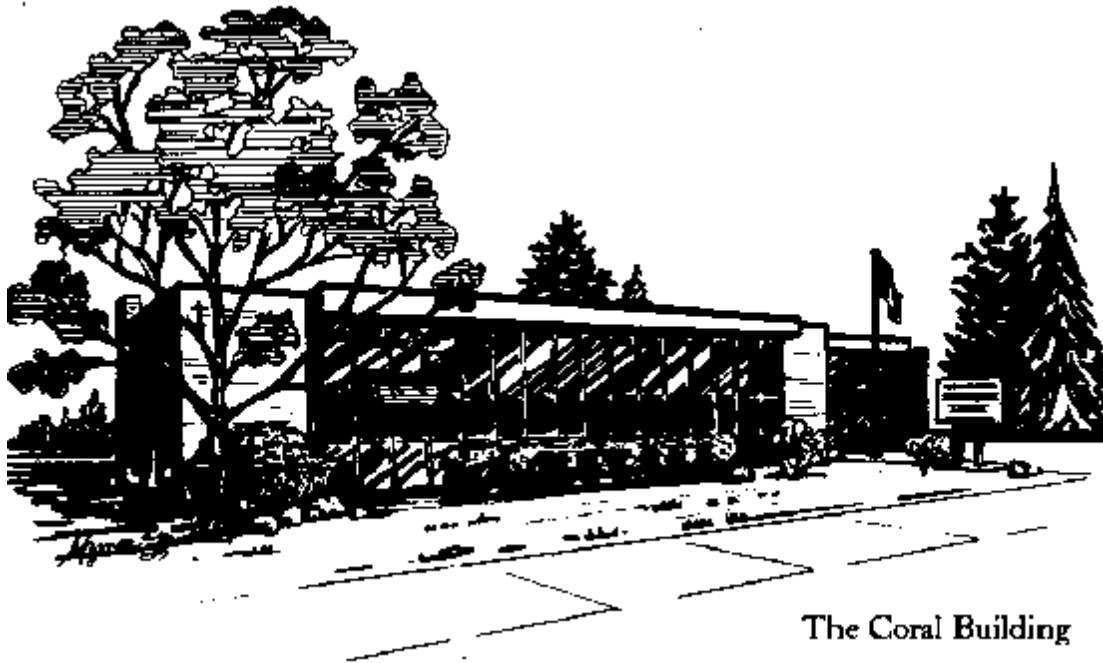


Independence Center Handbook



The Coral Building



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In the event of an emergency or crisis after Independence Center is closed, please call 911 or
Lake County Crisis Care Program at 847-377-8088

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Introduction

The Independence Center was founded in September 1987 as a separate entity by the National Alliance for the Mentally Ill of Lake County. Our doors opened to the first members in July 1989.

Our Mission

The mission of Independence Center is to enhance the quality of life, to promote independent functioning, and to facilitate personal growth for adults with a history of mental illness. To achieve this, Independence Center provides ongoing social, educational, vocational and housing opportunities.

This handbook has been developed to introduce you to our programs, policies, and procedures. If you have any questions, please ask your fellow members and staff members who will be happy to help you or direct you to someone who can assist you.

Once again, Welcome! We look forward to working with you and hope that your involvement in our program will be helpful and enjoyable.

Code of Ethics

Independence Center has established this Codes of Ethics to guide the actions of staff and board members, treatment of those served, business/financial practices, and marketing.

Core Values:

The Core Values that serve as roots for our Codes of Ethics are:

Respect for Each Other

Staff/board members will exercise thoughtful consideration of the needs of others—staff person, board members, persons served.

Conciliation

Staff/board members act in a spirit of compromise and agreement. Each individual will hear and respect the other person’s point of view and be open to constructive discussion.

Honesty

All staff/board members will deal honestly with other staff, board, customers, and those served. The value of honesty cannot be compromised. We must be honest without being harmful.

Trust

Each of us will be non-judgmental on issues that do not pertain to us. We will be supportive in time of need.

Code of Ethics:

The following questions will serve as principles, which will guide my actions in dealing with those individuals served/employed by Independence Center.

Do my actions...

Promote self-esteem in those we serve/supervise?

Demonstrate empathy?

Treat the persons we serve with respect and dignity regardless of disability?

Respect the input of persons served?

Respect individuals’ legal rights at all times?

Create an atmosphere where persons served may learn/develop?

Service Delivery

1. I will do my best to see that Independence Center meets the needs of persons served.
2. I will respect the value and dignity of all individuals.
3. I will do my best to create/maintain a climate of loyalty, trust, and mutual respect.
4. I will support a work atmosphere where the work of each individual is respected as important.

Professional Responsibilities

1. I will recognize excellent work done by other staff and persons served.
2. I will strive to speak to everyone in a friendly, positive, enthusiastic, and courteous way.
3. I will support a work atmosphere that is open and non-secretive while being mindful of the need for confidentiality.
4. I will support the decisions of management. I may state my position. Ultimately staff must follow management's decision.
5. I will be loyal to the agency. I will refrain from doing anything that might bring discredit to the agency.
6. I acknowledge that enthusiasm and a positive attitude always make for a better work place.
7. I will uphold all applicable laws and regulations, to protect and/or enhance Independence Center's ability to meet its mission.
8. I will be a responsible steward of Independence Center's resources.
9. I will strive for personal and professional growth to improve my effectiveness.
10. I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have on Independence Center's reputation in my community and elsewhere.
11. I will do my best to see that Independence Center is operated in a manner that upholds the agency's integrity and merits the trust and support of the public.
12. I will strive to uphold all applicable laws and regulations to protect and/or enhance the Independence Center's ability to meet its mission.
13. I will take not actions that could benefit me personally at the unwarranted expense of Independence Center, avoiding even the appearance of conflict of interest.

Business practices

1. All financial practices of Independence Center shall be handled in accordance with the applicable federal, state, and local laws.
2. All financial matters shall be conducted within the standards of commonly accepted, sound financial management practices.
3. All financial matters that fall within the purview of the agency's financial management policies shall comply with those policies.
4. All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.

Human Resources

Independence Center will strive to recruit and retain the best employees possible in order to provide exceptional service to the Center's members.

The Center will abide by all employment laws and regulations governing employee relations.

Agency marketing activities

1. Marketing activities/efforts shall always respect the dignity and privacy rights of those served.
2. Marketing activities will never knowingly mislead/misinform the public or misrepresent Independence Center.
3. Marketing activities will uphold the integrity of Independence Center so as to merit the continued support and trust of the public.

Staff Training

All new staff will be trained regarding Professional Conduct and the Center's Code of Ethics. Employees will demonstrate proficiency within one month of employment.

Continuing education on these topics will be provided annually.

Contractors

Persons who enter into a contractual arrangement with Independence Center must agree to adhere to the Center's Code of Ethics, Code of Conduct, HIPPA and Policies and Procedures of the Center.

Review

Independence Center's Board of Directors will review and make appropriate changes to the Code of Ethics and Code of Conduct on an annual basis.

Code of Conduct

Employees should conduct themselves at all times in a manner that is a credit to themselves and the Independence Center. The Independence Center's goals include ensuring orderly operations and providing the best possible work environment. Therefore, the Independence Center expects its employees to comply with its work rules and code of conduct. It is not possible to list all of the forms of behavior that we considered unacceptable in the workplace. The list below is intended to be representative of the types of misconduct that can result in disciplinary action. It is not intended to be comprehensive and does not alter the employment-at-will relationship between the Independence Center and its employees. The following are examples of misconduct that may result in disciplinary action, up to and including immediate termination:

Individual Conduct

1. Making any false representation and/or declaration to the Independence Center regarding the employee's personal history and status;
2. Engaging in any other activity that adversely affects the employee's work performance;
3. Acting in an insubordinate manner, including disrespectful conduct and/or failure or refusal to follow instructions;
4. No abuse of any sort is acceptable. This includes but is not limited to inflicting physical, verbal, sexual and/ or, psychological abuse (e.g. humiliation, threatening, and exploitation) on persons of the Center.
5. Intentionally stealing, borrowing, extorting, or removal without permission or authority money, property, or resources from the Center, members, or personnel. *All staff persons handling member's money are obligated to be familiar with the Center's policies, practices and procedures for money management and custodial accounts.*
6. Negligently failing to advocate on the part of the person served.
7. Receiving, possessing, distributing drugs, alcohol, weapons or other contraband to / from members of the Center.
8. Harassment of employees or members of the Independence Center and or participation in activities that could be considered sexually or otherwise harassing.
9. Negligently failing to provide management with information about a person (member, board member, volunteer, intern, or staff), which could affect their safety or well-being. When a member's condition indicates that there is a clear and imminent danger to the member or others, a staff person must take reasonable action to inform potential victims and or authorities.
10. Inappropriately engaging in acts that put any person's health and well-being at risk.
11. From time-to-time Independence Center employees may wish to bring personal property to work either for reasons associated with job responsibilities or for personal use during indirect service time. This practice is permitted provided it is understood that the Center is not responsible for any

loss, damage, or misuse of said property. Except in extraordinary circumstances, the Center will provide all employees with the equipment and tools necessary to perform their assigned duties. Employees must keep personal property brought onto Center premises in a safe and secure place.

Professional Boundaries

1. Improperly meeting with members of the Center, away from the Center, for private / leisure purposes is unacceptable. Personnel of Independence Center do not engage in activities that seek to meet their personal or professional needs at the expense of the member.
2. Inappropriately engaging sexual intimacy. Personnel of the Independence Center will not be sexually, physically, or romantically intimate with members or subordinates of the Center.
3. Discriminating in manner against persons of the Center (member, staff, family, visitors, board members, interns, and volunteers) on the basis of race, ethnic, religion, nation of origin, marital status sexual orientation, gender, disability, socioeconomic status and age.
4. Failure to follow ones professions code of ethics.

