



Group Home Resident Handbook



*P O Box 286, Rutherford College, NC 28671 (828) 572-2333 Fax (980) 225-0500
E-Mail: susan.kincaid@carolinaresidentialservices.com*

Welcome to the Group Home operated by Carolina Residential Services, Inc.

Group Home Living is a twenty-four (24) hour service that includes a greater degree of supervision and therapeutic intervention for the residents because of the degree of their dependence or the severity of their disability. The care (including room and board), that is provided, includes individualized therapeutic or rehabilitative programming designed to supplement day services, which are provided in another setting. Group living is provided because the resident is unable to live in the family home or independently. Group Living is provided in a licensed facility.

There is a supportive, therapeutic relationship between Carolina Residential Services, Inc., the recipient and family in the home environment where the primary purpose of the service is care, habilitation or rehabilitation of the individual who has a developmental disability and who requires supervision when in the residence.

Group Living provides support and supervision in a home environment to enable the resident to participate in community activities, social interactions in the home and participate in treatment, habilitation and/or rehabilitation services.

Treatment interventions are provided to ensure that the client acquires skills necessary to compensate for or remediate functional problems. Interventions are targeted to functional problems and based on services plan requirements and specific strategies developed during supervision.

Carolina Residential Services, Inc. group homes are operated as “homes”, not “facilities”.

Hours of Operation

Daily

Twenty-Four (24) Hours per Day

Periodically, overnight trips away from the group home are planned for the residents.

Mission Statement

Core Values

- To demonstrate compassionate support and concern for individuals served and their families
- To find solutions that meet needs and preferences of persons served
- To honor the choices of persons served and encourage each individual to take control over his/her own life
- To assure continuous quality management
- To promote creativity, adaptability and challenges
- To utilize community partnerships and natural supports
- To empower and involve clients and families served
- To promote healthy relationships through honesty, openness, respectfulness and fairness
- To exercise personal, programmatic and fiscal responsibility
- To promote awareness of cultural competence and diversity

Service Philosophy

To place clients and family at the center of all we do and recognize the services of the individual is most effective when we include the family, natural supports and community network

To base services in the community, available in non-traditional sites, least restrictive and at convenient locations and times

To be visible in the community and form partnerships, which promote the achievement of service delivery

To promote the cross-training of staff in order to provide services across an array of age, disability and culturally diverse categories

To ensure services are delivered in an integrated manner that does not dwell on disability categories but on individual client and family wants, needs and desires

To promote freedom of choice and independence for clients and families

To serve individuals who have the fewest available resources and the greatest need.

To utilize "best practices" in the delivery of services when applicable

To promote utilization of natural supports in the community

To operate residential services as "Homes" rather than "Facilities"

Table of Contents

Group Home Admission Criteria	6
Continuation/Utilization Review Criteria	7
Discharge Criteria	7
Service Maintenance Criteria	7
Group Home Program Expectations	8
Group Home Program Expectations – Abusive Actions	8
Group Home Program Expectations – Tobacco Use	8
Group Home Program Expectations – Alcohol and Illegal Drugs	9
Group Home Program Expectations – Possession of Dangerous Items	9
Group Home Program Expectations – Privacy	9
Group Home Program Expectations – Pets	9
Group Home Program Expectations – Medications	10
Group Home Program Expectations – Upkeep of the Group Home	10
Group Home Program Expectations – Food	10
Group Home Program Expectations – Personal Hygiene	11
Group Home Program Expectations – Activities with the Group Home	11
Group Home Program Expectations – Shared items within the Group Home	12
Group Home Program Expectations – Visitors	13
Group Home Program Expectations – Therapeutic Leave	14
Group Home Program Expectations – Residents that are their own Guardian	14
Group Home Program Expectations – Residents that are not their own Guardian	14
Group Home Program Expectations – Transportation / Travel	14
Group Home Transportation Guidelines	14
Van Safety/Comfort Rules	14
Receiving Services	16
Rules and Laws	16
Rights	16
Responsibilities	16

Release of Information	16
Rights Restriction	17
Due Process	18
Restrictive Intervention	18
Protective Device	19
Search and Seizure	19
Suspension and Expulsion	19
Grievance Procedure	20
Fee and Assessment	22
Basic Civil Rights	22
North Carolina Rights for all Adults who receive services	26
Disability Rights North Carolina	27
Rights for all Adults in a 24-Hour Facility	32
Additional Rights for Adults	42
Serving Clients and Families that are Culturally Diverse	42
Agency Contact Information	43
Notes	44





Group Home Admission Criteria

This service may provide a transition to a more independent living environment or may provide housing and supports for the long term.

Medical Necessity

- A. There is an Axis I or II diagnosis or the person has a condition that may be defined as a developmental disability as defined in GS 122C-3(12a)



AND

- B. Level of Care Criteria, Level B/NCSNAP/ASAM Level III.5

AND

- C. The recipient is experiencing difficulties in at least one of the following areas:

1. Functional impairment
2. Crisis intervention/diversion/aftercare needs and/or
3. At risk of placement outside the natural home setting.

AND

- D. The recipient's level of functioning has not been restored or improved and may indicate a need for clinical interventions in a natural setting if any of the following apply:

1. At risk for out of home placement, hospitalization and/or institutionalization due to symptoms associated with diagnosis.
2. Presents with intensive verbal and limited physical aggression due to symptoms associated with diagnosis, which are sufficient to create functional problems in a community setting.
3. At risk of exclusion from services, placement or significant community support systems as a result of functional behavioral problems associated with the diagnosis.
4. Requires a structured setting to foster successful integration into the community through individualized interventions and activities.

OR

- E. The individual's current residential placement meets any one of the following:

1. The individual has no residence.
2. Current placement does not provide adequate structure and supervision to ensure safety and participation in treatment.
3. Current placement
4. Involves relationships, which undermine the stability of treatment.
5. Current placement limits opportunity for recovery, community integration and maximizing personal independence.



Continuation/Utilization Review Criteria

The desired outcome or level of functioning has not been restored, improved, or sustained over the timeframe outlined in the client's service plan or the client continues to be at risk for relapse based on history or the tenuous nature of the functional gains or any one of the following apply:

- A. Client has achieved initial service plan goals and additional goals are indicated.
- B. Client is making satisfactory progress toward meeting goals.
- C. Client is making some progress, but the service plan (specific interventions) needs to be modified so that greater gains, which are consistent with the client's premorbid level of functioning, are possible or can be achieved.
- D. Client is not making progress; the service plan must be modified to identify more effective interventions.
- E. Client is regressing; the service plan must be modified to identify more effective interventions

Discharge Criteria

Client's level of functioning has improved with respect to the goals outlined in the service plan, or no longer benefits from this service.



The decision should be based on one of the following:

- 1. Client has achieved service plan goals; discharge to a lower level of care is indicated.
- 2. Client is not making progress, or is regressing and all realistic treatment options within this modality have been exhausted.

Service Maintenance Criteria

If the recipient is functioning effectively with this service and discharge would otherwise be indicated, the service should be maintained when it can be reasonably anticipated that regression is likely to occur if the service is withdrawn. The decision should be based on any one of the following:

- A. Evidence that gains will be lost in the absence of group living moderate is documented in the service record.

OR

- B. In the event there are epidemiologically sound expectations that symptoms will persist and that ongoing treatment interventions are needed to sustain functional gains, the presence of a DSM IV diagnosis would necessitate a disability management approach.

Group Home Program Expectations

The Group Home rules for staff and clients have been developed over a period of years by clients, staff and management to assure that the group home is a safe, respectful and comfortable place to live, learn, socialize and improve daily quality of life.

These rules apply to Group Home services including those provided at other locations and on vehicle(s).

Treatment while living at a Carolina Residential Services, Inc. Group Home

- ✓ Residents and/or guardians are strongly encouraged and expected to participate in Person Centered Plan (PCP) meeting(s), where applicable, and each resident agrees to attempt all goals identified to ensure progress toward their goals established in the Team Meeting.

Abusive Actions

- ✓ Physical abuse (hitting, kicking, pushing, touching with the intent to harm) towards staff or other residents will not be permitted.
- ✓ Inappropriate verbal actions (raising your voice, threatening, intimidating, gossiping, cussing) towards staff and other residents will not be permitted.



Tobacco Use

- ✓ Tobacco product consumption is NOT allowed inside the group home or in an agency vehicle.
- ✓ Smoking and/or smokeless tobacco is only allowed in the designated areas at the group home.
- ✓ Due to safety concerns, lighters and/or matches are not allowed in a resident's bedroom or commons area. They will be kept in the staff office. The staff will provide either a lighter or matches at the resident's request.
- ✓ No resident is allowed to keep tobacco products or paraphernalia in their room unless it is designated as appropriate in their Person Centered Plan.
- ✓ Management will determine the designated areas at the Group Home. Designated areas may be changed at any time and are at the discretion of Management.
- ✓ All tobacco use must be a minimum of twenty (20) feet from the Group Home structure when other residents are in or come into the designated area.
- ✓ The resident(s) utilizing the designated area are responsible for maintaining the designated area to ensure a neat, clean and safe area.



Alcohol and Illegal Drugs



- ✓ No Alcohol, illegal drugs or paraphernalia is allowed on the premises.
- ✓ Resident(s) and/or their visitors are not allowed on the premises under the influence of alcohol or illegal drugs.

Possession of Dangerous Items



- ✓ Guns are not allowed on the group home premises.
- ✓ Personal knives are not allowed on the group home premises (Carolina Residential Services, Inc. knives will remain locked unless in use by staff or residents with supervision).
- ✓ Scissors are allowed; however supervision by staff is required during the use of scissors. Scissors shall not be kept in the resident's bedroom but in a central location in the group home. Child safety scissors are allowed in the resident's bedroom.
- ✓ Carolina Residential Services, Inc. staff will secure any item of concern until Management can be notified. Management will make the determination if the item poses a health and safety concern. If the item is a safety concern, Carolina Residential Services, Inc. may ask the resident to remove the item from the premises.

Privacy



- ✓ In lieu of health and safety concerns, resident's privacy will be respected at all times by Carolina Residential Services, Inc. staff.
- ✓ Residents are required to respect the privacy of other residents in the group home.
- ✓ Staff and/or residents are not allowed to enter a resident's bedroom unless they are invited or welcomed by the resident (except in an emergency situation, for health and safety reasons, search and seizure in accordance with policy or a rule violation by the resident).
- ✓ Residents and/or visitors are not allowed in the office area unless they are invited or welcomed by Carolina Residential Services, Inc. staff.
- ✓ Carolina Residential Services, Inc. staff is not responsible for money and/or personal items kept by a resident. A lock box is provided for residents to utilize and is maintained in the staff office area. All transactions for the lock box are documented by staff and reviewed by the Group Home Manager.
- ✓ Residents shall not steal or borrow without permission any items in the group home whether they are a resident's, staff or Carolina Residential Services, Inc. possessions.

Pets

- ✓ Pets in the group home require approval of HUD and Management prior to their arrival at the group home. HUD may require an additional pet deposit. Service animals are welcome.



- ✓ All pets allowed on the premises of the group home require written documentation that all vaccinations are current and the pet does not pose a health and safety concern. (Health and safety may include but not limited to allergies, fear, aggressive animals, exotic animals or animals with previous violent actions)
- ✓ Staff and/or resident's visitors may bring a pet during a visit with the permission of the Group Home Manager and Management of Carolina Residential Services, Inc.

Medications

- ✓ Only medications prescribed by a physician will be administered (physician service order MUST be in the resident's service record).
- ✓ Over the counter medications MUST be approved by the physician and a physician service order MUST be in the resident's service record.
- ✓ No medications are allowed in the resident's bedroom without a written physician order approving the resident to self-administer. The self-administration MUST also be documented in the resident's person centered plan. All medications allowed in the resident's bedroom MUST be in a locked container.



Upkeep of the Group Home

- ✓ Residents are responsible for maintaining their bedrooms in a clean, neat, clutter free and well-kept order.
- ✓ All resident personal items must be maintained in their bedrooms and are not to be stored in group home common areas. Seasonal clothing may be stored in group home common areas if the guardian and/or family is unable to store within their private home.
- ✓ All clothes are to be either hung in the closet or folded in dresser or chest of drawers. Clothes are NOT to be left on the floor, bed or hanging on other furniture.
- ✓ The room must remain free from clutter and not present a safety hazard.
- ✓ Dirty clothes must be kept in a separate container.
- ✓ Residents are responsible for washing, drying and putting away their personal items. Staff will assist as needed. Residents will be assigned a laundry day.
- ✓ Closets will be organized periodically (at least twice a year at change of seasons).
- ✓ Residents are responsible for the cleaning and maintenance of the common areas and meal preparation on a rotational basis assigned by Carolina Residential Services, Inc. staff and in accordance with the resident's person centered plans goals.



Food

- ✓ Food (including snack) items are only allowed in the kitchen and dining areas.

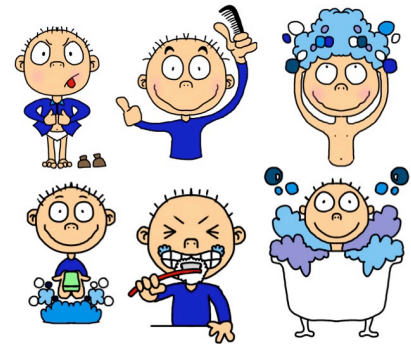


- ✓ Residents are expected to assist with the preparation and cleanup of meals on a rotational basis assigned by staff.
- ✓ Residents are expected to clean up after themselves when using the kitchen at times other than breakfast, lunch or dinner.
- ✓ Residents may keep personal snacks in the kitchen for their personal consumption. These items MUST be labeled with the resident's name clearly identified on the product.
- ✓ Menus will be prepared by staff with input from residents to provide meals that are healthy, nutritious and meet the dietary needs of the resident.
- ✓ Healthy and nutritious snacks will be available at all times for the residents.

