



CONSUMER HANDBOOK

Developmental Disabilities Services

Gateway Residential Services

9660 Commerce Drive, Suite 305
Carmel, IN 46032
(463) 345-2026

www.DreamWithGateway.com

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WHAT IS GATEWAY AND WHAT DO WE DO?

Gateway started in 2020. We help people with disabilities live in their own homes and get the support they need.

We listen to each person and help them reach their dreams and goals.

At Gateway, we believe we are doing a good job when the people we help are happy and doing well.

WHAT GATEWAY BELIEVES IN



Our Vision

We dream of a world where everyone is treated with kindness and respect, and everyone belongs in their community.



Our Mission

We want to help people live happy and meaningful lives, in the way they choose.



What We Care About Most

- Helping each person in a way that fits them best
- Letting people make their own choices and speak up
- Making sure everyone is treated fairly
- Keeping people healthy and safe
- Working together and being flexible
- Always trying to get better at what we do

WHERE TO FIND GATEWAY AND HOW TO CONTACT US

Gateway has two offices:



Main Office

9660 Commerce Drive, Suite 305
Carmel, IN 46032



Phone: 463-345-2026



Open Monday to Friday, 9:00 a.m. to 5:00 p.m.



Evansville Office

417 North Main Street, Suite A
Evansville, IN 47711



Phone: 539-202-1614



Open Monday to Friday, 9:00 a.m. to 5:00 p.m.



Holidays Gateway is Closed:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day



Need Help After Hours?

If there is an emergency when the office is closed, a Gateway supervisor is always available to help—24 hours a day, 7 days a week. If it's not an emergency, someone will call you back the next business day.

HOW GATEWAY CAN HELP YOU



Help at Home (Residential Habilitation and Support)

What is it?

This service gives people help at home. Staff can be there up to 24 hours a day to make sure you are safe and doing well.

Who pays for it?

This help is paid for by the **CIH Waiver**.

What does it include?

You can get help with:

- Learning new skills
- Doing everyday things like eating, bathing, and getting dressed
- Going places in your community
- Getting rides
- Learning in adult classes
- Making friends and having fun

Can a family member help me?

Yes! A family member can be your helper if it's the best choice for you. Your team will check once a year to make sure it's still working well.

Day Habilitation (Help During the Day)

What is it?

Day Habilitation means getting help during the day, either one-on-one or in a small group. It helps you make friends and feel part of your community.

Who pays for it?

This help is paid for by the **CIH Waiver** or the **FS Waiver**.

What does it include?

You can get help with:

- Taking care of yourself
- Moving your body and using your senses
- Talking and listening
- Doing everyday things
- Making friends and joining in community activities

Where does it happen?

Day Habilitation happens in places outside your home, like in the community or in special buildings made for this kind of help.

Respite Care (Giving Caregivers a Break)

What is it?

Respite Care gives your main caregiver (like a parent or family member) a short break. This helps them rest and take care of themselves.

Who pays for it?

This help is paid for by the **CIH Waiver** or the **FS Waiver**.

Where can it happen?

Respite Care can happen in:

- Your home
- The caregiver's home
- A camp
- A special day program
- A respite home (a place made for short stays)

Participant Assistance and Care (Help with Your Task List)

What is it?

This service gives you help from staff to do things you choose—at home or out in the community. You can make a list of tasks, and staff will help you complete them.

Who pays for it?

This help is paid for by the **FS Waiver**.

What does it include?

You can get help with:

- Everyday tasks like eating, getting dressed, or moving around
- Staying safe and healthy
- Getting reminders and support to do things on your own

Can a family member help me?

Yes! A family member can help if it's the best choice for you. A team will check once a year to make sure it's still working well.

**Behavioral Support Services (Help with Feelings and Behavior)****What is it?**

This service helps people who have trouble with their behavior or feelings. It helps them join in activities and be part of their community.

Who pays for it?

This help is paid for by the **CIH Waiver** or the **FS Waiver**.

What does it include?

You can get help with:

- Understanding your feelings
- Learning how to act in different places
- Getting along with others
- Feeling more confident and in control

This service also helps your family learn how to support you in the best way.

