, make-up, cigarettes, etc. is not permitted. If your employer has no objections, you may use your electronic devices, but you will have to follow the rules about its use. Be courteous, polite and treat one another with dignity and respect; no name-calling. Fighting is not permitted but if it occurs, let staff handle the situation. Work towards getting along with one another.

ACRONYMS AND ABBREVIATIONS

ADA	American Disabilities Act
ADL	Activities of Daily Living
AGI	Adjusted Gross Income
BI	Brain Injury
BIP	Behavior Intervention Plan
CARF	Commission on Accreditation of Rehabilitation Facilities
CCMS	County Case Management System
CCSP	Comprehensive Consumer Service Plan
CDAC	Consumer-Directed Attendant Care
CM	Case Manager/Community Based Case Manager
CMI	Chronic Mental Illness
CMS	Centers for Medicare and Medicaid Services
CPC	Central Point of Coordination
Day Hab	Day Habilitation-day program for persons without earning money
DEA	Department of Elder Affairs
DD	Developmental Disability
DHS	Department of Human Services
DME	Durable Medical Equipment (now just ME)
DOB	Date of Birth
DOJ	Department of Justice
DSP	Direct Support Professional
EBP	Evidence-Based Practice
EW	Elderly Waiver
FFP	Federal Financial Participation
FFS	Fee for Service
FMAP	Federal Medical Assistance Percentage
FTE	Full Time Equivalent
HCBS	Home & Community Based Services
HCBS-ID	Home & Community Based Services-Intellectual Disabilities
HHS	Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act of 1996
HVM	Home and Vehicle Modification
IAC	Iowa Administrative Code
IADL	Instrumental Activities of Daily Living
ID	Intellectual Disability
IDT	Interdisciplinary Team
IH	Ill & Handicapped Waiver
IME	Iowa Medicaid Enterprise
ISIS	Individualized Services Information System
LEEP	Link Employment Exploration Program
LOC	Level of Care
LTC	Long Term Care
LTD	Long-Term Disability
LTSS	Long Term Services and Supports

MCO	Managed Care Organization – Companies contracted by the State of Iowa to manage healthcare.
MEDICAID	Title XIX funded Medical Assistance
MEPD	Medicaid for Employed Persons with Disabilities
MH	Mental health
MHDD	Mental Health and Developmental Disabilities
MIP	Medicaid Integrity Program
MMIS	Medicaid Management Information System
NF	Nursing Facility
NOD	Notice of Decision
OIG	Office of the Inspector General (U.S. Dept. of Health & Human Services)
OTC	Over the Counter Medication
PBS	Positive Behavioral Support
POS	Purchase of Services
QA	Quality Assurance
RN	Registered Nurse
SCL	Supported Community Living
SE	Supported Employment
SID	State Identification Number
SIS	Supports Intensity Scale - used for state level of eligibility determination
SIQ	Supplemental Insurance Questionnaire
SNF	Skilled Nursing Facility
SSA	Social Security Administration
SSD	Social Security Disability
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
SSP	State Supplemental Payment
SURS	Surveillance Utilization Review System
TCM	Targeted Case Management
TTYT	Text Telephone
TXIX	(Title 19) Medicaid
UR	Utilization Review
WIC	Women, Infants, and Children
Title XIX	Social Security Act for Medicaid
Title XVI	Social Security Act for Supplemental Security Income (SSI)
Title XVIII	Social Security Act for Medicare
VIP	Volunteer Investment Program

ATTACHMENTS

Link Grievance Form

Link Associates

GRIEVANCE FORM FOR PERSONS SERVED

STEP ONE

PERSON SERVED: _____ **GRIEVANT:** _____

Describe incident(s), which gave rise to the grievance. Include dates and individuals involved and recommended solution.

