



Day Program Participant Handbook

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About Balance Inc.

Introduction:

For over three decades Balance Inc. has been a pillar of support for individuals with intellectual and developmental disabilities (IDD) in Ozaukee County, Wisconsin. With a mission to enhance quality of life for our community members, we operate five specialized programs catering to children and adults with special needs. Balance is dedicated to supporting children and adults with intellectual and developmental disabilities in our community.

Our Programs:

Adult Family Homes (AFH): Family-style living meets 24/7 care and supervision. Balance's Adult Family Homes in Port Washington, Saukville, and Grafton, provide personalized care and a supportive environment for adults with IDD. We pride our AFH on balancing independent and support for adults with special needs.

Adult Day Program: Our Adult Day Program in Grafton offers engaging activities and support for adults with IDD, fostering personal growth and social connections. Participants are involved in activities that take them out into the community at least once and often two or more times per day. These activities enrich health and wellness, bolster creativity and socialization, and allow participants to connect to their community through various outings and volunteer projects. This is a great day program option for adults in Ozaukee County with special needs.

Adult Supported Living: Balancing independence and assistance, our Adult Supported Living program in Ozaukee County empowers individuals with special needs to lead fulfilling lives within their community. By providing drop-in services, this program ensures that individuals who are living independently can stay living independently.

Children's Social Skills: This after-school program nurtures essential social skills in children with IDD. We provide a supportive and nonjudgmental environment where young individuals can develop vital interpersonal skills and experience new things in a safe and loving space. Often children with special needs benefit from being exposed to new activities multiple times in a gentle way before being asked to participate fully in the activity.

Children's Summer Recreation: Summer camp for kids with intellectual and developmental disabilities. Each child is paired with an Adventure Buddy and gets to experience three weeks of sun, swimming, and socialization with a group of their peers. This program provides a true summer camp experience for kids with special needs in Ozaukee County.

Balance is a 501(c) (3) Nonprofit Organization. We are operated by a volunteer Board of Directors. Our BODs are: family members of clients, activists or advocates for adults with IDD, executive professionals in their own industries, or active community members of Ozaukee County.

Balance employees work hard every single day to empower their clients, so they may follow their dreams of living an independent and enriched life.

Mission Statement

Balance is dedicated to improving the quality of life for adults and children with intellectual and developmental disabilities by providing programs that promote and respond to each person's goals, dreams, and needs.

Balance strives to empower each individual in determining the direction of their life.

Balance's community-based programs also enhance our communities' capacity to understand and embrace individuals with special needs.

Balance is committed to providing programs that maximize individual potential while acting as prudent stewards of our resources.

Balance is an organization dedicated entirely to improving the quality of life for individuals with IDD.

A Strategic Vision

Balance envisions a future where individuals with intellectual and developmental disabilities are fully integrated and empowered in their communities. We see a world where these individuals can live independently, foster meaningful relationships, contribute actively to their community, and be supported throughout their journey.

Balance aims to be a trailblazer in inclusive practices, driving innovative solutions and providing unwavering support across lifetimes.

We will continuously work to improve the quality of life for persons with IDD. In pursuit of our mission, we will always seek to provide those in our care with:

1. A safe and secure home they consider their own,
2. Meaningful and profound relationships with other clients and community members
3. Opportunities to contribute and participate in their community's livelihood,
4. A chance to make decisions as an autonomous, independent adult.

All of this, to manifest a lifestyle filled with laughter, light and love for our clients.

Strategies for Continued Service

We will provide high quality core programs that meet the needs of individuals through a variety of funding sources including grants, donations, and volunteering. We will provide enhanced services that support our focus on community inclusion, social awareness and autonomy. We will curate innovative curriculums that are consistent with our core values and are financially sustainable. We will welcome new individuals and embrace them, their families, and the communities in which they live. We will strive to use resources efficiently by matching the program with the client's support requirements; understanding that sometimes interested Individuals do not fit the program resources we have available right now. We will do the best we can to serve as many as possible.