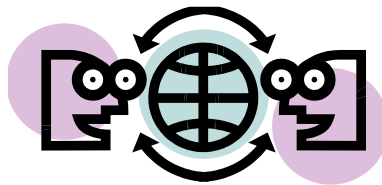
Company Conduct

1. Improperly using your position to benefit yourself, relatives, friends or other businesses, such as a conflict of interest; or acceptance of gifts, gratuities or any goods or services or more than \$25.
2. Violating the Independence Center's policies.
3. Any conduct or activity which in the Independence Center's opinion is or may be damaging to the reputation of or detrimental to the Independence Center;
4. Conducting personal business on agency time or with agency equipment and resources.
5. Failure to report corporate wrongdoings to your knowledge.
6. Any act of fraud including falsifying agency records, submitting false information, intentionally billing for services not rendered.
7. Improperly or falsely reporting expenses for reimbursement.
8. Failure to abide by all applicable laws as they related to conduct and service provision at the Independence Center and/ or failure to immediately inform Independence Center of any criminal charges by any law enforcement authority.
9. Engaging in business practices that are considered "unethical".
10. Falsely or misleading representation about the Independence Center's services, capabilities, or outcomes.
11. Persons representing Independence Center who serve as witnesses to documents verify that the signature on the document belongs to the person with that name, that the signature was voluntarily given, and that the information was understood by the person. In circumstances

where a supervisor serves as a witness, such as job evaluation, supervision notes or training verification, the signature on the document serves to validate the contents of the document.

12. The Center recognizes that employees participate in many organizations that conduct fundraising for non-profit and/or for profit. However, an employee should not actively solicit another employee at work with goods for sale as a fundraiser for a non-profit organization. Only Center approved fundraising activities may be conducted while at work. Employees may not be engaged in an external business or activity(s), whether they are for non-profit or for profit, while at work.

Independence Center Assessment



Independence Center's personnel help identify individual talents and capabilities and provide appropriate services within our different programs.

Treatment Planning:

New members to the clubhouse meet with our staff to jointly assess the member's service needs. Then, staff and members jointly develop and sign an individualized treatment plan. All parties involved decide what programs are needed for each individual in order to strengthen their capabilities.

It is important that you feel that the staff persons involved in your treatment plan development understands you, your culture and your language. Members are encouraged to express their preferences to work with particular staff members or to discuss problems in working with staff with that person's supervisor whenever they occur.

At Independence Center, the member is in the "driver's seat". All services at the Center are voluntary and the member's plan should reflect his or her goals as he or she sees them.

The treatment plan will be a written document and the member will be asked to sign the form and will be offered a copy. If the member loses this document, another one can be found in the member's record.

All Independence Center members are expected to participate in the Independence Center's outcome measurements to ensure the efficacy of services provided. Outcome measures will be done during orientation, treatment planning and after participation ceases.

Orientation, Assessment, Treatment & Transition/Discharge Planning

Orientation is the process that familiarizes new members with Independence Center services, staff, facilities and procedures. The staff will direct new members through this process by facilitating the following activities:

- Welcoming new/ potential members to the clubhouse community.
- Providing an explanation of the clubhouse philosophy.
- Giving tours of the clubhouse to guests and potential members.
- Gathering all necessary information from potential members to open file. This information includes:
 - Financial information
 - Service needs and mental health assessment
 - Medical history
 - Goals and general information
 - Emergency information

During the assessment staff will discuss treatment needs and concerns with new members. Family members, significant others, and supporters are encouraged to participate with the new member's permission. During the assessment process, the member will be assigned a case manager based upon the member's preferences and will introduce the new member to his or her assigned case manager. As part of the assessment, the member will complete a treatment plan that is a collaborative effort based upon the member's strengths, needs, abilities, interests and preferences and other information obtained during the assessment. The transition/discharge plan is also developed during the assessment and is based upon the member's identified strengths, needs, abilities, interests and preferences regarding discharge and any continuing care needs.

Orientation Schedule

Prospective members will meet with a staff person, staff shall:

1. Explain Independence Center programs and services.
2. Determine what the member service needs are.
3. Schedule a time to complete assessment and treatment plan based on staff and member schedules, but no later than 30 days after orientation.
4. Provide a tour of Independence Center which will include familiarization with units, staff members, emergency exits, fire suppression equipment, and first aid kits.

5. Review the Independence Center Member Handbook, which is provided to the member, and other Independence Center literature, policies and procedures. This review includes:
- Schedules
 - Hours of operation
 - Access to after-hours services (Crisis Care Program 847-377-8088)
 - Independence Center Code of Ethics
 - Independence Center Confidentiality Policy (including HIPAA and the Illinois Mental Health/Developmental Disabilities Confidentiality Act)
 - Explanation of voluntary nature of membership (membership is not mandated under any circumstances)
 - Financial assessment which includes an explanation of all financial obligations, fees and financial arrangements for services provided by Independence Center
 - Program expectations for all Independence Center programs member is involved in
 - Member rights and responsibilities
 - Independence Center program rules (a copy of which are in the Independence Center Handbook) which identifies: any restrictions Independence Center may place on members; events, behaviors or attitudes that may lead to the loss of rights or privileges for members; and the means by which members may regain rights or privileges that have been restricted.
 - Independence Center policies regarding
 1. Seclusion/Restraint: Independence Center neither secludes nor restrains members.
 2. Smoking.
 3. Legal/illegal drugs brought into the program.
 - Grievance and appeal procedures
 - Education regarding advance directives for mental health
 - Mechanisms for member input regarding quality of care, achievement of outcomes, and satisfaction. Such mechanisms include:
 1. Member satisfaction surveys
 2. Weekly member government meetings and community problem solving groups
 3. Treatment plans and reviews of treatment plans
 4. Outcome measures (GAF and LOCUS)
 5. Satisfaction surveys regarding orientation process
 6. Post discharge surveys

Independence Center Programs

Adult Outpatient Services

Program Description

The Adult Outpatient Services (AOS) Program at Independence Center utilizes therapy/counseling, community support, member centered consultation and case management services designed to promote recovery, resiliency and improved social and occupational functioning for adults with mental illness.

Program Philosophy

Independence Centers' philosophy is predicated on the belief that every individual has the right to work toward achieving the same quality-of-life and self-fulfillment that all people need to live meaningful lives.

Adult Outpatient Program Services and Goals

Individual Therapy/Counseling

Individual Therapy/Counseling utilizes best practices such as cognitive behavioral therapy, brief-solution focused therapy, dialectical behavioral therapy and motivational interviewing in order to assist members with developing improved symptom identification and control skills and to reduce or eliminate maladaptive responses to symptoms.

Therapy/Counseling Groups

Dialectical Behavioral Therapy

In this group the Independence Center's members learn coping skills to deal with difficult emotions. Members are encouraged to develop and use techniques to better regulate their reactions to emotions in order to avoid negative behavioral reactions to emotional stress.

MISA

The MISA (Mental Illness/Substance Abuse) group is a support group for Independence Center members who have a history of both mental illness and substance abuse. The group discussions utilize traditional 12-step concepts of recovery along with an eclectic mix of information from other self-help groups.

Relaxation and Coping Skills

The relaxation and coping skills group is designed to help Independence Center members develop skills to self soothe and cope with anxiety, stress and symptoms of mental illness. Members are instructed in various relaxation techniques including: meditation, deep breathing, guided and thematic imagery, isometric squeezing techniques and others. Skills to cope with symptoms such as depression, poor impulse control, voices and other symptoms are also instructed to members in this group.

Symptom and Medication Management

The symptom and medication management group is designed to help Independence Center members develop their symptom control and identification skills. Members in the symptom and medication management group learn about different psychiatric conditions, medications used to treat psychiatric conditions, and other mental health management issues, such as coping with stress or negative emotions such as anger. Members in the symptom and medication management group also learn about communicating effectively with treatment providers.

WRAP

The WRAP group is a holistic approach to overall wellness. The group utilizes various resources including Mary Ellen Copeland's Wellness Recovery Action Plan to help members develop wellness tools. Group discussions focus on utilizing these tools for any of life's issues including mental health, physical well-being, and other concerns and problems encountered during day-to-day living. The WRAP group is a useful tool for Independence Center members with co-occurring issues and disorders such as trauma history, co-occurring medical or substance use disorders, those experiencing grief and loss issues, and those with other significant life changing events and issues.

Community Support Services

Individual Services

Independence Center staff are available to members to help members within their natural settings in the community. Staff assist members in the development of daily living skills, social skills, health management skills, skills needed to improve occupational functioning and skills needed to access resources in the community. Services are tailored to individual needs.

Community Fitness

Community fitness is a community support group designed to give Independence Center members the opportunity to access exercise resources. Members learn exercise techniques utilizing various exercise equipment and facilities at the Waukegan Park District's Field house.

Case Management

Case management services at Independence Center include assessment, planning, coordination and advocacy services for members who require multiple services and require assistance in gaining access to and using mental health, social, vocational, educational, housing, public income entitlements and other community services to assist the member in the community. Case management activities may also include identifying and investigating available resources, explaining options to the member and linking them with necessary resources. Examples of case management activities would include: helping members access psychiatric and other mental health services; applying for public entitlements; locating housing, obtaining medical and dental care; or obtaining other social, educational, vocational or recreational services. Case management may also include: assessing the need for service, identifying and investigating available resources explaining options to the member, and assisting with application processes.

Member Centered Consultation

Member Centered Consultation Services are utilized by Independence Center Clinical personnel in order to coordinate treatment amongst our member's internal and external treatment providers.

Special Populations

Special population's service needs are identified during the assessment process and addressed in each member's individual treatment plan. Members with co-occurring disorders are encouraged to utilize therapy/counseling groups that address those disorders and individual services are tailored to address each member's special needs.

Eligibility

Adult Outpatient Services are available to all members of Independence Center. Eligibility for specific adult outpatient services will vary depending on an individual's service needs and authorization requirements of payer sources.

Hours of Operation

Adult Outpatient Services are available Monday through Friday 8:30 am- 3:30 pm (Monday through Thursday and 8:30am- 2:30 pm on Friday. Community Support services are made by appointment Monday – Saturday (hours vary). Frequency of Adult Outpatient Services will vary depending on treatment needs of individual members and authorization of payer sources.

Service Settings

Adult Outpatient Services are provided in Independence Center facilities, residences of members and community settings depending on the nature of the particular service

Payer Sources

Independence Center payer sources include: Illinois Department of Human Services, Illinois Mental Health Collaborative for access and choice, Aetna Better Health and Illinicare. Independence Center will also provide services to members with private insurance, provided such services are authorized by insurance. Members with no insurance or insurance that does not cover Independence Center Services will be assessed a sliding scale fee based on income.