Signature of Grievant: _____

Date sent to Department Director: _____

Date Received/Signature of Department Director: _____

Date Department Director Notified: _____ Signature of Department Director: _____

Written Decision by Department Director:

Signature of Department Director: _____

Date Sent to Grievant: _____

Optional: Conference Date: _____

Acceptance by Grievant: _____

Signature of Grievant/Date of Acceptance: _____

STEP TWO

List reason(s) the decision of the Department Director is unsatisfactory and recommended solution:

Signature of Grievant/Date Sent to Executive Director: _____

Date Received/Signature of Executive Director: _____

Written Decision by Executive Director:

Signature of Director: _____

Date Sent to Grievant: _____

Optional: Conference Date: _____

Acceptance by Grievant: _____

Signature of Grievant/Date of Acceptance: _____

STEP THREE

List reason(s) the decision of the Executive Director is unsatisfactory and recommended solution:

Signature of Grievant: _____

Date sent to President, Board of Directors: _____

Date Received/Signature of President, Board of Directors: _____

Written Decision by Board of Directors Grievance Committee:

Signatures of Board of Directors Grievance Committee:

Signature of President, Board of Directors: _____

Date Sent to Grievant: _____

Date Copy Sent to Executive Director: _____

Acceptance by Grievant: _____

Signature of Grievant/Date of Acceptance: _____

Notice of Privacy Practices-Persons Served

Link Associates

C-3: NOTICE OF PRIVACY PRACTICES-PERSONS SERVED

This notice describes how Protected Health Information about you may be used and disclosed and how you can get access to this information. Please review it carefully. This facility is required by law to provide you with this Notice so that you will understand how we may use or share your information from your Designated Record Set. The Designated Record Set includes financial and health information referred to in this Notice as "Protected Health Information" (PHI) or simply "health information." We are required to adhere to the terms outlined in this Notice. If you have any questions about this Notice, please contact our Privacy Officer: Executive Director, at 515-262-8888.

Understanding Your Health Record and Information

Each time you are served by our organization, a record of our service is made containing health and financial information. Typically, this record contains information about your condition, the service we provide and payment for the treatment. We may use and/or disclose this information to:

- Plan your care and treatment
- Communicate with other health professionals involved in your care
- Document the care you receive
- Educate health professionals
- Provide information for medical research
- Provide information to public health officials
- Evaluate and improve the care we provide
- Obtain payment for the care we provide

Understanding what is in your record and how your health information is used helps you to:

- Ensure it is accurate
- Better understand who may access your health information
- Make more informed decisions when authorizing disclosure to others.

How We May Use and Disclose Protected Health Information About You

The following categories described the ways that we use and disclose health information. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall into one of the categories.

A. Uses and Disclosures for Treatment, Payment and Administrative Operations

1. **For Treatment.** We may use or disclose health information about you to provide you with services. We may disclose health information about you to doctors, nurses, therapists or other organization personnel in order to coordinate and manage your services. *For example, we may need to disclose information to a case manager who is responsible for coordinating your care. We may also disclose your health information among our staff or we may disclose your health information to your primary physician. We may consult with other health care providers and in the process of that consultation share your health information with them.*
2. **For Payment.** We may use or disclose your protected health information (PHI) so that the services you receive are billed to, and payment is collected from, your funders or other interested parties. *For example, we may disclose your PHI to permit funders to approve or pay for your services. This may include: making a determination of eligibility for services, reviewing your services, reviewing your services to determine if they were*
3. **For Administrative Operations.** We may use and disclose PHI about you for our day-to-day administrative operations. These uses and disclosures are necessary to run our organization and make sure that you receive quality services. *For example, these activities may include quality reviews, medication reviews, licensing, business planning and development, and general administration activities. We may also combine health information about many individuals to help determine what additional services should be offered, what services should be discontinued, and whether certain new treatments are effective. Health information about you may be used by the administrative offices for business development and planning, cost management analyses, insurance claims management, risk management activities, and in developing and testing*

information systems programs. We may also use and disclose information for professional review, performance evaluation, and for training programs. Other aspects of health care operations that may require use and disclosure of your health information include accreditation, certification, licensing and credentialing activities, review and auditing, including compliance reviews, medical review, legal services and compliance programs. Your health information may be used and disclosed for the business management and general activities of the organization including resolution of internal grievances, customer service and due diligence in connection with a sale or transfer of the organization. In limited circumstances, we may disclose your health information that identifies you so that the health information may be used to study health care and health care delivery without learning the identities of the persons served. We may disclose your age, birth date and general information about you in the organization newsletter, on activities calendars, and to entities in the community that wish to acknowledge your birthday or commemorate your achievements on special occasions.