Personal Hygiene

- ✓ In order not to offend others in the home, residents must maintain good personal hygiene at all times and are expected to:

- ✓ Daily Shower and/or bathe
- ✓ Daily wear clean clothes
- ✓ Daily wear deodorant



- ✓ Daily, as determined by the Person Centered Plan or in accordance with their ethnicity and/or cultural beliefs, shampoo hair, shave, etc.

- ✓ Bathrooms are shared areas of the home and it is expected that residents limit their time in the bathroom to fifteen (15) to thirty (30) minutes each session.
- ✓ Continuing concerns relating to offensive personal hygiene will be addressed in the resident's person centered plan.
- ✓ Residents are financially responsible for their personal hygiene items.



Activities within the Group Home

- ✓ Residents may have personal televisions, telephones, games, stereos, radios, etc. in the home. These items shall be kept in their private bedroom.
- ✓ These items may only be used at a volume that does not interfere or disturb other resident's activities. During sleeping hours, the volume shall be at a minimum volume to ensure no disruption of sleep for other residents. Continued issues will be addressed in the resident's person centered plan. Failure to manage these items at a volume that does not interfere with other residents on a continued basis may result in loss of their property. The property will be returned to their guardian, family or a person of their choice.
- ✓ Personal cell phones are ONLY to be utilized in the resident's private bedroom or in an area that provides privacy for the conversation. Usage should not occur in commons areas or in an area

where other residents are present. Unless there is an emergency, resident cell phones shall NOT be utilized in the company vehicles. A resident's cell phone cannot be utilized to breach other resident's and/or staff's confidentiality. A resident's personal cell phone may be required to be left in the staff office during staff sleeping hours if there is continued usage that disrupts other residents, staff or outside persons. A goal will be included in the person-centered plan and approved by the Client Rights' Committee.

- ✓ Residents are responsible for the purchase, upkeep and repair of their personal items.
- ✓ Residents are responsible for any financial obligations they accrue (cable, games, etc.).
- ✓ Residents are financially responsible for any damage or repairs they cause. (Examples: Unclogging toilet, damage to doors and/or walls, damage to company owned furniture, vehicles, electronics, etc.)
- ✓ Scheduled activities for residents of the home will not be cancelled for a resident to have a visitor without prior approval from Group Home Manager. (This would be only in an extremely unusual situation)
- ✓ Visitors must adhere to all Carolina Residential Services, Inc. House Rules.
- ✓ Visitors must sign in on the "Visitor's Log".
- ✓ Residents may have an invited guest for a meal with prior approval from the Group Home Manager.
- ✓ Visitors will not be allowed in resident's bedroom unless the resident invites them.
- ✓ Visits among group homes shall be scheduled.
- ✓ Common Area Lights and electronics will be turned off between the hours of 10:00 p.m. – 6:00 a.m.

Shared items within the Group Home



- ✓ Residents shall share the time spent utilizing items provided by Carolina Residential Services, Inc.
- ✓ Residents shall agree on television programs to watch in the common areas. This may be on a rotational basis by the Carolina Residential Services, Inc. staff when residents cannot resolve to each other's satisfaction.
- ✓ If cable is available for the resident's bedroom, the Group Home Manager will schedule installation and on-going service. However, the resident may be responsible for the cost of the installation and service.
- ✓ Use of the Carolina Residential Services, Inc. group home phone is limited to ten (10) minutes per call to allow access for all residents. The calls shall be received and placed in either the resident's bedroom or a private area. The telephone calls shall not be disruptive or disrespectful to the other residents. In addition, the calls are to protect both the resident on the call and the other group home resident's confidentiality.

- ✓ If a resident has had one (1) personal call, they are not allowed to use the phone again until other residents wishing to make a personal call has had the opportunity to do so.
- ✓ Long distance calls - It is strongly recommended that residents obtain a pre-paid calling card, at their expense, for long distance calls. Long distance calls shall not be made without Carolina Residential Services, Inc. staff knowledge. Staff will keep a record of all long distance calls. Residents may be financially responsible for long distance charges.

Visitors



- ✓ Residents are welcome to have visitors at the group home.
- ✓ Residents that have guardians may have a written list of guardian approved visitors prior to having visitors.
- ✓ It is strongly recommended that visitors call before visiting to schedule an appropriate time for the visit. Adequate notice ensures that the resident is available and has completed daily tasks identified in their person-centered plan.
- ✓ Visitors shall remain in the commons area and/or only in the resident with whom they are visiting private bedroom. Visitors are not allowed to wander the premises unattended.
- ✓ Visitors who become disruptive to the group home activities and/or other residents or aggressive either verbally or physically will be asked to leave the premises. If the visitor refuses to vacate the premises, law enforcement will be contacted.

Therapeutic Leave

- ✓ It is encouraged and recommended that residents be in the Group Home during normal sleep hours (10:00 p.m. - 6:00 a.m.) unless notification and arrangements have been made with Carolina Residential Services, Inc. Group Home Manager.

Residents that are their own Guardian

- ✓ Residents may leave the Group Home at their own expense.
- ✓ Residents shall notify the Staff on duty prior to leaving the group home.
- ✓ Residents shall notify Staff when they expect to return.
- ✓ Residents and/or a responsible adult are required to sign out any medications they are scheduled to take during the time they will be out of the group home. Residents are then responsible for taking any medication they should receive while signed out.
- ✓ Residents shall sign out utilizing a Therapeutic Leave form.

Residents that are NOT their own Guardian

- ✓ Residents with guardians may not go out into community with anyone other than their guardian unless the guardian approves it in writing.
- ✓ Residents leaving for visits with their guardian or another approved person should provide Carolina Residential Services, Inc. with advance notification to ensure medications are ready for sign out and the resident is at the group home at the scheduled pick up time.

Transportation/Travel



- ✓ Resident's shall have written approval of Management if they choose to have a personal vehicle for transportation purposes.
- ✓ Residents should advise Carolina Residential Services, Inc. staff if they need transportation for a non-routine activity for personal enjoyment/leisure a minimum of twenty-four (24) hours in advance. Attempts will be made by staff to accommodate reasonable requests. Approval of the requests is not guaranteed.
- ✓ Only Carolina Residential Services, Inc. Staff and Residents are allowed in the company vehicles. All exceptions require approval of Management.

The goal of Carolina Residential, Inc. Group Home is to provide a friendly, safe living environment to empower individuals with disabilities.

Group Home Transportation Guidelines

Van Safety/Comfort Rules

A safe environment MUST be maintained in the vehicles at all times

These safety rules need to be observed each time a Carolina Residential Services, Inc. vehicle(s) is in operation regardless of the destination and/or driver. Once implemented, the van safety comfort rules will remain in effect until Management chooses to alter them.

- ✓ Seatbelts **MUST** be worn at all times by all occupants when Carolina Residential Services, Inc. vehicle(s) are in operation. Vehicle(s) will remain stopped and/or parked until all occupants have buckled seatbelts. Seatbelts are not to be removed until the vehicle(s) are parked. Extenders are to be utilized when applicable.
- ✓ Doors should not be opened until the vehicle(s) is stopped.
- ✓ There are to be NO open food and drinks on Carolina Residential Services, Inc. vehicle(s). Closed Top Containers, bottle with screw on top or coffee mugs with snap on top are the only acceptable containers.
- ✓ No open bottles of cologne, perfume, deodorizer, cleaners, hand sanitizer, etc. are allowed on any Carolina Residential Services, Inc. vehicle(s) while the vehicle(s) is in operation. Smells may pose a health hazard to occupants.

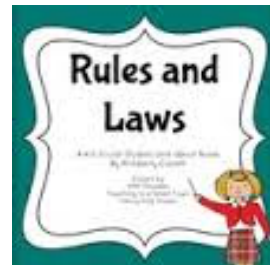
- ✓ All occupants are to be fully dressed at all times. This includes but may not be limited to shirt, pants, shorts, shoes, etc.
- ✓ All trash **MUST** be placed in a trash bag and removed from the vehicle(s) at the conclusion of each use.
- ✓ Occupants should refrain from asking or demanding either items or information from the vehicle operator when the vehicle is in motion. Safety of the occupants and the vehicle may place undue risk when the operator is distracted.
- ✓ The use of obscene and inappropriate language or conversation is prohibited.
- ✓ All occupants should exit the vehicle(s) and move at a safe speed to a sidewalk area. No occupant should ever stand in front of or behind a vehicle. Occupants should stay away from ongoing traffic areas.
- ✓ In the event an occupant becomes sick, another occupant should notify the vehicle operator as soon as possible in order to pull the vehicle(s) to a safe location to address the issue appropriately. If an occupant has motion sickness or feels they may vomit, the occupant should secure a trash bag and when possible, utilize this for the discharge. The operator will stop in a secure location as soon as possible.
- ✓ Utilize good manners and hygiene when coughing or sneezing. This will insure the comfort of the occupants either in front of or beside you.
- ✓ Seating accommodations will be adhered to when necessary. Other occupants, Management and Staff, appreciate consideration and understanding of these accommodations.
- ✓ If you have any safety concerns, please report immediately to the operator of the vehicle(s).
- ✓ Safety and secondly comfort of all occupants is of the utmost importance when a vehicle(s) are in operation.

Receiving Services (10A NCAC 27D.0201 (a) (b))

- ✓ When you receive supports through Carolina Residential Services, Inc., you have certain rights. The following information will explain your rights and what to do if you have questions. You also can contact Disability Rights North Carolina at 1-877-235-4210.

Rules and Law (10A NCAC 27D.0201 (d) (1))

- ✓ Something set up in a program so things will run smoothly.
- ✓ Rules help you understand your rights.
- ✓ We all must follow rules.
- ✓ Specific rules you are required to follow will be explained to you at the site or group home



Rights



- ✓ Something you can do by law
- ✓ Rights apply to everyone!
- ✓ Rights are rules that help make people equal.
- ✓ Everyone has basic civil rights

What are Responsibilities?

- ✓ Something you agree to do to the best of your ability.
- ✓ To have your own rights respected, you must respect the rights of others.
- ✓ Everyone must behave in a responsible way.



10A NCAC 27D .0201(D)(2)

What is the Right to Release Confidential Information without consent?



- ✓ You or your legally responsible person will be notified in writing at the time of admission that certain information may be released without expressed consent. This is in accordance with General Statutes.

- ✓ This notice must be placed in your record.
- ✓ The following **do not require expressed consent** be obtained before the release of confidential information:
 - ✓ Notifying DSS and/ or Law Enforcement for possible abuse or neglect or possible illegal act
 - ✓ Accrediting/Licensing Agencies
 - ✓ Internal Advocate
 - ✓ Attorney for Carolina Residential Services, Inc.
 - ✓ Communicable Diseases Center
 - ✓ Any Court Order in North Carolina
- ✓ Emergency Medical Services - to meet the needs of the emergency.
- ✓ Employees of Carolina Residential Services, Inc. if involved with direct care or for financial purposes.
- ✓ If you leave the premises without knowledge of staff (24-hour facility)-Shall notify appropriate individuals.
- ✓ Financial Benefits through government agency-may disclose limited information only to establish benefits.
- ✓ Involuntary Commitment
- ✓ Medical Examiner – When death is being investigated
- ✓ Reviews, Audits, Program Evaluation, Statistics, Research
- ✓ Between MCOs, Contract Providers and/or State Facilities

What is a Rights Restriction?

- ✓ Rights restrictions limit or take away a person's right to do something.
- ✓ Rights restrictions are not for staff convenience.
- ✓ Under certain circumstances, an individual's rights can be restricted.
- ✓ Before a person's rights are restricted in any way, due process must be in place.



- ✓ You or your guardian have to give consent
- ✓ You will receive training on restoring your rights

What is Due Process?

- ✓ Before your rights can be changed in any way, your Treatment Team members must meet with you and discuss:
 - ✓ What has been tried to avoid a restriction of your rights?
 - ✓ Is there a threat of danger to you or others? If so, the Treatment Team can explore a rights restriction.
 - ✓ You and your team must decide what rights will be restricted and the reasons why.
- ✓ If a restriction occurs, then a review of the right must occur every 7 days to determine if the restriction should continue. If the restriction occurs beyond 30 days the Client Rights Committee must also review the restriction.
- ✓ **Remember....** You will be a part of any decisions about you and your guardian must give consent before a rights restriction is put into place.



This is called **informed consent**.

Restrictive Interventions Are Prohibited?

- ✓ Restrictive interventions are techniques that control your movements if you were angry and out of control.
- ✓ Carolina Residential Services, Inc. does not utilize **Restrictive Interventions**.
- ✓ It's ok to be angry but it's not ok to hurt others or yourself.



Responsibilities

- ✓ Tell staff what makes you upset
- ✓ Tell staff who you want called if you get upset
- ✓ It's not ok to hit people, bully people or verbally abuse people

What is a Protective Device?

- ✓ A protective device is an intervention that provides support for an individual that is medically fragile or enhances the safety of someone that is self-injurious.
- ✓ Such devices may include Geri-chairs, table top chairs, seizure helmets, mittens for self-injurious behaviors, prosthetic devices or assistive technology, or soft ties used to prevent an individual that is medically ill from removing intravenous tubes, or similar medical device.
- ✓ A protective device should never be used as a restrictive intervention
- ✓ You have the right to spend time out of the medical device
- ✓ You have to give consent for a protective device



10A NCAC 27D .0201(d)(4)(d)

What is Search and Seizure?

- ✓ A search and seizure only occurs if there is suspicion you have possession of stolen property or substances that may be health-threatening or dangerous to you or others (alcohol, drugs, weapons) and in accordance with Carolina Residential Services, Inc. policy and procedures.
- ✓ If your personal space is searched you must be notified
- ✓ Every search and seizure must be documented. Documentation shall include:
 - ✓ Scope of search.
 - ✓ Reason for search.
 - ✓ Procedures followed in the search.
 - ✓ Description of any property seized.
 - ✓ An account of the disposition of seized property.



10A NCAC 27D .0201(d)(4)(c)

What is Suspension/ Expulsion?

- ✓ Potential reasons for suspension/expulsion include, but are not limited to:
 - ✓ If you are involved in illegal activities
 - ✓ If you are no longer eligible for services
 - ✓ If you are presenting a danger to yourself or others
 - ✓ If you fail to abide by rules or agreements
 - ✓ If you fail to participate in the treatment process
 - ✓ If you are not benefiting from services.



- ✓ Each discharge decision depends on the circumstances, your individual characteristics and number of occurrences and severity of infraction.
- ✓ If you are suspended you must be told:
 - ✓ Each rule infraction(s) or incident(s) including date, time and circumstance as well as severity of behavior.
 - ✓ When you can return and any specific conditions in order to return
 - ✓ Your Treatment Team may identify an alternative service to meet your needs
 - ✓ You must be given a discharge plan, if applicable.

10A NCAC 27D .0201(d)(4)(b)

What is a Grievance Procedure?



A grievance is: when you disagree with things that are going on in your life

- ✓ There will not be any consequences toward you or your services if you file a grievance.
- ✓ You or your legal guardian has the right to voice your concerns by filing a grievance and appeal program decisions.
- ✓ You are encouraged to attempt to resolve the issue with your Group Home Manager. If the situation involves sensitive issues, you have the right to go to the Qualified Professional or Executive Director.
- ✓ If the grievance is not resolved, you will be assisted in completing any required documentation.
- ✓ The issue will be investigated and a meeting will be held with you and all people involved. The outcome of the investigation will be discussed at that time. If you feel you would like to appeal the decision you may.
- ✓ The grievance may be heard by the Client Rights Committee
- ✓ If your or your guardian or advocate is not satisfied with the results from the grievance process you may choose to seek legal counsel and/or contact Disability Rights North Carolina. The toll free number to DRNC is 1-877-235-4210.
- ✓ Carolina Residential Services, Inc. does not discriminate on the basis of race, color, religious creed, disability, age, sex, income, sexual orientation, ancestry or national origin.
- ✓ You will be informed of your rights to participate in a grievance procedure upon admission

Complaint and Grievance



Carolina Residential Services, Inc. will ensure that all clients, client's families, or legally responsible persons have ready access to a complaint and grievance process that is accessible and responsive and that all clients and legally responsible persons are aware of their rights to file a complaint or grievance and how the process is completed.

Concerns, Complaints and Grievances shall be reported to the Main Office at <https://www.formdesk.com/carolinaresidentialservicesinc/CRSComplaintForm>. The Staff will follow Carolina Residential Services, Inc. policies and procedures for follow-up and investigation of the concern, complaint and/or grievance. Follow-up will occur at this level and will be reported to Management as the situation warrants. Clients, client families, service providers or legally responsible persons may also contact the Main Office to report a concern, complaint or grievance.

Carolina Residential Services, Inc. Main Office

Attn: Susan Kincaid
P O Box 286
Rutherford College, NC 28671

(828) 572-2333 (Office Phone)
(980) 225-0500 (Office Fax)
(828) 413-3786 (Susan Kincaid Cell Phone)

susan.kincaid@carolinaresidentialservices.com

<https://www.formdesk.com/carolinaresidentialservicesinc/CRSComplaintForm>

DMH/DD/SAS Advocacy & Customer Service Section
(919) 715-3197 (Telephone)
(919) 733-4962 (Fax)

DHSR Complaint Hotline
1-800-624-3004
(919) 855-4500

10A NCAC 27D .0201(d)(4)(A)

Fee assessment and collection for treatment/habilitation services



You have the right to receive a written statement of services and charges for services.

✓ Carolina Residential Services, Inc. may charge for unfunded services.



- ✓ Fees may be collected on a daily, weekly, or monthly basis depending on the circumstances.
- ✓ Fees will be made available to all individuals requesting services.
- ✓ If fees become delinquent, Carolina Residential Services, Inc. will make every effort to collect fees due. If it is determined that fees are uncollectible, services may be terminated.

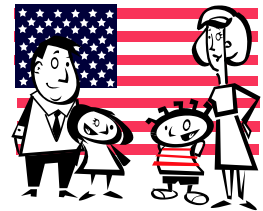
Group Home Fee for Service

A Resident's Social Security, SSI and Special Assistance shall be utilized for the room and board expenses associated with group home living. The monthly cost of care rate is set by the State of North Carolina. Medicaid Eligible Recipients will be billed to the North Carolina Division of Medical Assistance at a rate that is set and published by the North Carolina Division of Medical Assistance. Non-Medicaid Eligible Recipients will be billed at the Medicaid established or Managed Care Organization (MCO) contract rate to their home MCO. If a resident is not eligible for either Medicaid or MCO funding, the resident may not be billed directly for services.

10A NCAC 27D .0202

Basic Civil Rights

Carolina Residential Services, Inc. will ensure staff is trained on client rights.



- ✓ Unless a court has declared you incompetent, you have the same basic civil rights as other citizens. ***If you have a guardian, some of your rights may be limited according to the type of guardianship.***

You have the right to have a place to be alone

Responsibilities

- ✓ Respect other people's space
- ✓ Other people have the right to say "no"
- ✓ To ask for help when you need it



You have the right to privacy and to expect people to knock before entering

Responsibilities

- ✓ Respect others' rights to privacy by knocking and asking permission



7/1/2017

- before entering their home or bedroom
- ✓ Remind others to give you privacy
- ✓ Close bathroom door while using bathroom or showering and close your door while you are dressing
- ✓ Dress appropriately while in the group home common areas

You have the right to choose your friends



Responsibilities

- ✓ Where would you go to meet new friends?
- ✓ How do you like to be treated by your friends?
- ✓ How do you treat your friends?
- ✓ Do your friends support you with positive and safe choices?

10A NCAC 27E .0102(1)

You have the right to be free from cruel and unusual punishment

Responsibilities

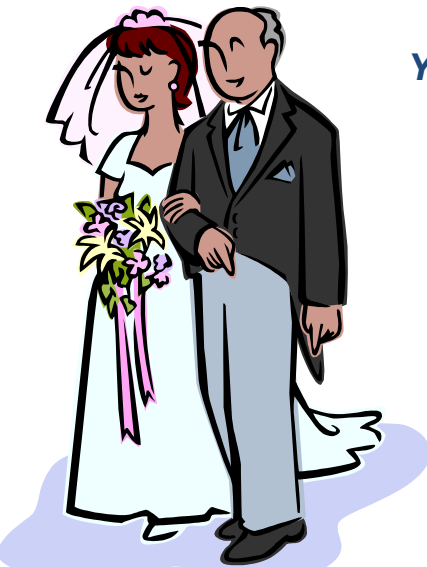
- ✓ Say “no”!
- ✓ Let others know when you feel upset
- ✓ Tell someone who can help you
- ✓ No one should ever hurt you or yell at you



You have the right to get married

Responsibilities

- ✓ Treat spouse with respect
- ✓ Share responsibilities and chores of the home
- ✓ Paying the bills and spending your money
- ✓ Talk to each other about big decisions
- ✓ Are you going to have kids?



- ✓ Where are you going to live?
You have the right to have children



Responsibilities

- ✓ Take care of your child
- ✓ Doctors appointments
- ✓ Getting baby shots
- ✓ Feed them and clothe them
- ✓ Provide a place to live and keep them safe
- ✓ Give them love and affection

You have the right to vote, to know the voting issues and candidates

Responsibilities

- ✓ Register to vote
- ✓ Learn about who you are voting for
- ✓ Do not let others tell you who to vote for
- ✓ Ask for help if you need it to understand the issues



You have the right to Free Speech and Freedom of expression



Responsibilities

- ✓ You have to respect others freedom of speech and privacy
- ✓ Remember, everyone has different opinions

You have the right to choose where to worship and how to express your beliefs



Responsibilities

- ✓ Respect others' beliefs
- ✓ Let your support staff know where and when you would like to worship

You have the right to have your own belongings

Responsibilities

- ✓ Take care of your things
 - ✓ Property
 - ✓ Clothes
 - ✓ Furniture
 - ✓ Jewelry
 - ✓ Save money to make purchases
 - ✓ Work to pay for what you want
 - ✓ Be accountable for your spending



You have the right to choose your job and to receive fair pay

Responsibilities

- ✓ Show up for work (on time)
- ✓ Do the best job you can while at work
- ✓ Call in if you can not show up for work
 - ✓ Are you sick?
 - ✓ Is it an emergency?





You have the right to get an Education

Responsibilities

- ✓ What classes would you like to attend?
- ✓ Make sure you complete assignments
- ✓ How will you pay your tuition and bills?
- ✓ Follow rules in the classroom.

North Carolina rights to all adults who receive services

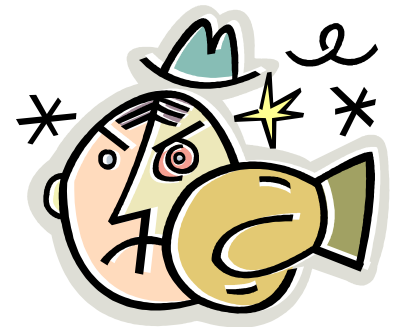
All Civil Rights as previously listed.



Right to dignity, privacy, humane care and freedom from mental and physical abuse, neglect and exploitation

Responsibilities

- ✓ Don't hit others
- ✓ Don't yell or curse at others
- ✓ Tell someone if you are yelled at or if someone hits you
- ✓ Don't give others your money or belongings
- ✓ Tell someone if anyone takes your money or belongings
- ✓ Tell someone if you are treated unfairly





Right to contact Disability Rights North Carolina in regards to advocating and protecting you rights)

Responsibilities

- ✓ Notify someone if you need assistance contacting DRNC

Disability Rights North Carolina

Services previously provided by the Governor's Advocacy Council for Persons with Disabilities are now being provided by Disability Rights North Carolina (formally Carolina Legal Assistance). These services include protecting and advocating for the rights of people with disabilities and the authority to pursue legal, administrative and other appropriate remedies or approaches when the rights of such individuals within the state may have been violated. Rights may include eligibility for treatment, services, education, or a change in living arrangements, with particular attention to members of ethnic and racial minority groups. Disability Rights North Carolina investigates alleged incidents of abuse, neglect and exploitation of individuals with disabilities and is responsible for investigating suspicious deaths throughout the state for people with disabilities in institutions. Disability Rights North Carolina also provides information and referral to programs and services addressing the needs of individuals with disabilities. Contact information is below:

Disability Rights North Carolina

2626 Glenwood Avenue, Suite 550
Raleigh, North Carolina 27608
Phone (919) 856-2195 / 1-877-235-4210
Fax (919) 856-2244
TTY 1-888-268-5535

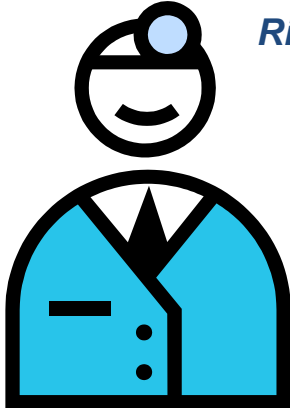
<http://www.disabilityrightsn.org>

Right to receive age-appropriate treatment for diagnosis

Responsibilities

- ✓ Tell others what you like to do
- ✓ Try new things that others your age like to do





Right to treatment, including access to medical care and habilitation, regardless of age or diagnosis.

Responsibilities

- ✓ Tell others if you don't feel well
- ✓ Tell others what you want to learn
- ✓ Tell people what you need

Right to an individualized written treatment plan. You also have the right to receive a copy of your plan.

Responsibilities

- ✓ Tell others how you want to live your life
- ✓ Tell others where you want to live and work
- ✓ Tell others what you need help with
- ✓ Ask for a copy of your plan



10A NCAC 27D .0201(d)(3)

You have the right to have your treatment plan written or reviewed **at a meeting with you**



Responsibilities

- ✓ Invite people you would like to be there
- ✓ Ask questions if you do not understand
- ✓ Show up at the scheduled time
- ✓ Give input about what you want and how you feel
- ✓ Ask for a copy of the treatment plan



The right to, (within 30 days of admission to a facility) an individual written treatment or habilitation plan implemented by the facility

Responsibilities

- ✓ You have to work on goals that were developed based up your desires
- ✓ Tell others if you change your mind
- ✓ Know what is in your plan

Right to have a discharge plan (no later than the time of discharge) that contains recommendations for further services in order for you to live as normally as possible.

Responsibilities

- ✓ Tell others what you want to do
- ✓ If you don't understand why your being discharged ask for someone to explain



Right to be informed in advance of the potential risks and alleged benefits of treatment choices.

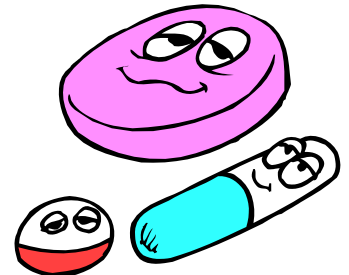
Responsibilities

- ✓ Ask questions when you don't understand
- ✓ Tell others if you need more information

Right to be free from unnecessary medication

Responsibilities

- ✓ Remember that some people must take medications for medical reasons such as seizures and diabetes.
- ✓ Tell others how you feel when you take medications
- ✓ Know why you're taking the medication



- ✓ Know the side effects of the medications



Right to not have medication used for punishment, discipline or staff convenience

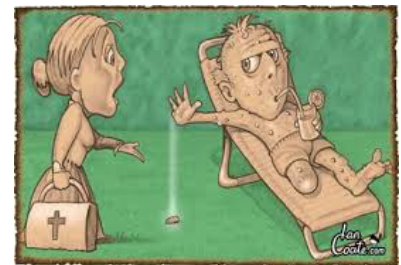
Responsibilities

- ✓ Know why you're taking each medicine
- ✓ Ask your doctor
- ✓ Tell others how you feel when you take the medication

Right to consent or refuse any treatment offered.

Responsibilities

- ✓ Make an educated decision
- ✓ Find out from someone what other treatment options may be available
- ✓ Participate in treatment that you consent to



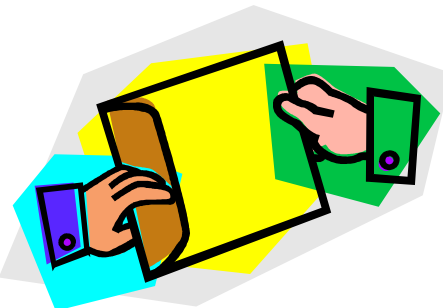
Informed Consent

10A NCAC 27D .0303(a)(1)(2)

You have the right to know all benefits, potential risks and possible alternative methods of treatment/habilitation

You have the right to know when you give consent it is time limited

You can revoke a consent at any time



Responsibilities

- ✓ Do not sign anything if you don't understand or agree

You have the right to provide input into facility governance and the development of participant self-governance groups

Responsibilities

- ✓ Tell others if you want to be on a committee
- ✓ Learn about what the group does
- ✓ Attend the meetings or call if you can't attend
- ✓ Work with other committee members



You have the right to agree or refuse to participate in research

Responsibilities

- ✓ Let others know when you do or do not want to participate
- ✓ If you do participate, you need to understand what the research is about.
- ✓ Make sure all of your concerns are addressed



10A NCAC 27D .0303©

You have the right to have, receive, or refuse regular therapy services

Responsibilities

- ✓ Let others know if you do or do not want the services
- ✓ Show up for all appointments
- ✓ Change services or providers if needed



You have the right to calm yourself down when you are upset before other means are used

Responsibilities

- ✓ Use your skills to calm yourself down
- ✓ Ask for help when you are upset
- ✓ Explain to others why you are upset



Rights For All Adults In A 24-Hour Facility



10A NCAC 27D .0201(e)(1)

You have the right to know the purpose, goals and reinforcement structure of any behavior management system

Responsibilities

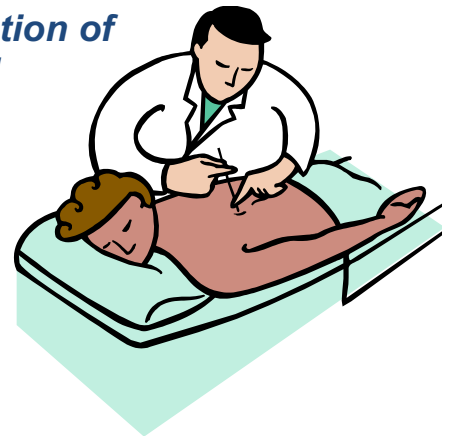
- ✓ Ask what is expected of you
- ✓ Ask questions if you don't understand what others want you to do
- ✓ Tell people what makes you happy or angry



Right to receive necessary treatment for a prevention of physical ailments based upon your condition and projected length of stay, (24-hour facilities only)

Responsibilities

- ✓ Tell people when you don't feel good
- ✓ Ask to see your doctor
- ✓ Tell your doctor your symptoms



You have the right to choose an advocate



Responsibilities

- ✓ Let someone know when you need an advocate
- ✓ Let your advocate know what you need from them
- ✓ Let your advocate know when you need to see or talk to them

** An advocate is someone that speaks up for you and on your behalf and helps you to express your opinions. An advocate may also represent you and your wishes.*

You have the right to get help

Responsibilities

- ✓ Ask for help if you need it
 - ✓ Policemen
 - ✓ Firemen
 - ✓ Lawyer
 - ✓ Advocate

You have the right to choose your own doctors and to see the doctors when you want



Responsibilities

- ✓ Make appointments when needed
- ✓ Let someone know if you need help making appointments
- ✓ Show up for appointments
- ✓ Call your doctor if you cannot show up for your appointment
- ✓ Change your doctor:
 - ✓ If you feel uncomfortable
 - ✓ If they are not helping you
 - ✓ If they are not answering your questions

At your own expense and at no cost to the facility, contact and consult with legal counsel, private physicians and private professionals of your choice

Responsibilities

- ✓ Know your choices
- ✓ If you go to another doctor that doesn't take your insurance you are responsible for paying the balance with your personal money.



You shall have access to telephones in private areas when requested.

Responsibilities

- ✓ Ask for help to dial numbers if you need assistance
- ✓ Tell others you need privacy
- ✓ Share telephone time with housemates
- ✓ Respect other resident's confidentiality
- ✓ Remember that in some cases you may have to pay for long distance charges out of your personal funds



Send and receive mail and have access to writing materials, postage and staff assistance when needed and be aware of when the mail comes in and goes out.

Responsibilities

- ✓ Let others know not to open your mail unless you tell them it is okay
- ✓ Respect other people's mail
- ✓ Do not open others' mail
- ✓ Let others know if you need help reading or responding to your mail



Adequate toilets, sinks and bathing facilities equipped for use by a person with mobility impairment shall be available

Responsibilities

- ✓ Tell people what you need
- ✓ Ask for help if needed



You have the right to expect public places to be accessible

Responsibilities

- ✓ Handicapped parking
- ✓ Braille
- ✓ Wheelchair ramps/curb cuts
- ✓ Elevators
- ✓ Accessible aisles
- ✓ Handicap restrooms
- ✓ Let others know if you need help



10A NCAC 27F .0102(a)(2)

Efforts shall be made to provide areas accessible to you for personal privacy, for at least limited periods of time, unless determined inappropriate by the treatment/habilitation team.

Responsibilities

- ✓ Tell people when you need private time
- ✓ Respect others privacy



10A NCAC 27F .0102(b)

You may decorate your room, or portion of a shared room, with respect to what you like, as long as it is not offensive to others and respects the physical structure of the home.



Responsibilities

- ✓ Tell others what you want your room to look like
- ✓ Decorations may be at your personal expense
- ✓ Decorations may not clutter your room where the decorations may pose a health and safety hazard.