Psychosocial Rehabilitation Program

PSR Program

The Psychosocial Rehabilitation program (PSR) offers a range of social, educational, vocational, behavioral, and cognitive opportunities for increasing basic psychosocial potential for daily living skills in all of these realms. The PSR program seeks to help members to optimize their potential for improved social relationships, occupational achievement, goal setting, skill development, and increased quality of life, therefore promoting the individual's independence.

Program Philosophy

Independence Centers' philosophy is predicated on the belief that every individual has the right to work toward achieving the same quality-of-life and self-fulfillment that all people need to live meaningful lives.

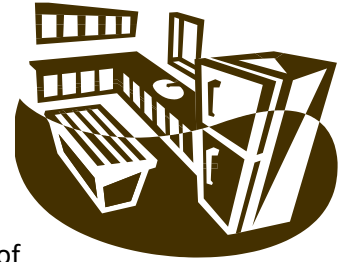
Psychosocial Rehabilitation Program Services and Goals

Skills Building Groups

Services provided to members, focusing on adaptive functioning deficits, which may be social, emotional, cognitive, interpersonal, and behavioral. The activities are intended to result in members developing or maintaining his or her best possible functional level. Areas of functioning to be addressed include interpersonal communication, dating and sexual appropriateness, peer interactions, self-regulating behavior, problem-solving, communication and interaction, self-care and hygiene, use of public transportation, money management, cooking, and home improvement.

Food Service Unit

The food service unit, located on the lower level, involves daily participation in the culinary aspects of the Independence Center. The Independence Center, through a city and county inspected kitchen, serves lunches to members and staff working side-by-side. Some tasks include working to coordinate and plan menus, shop for groceries, maintain supplies, practice food preparation techniques, implement food service sanitation procedures; complete inventory of supplies, set up dining room, bus tables; learn proper dishwashing techniques, and perform outreach to those unable to attend. Through the food service unit, members utilize previously learned skills and gain new skills that are needed in the food service industry and ultimately needed in preparing members for employment.



Business Unit

The business unit, located on the lower level, provides a format and introduction to business skills for members of the Independence Center. The unit carries out daily essential skills needed to keep the Center running. Members who participate in the unit develop positive work skills needed for all jobs. In the business unit, members and staff work side by side in an effort to enhance the members' quality of life through independent performance of office procedures such as compiling attendance statistics, preparing mailings, developing computer skills, typing, copying, and maintenance of the unit. Participation in the business unit prepares members for basic clerical and office work by providing work and the opportunity to utilize skills learned at the Independence Center.

Government Council

The government council, ideally, is a bridge from individual member to the voice of the community. The government council consists of five elected members. The government council members each hold a six-month term in office. The President is responsible for running the meetings in an orderly fashion; the Secretary keeps minutes of the meetings; the Treasurer is responsible for certain financial reports; the Vice President has the responsibility for delegated tasks given from the President; and the Sergeant of Arms keeps order during the government meetings. During weekly government meetings issues are settled that affect the clubhouse as a whole. This is achievable by organized preparation and the running of orderly meetings. To be thorough, committees are set up in the government meetings to research the possible resolutions to resolve certain issues. After a committee is assembled, they report back to the government meetings until the assigned issue is resolved. This helps to eliminate complications from information blocks to hated deadlines.

Special Populations

Special population's service needs are identified during the assessment process and addressed in each member's individual treatment plan. Members with co-occurring disorders are encouraged to utilize groups that address those disorders and individual services are tailored to address each member's special needs.

Eligibility

Psychosocial rehabilitation program is available to all members of Independence Center. Eligibility for services will vary depending on an individual's service needs and authorization requirements of payer sources.

Hours of Operation

Psychosocial rehabilitation program is available Monday through Friday 8:30 am- 2:30 pm (Monday through Friday). Individual appointments are made by appointment Monday – Saturday Hours vary. Frequency of psychosocial rehabilitation program services will vary depending on treatment needs of individual members and authorization of payer sources.

Service Settings

Psychosocial rehabilitation program services are provided at Independence Center.

Payer Sources

Independence Center payer sources include: Illinois Department of Human Services, Illinois Mental Health Collaborative for access and choice, Aetna Better Health and IlliniCare. Independence Center will also provide services to members with private insurance, provided such services are authorized by insurance. Members with no insurance or insurance that does not cover Independence Center Services will be assessed a sliding scale fee based on income.

Vocational Program

Vocational Program

The Supported Employment Program offers a diverse array of services, helping our members live their lives with dignity, independence and respect by obtaining paid employment. Independence Center's employment program places members in jobs of their choice to create real economic self-sufficiency and further our members' recovery. Through our partnerships, network of supporters and businesses in the community, members find meaningful, competitive employment that is a foundation to recovery from severe mental illness.

Program Philosophy

Independence Centers' philosophy is predicated on the belief that every individual has the right to work toward achieving the same quality-of-life and self-fulfillment that all people need to live meaningful lives. Independence Center's Supported Employment Program adheres to the Individualized Placement and Support (IPS) model, which is an Evidence-Based Practice developed through research conducted by Dartmouth Medical School, Department of Psychiatry and supported by SAMHSA.

The following services are offered by the Vocational Program:

- Vocational assessment and help with establishing vocational/career goals, based on each member's needs and preferences, including any cultural considerations.
- Individual educational, vocational/career and job retention counseling.
- Weekly training groups: The Transitional Employment Group focuses on job readiness and basic work adjustment topics; the Independent Employment Group offers job search, interviewing and intermediate work adjustment training.
- Résumé preparation and help in developing and executing job search strategies.
- Assistance in fulfilling educational goals.
- Assistance in completing employment applications.
- Assistance in determining how SSA benefits are affected by employment.
- Development and maintenance of community-integration partnerships with area employers who provide transitional or supportive employment or volunteer opportunities for membership.
- Advocacy for accommodation needs and intervention with employers and schools on behalf of individual members.
- Biweekly dinners to celebrate and support members achieving employment and educational goals.

Who's eligible to receive vocational & educational support services?

All members, including anyone just starting or returning after a long absence, can attend any of the vocational training group sessions. However, before a member can get help finding outside employment or educational resources, the member must have...

- a. been assigned an Independence Center case manager with an up-to-date or revised treatment plan showing one or more vocational and/or educational goals;
- b. scheduled an appointment with a vocational staff person for a vocational assessment (keeping the appointment is part of the assessment process);
- c. completed a set of assessment forms available in the Vocational Program (with assistance, if needed), which consist of a Pre-employment Questionnaire, Establishing Vocational Goals, and Performance Traits and Job Skills Checklist;

- d. a commitment to develop job adjustment, job readiness and/or job search skills by participating regularly in one or both vocational training groups, held weekly on days shown in the monthly calendar of activities; and
- e. a willingness to demonstrate job capabilities while helping support clubhouse operations, performing specific tasks or projects daily in one or more units as part of a vocational assessment process.

What kinds of job opportunities are available through the Vocational Program?

There are four types of employment potentially available through the Vocational Program:

1. **Transitional Employment** is designed to assist a member who has never worked or who has been unemployed for years to ease into the workforce by performing a part-time, entry-level position in the community for three to nine months. The Independence Center provides job coaching. Transitional Employment Placement (T.E.P.) is a unique employment experience only offered by clubhouses. A T.E.P. position is negotiated with a community business who agrees to allocate a position to the clubhouse, so that the clubhouse rather than the business selects which members will succeed one another working in that job. Another aspect of a T.E.P. is assurance to the business that a clubhouse job coach will serve as backup should the assigned member be absent—because of illness, for example. The purpose of a T.E.P. is to help a member build the capacity to work in industry, regain self-confidence, and, hopefully, acquire recent job experience to show on a résumé along with good employment references.
2. **Supported Employment** is a job opportunity in the community in which a vocational program staff person introduces one or more members to interview with an employer for a specific opening. The employer knows the applicants are from the clubhouse and mentally ill but doesn't know a person's specific diagnoses or medical history, unless the member authorizes the release of medical information as in the case of Goodwill Great Lakes. In a Supported Employment Placement (S.E.P.), the vocational staff stay in touch with both employed members and employers and serves as a mediator or advocate whenever there is an issue or a problem. If requested by the employer, vocational staff will help the member prepare a résumé before a job interview.
3. **Independent Employment** is a situation in which a member, with assistance from the vocational program, secures a job opportunity in the community basically on his own. The program staff will assist in developing job search strategies and preparing one or more professional résumés; they also can provide interview coaching for a specific job.
4. **Volunteer Employment** is an opportunity for a member to make a contribution by working for non-profit organization in the community, other than the clubhouse, in a part-time, non-paying role. So far the volunteer functions have included reception as well as landscaping, general office, and food pantry assistance.

Employed members are responsible for their own transportation to and from work; with the possible exception of independent employment, all these employment opportunities are accessible by public transportation.

How does the Vocational Unit help members with their educational goals?

Staff can assist members find suitable educational resources by identifying academic programs available in the community. If a member has concerns about reading, math or science ability before enrolling in college, the Vocational Unit can assist in arranging academic testing, tutoring, and enrollment in a remedial course or GED program. They can also help members acquire and complete financial aid applications.

Can an inactive member still get help from the Vocational Unit?

Members can be reassessed and request further vocational program assistance following discharge or a return to the Independence Center after a prolonged absence, provided they have been assigned a case manager and have a current treatment plan in place.

Special Populations

Special population's service needs are identified during the assessment process and addressed in each member's individual treatment plan. Depending on the type of job and the job responsibilities members will receive assistance on ways to address their situation in their work setting.

Eligibility

The Vocational program is available to all members of Independence Center.

Hours of Operation

Vocational program is available Monday through Friday 8:30 am- 2:30 pm (Monday through Friday). Individual appointments are made by appointment Monday – Friday Hours may vary.

Service Settings

Vocational program services are provided at Independence Center in the community and at various jobs sites.

Payer Sources

Independence Center payer source is Illinois Department of Human Services.

Housing Program

Since Independence Center opened its doors, finding decent, safe, and affordable housing has been one of the program's largest challenges. The Center assists members in several ways. These include:

Independence Center Apartments

Independence Center has two apartment complexes in Waukegan, providing Northern Illinois with housing dedicated exclusively for the mentally ill. These projects are in response to the needs of individuals with mental illness in our community to have safe and affordable housing.