We may also provide your PHI to other service providers or to your funders to assist them in performing their own operations. We will do so only if you have or have had a relationship with the other provider or funder. For example, we may provide information about you to your funder to assist them in their quality assurance activities.

Other Allowable Uses of Your Health Information

- **Business Associates** – There are some services provided in our facilities through contracts with business associates. Examples include outside attorneys and a copy service we use when making copies of your health record. When these services are contracted, we may disclose your health information so that they can perform the job we've asked them to do and bill you or your third-party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.
- **Providers** – Many services provided to you, as part of your care at our facilities, are offered by participants in one of our organized healthcare arrangements. These participants include a variety of providers such as physicians (e.g. MD, DO, Podiatrist, Dentist, Optometrist), therapists (e.g. Physical therapist, Occupational therapist, Speech therapist), portable radiology units, clinical labs, hospice, caregivers, pharmacies, psychologists, LCSW's and suppliers (e.g. prosthetic, orthotics).
- **Treatment Alternatives** – We may use and disclose health information to tell you about possible treatment options or alternatives that may be of interest to you.
- **Health Related Benefits and Services and Reminders** – We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.
- **Fundraising Activities** – We may use health information about you to contact you in an effort to raise money as part of fundraising effort. We may disclose health information to a foundation related to the facility so that the foundation may contact you in raising money for the facility. We will only release contact information, such as your name, address and phone number and the dates you received treatment or services from our organization. You have the right to opt out of any use of protected health information for fundraising activities. If you do not want Link Associates, or its foundation, to contact you for fundraising you must notify the Privacy Officer: Executive Director at 515-262-8888.
- **Facility Directory** – Unless you object, we may include information about you in the facility directory while you are receiving services at Link Associates. This information may include your name, location in the facility, your general condition and your religion. The directory information, except for your religion, may be disclosed to people who ask for you by name. Your religion may be given to a member of the clergy, such as a priest or rabbi, even if they don't ask for you by name. This is so your family, friends, and clergy can visit you in the facility and generally know how you are doing. If you do not want to be included in our directory, or you want to restrict the information we include in the directory, you must notify the Privacy Officer: Executive Director at 515-262-8888.
- **Individuals Involved in Your Care or Payment for Your Care** – Unless you object, we may disclose health information about you to a friend or family member who is involved in your care. Such information will be directly relevant to that person's involvement in your care. We may also give information to someone who helps pay for your care. In addition, we may disclose health information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location. In the event of your death, we may disclose information, to those persons who were involved in your care prior to your death, PHI unless doing so is inconsistent with any preference, known to us, expressed by you prior to your death. If there is a family member or personal friend that you do not want to receive information about you, please notify the Privacy Officer: Executive Director at 515-262-8888.
- **As Required By Law** – We will disclose health information about you when required to do so by federal, state or local law.
- **To Avert a Serious Threat to Health or Safety** – We may use and disclose health information about you to prevent a

serious threat to your health and safety or the health and safety of the public or another person. We would do this only to help prevent the threat.