Location:

Balance's Adult Day Program is located along the Milwaukee River in the historic Grafton Mill Building at 1350 14th Avenue in Grafton, WI. The Day Program has space on the first floor and on the second floor. Our location meets ADA standards. The building is home to adjoining businesses such as Carter's Salon, Norm Petersen Cabinets, U.S. Patent Services and more. We are within walking distance of multiple coffee shops, restaurants, businesses and local parks.

Hours:

The Adult Day Program is open from 8:00 am to 3:30 pm Monday through Friday. The program is closed for holidays including New Year's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve and Christmas Days. Based on when the holidays fall during the week that year, the day program may close additional days surrounding the holiday. Any closings around the holidays will be communicated at the beginning of each year. Additional closing dates may be added for staff training given advanced notice.

Service Options:

Our goal at Balance's Adult Day Program is to be able to allow our participants to be integrated in the greater community. We are proud to have a setting in a building among other businesses (some of which have employed our participants). Our program also has a fleet of vehicles that allow our participants to be out in the community doing various activities at least once a day, but usually it is more than that. Daily activities serve to enrich health and wellness, bolster creativity and socialization, and give participants opportunities to connect to their community through various outings and volunteer opportunities. At Balance, we support our participants with 1:1 staffing, with 2:1 staffing or in a group. This is based on an initial assessment prior to admission. The support ratio can change based on the specific needs of the participant throughout the years.

Attendance:

Individuals may attend the Day Program any number of days per week; there is no minimum. An attendance schedule will be agreed upon at time of admission. Frequent absences from the Day Program may not fully allow for the individual's community integration to occur. Therefore, frequent voluntary absences will be discussed with Care Management Organizations and Guardians and may result in discharge from the program. If you know you will be out on vacation or for medical reasons, please let us know.

Admission:

Admission into Balance's Day Program is initiated by the family contacting the Director of the Adult Day Program and working with and through their selected Family Care Organization or IRIS. Balance will then initiate preadmission and will give the family paperwork to complete. This preadmission paperwork provides thorough details about the goals, needs and interests of the individual. The Director of the Adult Day Program will reach out to the family and the appropriate Care Manager to discuss the admission application. If an opening is available, and if the individual appears to be a good fit for the Day Program, an in-person visit and tour of the Day Program will be scheduled. The Director of the Adult Day Program may need to complete a more thorough assessment and request to shadow the participant in their current setting. If it is determined that the individual is a good fit, full admission will be coordinated with the family and Care Management Organization or IRIS.

Schedules:

Balance works with participants and their individual service plans to create schedules that include activities of interest to each individual. We do our best to pair participants with others they enjoy socializing with and staff they work well with. This is all based on the preferences of all participants, availability of activities and staff schedules. At any time, a participant can request schedule changes and we will do our best to accommodate requests within reason, given availability. Participants also have the right to choose whether they want to participate in an activity or not. They can decline the activity on their schedule and stay behind at the Day Program office if desired. New schedules are created quarterly to include activities appropriate to the season. At Balance, our staff are required to follow the participant schedule but they are subject to change unexpectedly. In some instances, community partners have to cancel at the last minute and staff will find an alternate activity for participants. Schedules may also change based on staff availability, vehicles, and weather.

Eligibility:

To be eligible for Balance's Adult Day Program, you must be an adult (18 years or older) with an intellectual or developmental disability (IDD) from birth. You must have identifiable needs for services, and specific goals or outcomes of program participation. Based on the current expertise and training of Balance staff, we do not have the capacity to support:

- Significant/severe behavioral issues
- Individuals who need nursing or medical care
- Individuals who need injections that require staff administration
- Medical or physical limitations that preclude the individual from regular community integration

It should also be noted that as a person ages, Balance will work with the individual and their care manager on different techniques to continue to serve the individual. If the person's needs or unexpected behaviors begin to increase, Balance will work with the team to adapt their programming, but know that there could be a time that Balance's Community Based Day Program is no longer a suitable option for that individual.

