

# **Road To Responsibility, Inc.**

## **PARTICIPANT HANDBOOK**

**General Information**

**August 2009**

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## **ACCESSIBILITY OF INFORMATION IN OTHER FORMATS**

*Note: This Handbook and all materials you will receive at Road To Responsibility, Inc. will be made available to you in any format or media that will make it easiest for you to understand. If you would like a copy of this on audio tape, electronically, in large text, Braille, or any other format, please let us know.*

## **ANTI-DISCRIMINATION STATEMENT**

It is Road to Responsibility, Inc.'s policy to provide you support without regard to race, religion, creed, color, national origin, sex, age, disability, marital status and/or sexual preference. If you believe you are being discriminated against or sexually harassed, please notify a member of your team immediately.

## **ELIGIBILITY FOR SERVICES**

Decisions regarding acceptance into a RTR, Inc. Program:

- RTR has a first come first serve policy for accepting individuals into all programs.
- Eligibility for acceptance will include your desire to participate. You will have as many opportunities as you need to make that decision. You will learn about the program from meetings with staff, taking a tour of the facilities, and trial participation in activities if you so choose. At any time, you should feel free to ask any questions that will help you understand what it would be like.
- Eligibility may depend on where you live. If you are not eligible for our programs based on where you live, we will help you find a comparable program near your home.
- Eligibility may depend on a funding source for your participation. We will help you explore all possible funding sources and alternatives. If no funding sources are available we can negotiate a private pay option. Final eligibility determination will be made by the Program Director and Vice President.
- Should you be found ineligible, we will help you find comparable services with another organization.

## **INTRODUCTION TO SERVICES**

We would like to take this opportunity to welcome you to Road To Responsibility, Inc. While you are working with us, you will be given the opportunity to learn new skills, explore a variety of interests and opportunities of your choosing. The ultimate goal of our program is to support your efforts to locate suitable employment and become more integrated into the community and to help you build a full and satisfying life for yourself.

RTR, Inc. staff will be available to assist and guide you along the way. They are part of your team and will be responsive to your needs. Please let them know how they can be of assistance.

The first part of this Handbook contains information that is consistent throughout ALL RTR, INC. programs.

The second part of this Handbook is an Addendum that has specific information related to the program you are beginning now.

Welcome, and we hope your experiences at RTR, Inc. exceed all your expectations and help you reach your goals and fulfill your dreams.

## **SERVICE AND CAREER PLANNING**

### **History of RTR, Inc.**

RTR, Inc. was incorporated in 1988 and has over twenty years of experience in providing residential, employment and habilitation services. RTR, Inc. management holds quality of services to the highest standards, and seeks every opportunity to enhance and improve services.

### **Services Available**

When you begin services at a RTR program, you will be informed of the full array of services available to you. You will have an opportunity to meet the staff that provide these services, and talk to them about your needs. Should you desire specific information about the qualifications of any staff, please ask the Program Director for that information.

As a recipient of RTR services, you will be given information about setting your individual service goals, planning your services and how we will help you reach your goals. We will periodically talk with you about your progress towards your goals and change them as necessary. You may also request a change in your plan at any time.

### **Disclosure of Potential Conflicts of Interest.**

RTR, Inc. requires all staff and board members to disclose any potential conflicts of interests that may occur in the course of doing business. Under no circumstances will any RTR employee or board member be allowed to advance any self-interest that is not in full synchronization with your best interests.

### **Cost of Services**

In most cases, the cost of services will be absorbed by the referral source. If not, we will help you explore all possible funding sources and alternatives. If no funding sources are available we can negotiate to provide services on a private fee basis.

### **Developing Your Service Plan**

We will help you develop your service plan based on your strengths, abilities, needs, interests and preferences. We will help you find a job that matches your interests and skills. Staff will help you set goals, teach you the skills you need and support you along the way. They will also help you arrange transportation, introduce you to people and at your request, assist you in solving problems that might come up while you are with us. We will support you as long as you feel you need the support, and help you advance towards your personal goals.

As a part of developing your service plan, we may request relevant medical, psychological and social information, as well as any relevant services you may have received in the past. We will need your consent to receive and review this information.

We are aware of the fact that learning new skills and expanding your range of experiences may at times pose possible risks and will attempt to mitigate these to the degree possible. It is our hope that the choices you make will be educated ones and we will assist you in making decisions that are healthy and safe. Our staff will help you understand the ramifications of the choices you make.