- **Organ and Tissue Donation** – If you are an organ donor, we may disclose health information to organizations that handle organ procurement to facilitate donation and transplantation.
- **Proof of Immunization** – We may use or disclose immunization information to a school about you: (a) if you are a student or prospective student of the school; (b) the information is limited to proof of immunization; (c) the school is required by State or other law to have the proof of immunization prior to admitting you; and (d) we obtain and document the agreement to the disclosure from either: (1) you, your parent or guardian, or (2) from you if you are an adult or an emancipated minor.
- **Victims of Abuse, Neglect or Domestic Violence** – We may disclose PHI to a government authority authorized by law to receive reports of abuse, neglect or domestic violence, if we believe you are a victim of abuse, neglect or domestic violence. This will occur to the extent the disclosure is: (a) required by law; (b) agreed to by you; or (c) authorized by law and we believe the disclosure is necessary to prevent serious harm to you or to other potential victims, or, if you are incapacitated and certain other conditions are met, a law enforcement or other public official represents that immediate enforcement activity depends on the disclosure.
- **Military and Veterans** – If you are a member of the armed forces, we may disclose health information about you as required by military authorities. We may also disclose health information about foreign military personnel to the appropriate foreign military authority.
- **Research** – Under certain circumstances, we may use and disclose health information about you for research purposes. For example, a research project may involve comparing the health and recovery of all residents who received one medication to those who received another, for the same condition. All research projects however are subject to a special approval process. This process evaluates a proposed need for privacy of their health information. Before we use or disclose health information for research, the project will have been approved through this research approval process. We may, however, disclose health information about you to people preparing to conduct a research project so long as the health information they review does not leave a facility.
- **Workers Compensation** – We may disclose health information about you for worker's compensation or similar programs. These programs provide benefits for work-related injuries or illness.
- **Reporting** – Federal and state laws may require or permit the organization to disclose certain health information related to the following:
 - **Public Health Risks** – We may disclose health information about you for public health purposes including:
 - < Prevention or control of disease, injury or disability
 - < Reporting births and deaths
 - < Reporting child abuse or neglect
 - < Reporting reactions to medications or problems with products
 - < Notifying people of recalls of products
 - < Notifying a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease
 - < Notifying the appropriate government authority if we believe an individual has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.
 - **Health Oversight Activities** – We may disclose health information to a health oversight agency for activities authorized by law. These oversight activities may include audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.
 - **Judicial and Administrative Proceedings** – If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order. We may also disclose health information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.
- **Law Enforcement** – We may disclose health information when requested by a law enforcement official:
 - < In response to a court order, subpoena, warrant, summons or similar process;
 - < To identify or locate a suspect, fugitive, material witness, or missing person;
 - < About you, the victim of a crime if, under certain limited circumstances, we are unable to obtain your agreement;
 - < About a death, we believe may be the result of criminal conduct;

- < About criminal conduct at the Facility; and
- < In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.
- **Coroners, Medical Examiners and Funeral Directors** – We may disclose medical information to a coroner or medical examiner. This may be necessary to identify a deceased person to determine the cause of death. We may also disclose medical information to funeral directors as necessary to carry out their duties.
- **National Security and Intelligence Activities** – We may disclose health information about you to authorized federal officials for intelligence, counterintelligence, or other national security activities authorized by law.
- **Correctional Institution** – Should you be an inmate of a correctional institution, we may disclose to the institution or its agent's health information necessary for your health and the health and safety of others.

Other Uses of Health Information

Other uses and disclosures of health information not covered by this Notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose health information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose health information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures that we have already made with your permission, and that we are required to retain our records of the care that we provided to you. Specifically, without your written authorization we will not use or disclose your health information for the following purposes: 1. Most uses and disclosures of psychotherapy notes; 2. Uses or disclosures for marketing purposes; and 3. Uses and disclosures that involve the sale of your protected health information.

Your Rights Regarding Health Information About You

Although your health record is the property of the organization, the information belongs to you. You have the following rights regarding your health information:

A. Right to inspect and copy.

You have the right to request to inspect or copy health information used to make decisions about your care - whether they are decisions about your services or payment of your care. You must submit your request in writing to our Privacy Officer. If you request a copy of the information, we may charge you a fee for the cost of copying, mailing and supplies associated with your request. We may deny your request to inspect or copy your health information in certain limited circumstances, such as psychotherapy notes or if the information is compiled in anticipation of, or use in, a civil, criminal or administrative action or proceeding. In some cases, you will have the right to have the denial reviewed by a licensed health care professional not directly involved in the original decision to deny access. We will inform you in writing if the denial of your request may be reviewed. Once the review is completed, we will honor the decision made by the licensed health care professional reviewer. If your health information is kept electronically, you have the right to receive an electronic copy of your health information subject to the restrictions set forth above.

B. Right to amend.

For as long as we keep records about you, you have the right to request us to amend any health information used to make decisions about your care - whether they are decisions about your service or payment of your care. To request an amendment, you must submit a written request to our Privacy Officer and tell us why you believe the information is incorrect or inaccurate. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. We may also deny your request if you ask us to amend health information that:

- was not created by us, unless the person or entity that created the health information is no longer available to make the amendment;
- is not part of the health information we maintain to make decisions about your care;
- is not part of the health information that you would be permitted to inspect or copy; or
- is accurate and complete.