Behavior:

Balance staff receive basic training to ensure they can provide supports to our adults with IDD when it comes to challenging behavior. Direct Support Professionals are not prepared to handle severe or significant behaviors including, but not limited to:

- Physically aggressive behaviors that pose a danger to others or any acts that cause physical hurt (hitting, kicking, punching, head-butting, slapping, etc.)
- Self-injurious behaviors that impede ability to go to or stay at community activities
- Elopement/Leaving of premises posing a risk to safety
- Destruction of property
- Sexual behaviors

Nursing or Medical Care:

Our Day Program facility does not have a Registered Nurse on site. Because of this, we are not capable to provide nursing or medical services including, but not limited to tracheotomy care, ventilator care, ostomy care, and catheterization.

Injections:

Our Direct Support Professionals are not trained to do blood sugar monitoring, diabetic-related injections, or any other medical injections.

Medical or Physical Limitations:

Balance will work with Care Teams as the needs of a participant changes. We may change programming and services to add higher levels of support. For example, if a participant was supported in a group but their mobility has significantly slowed down, we may need to increase the level of support to 1:1 or 1:2. We are not able to support medical or physical limitations that impeded the ability for staff to integrate the participant into frequent community activities. Some medical or physical limitations include, but are not limited to:

- Ventilator or oxygen use
- Hoyer or lift
- Uncontrolled seizures

Accessibility:

The Adult Day Program works with participants, guardians and care teams to come up with reasonable accommodations to meet accessibility needs so that participants can be successful. If you have any accessibility issues or suggestions, please contact the Director of the Adult Day Program.

Accidents/Injuries:

Staff are trained in basic first aid and will immediately attend to you if you are hurt. All accidents, incidents or injuries will be documented in our system and reported to the guardians, care managers, coordinators, day program director and our Director of Health Services. If you require emergency medical care, staff will call 911 and the paramedics will take you to the hospital specified on your FACE sheet upon admission. If an accident or injury does not require emergency services, the participant and guardians may still decide to seek medical care by a physician of their choosing. Balance Adult Day Program does not offer medical treatments in the facility. A licensed practical nurse is on staff and can be consulted for medical concerns that may arise, but a participant can choose where to seek treatment.

Health and Safety:

The personal health and safety of participants and employees are Balance's primary concerns. Management provides information to employees about workplace safety and health issues through regular internal communications. Balance will maintain a safety program to educate and promote safe working practices to ensure employees have the technical expertise to provide the highest quality of service to clients. All employees are responsible for adhering to such programs, and for attending mandatory safety training sessions conducted in accordance with state and federally mandated regulations. Training occurs both at our general orientation training sessions and regularly scheduled staff training sessions. Each employee is expected to obey all safety rules and to exercise caution in all work activities. In addition to generalized caution, Balance provides new-hire initial training and in-services regarding blood-borne illness and pathogens. Employees are required to wear PPE and follow all OSHA protocols in addition to any Balance protocols when working with bodily fluids or providing relevant care. Information on BBPs and PPE can be found in any Balance workspace. In the event that an employee feels unsafe, *employees are required to immediately report any unsafe condition(s) to their coordinator or program director.* Whether that's an injury to the employee or client, coordinators (as well as any necessary medical personnel) need to be notified alike. Employees who violate safety standards, who cause hazardous or dangerous situations or, who fail to report and/or

remedy such situations, will be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury or damage to property, regardless of how insignificant the injury or damage may appear, employees must immediately notify their direct supervisor and Human Resources. Employees will be prompted to fill out an injury or incident report by their supervisor or HR, witnesses should also expect to complete one.

Communicable disease/illness: If you are diagnosed with a communicable disease, you will need to have a doctor's note before being allowed to return to the day program.

If you become sick with a suspected infectious or contagious illness while in the day program, you will be isolated from other individuals until guardian or emergency contact can pick you up.

When using the bathroom: Follow clean bathroom routine. Be careful when using the restroom and if you make a mess, please clean up after yourself and notify staff to assist with cleaning. You should flush the toilet and wash your hands before returning to the day program space. Do not hang out in the bathroom! Be mindful and respectful to other peoples' need to use the bathroom too.

Safety Regulations:

1. You must participate in safety and evacuation drills.
2. No running, "horseplay," scuffling or other activity that could harm or endanger others.
3. Report accidents or incidents to staff right away.
4. If you are leaving the building for any reason, notify your staff so they can be aware of your location and check in with you momentarily.