The apartments are located on the Grand Avenue and on Washington Street both are on a bus line and near downtown Waukegan. This provides the residents with an excellent location for commuting and recreation.

Independence Center Shared Living Arrangements

Independence Center has secured group homes scattered throughout the Waukegan area. These homes are designated as men and women's houses ranging from 2 to 4 roommates per house. All homes are located along the PACE bus lines which provide access to local community resource centers, shopping and recreation. As in the apartment program, all homes are fully furnished and evening case management is provided.

Program Philosophy

Independence Centers' philosophy is predicated on the belief that every individual has the right to work toward achieving the same quality-of-life and self-fulfillment that all people need to live meaningful lives.

Support Services

In addition to providing housing at a very affordable rent, the Independence Center will be providing each resident with training in the many skills required for self-sufficient independent living. All of the vocational and supportive services of the Center will be available to the residents so that they may make a successful transition to an independent living arrangement.

In addition to the services that members receive can expect at the Independence Center, each resident will have the assistance of staff in the evenings and during the weekends. 24 hour after hour crisis care intervention is provided to all residents through Lake County Behavioral Health Service's Crisis Care Program (CCP).



What is the “Clubhouse Model”

A Clubhouse is first and foremost a local community center that offers people who have mental illness hope and opportunities to achieve their full potential. Much more than simply a program or a social service, a Clubhouse is most importantly a community of people who are working together to achieve a common goal.

A Clubhouse is organized to support people living with mental illness. During the course of their participation in a Clubhouse, members gain access to opportunities to rejoin the worlds of friendships, family, employment and education, and to the services and support they may individually need to continue their recovery. A Clubhouse provides a restorative environment for people whose lives have been severely disrupted because of their mental illness, and who need the support of others who are in recovery and who believe that mental illness is treatable.

A Clubhouse is a membership organization, and the people who come and participate in a Clubhouse are its members. Membership in a Clubhouse is open to anyone who has a history of mental illness. This idea of membership is fundamental to the Clubhouse concept: being a member of an organization means that an individual has both shared ownership and shared responsibility for the success of that organization.

To be a member of an organization means to belong, to fit in somewhere, and to have a place where one is always welcome. For a person living with mental illness, these simple things cannot be taken for granted. In fact, the reality for most people who live with mental illness is that they have a constant sense of not fitting in, of isolation and rejection. Mental illness often has the devastating effect of separating people from others in society. “Mental patient,” “member,” “disabled,” “consumer” and “user” are all terms used by society as a reference to people living with mental illness. People living with mental illness are often segregated according to these label and defined by them as people who need something, or as people who are societal burdens that need to be managed.

The Clubhouse offers a complete change in this perspective. It is designed to be a place where a person living with mental illness is not treated as a patient and is not defined by a disability label. In a Clubhouse, a person with mental illness is seen as a valued participant, a colleague and as someone who has something to contribute to the rest of the group. Each person is a critical part of a community engaged in important work.

In a Clubhouse, each member is given the message that he or she is welcome, wanted, needed and expected each day. The message that each member’s involvement is an important contribution to the community is a message that is communicated throughout the Clubhouse day. Staff and other members greet each person at the door of the Clubhouse each morning with a smile and words of welcome.

The daily work of the Clubhouse community is organized and carried out in a way that continually reinforces this message of belonging. This is not difficult, because in fact the work of the Clubhouse *does* require the participation of the members. The design of a Clubhouse engages members in every aspect of its operation, and there is always much more work to be done than can be accomplished by the few employed staff. The skills, talents, and creative ideas and efforts of each member are needed and encouraged each day. Participation is voluntary, but each member is always invited to participate in work which includes clerical duties, reception, food service, transportation management, outreach, maintenance, research, managing the employment and education programs, financial services and much more.

Membership in a Clubhouse gives a person living with mental illness the opportunity to share in creating successes for the community. At the same time, he or she is getting the necessary help and support to achieve individual success and satisfaction.

Bill of Rights

The following is the Independence Center's Bill of Rights. The purpose of the bill is to ensure that you know what your rights are as a member of the Independence Center. Staff shall inform the member prior to evaluation services and annually of the following rights:

1. You have the right to be informed of the Independence Center's Bill of Rights. All members' rights will be protected in accordance with Chapter 2 of the Mental Health and Developmental Disabilities Code [405 ILCS 5]. This information shall be explained using language or a method of communication that you understand and documentation of such explanation shall be placed in your clinical record.
2. You have the right to equal treatment and equal opportunity within the Center's program, regardless of your age, race, gender, sexual orientation, nationality, religion, political persuasion, beliefs and/or disability. You have a right to receive treatment that's responsive to your unique needs, abilities and preferences.
3. You have the right to confidentiality of conversation and personal records. The Center will not discuss or send any information regarding a member to any person or organization outside of the Center without the member's and/or the member's guardian's written permission to do so, except as authorized to do so by law. Only those persons who are working with the member or persons responsible for the quality of service to that member are allowed to access their case record. The right of a member to confidentiality shall be governed by the Confidentiality Act and the Health Insurance Portability and Accountability Act of 1996. Except in the following situations, where confidentiality is excepted by law:
 - a. When there is a clear and present danger to self or others (i.e. when someone is homicidal, suicidal), or unable to care for their basic needs.
 - b. When there is a report of child abuse, records, and communications may be disclosed under the provisions of the Abuse and Neglected Child Reporting Act.
 - c. When there is a court order in a civil, criminal administrative or legislative proceeding that meet the disclosure provisions in the Mental Health and Development Disabilities Act.
4. Justification for restriction of a member's rights shall be documented in the member's record. Documentation shall include a plan with measureable objectives for restoring the member's rights that is signed by the member or the member's parent or guardian, the QMHP and LPHA. In addition, the member affected by such restrictions, his or her parent or guardian, as appropriate, and any agency designated by the member shall be notified of the restriction and given a copy of the plan to remove the restriction of rights.
5. You have the right to examine your records at the Independence Center. Members have the right to request access to their mental health record.
6. You have the right to be provided mental health services in the least restrictive setting. You have the right to participate in the development of your individual program plan. Members have the right to an individualized written treatment plan, treatment based on this plan, periodic review and re-assessment of needs and revisions of the plan with their participation.
7. You have the right to withdraw from the Independence Center's service. Members have the right to refuse or terminate treatment.

8. All members placed on jobs are paid the prevailing wage for the position and are protected by all applicable U.S. Department of Labor laws.
9. You have the right to a humane psychological and physical environment. You have the right to be safe and treated with respect. Members have the right to be free from abuse, neglect, and exploitation.
10. The State of Illinois recognizes an individual's right to refuse medication.
11. Members have a right to a referral to other providers of mental health services during the course of treatment or upon termination of treatment.
12. Members or guardians shall be permitted to present grievances and to appeal adverse decisions of the Center up to and including the Executive Director. The member or guardian will be informed on how his or her grievances will be handled at Independence Center. A record of such grievances and the response to those grievances shall be maintained by the Independence Center. The Executive Director's decision on the grievance shall constitute a final administrative decision (except when such decisions are reviewable by the Independence Center's Board of Directors, in which case the Board of Director's decision is final. See section on "Grievance Procedures" in the Independence Center
13. The right to contact the public payer or its designee and to be informed of the public payer's process for reviewing grievances.
14. Members have the right to be free from abuse physical, financial and psychological abuse, including humiliating, threatening, and exploiting actions and use of physical punishment.
15. Members or guardians have the right to contact the Guardianship and Advocacy Commission, Equip for Equality, Inc., the Department of Children and Family Services, as appropriate, and the Illinois Department of Human Services Office of the Inspector General. Staff shall offer assistance to members in contacting these groups, giving each member the address and phone number of such agencies, as needed.
16. Members shall not be denied, suspended, or terminated from services, or have services reduced for exercising any of their rights.
17. You have a right to indicate consent for your treatment goals and objectives by signing your treatment plans and indicating whether you wish to receive a copy of your plan.
18. You have a right to examine any financial records regarding your money and to be assured that the Center is not abusing your money. Your case manager will help you find and use legal services if you want to take legal action.
19. As an Independence Center passenger, you are entitled to: Safe, reliable and courteous transportation service; clean, comfortable, well-maintained vehicle that meets Illinois safety and vehicle inspection requirements; A licensed, fully trained driver, neatly dressed and well mannered; Compliance with all vehicle and traffic laws and regulations; appointment information; Safe orderly procedures for loading and unloading passengers, diligent investigation and timely redress of complaints.
20. The right to have disabilities accommodated as required by the American With Disabilities Act, section 504 of the Rehabilitation Act and the Human Rights Act [775 ILCS 5].

Restriction of Individual Rights

Members of the Independence have the right to a humane psychological and physical environment. Members have the right to be safe and treated with respect. Members have the right to be free from abuse and neglect. These rights of Independence Center members may not be limited therefore the use of the following restrictions are prohibited at the Independence Center:

- Emergency use of exclusionary time out
- Physical hold restraint
- Restraint devices
- Transport devices
- Chemical restraint administered medication
- Movement/ freedom of access
- Searches of person

Independence Center may restrict members from attending and participating in the Independence Center's programs and activities due to violations of any Independence Center rules and policies. Such restrictions may last for durations of one day up to one year, depending on the severity of the violation. Independence Center reserves the right to restrict participation in order to maintain a safe environment for everyone.

Reinstatement of rights or privileges

Members must meet with their caseworker in order to petition to have such restrictions lifted. Petitioning to have restrictions lifted constitutes the beginning of the grievance procedure. See the Independence Center policy regarding grievances. No restriction shall be placed on a member for a period exceeding more than one calendar year.

Evaluation of Restrictions

The Management Team will evaluate monthly any restrictions of rights or privileges that may have been placed on any member for longer than a day's duration. This evaluation will include the purpose type and frequency of any restrictions being placed on individuals and the need for corrective action and training. The Management Team will also review for mechanisms to restore lost rights and privileges. Restrictions of member's rights or privileges will be summarized annually and reported in the "Annual Performance Improvement Report".