If we deny your request to amend, we will send you a written notice of the denial stating the basis for the denial and offering you the opportunity to provide a written statement disagreeing with the denial. If you do not wish to prepare a written statement of disagreement, you may ask that the requested amendment and our denial be attached to all future

disclosures of the health information that is the subject of your request. If you choose to submit a written statement of disagreement, we have the right to prepare a written rebuttal to your statement of disagreement. In this case, we will attach the written request and the rebuttal (as well as the original request and denial) to all future disclosures of the health information that is the subject of your request.

C. Right to an accounting of disclosures.

You have the right to request that we provide you with an accounting or list of disclosures we have made of your health information. This list will not include certain disclosures of your health information, *for example, those we have made for purposes of service, payment and health care operations; disclosure made to you or authorized by you; disclosures that are incident to another use or disclosure, etc.* To request an accounting of disclosures, you must submit your request in writing to the Privacy Officer. The request must state the time period for which you wish to receive an accounting. This time period should not be longer than six years and not include dates before April 14, 2003. The first accounting you request within a twelve-month period will be free. For additional requests during the same 12-month period, we will charge you for the costs of providing the accounting. We will notify you of the amount we will charge and you may choose to withdraw or modify your request before you incur any costs.

In addition to your right to an accounting of disclosures, we have a legal obligation to notify you if your protected health information is affected by any security breach that may occur

D. Right to request restrictions.

You have the right to request a restriction on the health information we use or disclose about you. You may also ask that any part or all of your health information not be disclosed to family members or friends who may be involved in your care or for notification purposes. We are not required to agree to a restriction that you may request. If we do agree, we will honor your request unless the restricted health information is needed to provide you with emergency care. You must submit your request in writing to the Privacy Officer and list: (a) what information you want to limit; (b) whether you want to limit use or disclosure or both; and (c) to whom you want the limits to apply. The above notwithstanding, you have the right to request a restriction of disclosures to a health plan for payment or health care operations regarding any services you have paid for, in full, out of pocket and we are required to honor that request.

E. Right to request confidential communications.

You have the right to request that we communicate with you about your health care only in a certain location or through a certain method. *For example, you may request that we contact you only at work or by e-mail.* To request such a confidential communication, you must make your request in writing to the Privacy Officer. We will accommodate all reasonable requests. You do not need to give us a reason for the request; but your request must specify how or where you wish to be contacted.

F. Right to a paper copy of this notice.

You have the right to obtain a paper copy of this Notice of Privacy Practices. You may request a copy at any time by contacting the Privacy Officer. A copy of the Notice of Privacy Practices is on our web site at: linkassociates.org.

Changes to this Notice

We reserve the right to change the terms of our Notice of Privacy Practices. We also reserve the right to make the revised or changed Notice of Privacy Practices effective for all health information we already have about you as well as any health information we receive in the future. We will post a copy of the current Notice of Privacy Practices at our primary business office and at each site where we provide services. You may also obtain a copy of the current Notice of Privacy Practices by calling us at 515-262-8888 and requesting a copy be sent to you in the mail or by asking for one any time you are at our business office or service sites.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the U.S. Department of Health and Human Services. All complaints must be submitted in writing. Our Privacy Officer will assist you with writing your complaint, if you request such assistance. We will not retaliate against you for filing a complaint. To file a complaint with us, contact

our Privacy Officer: Executive Director by telephone at 515-262-8888 or by mail at Link Associates, 1452 29th Street, West Des Moines, IA 50266 ATTN: Executive Director.

**ACKNOWLEDGMENT OF
RECEIPT OF
NOTICE OF PRIVACY PRACTICE**

PERSON SERVED'S NAME

I, _____, do hereby acknowledge receipt of a copy of the Notice of Privacy Practice, Policy and Procedure.

Signature of Individual

Date

IN THE EVENT THIS REQUEST IS MADE BY THE INDIVIDUAL'S PERSONAL REPRESENTATIVE

Signature of personal representative

Date

Legal authority of personal representative