Medical Information:

If you have any significant changes in medical history, please let the Director of Health Services know. We want to make sure that we have accurate information in our care plans to best support participants. If at any time, your preferred doctor or hospital changes, let us know so we can update our Emergency Sheet. You have the right to receive medical treatments at the facility of your choice.

Medication:

If a participant requires medication while at Day Program, we will need to be notified prior to admission or prior to starting the medication at Day Program. Balance will provide the participant/guardian with a Physician's Order to Dispense Medications during Day Programs hours. All medications will need to be in the original packaging (prescription and PRN over-the-counter). Staff are able to open the bottle, put the correct dose in your hand, and help you with water to take the medication. Staff may not cut a pill or alter a dose in any way. Staff may not put the medication directly in your mouth. Staff may not give medication that is not in its original bottle or any medications that we do not have consent to administer forms signed by physician and guardian. All medications will be stored in a secure location. All medication administration will be documented in Balance's documentation system.

Money and Values:

Upon admission, participants and their guardians will fill out information related to money management. Participants can choose to bring in petty cash to use for day program outings or they can choose to keep money on themselves. Staff will be trained to collect receipts and they will be filed to keep track of petty cash spending. At Balance, we want to protect your money but we cannot be responsible for money or valuable items you might bring to the day program. We recommend that you limit the money you bring to day program. If participants choose to keep money on themselves and spend money at the vending machine or independently at a store/restaurant, Balance may not be responsible for collecting a receipt.

Personal Belongings:

It is very helpful for all of your personal belongings to be labeled with your name. This includes jackets, backpacks, lunch boxes, electronic devices, cell phones, hats, clothing, etc. Many participants have backpacks and lunch boxes that are identical so it would help staff to separate belongings and quickly identify which participant they belong to. Each participant has a hook and cubby labeled with their name. Lockers are available upon request.

Records:

You always have access to your records. If you want to view your records at any time, reach out to your staff, coordinator or director.

Severe Weather Procedures:

When there is severe weather that makes travel difficult like ice or snow, Balance makes decisions by following what the Grafton School District does. If Grafton schools are closed, Balance Day Program is closed. There may be instances that Balance decides to close even if schools are not. We have many staff who commute and we value the safety of all. We try to make decisions the day before but sometimes need to wait until the morning of. A notice will be sent via text message to the cell phone contact we have. Please make sure to let Balance know if your phone number has changes. A notice will also be posted on Balance's website, Facebook page, and local news stations (FOX6, TMJ4, WISN12). Please be sure to monitor these closely if severe weather is predicted.

Transportation:

Transportation to and from the day program is not provided by Balance, except to residents of our Adult Family Homes. Please provide names of those who will be picking up the participant from Day Program. We appreciate being notified if someone other than the usual person is picking up. Balance staff will support the individuals' use of the Ozaukee Shared Ride Taxi service and will assist with confirming ride times and calling for an estimated time of arrival.

Visitors:

Visitors to the Day Program are welcome and encouraged to promote the services and programs at Balance. We welcome visits from guardians, case managers and anybody involved in ensuring the safety and well-being of participants. Balance offers tours for prospective participants to allow families to see the space and learn about the program. Visitors can use the downstairs or upstairs entrance and should sign in upon arrival.

Payments/Billing:

Authorizations and billing goes through your IRIS consultant or Care Management Organization. Participant or guardian is responsible for all charges incurred if not paid by the Care Management Organization.

Staff/Client Relationships & Nondiscrimination in Services

An important element of Balance's programming is providing services intended to address the individual needs of our participants. Staff/Client relationships must be conducted in a manner that ensures professionalism, preserves the participant's rights to privacy, and is consistent with the goals and objectives of each participant's ISP. In addition, Balance and its Board reaffirm our ongoing commitment to always practice nondiscrimination in the provision of services to qualified individuals. In complying with this goal, employees must not: (a) deny any qualified individual the opportunity to participate in, or benefit from services offered by Balance because of unlawful discriminatory reasons; (b) aid or perpetuate unlawful discrimination against qualified individuals; or otherwise limit a qualified individual in enjoyment of any right, privilege, advantage or opportunity enjoyed by others receiving the same service because of unlawful discriminatory reasons. For the purpose of this guideline: a "qualified individual" is one who meets the lawful, predetermined and announced eligibility requirements of Balance for receipt of services or program participation.