**Transportation (Getting You Where You Want to Go)****What is it?**

Transportation helps you get to places in your community—like work, stores, or fun activities.

Who pays for it?

This help is paid for by the **CIH Waiver** or the **FS Waiver**.

What does it include?




You can get a ride from one place to another. This helps you:

- Be more independent
- Go to work or activities

- Be part of your community

Types of Rides:

There are 3 kinds of rides, depending on what you need:

1.  **Regular Ride** – A car, van, or bus that is not special
2.  **Wheelchair Ride** – A vehicle made for wheelchairs
3.  **Medical Ride** – A special vehicle if you need to lie down during the ride

Your team will help choose the right kind of ride for you.

HOW TO START SERVICES WITH GATEWAY

When someone calls Gateway to ask for help, here's what happens:

First Steps

We will:

- Ask some questions to learn what kind of help you need
- Talk to your case manager to get important information like:
 - Your care plan and budget
 - Your goals
 - If you need rides
 - If you have medical or behavior needs
 - What kind of staff you like
 - Where you live

What Happens Next

Gateway staff will look at all the information to see if we can help you.

We will **never** say no because of your race, age, gender, disability, or who you love or believe in.

- If we **can't** help, we will tell you and your case manager. We'll help you find someone else who can.
- If we **can** help, here's what we'll do:
 - Meet with you to talk about your goals and what kind of help you want
 - Make a plan just for you
 - Hire and train staff to work with you
 - Share your plan with your case manager
 - Start your services once your budget is approved

What if There's a Waiting List?

If we don't have space right away, we'll put you at the top of the list. We'll call you as soon as a spot opens up.

IF GATEWAY CAN'T KEEP GIVING YOU SERVICES

Sometimes, Gateway may not be able to keep helping you. If that happens, we will send a letter to:

- You or your legal guardian
- Your case manager
- BDS (the state office that helps with services)

Even if we stop services, Gateway will keep helping you **until a new provider is ready** to take over.

Services May Stop Right Away If:

- Your medical needs are too big for our staff to handle safely
- Someone's safety is in danger

Helping You Move to a New Provider

Gateway will:

- Work with BDS to make the change smooth
- Go to meetings to help with your new plan
- Share your records with the new provider so they know how to help you

YOUR RIGHTS

Gateway will remind you of your rights every year. We promise to treat you with kindness and respect, and to protect your rights.

You Have the Right To:

1. Be treated kindly and kept safe
2. Get the help you need
3. Live in a safe and caring place
4. Keep your personal information private
5. Speak up if something is wrong and get an answer
6. Learn about your rights in a way you understand
7. Be safe from abuse, bullying, or being taken advantage of

8. Not be locked in a room
9. Be treated with respect
10. Get food, water, sleep, and medical care unless a doctor says otherwise
11. Not be made to work or do chores unless you choose to
12. See your doctor when you need to (you may have to pay)
13. Get checkups for your development and behavior
14. Say “no” to treatment
15. Know the risks before getting treatment
16. Not be held down or given medicine unless it’s really needed
17. Have privacy
18. Talk or meet with people you choose
19. Send and get mail without anyone opening it
20. Make phone calls in private (you may have to pay)
21. Join in fun, religious, or community activities
22. Have and use your own clothes and things
23. Keep your money and things safe
24. Have someone look into it if your rights are not respected
25. Not be given medicine or held down unless it’s really needed
26. Not be made to work for Gateway. If you choose to work, you will be paid fairly.



You can also watch videos about your rights here:

<https://youtu.be/PMTE6Q2RxYE?si=66KSRDu8R7SiQITz>

<https://youtu.be/J6d7O-o16fg?si=DWSaVUv6P-kvDv45>

YOU HAVE THE RIGHT TO:



**BE TREATED KINDLY
AND KEPT SAFE**



**GET THE HELP
YOU NEED**



**LIVE IN A SAFE AND
CARING PLACE**



**LEARN ABOUT YOUR
RIGHTS IN A WAY
YOU UNDERSTAND**



**BE SAFE FROM YOUR
BULLYING, OR BEING
TAKEN ADVANTAGE OF**



**NOT BE LOCKED IN
A ROOM**



**BE TREATED
WITH RESPECT**



**GET FOOD, WATER.
SLEEP, AND MEDICAL CARE**



**SEE YOUR DOCTOR
WHEN YOU NEED "**



**GET CHECKUPS FOR
YOUR DEVELOPMENT
AND BEHAVIOR**



**KNOW THE RISKS
BEFORE GETTING
TREATMENT**



**NOT BE HELD DOWN
OR GIVEN MEDICINE
UNLESS IT'S REALLY
NEEDED**

HOW TO MAKE A COMPLAINT

At Gateway, we want you to feel safe and respected. If something is wrong, you have the right to speak up. We will listen and try to fix the problem quickly.

Ways to Make a Complaint:

You can tell us in writing or by talking to us. You can get a **Complaint Form**:

- At your home (if you live in a Gateway-supported home)
- At any Gateway office
- On our website: www.dreamwithgateway.com

If you need help filling out the form, **any Gateway staff member will help you.**

You can also **call any Gateway employee** to tell them your complaint. They will fill out the form for you and help you through the process.

What Happens Next:

- Someone will be chosen to look into your complaint
- You will hear back within **2 weeks** about what was done to fix the problem

If You Still Need Help:

If Gateway can't fix the problem, you can talk to:

1. **Your Waiver Case Manager**
(Ask Gateway staff if you don't know their number)
2. **Your local BDS office**
 - Indianapolis: 317-205-0101
 - Evansville: 812-423-8449
3. **The DD Ombudsman**
 - 1-800-622-4484

HELP WITH YOUR MONEY

If your plan says Gateway will help with your money, here's what we will do:

What Gateway Will Do:

- Help you take care of your money
- Keep your money and things safe
- Teach you how to manage your money

- Make sure you have renter's insurance if you rent a home
- Only buy things for you, like food, clothes, and household items
- Set up two bank accounts for you:
 - One for paying bills
 - One for your spending money
- Apply to be your **Representative Payee** (this means we help manage your Social Security money)

You Can Help Too!

You (and your guardian, if you have one) can help make choices about your money. If a choice might hurt your health or safety, Gateway will follow special rules to keep you safe.

Paying Bills and Making a Budget

Each month, Gateway will make a plan for your money. We will make sure these things are paid for:

- Rent
- Utilities (like water and electricity)
- Phone
- Insurance
- Personal items (like soap, toothpaste, etc.)

If you have money left after paying for these things, we'll put it in your spending account. Sometimes we may save a little of your money to help you buy big things later, like furniture or clothes.

When You're New to Gateway

It might take a few weeks for your money (like Social Security) to start coming in. During that time:

- Gateway will pay for what you need
- If you owe Gateway money, you won't get spending money until it's paid back
- If you want to buy something extra, you can ask in writing and we'll review your request

We'll also help set up your home with things like dishes and furniture. Some items belong to Gateway unless you choose to buy them.

Moving into a New Home

If you move into a brand-new place, you'll need to pay for:

- Deposits (for rent and utilities)
- Set-up costs

If You're Having Trouble Paying for Things

Gateway will help you and your team look at options like:

- Moving to a cheaper home
- Getting a roommate
- Finding a job

If You Break or Throw Away Things

You will need to pay to fix or replace them.

If You Have a Job

If you work and earn money:

- You may need to help pay for things like rent, food, and medicine
- Any money left after that is yours to spend or save
- If you owe Gateway money, you'll pay back **half** of what's left after your bills
- Once it's paid back, the rest is yours to use how you want

Monthly Records

Gateway will keep track of your money and bills. Each month, we will:

- Write down how much money you got and spent
- Keep copies of your bank statements and receipts
- Keep a copy of your renter's insurance (if you have one)

We will keep these papers at your home for at least **90 days**, and at the Gateway office for **7 years**.

We will also keep a list of your personal things (like clothes and furniture) and update it once a year.

Sharing Rent in a Home with Others

If you live in a house with empty rooms, you and your housemates will share the full rent. If you want a new housemate to help with costs, Gateway will work with your case manager to try and find someone.

When You Leave Gateway

If Gateway helps manage your money and you leave our services:

1. Your bank accounts with Gateway will not move with you
2. Your new provider should apply to manage your Social Security money
3. Gateway will keep your accounts open until Social Security sends a letter naming the new person in charge
4. After that, Gateway will close your accounts and send the rest of your money back to Social Security

HEALTH SUPPORTS

If your plan says Gateway helps with your health, we will:

- Keep track of your doctor visits
- Go with you to appointments
- Watch for side effects from medicine
- Help you take your medicine
- Check your blood pressure and other vitals
- Look over your health records
- Make safety plans if needed

Gateway staff will follow all health and medicine rules unless your plan says something different.



If your guardian or family works for Gateway:

They can't help with your health needs during work hours if Gateway is not in charge of your health care.

WHERE TO GET MORE HELP AND SERVICES



Indiana Bureau of Disabilities Services (BDS)

BDS is a state office that helps people with disabilities. They give money and support so people can learn new skills, be more independent, and be part of their community.

If you need help or want to learn more, you can contact your local BDS office.

Bureau of Disabilities Services District Offices

To determine if you may qualify for services, please contact the local BDS field services office near you.

Still have questions?

- Email: BDS.Help@fssa.in.gov
- Report complaint: 800-545-7763
- Mailing address: Indiana Bureau of Disabilities Services
402 W. Washington St., Rm. W453, MS46
Indianapolis, IN 46207-7083

District 1

110 W. Ridge Road
Gary, IN 46409
Phone: 219-981-5313
Toll-Free: 877-218-3053 (V/VRS/711)

District 2

401 E. Colfax Ave., Ste. 270
South Bend, IN 46617-2737
Phone: 574-232-1412
Toll-Free: 877-218-3059 (V/VRS/711)

District 3

201 E. Rudisill Blvd., Ste. 300
Fort Wayne, IN 46806-1756
Phone: 260-423-2571
Toll-Free: 877-218-3061 (V/VRS/711)

District 4

30 N. Eighth St., P.O. Box 10217
Terre Haute, IN 47801-0217
Phone: 812-232-3603
Toll-Free: 877-218-3096 (V/VRS/711)

District 5

8085 Knue Road, Suite 200
Indianapolis, IN 46250-1921
Phone: 317-205-0101
Toll-Free: 877-218-3530 (V/VRS/711)

District 6

201 E. Charles St., Suite 130
Muncie, IN 47305-2434
Phone: 765-288-6516
Toll-Free: 877-218-3531 (V/VRS/711)

District 7

East

7409 Eagle Crest Boulevard, Suite A
Evansville, IN 47715-9136
Phone: 812-423-8449
Toll-Free: 877-218-3528 (V/VRS/711)

Downtown

401 S. E. 6th Street, Suite 212,
Evansville, IN 47713-1216
Phone: 812-423-8449
Toll-Free: 877-218-3528 (V/VRS/711)

District 8

1452 Vaxter Ave.
Clarksville, IN 47129-7721
Phone: 812-283-1040
Toll-Free: 877-218-3529 (V/VRS/711)

Medicaid

A health insurance program that helps pay for medical care and equipment. It can also cover services in group homes or through waivers.

- **Apply through:** County Division of Family Resources (DFR)
- **Waiver info:** Bureau of Disabilities Services (BDS)

M.E.D. Works (Medicaid for Employees with Disabilities)

Lets people with disabilities keep Medicaid while working, by paying a small monthly premium.

- **Contact:** County DFR Office

Supplemental Security Income (SSI)

Monthly payments for people with disabilities who have low income and few resources.

- **Contact:** Social Security Administration

- **Phone:** 1-800-772-1213
- **Website:** www.ssa.gov

Social Security Disability Insurance (SSDI)

Monthly payments for people with disabilities who have worked or whose parents have worked and paid into Social Security.