10A NCAC 27F .0104

Have access to individual storage space for private use

Responsibilities

- ✓ Respect others private spaces
- ✓ Keep your personal space clean and safe for others



10A NCAC 27F .0105

Keep and spend reasonable amounts of your own money

Responsibilities

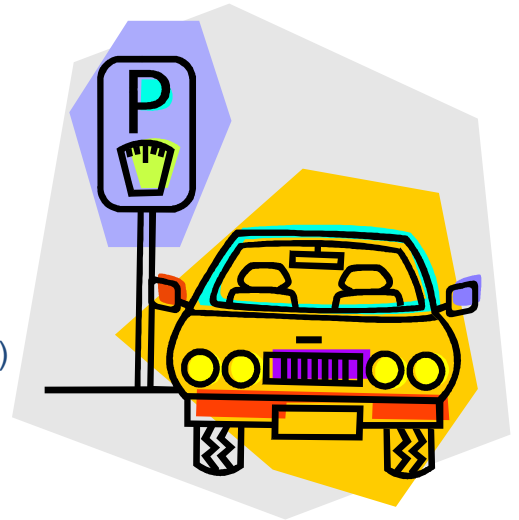
- ✓ Come up with a budget and spend within that budget
- ✓ Ask for help if you need it
- ✓ Know how much money you have
- ✓ Use the bank if needed
- ✓ Buy necessary and required hygiene items first



Retain a driver's license

Responsibilities

- ✓ Study for test
- ✓ Ask your support staff for help if needed
- ✓ Take the test (you can get the verbal test too)
- ✓ Follow North Carolina Law
- ✓ Have insurance if you have a vehicle



Be outdoors daily and have access to facilities and equipment for physical exercise, several times a week.

Responsibilities

- ✓ Tell people what you like to do
- ✓ Talk about this in your plan meeting in resident meetings
- ✓ Participate when activities are available

You have the right to decide what you want to eat and to have choices of healthy foods and snacks

Responsibilities

- ✓ Know what you can and cannot eat for health reasons such as diabetes, high blood pressure, high cholesterol or if your doctor gives you a special diet



You have the right to choose where you want to live

Responsibilities

- ✓ Choose a safe place
- ✓ Make sure your place is within your budget
- ✓ Check out the community
 - ✓ Public transportation
 - ✓ Shopping centers
 - ✓ Let someone know if you want to mo



You have the right to live in a clean, furnished home

Responsibilities

- ✓ Keep your home clean
- ✓ Take care of your belongings
- ✓ Let someone know when things need to be fixed



10A NCAC 27D .0301

You have the right to join community groups

Some examples include but are not limited to Special Olympics, Athletic Booster, Bowling League and Church Groups.

Responsibilities

- ✓ Choose which groups you want to belong to
- ✓ Show up for scheduled meetings and/or events
- ✓ Respect others in your group



You have the right to plan and enjoy fun activities

Responsibilities

- ✓ Let others know what you would like to do
- ✓ Help plan for your activities
 - ✓ Get money if needed
 - ✓ Get equipment if needed
 - ✓ Get transportation if needed



You have the right to decide if you want your picture taken



Responsibilities

- ✓ Let other people know if you do not want your picture taken
- ✓ Let others know who can and cannot see your picture

You have the right to get needed services

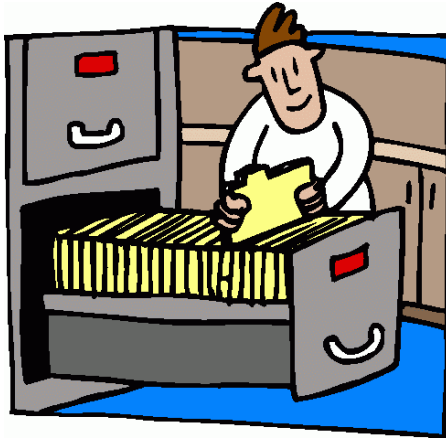
Examples include but are not limited to School, Therapy, Medical, Legal, Transportation and Housing.

Responsibilities

- ✓ Let someone know what services you need
- ✓ Give consent to release your information when needs



You have the right to decide who can see your records and to have access to your records at all times



Responsibilities

- ✓ Let others know when they can or cannot look at your records (give consent)
- ✓ Ask questions if you do not understand your records
- ✓ Tell others if you want something changed
- ✓ Let others know when you would like to see your records
- ✓ If there is an emergency or if there are criminal issues, information can be released according to HIPAA Laws if:
 - ✓ You leave the facility
 - ✓ If the courts need information
 - ✓ If a commitment issues arise

You have the right to do group activities or to do things by yourself

Responsibilities

Group:

- ✓ Work together with the group
- ✓ Respect others in your group

Alone:

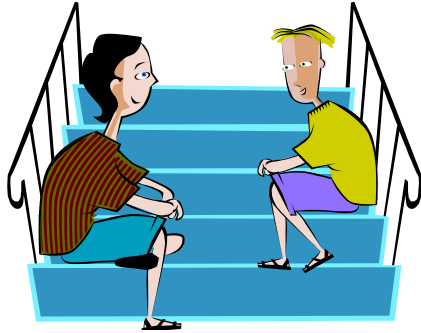
- ✓ Let others know when you would like to be alone
- ✓ Be safe when you are alone



Additional Rights for Adults

10A NCAC 27D .0301

Communicate under appropriate supervision with individuals of your own choice upon the consent of the individuals.



Responsibilities

- ✓ Let your support staff know you want to spend time with your friends

You have the right to come and go as you wish

Responsibilities

- ✓ Let others know where you are going and when you will be back
- ✓ Be back when you say you will be back or call and let someone know if you will be late



Serving Clients and Families that are Culturally Diverse

No individual will be denied evaluation or treatment services based solely upon cultural difference up to and including but not limited to, any identified disability, race, religion, national origin or sexual preference unless the presence of such circumstances results in the program being unable to meet the treatment needs of the individual in a safe and effective manner. Carolina Residential Services may serve clients and families that have limited English proficiency, low literacy skills or who are not literate and clients or family members with emotional, behavioral and mental health and developmental disabilities.

- When applicable, printed materials in other languages, easy to read, low literacy picture and symbol formats;
- When applicable, materials provided in alternative formats (e.g. audiotape and enlarged print);
- When applicable, having staff or contracted interpreters that are linguistically diverse available;
- Having clients placed in services where employees are culturally competent and/or diverse to facilitate better communication;
- Build meaningful partnerships with families and clients at the service delivery and policy levels;
- Have families and clients served assist in the agency in identifying barriers within our program around cultural competency;
- Get feedback from families and clients to develop strategies to address identified barriers.

Carolina Residential Services, Inc. Main Office

**Attn: Susan Kincaid
P O Box 286
Rutherford College, NC 28671**

**(828) 572-2333 (Office Phone)
(980) 225-0500 (Office Fax)
(828) 413-3786 (Susan Kincaid Cell Phone)**

e-mail: susan.kincaid@carolinaresidentialservices.com

***Carolina Residential Services, Inc.
P O Box 286
Rutherford College, NC 28671
(828) 572-2333***

***Shelia Cowan, Group Home Director
(704) 682-2766***

e-mail: shelia.cowan@carolinaresidentialservices.com

Tours of the Group Home are available. Please call ahead to arrange a date & time.