Confidentiality

All employees have access to the records of the individual participants they work with directly. Information specific to an individual participant, their needs, and any services they are being provided is considered strictly confidential. It is against Balance's policy for any employee to divulge any information regarding the participants or residents served without prior written consent from the individual and/or their legal guardian. Release of confidential information requires a Consent for Release of Information Form; completed and signed by the individual and/or their legal guardian. The information may only be released to the individual or agency under the terms and conditions outlined on the form. Any violation of this policy will result in corrective action, up to and including termination of employment. In addition, improper release of confidential information will be reported to law enforcement authorities and violators may be prosecuted through the legal system.

Abuse, Neglect, Exploitation or Misappropriation

Balance provides support to individuals who are vulnerable to abuse and/or neglect by those who provide care to them. Balance will not tolerate any action of abuse, neglect, financial exploitation or misappropriation of property by its employees. All reports of alleged abuse or neglect will be investigated by Balance and/or law enforcement authorities. Confirmed employee abuse or neglect will result in termination of employment and will be reported to law enforcement officials to determine if criminal action is warranted. Additionally, employees who have engaged in suspected abusive acts or cases of neglect will also be reported to the Wisconsin Department of Health and Family Services (DHS). Failing to report acts of abuse or neglect will result in corrective action, up to and including termination of employment. Failing to report these acts can also be viewed as a collaboration resulting in civil action.

Abuse has been defined as (HFS 13.03(1) (a)):

- 1. An act or repeated acts by a caregiver or non-client resident, including but not limited to restraint, isolation or confinement, that, when contrary to the entity's policies and procedures, not part of the client's treatment plan and done intentionally to cause harm, does any of the following: causes or could be reasonably expected to cause pain or injury*

to a client or the death of a client, and the act does not constitute self-defense as defined in s. 939.48, Stats, or substantially disregards a client's rights under Ch. 50 or 51, Stats., or a caregiver's duties and obligations to a client or causes or **could reasonably be expected to cause mental or emotional damage to a client, including harm to the client's psychological or intellectual functioning that is exhibited by anxiety, depression, withdrawal, regression, outward aggressive behavior, agitation, or a fear of harm or death, or a combination of these behaviors.** This subdivision does not apply to permissible restraint, isolation, or confinement implemented by order of a court or as permitted by statute.

2. An act or acts of **sexual intercourse or sexual conduct under s. 940.225, Stats, by a caregiver involving a client.**
3. The forcible administration of medication or the performance of psychosurgery, electroconvulsive therapy or experimental research on a client with the knowledge that no lawful authority exists for the administration or performance.
4. A course of conduct or repeated acts by a caregiver which serve no legitimate purpose and which, when done with intent to harass, intimidate, humiliate, threaten or frighten a client, causes or could be reasonably expected to cause the client to be harassed, intimidated, humiliated, threatened or frightened.

For purposes of this policy examples of abuse include, but are not limited to:

- **Physical Abuse**– hitting, slapping, pinching, kicking, intentionally hurting,
- **Sexual Abuse**– harassment, inappropriate touching, or assault;
- **Verbal Abuse**– threats of harm, saying things to intentionally frighten a client;
- **Mental and/or Emotional Abuse**– humiliation, harassment, and intimidation with threats of punishment or threats of depriving care or possessions.

Abuse does not include an act or acts of mere inefficiency, unsatisfactory conduct, or failure in good performance as a result of inability, incapacity, inadvertency, ordinary negligence in isolated instances, or good faith errors in judgment or discretion.