### **SAFETY**

Each program has its own safety plan and evacuation procedure. You will receive specific information regarding your safety in our program from your program staff. If you ever have any questions or concerns regarding safety, please inform the staff immediately.

## **SOCIAL SECURITY BENEFITS ENTITLEMENTS AND OTHER ASSISTANCE**

RTR. Inc. has experienced, knowledgeable staff people to help you understand your social security benefits and how working will affect your SSI/SSDI checks. The staff will help you receive this information, help you understand it, and make it part of your career planning.

If you do not receive benefits from the Social Security Administration, you may be eligible for a cash entitlement, healthcare, or both. We will work with you to help you understand all of the details and help you with the application process.

We will also help you explore other assistance you might need and be eligible for, including food stamps, housing subsidies, childcare, worker's comp, Medicare, Medicaid, unemployment insurance, transportation, Earned Income Tax Credits, and other assistance as may be appropriate or necessary. Specific contact information for key local programs is attached in your program specific addendum to the handbook.

If you have needs for any services that we cannot provide, we will help you find an organization that will help you. Please bring up any unmet needs with your staff person.

**RTR, INC.**  
**HIPAA**  
**NOTICE OF PRIVACY RIGHTS**

As a result of your receiving services at RTR, Inc. we obtain personal health information about you. By law, we must protect the privacy of your health information. This notice is intended to explain:

- When the agency may use and share your health information
- What your rights are regarding your health information

The agency may use or share your health information under the following circumstances:

- When required by law
- For billing activities, such as checking if you are eligible for services, submitting claims for payment and paying your health-care providers for services you get
- To operate our programs
- To coordinate the treatment and services you get from you health-care providers
- With other health agencies (such as Medicare, Medicaid, DOS, DMH, MRC, DPPC) for oversight activities authorized by law, including abuse investigations
- With other government agencies that give you benefits or services
- To prevent or respond to an immediate and serious health or safety emergency

Except as describe above, RTR, Inc. will not use or share your health information with anyone without your written permission. You may cancel your permission at any time, as long as you tell us in writing.

You have the right:

- To read your health information and get a copy of your records. You must ask for this in writing. If you need assistance with this, please contact one of the agency staff. If we don't have your information but we know who does, we will tell you how to get it. We will respond to you within 30 days after receiving your request. If you request copies of your information, we may charge a fee for the costs of the copying, mailing, or other supplies associated with your request.

- To ask RTR to change your health information if you think it is inaccurate or incomplete. You must tell us in writing which health information you want us to change and why. If you believe that there is a mistake in your information or that a piece of information is missing, you have the right to request that we correct the existing information or add the missing information. That request must be made in writing and you must provide a reason for the change. We will respond within 60 days of receiving your request.
- To ask RTR, Inc. to limit its use or sharing of your health information. You must send us written notification that specifies how and when we may share your information.
- You have the right to get a list of instances in which we have disclosed your information. This list will not include uses or disclosures that you have already consented to, such as those made for treatment, payment, or health care operations, made directly to you, to your family, or guardian. We will respond within 60 days of receiving your written request. We will provide the list to you at no charge, but if you make more than one request in the same year, we may charge you a fee for each additional request. We will notify you of the cost involved and you may choose to withdraw or change your request. To obtain a list of when and with whom the agency has shared your health information, you must send us a written request.
- If you give us permission to use or disclose your information, you may withdraw or cancel that permission, in writing, at any time. If you withdraw your permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission.
- You have the right to ask that we send information to you at an alternate address or by alternate means to ensure confidentiality. We must agree to your request so long as we can easily provide it in the format and manner you requested.
- You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. You may also obtain a copy of this notice at our website, [www.roadtoresponsibility.org](http://www.roadtoresponsibility.org)

RTR, Inc. takes your privacy very seriously. If you would like to exercise any of the rights described above, or if you feel that the company has violated your privacy rights, please contact the agency's privacy officer.

Christopher T. White, Ed.D  
President/CEO  
1831 Ocean Street  
Marshfield, MA 02050  
[chriswhite@roadtoresponsibility.org](mailto:chriswhite@roadtoresponsibility.org)  
(781) 536-3220

Filing a complaint or exercising your rights will not affect the services you receive from us. For more information, or if you need help understanding this notice, please contact your case manager. Alternatively you may contact Christopher White.

## **HUMAN RIGHTS**

1. There shall be no discrimination based on race, creed, socio-economic status, citizenship, national origin, religion, sex, age, sexual orientation or disability in the selection of individuals served and the operation of these programs.
2. You will be treated with respect, including respect for ethnic and cultural diversity.
3. You are assured of religious freedom, with opportunity and training to practice your religion as you wish, including time off from work as appropriate.
4. You shall have reasonable access to the use of the telephone, including the opportunity for confidential phone calls. Assistance and training, including the use of adaptive equipment shall be available.
5. You will be protected from commercial exploitation. Any photographs or public identification of you used in connection with services shall have your full and written consent. The specific use of your photograph or other identification shall be fully described to you in an understandable manner so that you and/or your guardian can make an informed decision.
6. You have the right to be free from discomfort, distress and deprivation.
7. You have the right to privacy, including the right to privacy in your own personal care.
8. You have the right to choose and dispose of personal property, including clothing and basic goods and services.
9. You have the right to manage and spend personal funds as you choose. Training and assistance will be provided as needed.
10. You have the right to receive or pay visits to family and friends, as you choose and to be afforded the privacy to do so. Visits should occur at appropriate times during the workday.
11. You have the right to develop and have friendships.
12. You have the right to appropriate medical treatment.
13. You have the right to legal counsel.

14. You will not be subjected to physical, sexual or psychological abuse. Physical abuse includes corporal punishment, unnecessary restraint or seclusion. Psychological abuse includes humiliation, exploitation, threats, or verbal abuse of any kind.
15. You have the right to accept or decline services
16. You have the right to receive information from evaluations, exams and treatment.
17. You have the right to be free from the utilization of unnecessary medication.
18. You have the right to choose staff members and personal care providers through participation in the interview and evaluation process. Training will be provided to facilitate your participation.
19. You have the right to decline participation in research.
20. You have the right to determine your own career paths.
21. You have the right to experience freedom of movement inside and outside the program. Training will be provided to facilitate independence in the community.
22. You have the right to participate in program planning, decision making and implementation.
23. You have the right to offer complaints and receive timely and appropriate responses.
24. You have the right to be paid for your work in accordance with federal and state labor regulations.

If you believe your rights have been violated, you can file a complaint. Contact the Human Rights Officer at your program. Your Human Rights Officer information and picture is posted at the location in which you receive services.

## **SELF-ADVOCACY**

RTR, Inc. encourages all participants to develop the skills to advocate for their own needs and interests. RTR, Inc. will provide:

1. Opportunities to participate in self advocacy activities such as timely visits to the Massachusetts State House;
2. Opportunities to participate in consumer advisory boards;
3. Training in self advocacy activities;
4. Support during self advocacy activities;
5. Assistance in connecting with self advocacy organizations;
6. Any other activities that will enhance your ability to advocate for your own interests

Should you desire more assistance in developing self advocacy skills, please see your Program Manager.

## **CONSUMER ADVISORY COMMITTEES/ADVISORY BOARDS**

Each RTR, Inc. program maintains an active consumer advisory committee or board, which meets on a monthly basis. If you are interested in serving on this committee in a voluntary capacity, please let the staff know. If you are not a committee member and have some concerns, you may discuss these matters with any consumer representatives and they will be brought to the committee for discussion.

## **CONSUMER SATISFACTION SURVEYS**

We are interested in learning about your level of satisfaction with the supports we provide. WE would like to know how you like your program, your colleagues and the staff people around you. We are also interested in hearing about any suggestions you have about improving things at RTR, Inc. While we encourage you to give us feedback at any time, we will ask you on a more formal basis each year. Someone will sit down with you and ask questions, all of which have been designed to help us support you in the most appropriate way.

## **STAFF SELECTION AND EVALUATION**

RTR, Inc. seeks the most highly qualified staff for all its positions. All new staff are involved in four days of mandatory orientation and training in all areas including, but not limited to:

1. Providing quality services in a safe environment
2. Protecting Human Rights
3. HIPAA Privacy
4. Abuse Prevention
5. First Aid and CPR

We would like to incorporate your viewpoints into the hiring and evaluation of the staff members who work with you. When personnel decisions are going to be made, we will select some representatives to participate in the process. If you are not one of the representatives selected, your opinions are still valuable. Please feel free to contribute to the process by talking to your Program Manager.