Members Responsibilities

1. Members are expected to keep all scheduled appointments.
2. Members are expected to pay their assessed fee at the time of service and cooperate in any third party payments.
3. Members are expected to participate actively in their own treatment and utilize Independence Center services during periods of active membership.

Independence Center Rules and Guidelines

Members are expected to know Independence Center's rules and guidelines. If you violate a rule or policy, you may be subject to disciplinary action, which may include being asked to leave for the day, suspension from services, or criminal prosecution. Selected policies are outlined below to ensure that everyone in the Clubhouse is respected and is safe.

1. Violence, verbal and nonverbal threats, and related actions, will not be tolerated.
2. No illegal activity.
3. Intentional damage to Clubhouse or other property.
4. Theft of property of employees, members or of the agency.
5. Use or possession of alcohol or illicit drugs at the Center, or coming to the Center under the influence of alcohol or illicit drugs (this includes use of prescription drugs not prescribed to you.)
6. Possession or use of weapons on Center property.
7. Inappropriate sexual behavior, physical or verbal abuse will not be tolerated.
8. No sales or solicitation of sexual acts or favors.
9. Use of abusive language, racial slurs, profanity, and or improper language.
10. No smoking or use of other tobacco products.
11. Harassment of any type.
12. Unauthorized use of phones.
13. No cyber-crime including but not limited to illegal sales of objects/persons, extortion, stalking, child pornography, solicitation of a minor or unauthorized use of computers.
14. Begging.
15. The Independence Center reception desk is designed for the provision of member/ visitor care. Loitering in this area is not allowed. Members must vacate this area immediately when asked to do so.
16. Children are allowed to attend Independence Center for individual appointments only. All children brought to Independence Center must be in the custody of the member receiving services and be directly supervised. Children are not allowed to attend group activities with the exception of events that are open to families (e.g. Holiday party).

Appropriate Clothing

We realize that the way one dresses is a matter of individual preference and a form of expression. However, some clothing, such as halter tops and transparent blouses are inappropriate in the Clubhouse. For the safety of all persons, shoes must be worn at all times.

Group Attendance

You will not be admitted to therapy groups if you are more than 10 minutes late. You will not be admitted to the building for group if you do not have group scheduled unless you are scheduled for PSR services.

Lunch

You may not eat lunch if you are not scheduled for AM or PM services/ group that day.

Personal Belongings

Members have access to lockers to secure their belongings. Please use the available lockers to lock up any personal items. Independence Center will not be responsible for lost or stolen items. All medications prescribed along with over the counter medications and supplements must be kept on the individual. Persons in the clubhouse are not to leave medications unattended or share medications with staff, members or visitors.

Cell Phones

Please refrain from using your cell phone for conversational purposes in these areas: group rooms while group is in session, and kitchen. Cell phones are permitted to be used for non-verbal use: texting, email, internet, etc. on silence mode as to not interrupt services. If a member or guest needs to make or accept a call, he or she is expected to do so in a private area of the clubhouse. No pictures, recordings or videos of persons at the Center may be taken without consent.

Supporters/Guest

Members are encouraged to bring supporters to attend their individual services. Supporters are persons with a relationship to you and who are important in your treatment and/or recovery goals. All other persons accompanying members will be viewed as guest. Members must sign in and accompany their supporters/ guests at all times, and are responsible for their actions. There are no limits set on how often or how many supporters may attend for a member's individual services. For guests, however, members may have no more than one visitor signed in at a time, and that visitor may only visit once each week.

Smoking/ Tobacco use

In the interest of providing a healthy and safe environment for all employees and members, Independence Center maintains a Smoking/tobacco-free environment policy. Smoking and the use of any other tobacco products is not allowed in any property owned, leased or managed by the Independence Center, including its vehicles. Other smoking devices that do not utilize tobacco are still not allowed. This includes but is not limited to: electronic cigarettes (E-cigs), smokeless electric cigarettes, flavored e-juice and vapor smoking accessories. Smoking is allowed outside of the Center's buildings only, and must be at least 25 feet from any entry/ exit as required by Illinois state law.

Concealed guns and weapons

In the interest of maintaining an environment that is safe and free of violence for its employees, members and visitors, Independence Center prohibits the wearing, transporting, storage, presence or use of dangerous weapons on company property, regardless of whether or not the person is licensed to carry the weapon. Any employee who violates this policy is subject to disciplinary action, up to and including discharge. A member or visitor who violates this policy may be removed from the property and reported to the police.

Drugs, Prescriptions medications and over the counter medication

We expect all members or visitors of the Independence Center to refrain from unlawful manufacture, possession, distribution, purchasing, selling, of alcohol, illicit drugs and/or controlled substances. Any members or visitors to the Independence Center will be required to keep all legally prescribed or over the counter drugs on their own person or locked in a secure location.

Bring your own Electronic Devices (BYOD) FAQ's



What if my device is stolen or damaged? What recourse can I take?

Members bring electronic communication devices to Independence Center at their own risk, just like any other personal items. Independence Center will not be held responsible if an electronic device or other item is lost, stolen or misplaced. Some devices have a device locator; it is recommended that you enable this feature if possible.

I have my device with me. How do I get on the Internet now?

Most devices will detect a wireless connection when you are near one. Most of the time devices will ask you if you would like to join the network when prompted, choose guest from the list.

I can't get my device to connect to the network. Can I get some help from someone?

Resources may be available to help you connect to the network; however, you will need to consult with a PSR staff for these resources. It is not the responsibility of your case manager or other staff to troubleshoot individual devices during the work ordered day.

My device was stolen when I brought it to Independence Center. Who should I contact about this?

Bringing your own devices to Independence Center can be useful, however some risks are involved as well. It is always a good idea to record the device's serial number to have in case of theft. The Independence Center is not responsible for the theft of a device, nor are they responsible for any damage done to the device while at Independence Center. Any time a theft occurs, you should contact a staff person to make him/her aware of the offense.

Why am I filtered on my own computer? Shouldn't I be able to see what I want to on my own device?

Independence Center requires all network access to be filtered regardless of the device you use to access it while in at Independence Center. You own your device, but the network you're using belongs to Independence Center and Internet access will be filtered.

Are there designated areas where I can use my electronic device?

Yes, Members using a personally owned device that wish to access the internet must have a signed Device User Agreement on file. Please refrain from using your cell phone for conversational purposes in these areas: upper level group area, reception area, lower level group room and dining room.

Animal/ Pet Policy

Independence Center is responsible for assuring the health and safety of all the employees, members, and its guests. In keeping with this objective, Independence Center, does not permit employees, members, and guests to bring their animals/ pets to work. Animals may pose a threat of infection and may cause allergic reactions in other employees, members, and guest. Some employees may feel threatened or be distracted by the presence of animals. Also, Independence Center wishes to prevent pets from fouling the office space or damaging company property.

An employee, member, or guest who requires the help of a service animal (defined by 28 CFR 36.104 as "any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability") will be permitted to bring a service animal to the Center, provided that the animal's presence does not create a danger to others and does not impose an undue hardship on the organization. Service animals shall not be allowed in the food service kitchen where food is prepared.

Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA and are not allowed to accompany employees, members or guests of Independence Center.

A person with a disability cannot be asked to remove his service animal from the premises unless:

- (1) The dog is out of control, and the handler does not take effective action to control it or
- (2) The dog is not housebroken. When there is a legitimate reason to ask that a service animal is removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

All dogs must be leashed at all times. Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. All animals must be in the continuous full control of their owners. They should be in the physical presence of the owner at all times. Owners are expected to clean up, completely and immediately, after their animals. Also, the following animals may not be brought to the workplace:

- sick animals;
- animals with fleas or any disease that is communicable to other animals in the office or to humans;
- animals that have not been properly vaccinated or that have internal or external parasites;
- dogs that bark or behave aggressively; or
- Animals that foul the inside or outside of the building.

Animals that have not been spayed or neutered will not be permitted to come to the office in season.

An individual who brings an animal to the office is completely and solely liable for any injuries or any damage to personal property caused by the animal. Independence Center, Inc. is not liable for any damages, this includes release of liability for death, disability, personal injury, or any damage to personal property caused by the animal. Those to be released of liability are

Independence Center and its directors, officers, employees, volunteers, representatives and agents.

Any repair or cleaning/maintenance costs incurred by an animal will be charged in full to the owner.

Independence Center is not responsible for the animal and assumes no risk for the animal. Independence Center shall not be liable for loss of, or injury to, any animal brought to the organization or its properties.

Complaint/Grievance Procedure

Members or their personal representatives can initiate an internal investigation of any complaint, grievance or staff decision by informing their case managers of their desire to do so.

The case manager will explain the investigation procedures to the member in a manner that is understandable. The member will also be directed to the written procedure in the Member Handbook.

If the complaint or grievance is about an alleged violation to an individual's rights, code of conduct, privacy violation or to the Center's Code of Ethics, the allegation will be handled as an "Incident" according to the Center's policy on "Investigations into Alleged Violations of the Center's Code of Ethics".

For persons making a complaint or filing a grievance, there will be no retaliation or barriers to service as a result of requesting an investigation.

Every effort will be made to resolve a complaint, disagreement, issue or concern through discussion and mediation with the case manager before the more formal grievance procedure is initiated. The case manager will assist the member in determining an appropriate course of action.

If the complaint involves allegations of abuse or neglect or death, then the Office of the Inspector General will be notified immediately. In such cases, the staff person designated as the OIG Investigator will use the "Investigative Protocol for Community Agencies" which is detailed in a separate policy.

If the complainant and the case manager determine the need for a formal complaint, a written complaint form shall be completed. The case manager will offer assistance to the complainant and provide such assistance if needed to complete the form. This form will be submitted to the Assistant Director for review, whereupon the Assistant Director will have three weeks to investigate the complaint and document findings. The Assistant Director will provide verbal notification to the complainant or his or her personal representative regarding actions taken to resolve the complaint.

If the allegation cannot be appropriately resolved to member's satisfaction by the Assistant Director, the Executive Director will attempt to resolve the grievance. The Executive Director will make a determination within two weeks. The Executive Director will provide written notification to the member (or his/her personal representative) regarding the actions taken to resolve the complaint.

If the allegation is not resolved to a member's satisfaction using the above steps, a complaint can be filed by the member to the Corporate Compliance Committee.

The Corporate Compliance Officer will convene a meeting of the Corporate Compliance Committee within ten working days in order to review the allegation, determine its merits and recommend a course of action.

The persons involved in the allegation will be informed of this decision of the Corporate Compliance Committee as soon it is made and will be informed of the outcome of the investigation. Care will be taken that this communication is made in manner that is understandable to the member.

Each party involved has a responsibility to act in a civil manner toward the other parties involved. Discussion of the complaint outside of the investigation process is discouraged.

If the person making the allegation is a member or family member, that member's case manager will advise the member of advocates and other assistance available outside of the agency.

If the complaint is made against an individual's case manager, a new case manager can be assigned to that individual by the Assistant Director if this indicated.

The person making a complaint will be directed to the Member Handbook for information on external agencies who address such allegations in order to assure that the individual has every opportunity to resolve their complaints and grievances.

The results of grievances, decisions of the Corporate Compliance Committee meetings, and records of external investigations of complaints will be reviewed annually. Trends will be noted in the Annual Performance Improvement Plan and areas needing improvement will be addressed.



NOTICE OF PRIVACY PRACTICES

WHO WILL FOLLOW THIS NOTICE

This Notice of Privacy Practices describes the practices of all Independence Center staff, any volunteers that we allow to work in our facilities, and any business associates affiliated with the Independence Center.

OUR COMMITMENT TO YOUR PROTECTED HEALTH INFORMATION

We understand that medical information about you and your health is personal and confidential, and we are committed to protecting that information. We create a record of each and every one of the services that you receive from the Independence Center. We need this record to provide you with quality care and to comply with legal requirements. All health records created and maintained by the Independence Center are subject to these regulations.

This Notice is required to inform you of the ways in which we may use and disclose protected health information about you. This Notice also describes your rights and certain obligations we have regarding the use and disclosure of your protected health information.

OUR LEGAL DUTY

We are required by law to maintain the privacy of your protected health information. We are required by law to provide this Notice about our legal duties and your rights regarding your protected health information. We are required by law to abide by the privacy practices described in this Notice while it is currently in effect. We do reserve the right to make changes to our privacy practices and the terms of

this Notice at any time, provided that the changes are permitted by applicable law. If we should make any significant changes to our privacy practices, we will change this Notice and post it prior to the changes taking effect. We will also make any revised Notices available upon request. We reserve the right to make changes to our privacy practices and the terms of this Notice effective for all protected health information that we created or received prior to issuing a revised notice.

HOW WE MAY USE AND DISCLOSE PROTECTED HEALTH INFORMATION ABOUT YOU

The Independence Center will not disclose your protected health information to anyone, except with your authorization or as otherwise permitted or required by law. The following categories describe different ways that we may use and disclose protected health information. Not every use or disclosure in a category will be listed. In some instances the disclosure of protected health information may be further restricted by applicable state or federal laws. However, all means of use and disclosure of protected health information will fall within one of the categories:

Treatment

We may use protected health information about you to provide, coordinate, or manage your treatment or services. For example, we may disclose protected health information about you to any or all Independence Center personnel who are involved in your treatment. These uses and disclosures are necessary to provide quality care and to evaluate the performance of our staff.

Payment

We may use and disclose protected health information about you so that the treatment and services you receive may be billed to and payment collected from you, an insurance company, or a third party. For example, we may use and disclose protected health information about you to the Department of Human Services to receive Medicaid reimbursement for services rendered to you.

Health Care Operations

We may use and disclose protected health information about you to operate our facility. For example, we may disclose protected health information about you to meet the requirements of state or federal grants awarded to the Independence Center. We may use or disclose protected health information about you to meet insurance requirements as well.

Individuals Involved In Your Care or Payment for Your Care

We will discuss your treatment with any individual that you indicate provided that there is written authorization from you.

Appointment Reminders

We may use and disclose protected health information about you to contact you as a reminder that you have an appointment for treatment. You may request the use of an alternative address or method of contact for communications involving protected health information.

Fundraising

We may contact you to raise funds for the Independence Center if you provide written authorization to do so.

Research

We may use and disclose protected health information about you for research purposes. We will obtain your written authorization if the researcher will have access to protected health information.

As Required By Law

We will disclose protected health information about you if required to do so by federal, state or local laws.

To Avert a Serious Threat to Health or Safety

We may use and disclose protected health information about you if such disclosure is necessary to prevent a serious threat to your health or safety or the health and safety of others as authorized by applicable federal or state laws.

SPECIAL SITUATIONS

Public Health Activities

We may use or disclose protected health information about you for public health activities as authorized by applicable federal or state laws.

Victims of Abuse, Neglect, or Domestic Violence

We may disclose protected health information about you to the Department on Aging if you are sixty years of age or older and there is sufficient evidence that you are the victim of abuse, neglect, or domestic violence within the past twelve months.

Health Oversight Activities

We may disclose protected information about you to a health oversight agency for activities authorized by the law. Health oversight agencies include government agencies that oversee health care administration and certifying organizations. These oversight activities may include audits, investigations, inspections and certification.

Judicial Proceedings

We may disclose protected health information about you in response to a court or administrative order if you are involved in a lawsuit or dispute. We may disclose protected health information about you in response to subpoenas, discovery request or other lawful process.

Specific Law Enforcement Activities

We may disclose protected health information requested by a law enforcement official under the following circumstances when permitted by state or federal law:

In response to a court order, subpoena, warrant, summons or similar process

To identify or locate a suspect, fugitive, material witness or missing person

About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement

- About a death we believe may be the result of criminal conduct
- In emergency circumstances to report a crime, the location of the crime or victims or the identity, description or location of the person who committed the crime
- About crimes that occur on our premises

Workers' Compensation

We may disclose protected health information about you to comply with workers' compensation laws and other similar legally established programs.

Coroners and Medical Examiners

We may disclose protected health information about you to a coroner or medical examiner in response to an authorized request.

National Security and Intelligence Activities

We may disclose protected health information about you to authorized federal officials for intelligence, counterintelligence and other national security activities authorized by law.

Inmates

We may disclose protected health information about you if you are an inmate of a correctional institution or in the custody of a law enforcement official to the correctional institution or law enforcement official. This disclosure would be necessary for the institution to provide you with proper health care and to protect your health and safety and the health and safety of others and the institution.

YOUR RIGHTS

You have the right to request restrictions on certain uses and disclosures of your protected health information.

You may request that we not use or disclose any part of your protected health information for purposes of treatment, payment or health care operations. You may also request that we not disclose any part of your protected health information to family members or other representatives involved in your care. Requested restrictions must be made in writing to the Privacy Officer listed below. We will make reasonable efforts to honor all requests, however we are not required to agree to a requested restriction.

You have the right to receive confidential communications of protected health information. **You may request to receive confidential communications from us regarding your protected health information via alternative means or at an alternative location. We will accommodate all reasonable requests. All requests need to be made to the Privacy Officer listed below.**

You have the right to inspect and copy your protected health information. **You may inspect and obtain a copy of any protected health information about you that we generate for as long as we maintain the information so long as access to that information is not prohibited by state or federal law. According to federal law you may not inspect or copy psychotherapy notes, information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, and protected health information that law prohibits access to.**

You have the right to amend your protected health information. **You may request an amendment of protected health information about you as long as we maintain the information. A request for amendment must be made in writing and submitted to the Privacy Officer. The written request must include a reason that supports your request. We may deny your request if it exceeds statutory guidelines.**

You have a right to receive an accounting of disclosures we have made of your protected health information. **You may request a list of disclosures we made of protected health information about you. You must submit your request in writing to the Privacy Officer listed below. The request must state a time period which may not exceed six years in length or include dates prior to April 14, 2003.**

You have the right to obtain a paper copy of this Notice at any time upon request.

CHANGES TO THIS NOTICE

We reserve the right to make changes to this Notice at any time. This Notice is not a legal contract. We reserve the right to make the revised or changed Notice effective for protected health information that we create or obtain about you prior to or after any changes take effect. We will post a copy of the current Notice at each of our properties and on our website. A copy of the current Notice will be offered to all new members joining our program, and will be available to all existing members upon request.

QUESTIONS AND COMPLAINTS

If you have any questions or complaints about our privacy practices please contact us at the number below. If you believe that your privacy rights have been violated, you may file a complaint with us or with the Secretary of the Department of Health and Human Services. To file a complaint with the Independence Center, you must submit the complaint in writing and address it to the Privacy Officer. We support your right to protect the privacy of your health information. We will not retaliate in any way or refuse services if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

WHO TO CONTACT FOR MORE INFORMATION

PRIVACY OFFICER
Independence Center
2025 Washington St.
Waukegan, IL 60085
(847) 360-1020

OTHER USES OF PROTECTED HEALTH INFORMATION

Other uses and disclosures of protected health information about you not covered by this Notice, or not covered by federal or state law, will be made only with your written authorization. If you provide us with authorization to use or disclose protected health information about you, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose protected health information about you for the reasons covered by your written authorization. We will not be able to take back any disclosures we have already made with your authorization. We are required to retain records of services we provided for you for at least five years after you have your records closed with us.

Personal Injuries

Any member injured on Independence Center's property should report the injury, no matter how small, to a staff person immediately. Independence Center's staff will help determine what needs to be done.

Bed Bug Abatement

To avoid the potential infestation of Center property Independence Center does not allow:

1. Donations of any used goods that could possibly be infested with bed bugs with the exception of items that have been inspected and documented "pest free" by a certified pest control specialist. Inspection of said items would be at the expense of the donor.
2. Use of laundry facilities for items from external sources
3. Storing of property from external sources

Safety and Emergencies

Vehicle Safety

1. Staff must adhere to the guidelines set forth in the policies and procedures manual of the Independence Center in order to operate any vehicle on behalf of the Independence Center.
2. All applicable rules of the road must be strictly adhered to when operating any vehicle for Center purposes. Any infractions of such rules may result in disciplinary action.
3. All safety devices must be utilized by the driver and any passengers while vehicles are in use for agency business.
4. All agency vehicles will be inspected on a daily basis by the staff person responsible for the van run.
5. All center vehicles will be equipped with road warning hazard equipment, first aid kits, universal precaution kits, and fire suppression equipment. Any time staff utilize their personal vehicles for agency business portable first aid/universal precaution/fire suppression kits will be utilized. Cell phones will be carried at all times when transporting members.
6. The use of tobacco products, which includes cigarettes, cigars, pipes and any other form of smoked or smokeless (chewing tobacco), electronic cigarettes: E-cigs, Smokeless electric cigarette, flavored e-juice and vapor smoking accessories, alcohol or illicit drugs are strictly prohibited in all agency vehicles at all times.
7. Any person requiring special needs should only be transported in agency vehicles equipped to transport such individuals safely and humanely.
8. Staff are able to access members and staff emergency contacts via internet connection.. It is the staff's responsibility to keep this confidential information secure at all times.

Emergencies in Vehicles

Non-Accident

When an emergency occurs the driver should follow these steps:

1. Pull vehicle over to a safe destination (if on highway and no exit is near pull to the right hand shoulder). Park vehicle and turn off ignition.
2. Ask all passengers to remain seated unless remaining seated poses a threat. In this instance remove passengers from vehicle and ask them to stand a safe distance away from the vehicle and any possible traffic.
3. Assess injured person and/or attempt to calm individual down. If injury requires more than first aid assistance, call 911.
4. Once emergency is handled, load passengers back into vehicle and continue on route.
5. Upon returning to Center an incident report should be completed and submitted to the Executive Director or Assistant Director.

Accident

When an emergency occurs the driver should follow these steps:

1. Pull vehicle over to a safe destination (if on highway and no exit is near pull to the right hand shoulder) unless vehicle is unable to be moved due the accident. Park vehicle and turn off ignition.
2. Ask all passengers to remain seated unless remaining seated poses a threat. In this instance remove passengers from vehicle and ask them to stand a safe distance away fro the vehicle and any possible traffic.
3. Assess injured person and/or attempt to calm individual down. If individual requires more than first aid assistance call 911.
4. Notify police of situation.
5. Upon returning to Center an incident report should be completed and submitted to the Executive Director or Assistant Director.

In the event that a staff person is rendered unable to assist in emergencies, a member should call 911 from their cellular phone or the cellular phone of the staff person. This policy will be placed in the member handbook and reviewed with members during orientation.

Crisis Plan

In the event of an emergency during non-operation hours members of the Independence Center should follow these steps:

Call 911 or Lake County Crisis Care Program (CCP) 1-847-377-8088

The following emergencies should be directed to 911:

- Is or becomes unconscious
- Has trouble breathing or is breathing in a strange way
- Has chest discomfort pain or pressure that persists for more than 3-5 minutes, or that goes away and comes back
- Is bleeding severely
- Has pressure or pain in the abdomen that does not go away
- Is vomiting or passing blood
- Has a seizure that lasts more than five minutes or multiple seizures
- Has a seizure and is pregnant
- Has a seizure and is diabetic
- Has a severe headache or slurred speech
- Appears to have been poisoned
- Has injuries to the head, neck or back
- Has possible broken bones
- Physical assaults of any nature
- Theft
- Intruders
- Fires

All non life threatening emergencies should be directed to **CCP 1-847-377-8088**. CCP will attempt to resolve any emergencies that occur after the Center is closed.

If the emergency requires Independence Center staff intervention CCP staff will precede to contact Independence Center personnel:

Staff persons on call should respond immediately to any crisis calls by doing the following:

- Responding to all calls and/or pages from CCP immediately
- Assessing appropriate interventions necessary for the situation at hand, which may include making follow-up phone calls to member(s) involved in situation. Calling any necessary emergency services (e.g. police, EMT, fire department, contractors such as plumbers, heating and cooling). After assessing situations on call staff should be prepared to make necessary clinical assessment following the crisis intervention policies. If necessary on call staff should be prepared to respond to situation in person.
- All situations should be documented using an incident report. Situations requiring staff persons to respond in person should document duration of time spent responding to situation from initial call.

The responsibility of being on –call will be rotated among management staff.

First Aid Plan

A. **CHECK** the scene:

Is it safe for you and bystanders?

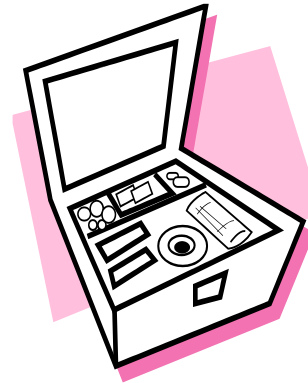
Gather this information.

Is the scene safe?

What happened?

How many victims are there?

Can bystanders help?



B. **CALL 911:**

- Give the dispatcher the necessary information.
- Answer any questions they may have
 - a. The exact location and address of the emergency
 - b. Your name
 - c. What happened
 - d. How many people are involved
 - e. Condition of victims
 - f. What help is being given
- Do not hang up until the dispatcher hangs up
- Return and continue care for the victim

Calling for help is often the most important action you can take.

When to call for EMS:

If a victim is unconscious, have someone else call 911 immediately, while you provide care.

C. **CARE** for the victim:

- Get permission to give care
- Do not give care to a conscious victim who refuses it
- Permission is implied if victim is unconscious or unable to respond
- Always care for life-threatening emergencies before those that are not life-threatening
- Watch for changes in victims breathing and consciousness
- Help victim rest comfortably
- Keep them from getting chilled or overheated
- Reassure victim
- Do not transport a victim with a life-threatening condition or one that can become life-threatening

For further instructions and information, the American Red Cross First Aid Book is located in each First Aid Kit.

Fire Drill

1. Find the nearest fire exit and exit the building immediately
2. If you see a fire, report it to a staff person at once, then exit the building.
3. Once you hear or see the warning signal, Walk Do Not Run, to the nearest exit at once. Follow the directions of the staff person at the door. Go to an area a safe distance away from the building. Remain at this point until you are given the All Clear signal.

Tornado

1. Move to the lowest floor.
2. Move to inside hallways or windowless rooms.
3. Please do not panic.
4. Stay away from glassed areas as much as possible.

If You Hear a Siren Sounding

1. A loud continuous siren holding its pitch for 3 minutes or more may mean that the Public Notification System has been activated. Check it out. Is it only a test? In Illinois, siren tests occur on the first Tuesday of the month at 10:00 a.m. If you are not sure, assume it is real. A warning could mean a number of things: fire, tornado, chemical spill, or nuclear accident.
2. Tune to one of these radio stations: WKRS 1220AM or WXLC 102.3FM.
3. You will be given information and instructions, if there is a real call for concern.
4. Respond promptly to all instructions.

Infection Control/Universal Precautions

Independence Center is dedicated to the prevention of the spread of infectious conditions/diseases. If blood or bodily fluids are evident in a given area, the staff shall implement the universal precaution/infection control procedures detailed in this emergency plan.

All persons must consider the blood and bodily fluids from all persons as potentially infectious and take precautions to prevent transmission of disease to themselves and all other persons.

All personnel are responsible for complying with procedures for universal precautions as well as specific isolation procedures and for tactfully calling observed infractions to the attention of offenders. Members and visitors all have the responsibility for complying with these precautions. The appropriate precautions must be explained to all personnel, members and visitors.

The following steps will be taken.

Wash hands

- After use of restroom
- Before handling food and eating
- After contact with hair, eyes, mucous membranes and wounds
- Before and after giving first aid
- After touching organic material
- After handling contaminated equipment
- Before handling dressings or touching open wounds (latex gloves should be worn).
- Before and after performing invasive procedures (latex gloves should be worn).

Method for effective hand washing

- Keep hands and clothing away from sink surface
- Turn on water, regulating flow and temperature.
- Avoid splashing water on clothing.
- Wet hands and lower arms under running water. Keep hands and forearms below elbows during washing (hands are the most contaminated parts to be washed. Water flows from least to most contaminated areas.)
- Apply soap.
- Wash hands using plenty of lather and friction for 15-30 seconds. Friction and rubbing mechanically loosen and remove dirt and transient bacteria.
- Interlace fingers and rub palms and backs of hands with circular motion to ensure that all surfaces are cleansed.
- If areas under fingernails are soiled, clean with fingernails of other hand, or an orangewood stick.
- Do not tear or cut skin under or around nails.
- Rinse hands and wrists thoroughly, keeping hands down and elbows up. (rinsing washes away dirt and microorganisms.)
- Dry hands thoroughly, wiping from fingers down to wrists and forearms.
- Discard paper towel in proper receptacle.
- Turn off faucet with a clean, dry paper towel. (wet towels and wet hands allow transfer of pathogens by capillary action.)

Personal protective equipment:

Personal protective equipment is to be worn by all persons when having contact with blood or bodily fluid from all persons. Personal protective equipment will be considered appropriate, only if it does not permit blood or other potentially infectious materials to pass through or reach the person's clothes, skin, eyes, mouth or other mucous membranes under normal conditions of use for the duration of time which the protective equipment will be used.

- Personal protective equipment shall be available at each Independence Center site.
- All personal protective equipment shall be removed prior to leaving the work area. When personal protective equipment is removed, it shall be placed in an appropriately designated container for storage, washing, decontamination or disposal.

Gloves

In general there are three reasons for wearing gloves; provide protection against infectious microorganisms; reduce the likelihood that persons will transmit their own indigenous microbial flora to others; reduce the possibility that persons will become transiently colonized with microorganisms that can be transmitted to other persons.

- Gloves shall be worn for touching blood and body fluids, mucous membranes, or non-intact skin of all persons. They must also be worn when handling items or surfaces soiled with blood or body fluids. While gloves reduce the incidence of contamination of hands, they cannot prevent injuries caused by sharp instruments.
- Disposable gloves such as surgical or examination gloves shall be replaced as soon as practicable, when contaminated or as soon as feasible, if they are torn, punctured or when their ability to function as a barrier is compromised.

- DO NOT wash or disinfect sterile or examination gloves for reuse. Washing may cause “wicking”, i.e. the enhanced penetration of liquids through undetected holes in the gloves. Disinfecting agents may cause deterioration.
- Use general-purpose utility gloves (rubber household gloves) for housekeeping chores and for instrument cleaning or decontamination procedures. Utility gloves may be decontaminated and reused but should be discarded if they are peeling, cracking or discolored, or if there are punctures, tears, or other evidence of deterioration.
- Gloves must be changed after contact with each person. Used gloves shall be discarded into an appropriate trash receptacle. Gloves shall be changed after contact with a person’s excretions and secretions, and clean gloves reapplied if person care has not been completed. Environmental surfaces are not to be touched with contaminated gloves.
- Gloves shall be worn when cleaning or disinfecting environmental surfaces contaminated blood or body fluids.

Protective Clothing

- Gowns and similar protective clothing are indicated if clothes are likely to be soiled by blood or body fluids of any person. Appropriate protective clothing shall be worn in occupational exposure situations. If garments are penetrated by blood or other potentially infectious materials, the garment shall be removed immediately or as soon as feasible. Gowns shall only be worn once then be discarded into an appropriated container.

Masks and protective eye ware

- Masks in combination with eye protection devices, such as goggles or glasses with solid side shields, or chin-length face shields, shall be worn whenever splashes, spray, spatter, or droplets of blood or other potentially infectious materials may be generated and eye, nose, or mouth contamination can be reasonably anticipated.
- Masks are recommended to prevent transmission of infectious agents through airborne routes. Mask protective wear from inhaling large particle aerosol (droplets) that are transmitted by close contact and small particle aerosols (droplet nuclei) that remain suspended in the air and travel longer distances.
- When masks are indicated, they shall cover both the nose and mouth. Masks become ineffective when moist; therefore, they shall be used only once and then discarded into appropriate receptacle. Masks shall not be lowered around the neck and reused. When it is necessary to wear masks for extended periods of time, they must be changed at least every hour, or more frequently if they become moist. When removing the mask, only the ties or elastic bands should be touched, because the filtering area may be highly contaminated.
- Non-disposable protective eyewear contaminated with blood or bodily fluids shall be washed with germicidal disinfectant. Disposable protective eyewear shall be discarded into an appropriate receptacle.

Surgical Caps and Shoe Covers

- Surgical caps and shoe covers and/or fluid resistant shoe covers or boots shall be worn in instances when gross contamination can be anticipated.

Eating, drinking, smoking applying cosmetics or lip balm and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.

Decontamination procedures

In the event of a potential biohazard contamination, follow these quarantine and decontamination procedures:

Contaminated Garments

Place all contaminated garments in a biohazard bag (bags are located inside universal precaution kits and in the foodservice storage area). If item is personal (e.g. pants, shirt, and jacket) item should still be placed in a biohazard bag. Disposal items should be placed directly in the trash receptor, located outside, to avoid unnecessary exposure by other persons handling garbage. Personal items should be taken directly to car and should be laundered before using again.

Important Agencies and Numbers



**Department Of Human Services Division of
Mental Health**
400 Stratton Building
Springfield, Il 62765
(217) 785-6023

**Department Of Human Services Chicago
Central Office**
100 West Randolph
Suite 6-400
Chicago, Il 60601
(312) 841-1457

Other Advocacy Services Available:

**24 Hour DCFS Abuse and
Neglect Hotline**
1-800-252-2873
TDD:
1-800-358-5117
(If a minor)

Equip for Equality
20 North Michigan Avenue
Suite 300
Chicago, IL 60602
1-800-537-2632
www.equipforequality.com

Prairie State Legal Services
415 W. Washington St.
Waukegan, IL. 60085
847-662-6925

Self Help:
Alano Club
2410 Washington Street
Waukegan, IL 60085

Office of the Inspector General
Hotline
1-800-368-1463

**Lake County National Alliance for
the Mentally Ill (NAMI)**
P.O. Box 6356
Libertyville, IL 60048
(847) 249-1515

Guardianship and Advocacy Commission has been created which consists of three divisions: Legal Advocacy Service, Human Rights Authority and the Office of State Guardian. The Commission is located at the following addresses:

Carbondale Regional Office
611 East College
Carbondale, IL 62901
618/785-6023

Elgin Regional Office
1972 Larkin
Elgin, IL 60123
708/931-2044

Rockford Regional Office
4302 North Main
Rockford, IL 61103
815/987-7657

**24 Hour DCFS Abuse and
Neglect Hotline**
1/800/252-2873
TDD:
1/800/358-5117
(If a minor)

Champaign Regional Office
2410 West Springfield Avenue
Champaign, IL 61821
217/333-4999

**Metro East Regional Office
Concord Plaza**
10251 Lincoln Trail
Fairview Heights, IL 62208
618/397-0802

South Suburban Regional Office
1010 Dixie Highway
Fourth Floor
Chicago Heights, IL 60411
708/709-3070

Chicago Regional Office
1735 W. Taylor St.
Chicago, IL 60612
312/996-1650

Peoria Regional Office
416 Saint Mark Center
Suite 403
Peoria, IL 61603
309/671-3350

Springfield Regional Office
421 E. Capital Ave.
Suite 205
Springfield, IL 62701
217/785-0645

Independence Center Personnel

Updated 02/17/16

Independence Center personnel are dedicated to assisting persons with severe mental illness in their recovery. It is our hope that our services will enhance our member's quality of life, promote independent functioning, and facilitate personal growth.

Management Team

Staff Member's Name	Title	Substance Abuse training	Bi-lingual	Phone Ext.	E-mail Address
Lisa M. Johnson, M.A., N.C.C., L.C.P.C., C.A.D.C., L.P.H.A.	Executive Director	CADC	No	1025	ljohnson@icwaukegan.org
Eugene Marceron, M.S.W., L.C.S.W., C.A.D.C., L.P.H.A.	Assistant Director	CADC	No	1024	gmarceron@icwaukegan.org
Linda Weiss, M.S.W., L.C.S.W.	AOS Coordinator		No	1044	lweiss@icwaukegan.org
Rodney Ervin, B.A., MHP	Vocational Coordinator	No	Yes	1022	rervin@icwaukegan.org
Clint VanWinkle M.A., Q.M.H.P.	Housing Coordinator	No	No	1070	cvanwinkle@icwaukegan.org
Eric Goldspiel, M.A., Q.M.H.P.	PSR Program Coordinator	No	No	1028	egoldspiel@icwaukegan.org

Program Staff

Staff Member's Name	Title	Substance Abuse training	Bi-lingual	Phone Ext.	E-mail Address
Fritz Gelin, M.A., C.A.D.C., Q.M.H.P.	AOS Case Manager	CADC	Yes	1026	fgelin@icwaukegan.org
Erica Nathan M.A.T., Q.M.H.P.	AOS Case Manager	No	No	1035	enathan@icwaukegan.org
Brittany Mooney M.S.W., L.S.W.	PSR Case Manager	No	No	1061	bmooney@icwaukegan.org
Sonia Dubose, M.S.W.	Housing Case Manager	No	Yes	1027	sdubose@icwaukegan.org
Marshall Jowers, M.A., Q.M.H.P.	AOS Case Manager	No	No	1041	mjowers@icwaukegan.org
Kerstian Tucker. MSW, QMHP	Case Manager	No	No	1071	ktucker@icwaukegan.org
Nasrullah Khan	Case Manager	No	Yes		nkhan@icwaukegan.org

Administrative/ Ancillary Staff

Staff Member's Name	Title	Substance Abuse training	Bi-lingual	Phone Ext.	E-mail Address
Sonya Crowder	Administrative Coordinator	No	No	1059	scrowder@icwaukegan.org
Ouida Beard	Facilities Manager	Yes	No	1080	obeard@icwaukegan.org
Renato Fermin	Transportation Manager	No	Yes		n/a
Thresa Griffin	Reimbursement Specialist	No	Yes	1040	tgriffin@icwaukegan.org
Sheli Naqvi	QA/Utilization Management Specialist	No	No	1029	snaqvi@icwaukegan.org
Christen Moore	Receptionist	No	No	1021	cmoore@icwaukegan.org

Employees of the Center may work at other psychiatric agencies/facilities in the community.

MHP=Mental Health Professional
QMHP=Qualified Mental Health Professional
LPHA=Licensed Practitioner of the Healing Arts
NCC=National Certified Counselor
LCPC= Licensed Clinical Professional Counselor
LCSW=Licensed Clinical Social Worker
CADC=Certified Alcohol and Drug Counselor
MISA II- Mental Illness/ Substance Abuse Counselor

General Information

Main Desk – Service Area
Phone messages, upcoming events, Center forms and Sign In

Upper Level

Executive Director's Office
Assistant Director's Office
AOS Program Coordinator Office
AOS Case Manager's Offices
Vocational Office
Transportation Manager's Office
Chart Room
Group Room

Lower Level

Off Center Bistro Dining Area
PSR Case Manager's Offices
Food Service
Computer Lab

1730 Washington Offices

Housing Program Coordinator's Office
Housing Case Manager Office
Health, Safety & Facilities Manager Office

Program Hours

Monday through Thursday

8:30 a.m. – 3:30 p.m.

Friday

8:30 a.m. – 2:30 p.m.

Holidays (Thanksgiving & Christmas)

10:00 a.m. – 2:00 p.m.

The Center is closed on all holidays except Thanksgiving and Christmas Day

Disclaimer

INDEPENDENCE CENTER IS NOT RESPONSIBLE FOR THEFT, DAMAGE TO PROPERTY, INJURY OR ACCIDENT. WHEN YOU COME ON TO INDEPENDENCE CENTER PROPERTY OR ENTER INDEPENDENCE CENTER VEHICLES OR FACILITIES, YOU ARE ACCEPTING AND AGREEING WITH THIS POLICY. IF YOU DO NOT ACCEPT THE FACT THAT INDEPENDENCE CENTER WILL NOT BE HELD RESPONSIBLE FOR THEFT, DAMAGE TO PROPERTY, INJURY OR ACCIDENT, THEN YOU SHOULD NOT COME ONTO INDEPENDENCE CENTER PROPERTY OR ENTER INDEPENDENCE CENTER VEHICLES OR FACILITIES. WE WORK VERY HARD TO MAKE SURE BOTH YOU AND YOUR PROPERTY ARE SAFE ON INDEPENDENCE CENTER PROPERTY AND IN INDEPENDENCE CENTER VEHICLES AND FACILITIES.

INDEPENDENCE CENTER RESERVES THE RIGHT TO HAVE ANYONE REMOVED FROM OUR PROPERTY, VEHICLES OR FACILITIES AT OUR DISCRETION.

PLEASE MAKE SURE THAT ANY GUESTS YOU BRING ARE AWARE OF THESE RULES