Neglect has been defined as (HFS 13.03(14) (a)):

Neglect means an intentional omission or intentional course of conduct by a caregiver or non-client resident, including but not limited to restraint, isolation or confinement, that is contrary to the entity's policies and procedures, is not part of the client's plan and, through substantial carelessness or negligence, does any of the following: causes or could reasonably be expected to cause pain or injury to a client or death of a client, substantially disregards a client's rights under either Ch. 50 or 51, Stats., or a caregiver's duties and obligations to client, causes or could reasonably be expected to cause mental or emotional damage to a client, including harm to the client's psychological or intellectual functioning that is exhibited by anxiety, depression, withdrawal, regression, outward aggressive behavior, agitation, fear of harm or death, or a combination of these behaviors. This paragraph does not apply to permissible restraint, isolation or confinement implemented by order of a court as permitted by statute, the intentional carelessness, negligence, or disregard of policy, or care plan, which causes, or could be reasonably expected to cause pain, injury, or death.

CLIENT RIGHTS

When you receive any type of service for mental illness, alcoholism, drug abuse, or a developmental disability, you have the following rights under DHS 88.10 and DHS 94, Wisconsin Administrative Code:
At Balance's Adult Day Program, we are not licensed under these statutes, but we strive to follow the same client rights that our residents retain.

PERSONAL RIGHTS

- You must be treated with dignity, respect and full recognition of your individuality.
- You have the right to be treated as mentally competent unless the court specifies otherwise. If the court has deemed you incompetent, you have the right to have your guardian fully informed and involved in all aspects of decision making.
- You have the right to have staff make fair and reasonable decisions about your treatment and care.
- You may not be treated unfairly because of your race, national origin, sex, age, religion, disability or sexual orientation.
- You have the right to have physical and emotional privacy in treatment, living arrangements and in caring for personal needs.
- You have the right to be free from physical, sexual or mental abuse, neglect, and financial exploitation or misappropriation of property.
- You have the right to feel safe in your environment, including your home and/or other programs you participate in (i.e. Adult Family Home, Day Services, and Supportive Apartment Program).
- You may be free from seclusion and all physical or chemical restraints except when specified below.
 - Physical Restraints may be used in an emergency when necessary to protect you or another person from injury or to prevent physical harm to you or another person resulting from the destruction of property, provided that law enforcement or other emergency assistance be summoned as soon as possible and the incident is reported to the licensing agency by the next business day with documentation of what happened, the actions taken by Balance and the outcomes.
- You must be provided prompt and adequate treatment, rehabilitation and education services appropriate for you.
- You must be treated in the least restrictive manner and setting necessary to achieve the purpose of admission to the program.
- You must be allowed opportunities to participate in the planning and decision making related to your treatment and care.
- You have the right to be fully informed in writing before or at the time of admission of all services and related charges for the services. Throughout the time a person is a resident of the adult family home, he or she shall be fully informed in writing of any changes in services and related charges at least 30 days before those changes take effect.
- You may choose to participate in social and community activities at your own discretion.
- You have the right to retain and use personal clothing and other personal possessions in a reasonably secure manor, as space permits.
- You may participate in religious activities of your choice; however, you cannot be required to engage in any religious activity.
- You may not be required to do work which is of any financial benefit to Balance.
- You may make and receive a reasonable amount of telephone calls in privacy.
- You have the right to have visitors with an adequate amount of time and privacy during the visits.
- You have the right to send and receive sealed mail, including packages, unless Balance has reason to believe the mail contains contraband.
- You may manage your own finances unless you, or your guardian, delegate the responsibility to someone else; you may use your money as you choose.
- You may not be filmed, taped or photographed unless you agree to it.

- You have the right to receive all prescribed medications in the dosage and at the intervals prescribed by your physician.
- You may refuse treatment or medication unless you were found to be incompetent by the court, at which time your guardian may consent or refuse treatment and medication.

RECORD PRIVACY AND ACCESS

Under DHS 88.10 and DHS 92, Wisconsin Administrative Code:

- Your treatment information must be kept private (confidential) and cannot be released without your consent, unless the law specifically allows for it.
- You may ask to see your record at any time. You must be shown any record about your physical health or medications. Staff may limit how much you may see of the rest of your treatment records while you are receiving services. You must be informed of the reasons for any such limits. You may challenge those reasons through the grievance process.
- After discharge, you may see your entire treatment record if you ask to do so.
- If you believe something in your record is wrong, you may challenge its accuracy. If the staff will not change the part of your record you have challenged, you may file a grievance and/or put on your own version in your record.
- A copy of DHS 88, and/or DHS 92, Wisconsin Administrative Code, is available upon request.