## **RECORDS**

The agency maintains an electronic and paper file with information about you and your goals for the future. This record contains confidential information that will not be released to others without your permission. You have the right to read this record or have it read to you at anytime. Please discuss this with your case manager.

## **ROAD TO RESPONSIBILITY, INC. EMPLOYEES**

If you are in a program where you will receive a paycheck from RTR, Inc., please refer to a list of policies and procedures in the program specific addendum attached to this document.

In general, all program participants who are employees of RTR, Inc. will have opportunities for training and advancement. There are many opportunities to learn and apply new skills. Some are consistently available, some are periodic, and new opportunities come up from time to time. You will be informed about these opportunities by your Case Manager as they occur. Each opportunity will have different conditions for advancement, which will be discussed with you in specific terms. Job openings at RTR, Inc. are posted in several locations in your building and are included in your pay envelope.

RTR, Inc. is interested and committed to helping you achieve your goals and dreams. Please discuss your goals with your Case Manager or Program Manager, and we will help develop a plan to help you grow and achieve your dreams.

## **GRIEVANCE PROCEDURE**

If you or your representative has questions or concerns about anything at RTR, Inc., we encourage you to voice these concerns so we can ensure your satisfaction with the services you receive. Your Grievances will be heard and you will be free from retaliation. Please follow this procedure so we can be of assistance in resolving any conflicts.

1. Discuss the matter fully with your case manager or career development specialist. Hopefully he/she can help you resolve the issue.
2. If you are still dissatisfied, please see your Program Manager for additional assistance.
3. Should you still need support, you may meet with the Divisional Vice President, or Agency President. Any of these people will be happy to meet with you and then reply with a verbal or written decision within fourteen (14) days.
4. If the matter is one of human rights, please contact your human rights officer or any member of the human rights committee. We will provide you with their names and phone numbers on a regular basis, however, if you need assistance please ask for this information at any time. The Human Rights Officer's picture will be posted in every program.
5. If you are concerned that someone has neglected or abused you, you have the right to contact the Disabled Persons Protection Commission and we encourage you to do so. Their daytime number is 617-727-6565. After hours, weekends and holidays call 1-800-426-9009.

## **DURATION OF SERVICES**

RTR, Inc. is committed to individualized services, and therefore the duration of your services will be determined based on your needs. This issue will be addressed at the beginning of your services and addressed periodically, specifically in your service plan. Should you have any questions related to the duration of your services, please talk to the Program Manager.

In the program addendum attached to this document there will be contact lists for additional services that may improve your quality of life.

In addition, there may be organizations that provide similar service to RTR, Inc. A list of these providers and contact information is also included in the addendum.

## **EXITING SERVICES**

In the event that you and your team decide that our program does not meet your needs we will help you find a new program of your choosing. RTR, Inc. staff will do everything possible to ensure a smooth transition. Please let us know how we can be helpful.

## **RTR, INC. SERVICE DIVISION HEADS**

Please feel free to contact a member of RTR, Inc.'s Senior Management team with any feedback, comments, suggestions or concerns about your services at RTR, Inc.

- Christopher T. White, Ed.D  
President and Chief Executive Officer  
1831 Ocean Street, Marshfield, MA 02050  
[chriswhite@roadtoresponsibility.org](mailto:chriswhite@roadtoresponsibility.org)  
(781) 536-3220
- Suzanne Powers, Ph.D  
Vice-President Residential Services  
[suepowers@roadtoresponsibility.org](mailto:suepowers@roadtoresponsibility.org)  
(781) 536-3226
- Donna Leach  
Vice-President Work/Employment Services  
[donnaleach@roadtoresponsibility.org](mailto:donnaleach@roadtoresponsibility.org)  
(781) 536-3246
- Jacqueline Bubar  
Vice-President Day Habilitation (Open Roads) Services  
[jbubar@roadtoresponsibility.org](mailto:jbubar@roadtoresponsibility.org)  
(781) 536-3260

**Program:**

**Consumer:**

I acknowledge receipt of the RTR, Inc. Employment Services General Participant Handbook as revised in August 2009.

I understand that I may request clarification or receive this information in another format.

\_\_\_\_\_  
Signature of participant

\_\_\_\_\_  
Date of receipt