- **Contact:** Social Security Administration
- **Phone:** 1-800-772-1213
- **Website:** www.ssa.gov

Medicare

Health insurance for people 65+ or with certain disabilities.

- **Contact:** Social Security Administration
- **Phone:** 1-800-772-1213
- **Website:** www.ssa.gov

Trust Funds

Special Needs Trusts and Pooled Trusts help people with disabilities save money without losing benefits.

- **Contact:** The Arc of Indiana
- **Phone:** 1-800-382-9100
- **Website:** www.arcind.org

Department of Education (DOE) Funding

Provides extra help for students in special education whose needs aren't fully met by their school.

- **Contact:** Your local school system

Children's Special Health Care Services

Covers medical needs for children who qualify based on health and income.

- **Phone:** 1-800-475-1355

First Steps Program

Early help for babies and toddlers (birth to age 3) with developmental delays.

- **Contact:** Local DFR Office

CHOICE Program

State-funded help for older adults and people with disabilities, including in-home care.

- **Contact:** Area Agencies on Aging
- **Phone:** 1-800-986-3505

Vocational Rehabilitation Services (VRS)

Helps people with disabilities get ready for work, find jobs, and keep them.

- **Phone:** 1-800-545-7763 ext. 1319

Division of Family Resources (DFR)

Offers programs like CHINS (for children in need), Healthy Families, and more.

- **Contact:** Your local DFR office

NOTICE OF PRIVACY PRACTICES

Your Private Health Information

What This Means

This notice tells you how Gateway keeps your health and personal information private. It also explains how you can see or change your information.

When You Get This Notice

You will get this notice:

- When you start services with Gateway
- Once every year after that
- You can also ask for a copy anytime

What's in the Notice

The notice explains:

- How Gateway uses and shares your private health information (PHI)
- How you can see or get a copy of your information
- How you can ask to fix something that's wrong
- How you can ask Gateway not to share certain information

All Gateway staff must follow these rules.

When Gateway Can Use Your Information Without Asking

Gateway can use your information to:

- **Help with your care** (like talking to your doctor)
- **Get paid** for the services you receive
- **Improve services** (like training staff or checking quality)

Gateway Can Also Share Your Info in Special Cases:

- If the law says we have to
- To report abuse or neglect
- To help with public health (like reporting diseases)
- To help with legal cases or police work
- To stop someone from getting hurt
- For workers' compensation
- For organ donation
- For research (only with strong privacy rules)

Who Else Might See Your Info

- Family or friends helping with your care (if you say it's okay or don't say no)
- Other health providers helping you
- Government agencies checking on services

When Gateway Needs Your Permission

If Gateway wants to use your information for anything else, they must ask you first in writing. You can say yes or no. If you say yes, you can change your mind later by writing a letter to Gateway.

Your Rights About Private Health Information (PHI)

You have rights that protect your private health information. Here's what you can do:

See or Get a Copy of Your Information

You can ask to look at or get a copy of your health records. Gateway will usually give you access within **30 days**.

Ask to Fix a Mistake

If something in your records is wrong, you can ask Gateway to fix it. If we agree, we'll fix it within **60 days**. If we believe the information is already correct, we may say no—but we'll tell you why.

Ask Who Has Seen Your Info

You can ask for a list of who Gateway has shared your information with in the last **6 years**.

(Note: This doesn't include sharing for treatment, payment, or operations.)

Ask Gateway to Limit Sharing

You can ask Gateway not to share certain information with others, like family or friends. You must write down what you want to limit and who it applies to.

If there's an emergency, Gateway may still share the information to keep you safe.

Online and Paper Copies

Gateway will post this privacy notice on our website. You can ask for a paper copy or get it by email if you prefer.

If You Have a Complaint

If you think your privacy rights were not respected, you can:

- Tell Gateway
- Or contact the U.S. Department of Health and Human Services


You will **not** get in trouble for making a complaint.

Changes to This Notice

Gateway can change this notice at any time. If we do, we'll post the new version at our offices and on our website.

Contact for Questions or Complaints:

Shante Jones-Foster, Privacy Officer

 (463) 345-2026

 shante.jones@getwithgateway.com