GRIEVANCE PROCEDURE AND RIGHT OF ACCESS TO COURTS

- Before treatment is begun, the service provider must inform you of your rights and how to use the grievance process. A copy of the Program's Grievance Procedure is available upon request.
- If you or your guardian feels your rights have been violated at any time, you may file a grievance.
- You have the right to advocacy assistance throughout the grievance process.
- You have the right to have the name, address, and phone number of organizations providing advocacy assistance and of the licensing agency readily available to view.
- You may not be threatened or penalized in any way for presenting your concerns informally by talking with staff, or formally by filing a grievance.
- You may, instead of filing a grievance or at the end of the grievance process, or any time during it, choose to take the matter to court to sue for damages or other court relief if you believe your rights have been violated.
- Balance shall provide you with written documentation of any grievance filed, the findings and conclusions and any actions taken. A written summary will also be placed in your file.

GRIEVANCE RESOLUTION STAGES

Informal Discussion (optional)

- You are encouraged to first talk with staff about any concerns you have. However, you do not have to do this before filing a formal grievance with your service provider.

Grievance Investigation-Formal Inquiry

- If you want to file a grievance, you should do so within 45 days of the time you became aware of the problem. The program manager for good cause may grant an extension beyond the 45-day limit.
- The program's Client Rights Specialist (CRS) will investigate your grievance and attempt to resolve it.
- Unless the grievance is resolved informally, the CRS will write a report within 30 days from the date you filed the formal grievance. You will get a copy of the report.
- If you and the program manager agree with the CRS's report and recommendations, the recommendations shall be put into effect within an agreed upon time frame.

- You may file as many grievances as you want. However, the CRS will usually only work on one at a time. The CRS may ask you to rank them in order of importance.

Program Manager’s Decision

- If the grievance is not resolved by the CRS’s report, the program manager or designee shall prepare a written decision within 10 days of receipt of the CRS’s report. You will be given a copy of the decision.

County Level Review

- If you are receiving services from a county agency, or a private agency and a county agency is paying for your services, you may appeal the program manager’s decision to the County Agency Director. You must make this appeal within 14 days of the day you receive the program manager’s decisions. You may ask the program manager to forward your grievance or you may send it yourself.
- The County Agency Director must issue his or her written decision within 30 days after your request these appeals.

State Grievance Examiner

- If your grievance went through the county level of review and you are dissatisfied with the decision, you may appeal it to the State Grievance Examiner.
- If you are paying for your services from a private agency, you may appeal the program manager’s decision directly to the State Grievance Examiner.
- You must appeal to the State Grievance Examiner within 14 days of receiving the decision from the previous appeal level. You may ask the program manager to forward your grievance to the State Grievance Examiner or you may send it yourself.

Final State Review

- Any party has 14 days of receipt of the written decision of the State Grievance examiner to request a final state review by the administrator of the Division of Supportive Living or designee.

You may talk with staff or contact the following people (starting with your Client Rights Specialist) if you would like to file a grievance, learn more about the grievance procedure used by the program from which you are receiving services, or file a complaint:

Balance Director of Adult Day Program: Alyse Sandow Phone: 262-268-6811 ext. 103
1350 14th Avenue, Grafton, WI 53024

Balance Executive Director: Malorie King Phone: 262-268-6811 ext. 102
1350 14th Avenue, Grafton, WI 53024

Balance Director of Health Services: Melissa Nichelson Phone: 262-268-6811 ext. 105
1350 14th Avenue, Grafton, WI 53024

Ozaukee County Family Care Phone: 262-292-2500
1333 W. Towne Square Road
Mequon, WI 53092

State of Wisconsin Division of Quality Assurance Phone: 920-983-3191

Acknowledgement and Signature

I have received my copy of the Participant Handbook.

The participant handbook describes important information about Balance, and I understand that I should consult the Director of the Adult Day Program regarding any questions not answered in the handbook.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Participant Signature:

Participant's Name (Print):

Date:

Guardian Signature:

Guardian's Name (Print):

Date:
