



Participant Handbook

Outside the Box, Inc.

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OTBonline.org
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NOTICE

The content of this handbook is not all-inclusive, nor a promise or contract between Outside the Box and its participants. These guidelines are intended to help you understand how the policies and procedures at Outside the Box apply to you. At any time, Outside the Box reserves the right to modify, change, suspend or cancel all or any part of the policies, procedures, and programs contained in this handbook. Outside the Box will, at its discretion, make changes and develop new or revised policies and procedures from time to time. When possible and appropriate, Outside the Box will seek input from staff and program participants. When Outside the Box develops or modifies new policies, procedures, and programs, OTB will notify you as soon as possible. Differences that result from such changes will take precedence over the contents of this handbook.

- * A copy of this Handbook can also be found online >> otbonline.org
- * For the most current policy and procedure information, please contact Outside the Box Executive Director (317) 253-6658
- * Email Outside the Box, Inc >> info@otbonline.org

Welcome to Outside The Box

We are thrilled that you are interested in our services! This handbook will serve as a resource for you to help answer your questions and explain what we do at Outside the Box, Inc. If you need any help in understanding this handbook, we will be happy to assist

What is Outside the Box, Inc?

Outside the Box is a 501(c)(3) non-profit organization day program that provides supports to adults with intellectual and developmental disabilities. Services are accredited by the Commission on Accreditation for Rehabilitation Facilities (CARF). Outside the Box is a member of The Arc of Indiana.

Learn more >> OTBOnline.org

OTB Mission, Values, Principles

MISSION

To empower people with intellectual disabilities toward personal growth through education, self-discovery, leadership development and a customized career path.

We believe in promoting a culture built on a foundation that promotes these **values**:

- **Acceptance**
- **Capabilities**
- **Self Advocacy**
- **Innovation**
- **Integrity**
- **Collaboration**
- **Professionalism**

We are guided by the following Principles:

- We believe that all individuals deserve the opportunity to live a meaningful life
- We believe in the potential of every human being
- We believe in the value of community involvement and social support
- We believe in the importance of continued support for good mental, physical, and spiritual health
- We believe in promoting and supporting greater independence through creating an environment that enables and celebrates successes while also allowing opportunity for growth through teachable moments



What Kind of Supports does Outside the Box Offer?

OTB offers several different supports that you may be interested in and eligible for. You may participate in one or more supports. If you would like a more detailed description of any program, please contact a member of the administrative staff at Outside the Box

Day Services - Individually customized therapeutic day services to participants in unique settings where you are peer matched into small groups of four up to eight with one to two facilitators. In 2013, a new curriculum was developed by staff and OTB collaborators. More detailed curriculum information in the following pages. Individuals participating in the day program can expect individualized attention geared toward skill acquisition, development, and nurturing based upon the goals identified in your individualized support plans. Some unique things about OTB Day Program are small participant-to-staff ration (8:1, 4:1, and 1:1), peer-to-peer mentoring, art enrichment for Day Program participants in Studio OTB, small group “family” atmosphere, individualized service and attention, as well as facility and community-based activities.

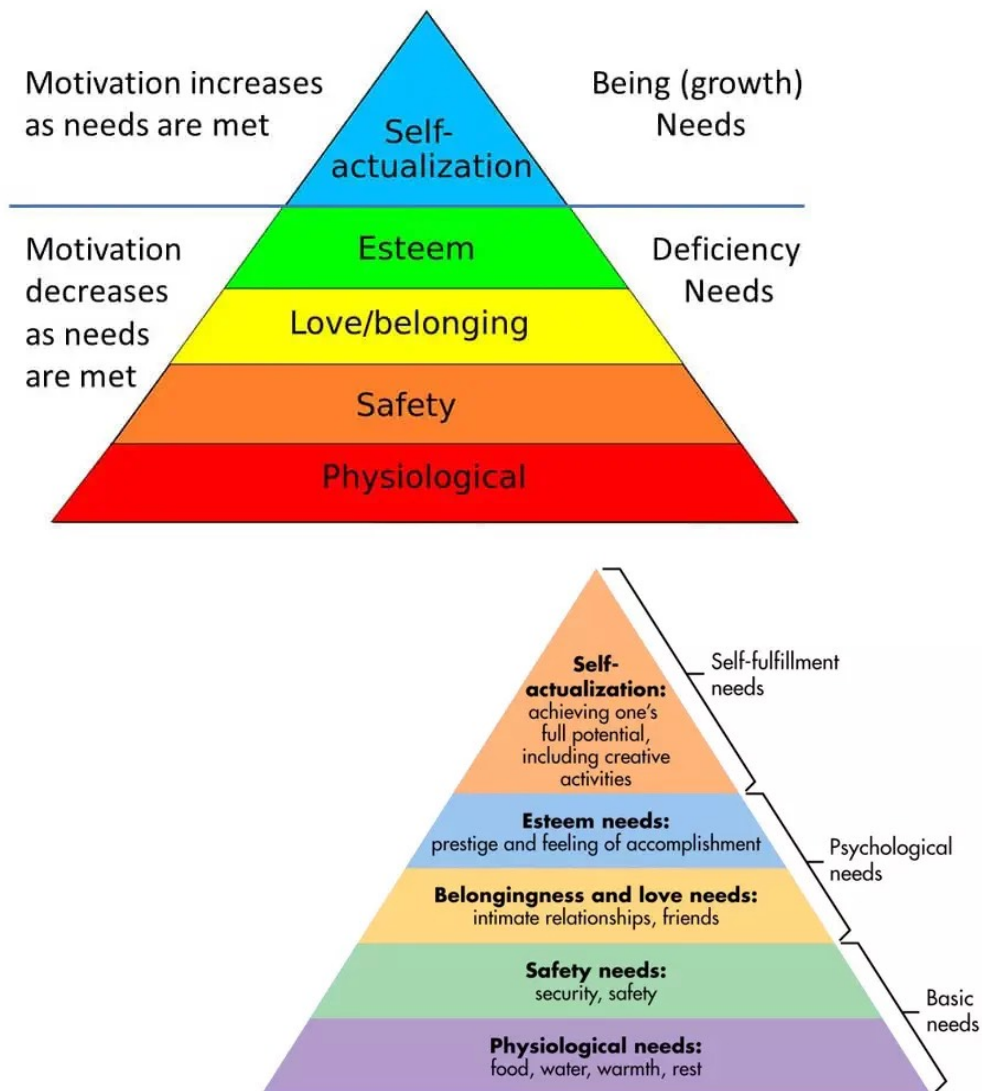
Career Services - The goal of the Career Service program is to enable our participants to access and succeed in competitive employment positions, thereby increasing their independence. OTB job coaches work closely with Indiana Vocational Rehabilitation Services, and assist participants by providing job training, placement, job coaching, and follow-along services for all individuals of all backgrounds and abilities. Career Services looks forward to helping you find a position that is a great fit. Our job is to help you succeed in yours!

Studio Art Services - Studio OTB (Outside the Box) is a community arts program that provides an atmosphere for all individuals to express themselves, develop artistic skills, and discover new personal interests. We support collaborations between artists with and without intellectual and developmental disabilities, and have an emphasis on art educators and eco-friendly creativity. Studio OTB offers studio classes, evening community art classes, 1:1 art sessions, and special events.

More information available at >> [**OTBonline.org**](http://OTBonline.org)

CURRICULUM

Maslow's Hierarchy of Needs® is used and followed as a motivational theory foundation for empowering people with ID/DD toward unique personal success. This theory is comprised of a five-tier model of human needs depicted as hierarchical levels within a pyramid. From the bottom to upwards the needs are: **Physiological** (food and clothing), **Safety** (job security), **Love and Belonging**, (friendship), **Esteem**, and **Self-Actualization**. Needs lower down in the hierarchy must be satisfied before individuals can attend to needs higher up.



Outside the Box supports your right to make your own informed choice about the agencies that provide the supports you are looking for. We will give you information about the support and services we can provide. Before you begin programming at Outside the Box, you will visit and observe and will have the opportunity to ask questions about any program you may be eligible & *interested*.

How do I get referred for Services at Outside the Box?

Individuals are typically referred to our program through members of their interdisciplinary team (IDT), or by doing independent research regarding service offerings. All services will be provided without exclusion or discrimination in regard to disability, race, color, national origin, gender, sexual orientation, religion, or age. If you are interested in attending Outside the Box, Inc. you will have an opportunity to meet with OTB staff to discuss the day services, employment services, and studio art services programs to see if OTB would be a good fit/match for you. Guardians, support persons, friends, family and staff, (anyone significant to the individual), are welcome to attend this initial meeting.

How do I know if Outside the Box is the right program for me?

Only you can determine what supports are exactly the right fit for you! You have the right to choose any services and supports under the waiver which may best suit your needs. Outside the Box will work with you during the intake process to determine what types of supports you may need to live your best life and will explain to you what service offerings we can provide that may suit those needs. If you find that Outside the Box does not seem like it would meet your needs, you can talk to your Case Manager or a trusted member of your IDT to help you seek out another provider who may better meet your needs

What may be a barrier to me accessing supports through OTB?

Outside the Box prides itself on its ability to create a safe environment conducive to learning and individual growth. One of the major tenets of our philosophy centers around ensuring our environment is as minimally restrictive as possible. Because of these environmental and programming constraints, Outside the Box may not be able to support the needs of some individuals who wish to be a part of programming. An individual may be considered inappropriate for group participation for a variety of reasons, such as:

- Inability to function at 4:1 ratio in programming (Need for additional supports)
- Behavioral issues/history
- Lack of appropriate peer group
- If the team at Outside the Box determines that you are not a good fit for programming, you will be notified in writing by a member of the Outside the Box administration team and, when appropriate, alternative suggestions for services/ supports will be made

How are Services Paid?

Most often, individuals that receive services at Outside the Box have funding through state agencies, such as, **The Bureau of Developmental Disabilities Services (BDDS) and Vocational Rehabilitation Services (VRS)**. This includes money from Medicaid Waivers (Family Support Waiver and Community Integration and Habilitation Waiver) and Vocational Rehabilitation. In order to receive these funds, you will be asked questions to see if your disability and financial situation make you eligible for services. If this is the case and you are eligible for services, the state can pay for those services. Outside the Box can also arrange for you to make private payments for services if you are eligible for services, and do not currently have state funding available. An administrator at Outside the Box can provide you with information regarding Outside the Box's fees for services.

Individuals in our Day Program and Studio Art Program will likely have fees associated with participating in program activities. You will work with your facilitator to help determine what you will need to pay each month for activities.

How do I transition to another group within OTB or exit a program?

A person may ask to transition from one group to another for several reasons including, but not limited to:

- You and/or a member of your IDT do/does not feel your current group is a good match for you
- Your focus or goals for yourself have changed
- You would like the opportunity to try something new at Outside the Box
- You feel you have gotten all you need from one service offering and would like to try another service offering
- If you determine that you would like to change the service offerings that you are currently participating in at Outside the Box, you should contact your primary staff or one of our administrators at the Outside the Box office. Then, correspondence will likely take place between the OTB staff and your team to determine the appropriate next step

A person may exit services for several reasons including, but not limited to:

- You or your guardian may decide to leave services
- You may have received all you can get from service or your needs may have changed
- You may no longer have funding for services
- Your health may have changed so that it is not safe for you to be in services
- You are asked to leave services due to behavioral issues or the inability of Outside the Box to support you within our program constraints

- Whenever possible, if/when you leave services, we will hold a meeting to discuss why you are leaving to see if there is anything else we can do to help. If you determine that you would like to come back to services after leaving, you will need to contact the Associate Director at Outside the Box to determine if we can meet your needs

How are Outside the Box's staff chosen and trained?

At Outside the Box, we try to help you become the very best version of yourself!

We diligently and intentionally work to choose and train the best, hard-working, caring staff we can find!

*** Staff must meet educational requirements for the job they are applying**

- Staff must pass a criminal background check, and must be in compliance with industry standards
- Staff must meet the training requirements set by the state of Indiana, all funding sources, CARF, and Outside the Box
- We train new staff once hired and current employees are required to participate in annual training
- All Outside the Box employees receive initial training regarding Outside the Box, Inc.'s policies, procedures, and regulatory requirements. They receive training specific to the individual and their support plans
- OTB provides ongoing training to all employees to provide positive supports that facilitate individual success
- All staff are **CPR and First Aid certified** and trained annually on the **Nurtured Heart Approach®**
- All staff are trained on medication administration. Each employee will receive hands on training from OTB administration while providing supports to individuals in our program
- Employees may receive additional training by outside members of the IDT when deemed necessary

What is the role of diversity at Outside the Box?

Outside the Box, Inc. recognizes the individual differences of each of our employees, participants, and business partners. Outside the Box, Inc. supports, embraces, and encourages diversity in culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language. Outside the Box, Inc. empowers different and diverse cultural ideas, perspectives, and knowledge to strengthen and further our mission. Outside the Box, Inc. believes in Equal Opportunity Employment and practices this philosophy in the daily operations of the business.

Does Outside the Box keep my personal information private?

Outside the Box, Inc. adheres to specific policies regarding confidentiality and participant records. We will not honor any requests for information about you from outside individuals or organizations (excluding your referral source) unless you provide written permission to do so or as required by law. Outside the Box, Inc. will not solicit information about you without your written permission to do so. Even with written consent, Outside the Box, Inc. will only release documents prepared by our staff or organization. The following information is considered confidential information:

- Your individualized support plan, assessments, and data
- Your medical and psychiatric information
- Your personal finances and benefits information
- Incident and observation reports written about you
- Your behavioral health plan and the data from it and any grievances or complaints you may have
- We reserve the right to break confidentiality in the event of emergency circumstances

How Can I Ensure My Health and Safety at Outside the Box?

Health and safety is a priority at Outside the Box, Inc. It is recognized that each staff member, participant, and volunteer contributes to a safe and healthy atmosphere. Outside the Box Inc. is responsible for maintaining an on-going safety compliance program, thus ensuring that safety standards are maintained, safety rules and regulations are complied with, and that staff, participants, and volunteers receive and have the opportunity to participate in safety training. Outside the Box, Inc. expects all staff, participants, and volunteers to comply with and commit to the standards set forth.

What Do I Do During an Emergency?

In the event of an emergency, evacuation routes and safe areas are posted in the building which will show you where to go. Staff are aware of the locations of these areas. You will regularly practice what to do if there is ever a fire, tornado or other emergency. Depending on the type/severity of emergency situation, Outside the Box may request that participants be picked up early or remain at programming until the emergency subsides.

CODE OF ETHICS

The Board of Directors, Administration, and Staff of Outside the Box, Inc. have adopted the following ethical standards of practice and conduct and are committed to abiding by the following:

- All people should be respected as individuals and valued for their contribution to the community
- All staff and volunteers accept the responsibility for personal behavior and ethical job performance that goes beyond the requisites of ordinary employment. The staff member is bound to display acceptance, compassion, and understanding toward people who are receiving services and to appreciate their individual qualities
- Employees and volunteers are expected to represent Outside the Box, Inc. in the community and in marketing efforts in a manner consistent with the mission of growth, dignity, and independence for persons with disabilities
- Employees and volunteers are expected to refrain from behavior or conduct deemed offensive or undesirable or which is subject to disciplinary action

POLICY, PROCEDURE & OPERATIONS STATEMENT

Outside the Box, Inc. shall abide by the following regarding policies and procedures as a part of its daily operations:

- **Maintain a Policy and Procedure Manual** as part of the **Operations Manual**. The purpose of these is to provide the minimum competencies for internal systems of operations
- A **Training Manual** will be maintained. The purpose of this is to assure training standards are achieved according to the rules and regulations that dictate minimum competencies necessary to continue providing services for which we are approved as an agency.
- These components of the business operations will be updated and revised as appropriate based on the changing needs of the individuals we support and the changing standards of operation. Regulatory standards will always be met or exceeded. A comprehensive review will occur ongoing, as necessary and no less than annually
- Should any of this information be requested by BDDS, BQIS, or any other state agency, Outside the Box, Inc. will provide such, at no cost; and make the requested documents available to the requesting agency for inspection at the location of their choice (i.e., individual home, state office, provider's office.)

OUTSIDE THE BOX, INC POLICIES

When are Outside the Box facilities open?

Outside the Box office is open Monday through Friday from 9AM to 5PM, except for holidays and/or bad weather. We provide group supports between 9:30AM - 3:30PM. If you arrive early, picked up late you will be expected to conduct yourself with independence and professionalism. If you require intensive staffing supports you and your team will need to adhere to your scheduled hours as intensive support cannot be guaranteed before/after scheduled programming.

Employment supports may be provided to you outside of the times listed above. You will work that schedule out with your job coach at Outside the Box.

Holiday Closures at Outside the Box Facilities

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- If one of the above listed holidays falls on a weekend, Outside the Box will close the Friday preceding the holiday or the Monday following the holiday

What other times might Outside the Box facilities closed?

Sometimes, Outside the Box may be closed due to bad weather, other emergencies, or staff training. We will try to tell you ahead of time about these closures, whenever possible. In the case of a weather closure, there are a few ways we will notify you:

- Internet: Closures will be posted on our website, www.otbonline.org and our Facebook page
- Email or Phone: Your group facilitator will contact you or your team members to let you know when Outside the Box will be closed
- Posting at Building: 'CLOSED' signs will be posted on the doors of the Outside the Box building, when possible

What is Outside the Box's Visitation Policy?

Outside the Box encourages collaboration and involvement from participants IDT. We welcome Case Managers, Behavioral Clinicians, and Therapists to visit our program with the goal of collaborating together to support our participants toward success. We recommend that visitation by these individuals be prearranged whenever possible with group facilitators. Many of our groups are active with varying schedules which may make them unavailable without prior notice. Other members of the IDT must make arrangements prior to visiting Outside the Box participants. This includes family members, residential teams, friends, etc. Unannounced visitors will not be permitted access to programming without permission from the individual or their legal guardian.

Does Outside the Box have an Attendance Policy?

YES! Outside the Box attempts to prepare participants for the expectations of a work setting. Because of that we expect that our participants, like our staff, only miss programming for excused reasons. Some of those reasons may include (but not limited to):

- Contagious illnesses
- Communicable infestations (bed bugs, lice, scabies, etc.)
- Death of a loved one
- Medical appointments
- Planned/approved vacations

Participants are asked to adhere to their agreed upon schedule with at least an 85% rate of attendance as failure to meet these expectations may result in enactment of an attendance contract, decrease in days, or dismissal from the program. If a participant experiences long-term health concerns that will impact his/her ability to meet these expectations the individual's spot may be released. We will happily work with the individual and their team to identify a comparable spot when ready to return.

What time do I need to be at Outside the Box?

Outside the Box generally provides supports from 9:30-3:30 (with some deviations for after-hours clubs/art classes/CHIO). Participants are expected to arrive at group on time and to remain for the entirety of the day. Outside the Box understands the need for flexibility around medical appointments, dental appointments, etc. and will allow for early dismissal in those cases. Should a participant require an earlier pick up time we ask that teams communicate in advance. We will be unable to routinely dismiss participants before 3:15pm and will not be able to do so for staff/transportation company convenience.

Will I be sent home from Outside the Box if I am sick?

The health and well-being of you, other participants, and staff is very important to us. To try to help all people stay healthy, the following guidelines will be followed. You should not attend Outside the Box, you will be sent home when:

- **You have an oral temperature of 100 degrees**
- **You are vomiting or have diarrhea**
- **You have an open sore that you will not leave covered by a clean, dry, sterile dressing**
- **You have a rash or skin condition that may be spread to others**
- **You have any other illness or contagious condition**
- **You have head lice, scabies, bed bugs, etc.**
- **You have a suspected case of conjunctivitis (Pink Eye)**

If you display signs of illness trained staff will determine if you need to be sent home

If you need to go home because you are sick, the following steps will be followed:

1. You or a member of the OTB staff will determine that you need to go home due to sickness
2. A member of the OTB staff will contact your parents or residential provider to come pick you up
3. If you live independently, an OTB staff member will help determine if you can safely get home with public transportation or arrange to modify your transportation pick up time so you can be picked up early.
4. You may be asked to wait away from others until you are picked up

Are there rules I have to follow when working with Outside the Box?

All participants at Outside the Box must adhere to rules. Some rules assist with developing habits which will allow you to be successful in the workplace while others help you have good relationships with others. You will go over these rules when you begin services at Outside the Box and must agree to follow them if you choose to be a part of programming at OTB.

These are rules that all people should follow at work, at home, and in the community:

- **No leaving the group room (or group during an outing) without asking**
- **No cursing**
- **No biting. No spitting**
- **No alcohol or drugs**
- **No trading, giving or selling of gifts of significant value**
- **No hitting, punching, kicking, hair pulling, or other acts of aggression**
- **No yelling**
- **No throwing objects**
- **No touching other people or personal items without asking**
- **No inappropriate touching or kissing**
- **No leaving messes - clean up after yourself**
- **No personal electronics during group activities**
- **No stealing**
- **No sharing lunches or personal snacks**
- **No interrupting others**
- **No weapons (real or fake) at OTB**
- **No touching or distracting the driver when in the car**
- **No getting on the computer without asking permission**
- **No gossip or rumors**
- **No unexcused absences or excessive absences**

What happens if I break any of the rules?

Outside the Box's policy is to respond to rule breaking/inappropriate behavior through positive behavioral supports rather than through disciplinary action. We will always give consideration to your disability and its relationship to your behavior. Physical and verbal abuse will never be used as punishment. Outside the Box has a hands-off policy, and only in emergencies will physical intervention be used to prevent self-abuse, other-abuse, or as a part of an approved behavior plan.

It is the expectation of Outside the Box that should you not engage in conduct that is dangerous to you or others. These instances are taken very seriously and receive immediate action. In most cases, an emergency team meeting will be called where Outside the Box staff will work with you and your team to determine how to handle the situation, which maybe include time away from programs. The length of time will be determined by Outside the Box in collaboration with your team. You may be asked to leave the program immediately if a problem is deemed severe. Incidents that may cause you to be asked to leave Outside the Box include the following:

- **Possession of weapons**
- **Possession of alcoholic beverages or illegal drugs**
- **Being under the influence of alcohol or drugs**
- **Causing harm or exhibiting behavior which is potentially harmful to yourself or others**
- **Stealing or destroying property**
- **Elopement from OTB property or when on an outing**
- **Inability or unwillingness to remain with your group or support staff**

If you do any of these things, a staff representative from Outside the Box will determine if you need to be sent home right away. These suspensions require that your parent, guardian, advocate, or residential provider be notified. You will also be held personally responsible for any damages you inflict on property at Outside the Box

What do I do with my things while at Outside the Box?

Please keep personal belongings near you during your time at Outside the Box. Do not bring things that cost a lot of money like radios, iPods, headsets, cameras or large amounts of money. Outside the Box is not responsible if you lose your things or if someone steals them. Put your name on anything important to you, including lunches, coats, etc.

What do I need to know about activity money and outing fees?

Participants are encouraged to handle and use money according to their ability to manage it. As we recognize the value in participants exercising judgment and learning from natural consequences we encourage participants to hold on to their own activity and outing funds whenever possible. For individuals who require assistance in budgeting we offer a locked space and will track all expenditures. All participants will be provided a calendar of activities/outings for each group they are a member of and those funds should be brought to group at the beginning of the month. If funds are not available in time for the scheduled outing or cooking class the participant may be unable to participate. Lastly, if a participant is absent on an outing day the money will carry over to the next month, however, because cooking class items are often purchased in advance that money cannot be returned (unless the absence is planned in advance).

What do I do if I need to take medications at OTB?

Prior to taking any medications (either prescribed or as-needed) a participant must have a signed Medication Administration Consent form on file. This consent form will provide Outside the Box staff with the medication name, dosage, time of day, and level of support needed when administering medication. All medications administered at Outside the Box must arrive in their original packaging (bubble-pack, prescription bottle, sealed container or safe-dose packet). Staff are unable to administer medications that arrive in envelopes, pill counters, zip-lock bags, etc. For any changes to a participant's regimen the participant and/or the party responsible for the coordination of medical care must notify OTB and provide any requested documentation prior to the change going into effect.

What kind of expectations will I have to meet as a part of a group at Outside the Box?

Professionalism. At Outside the Box, professionalism is made up of many factors. It includes (but, not limited to) the following tenants:

- **Being on time and having regular attendance.** This means that I will do my best to only be absent when necessary (i.e. illness, death in the family, doctor's appointments, or other emergencies). I will call the OTB front desk if I am going to be late or absent. I can reach the front desk at (317) 253-6658. Being on time to work and communicating any lateness or absence is a common expectation at any job.
- **Dressing appropriately for the setting.** This means that I can wear casual attire; however, I should consider the amount of skin showing, the cleanliness of my clothing, and the language or content that is being displayed as I am getting dressed for the day. If an item of clothing is deemed inappropriate staff may request that I not wear that item again to OTB. Having a dress code or uniform is common at any job.
- **Using professional language.** Consider language that is appropriate in a position where you would be providing customer service. Avoiding topics regarding sexual conduct, criminal behavior, drugs and alcohol, or other individuals would be considered inappropriate for a work setting.
- **I will use good hygiene when getting ready to come to OTB.** This means that I will bathe regularly with soap, shampoo, and warm water. I will ensure that my face, hands, and body are free of food stains and dirt prior to arriving at OTB. I will apply deodorant. I will also brush my teeth thoroughly before leaving the house. Good hygiene is not only an expectation for employment, but a common courtesy for the people who spend time in close proximity to me.
- **Active participation as a group member.** I will participate in OTB activities to the best of my ability while at Outside the Box. If I need a break, I will communicate that with my group leader and do so in a way that does not disrupt the OTB environment.
- **I will work actively to resolve any conflict with group members before asking to switch groups.** I understand that I may not get along with everyone in my OTB group or at a job. It is important to use problem-solving and conflict management skills to try and resolve any issues with people before acting to quickly (i.e. moving groups or quitting a job). It is difficult to find a job and may take a long time before I am re-hired if I choose to quit over a disagreement with a coworker.
- **Respect for the individual beliefs and diversities of others.** This means that while I may not always agree with other people, I will not engage in disrespectful language about those differences. Being able to interact respectfully with lots of different people is a common expectation at any job. I risk upsetting coworkers, bosses, and customers if I engage in disrespectful talk.

What happens if I break something at Outside the Box?

At Outside the Box we believe that natural consequences are important teaching tools. Because of that, if you engage in destructive behavior that requires property to be replaced or fees from emergency responders or contractors you will be expected to cover the cost of damages and will be invoiced for that amount. Failure to pay that fee may be grounds for dismissal from the program. If the amount owed is not paid it may be taken out of remaining activity fees, art fees, etc.

Are there rules that staff at Outside the Box have to follow to keep me safe?

Rules are in place at Outside the Box so that our staff will give you the respect you deserve and will keep you safe. The following are the rules that staff at Outside the Box are expected to follow:

- Employees are prohibited from borrowing money, selling or buying items, or engaging in personal financial transactions with participants
- Employees cannot use social media to share comments, information, or images of clients without their written permission
- Employees will use OTB provided/approved devices to communicate with teams
- Employees will follow approved activity schedules and carry out ISPs as determined by participants' teams
- Employees cannot conduct personal business while serving participants' including using cell phones, running errands, dealing with family issues, etc.
- Employees cannot take a participant to their home without permission
- Employees cannot swear or tell inappropriate jokes in the presence of participants
- Employees cannot discuss personal issues in front of participants, unless they are attempting to aid in the support process
- Employees cannot use or be under the influence of alcohol or illegal or mind altering drugs in the presence of participants
- Employees will adhere to appropriate standards of affection with participants and one another

PROTECTION OF INDIVIDUAL RIGHTS

All people have rights to a certain standard of life – just as you do. With this, comes your responsibility to do all you can in protecting yourself and your peers from any kind of abuse, neglect or exploitation. The following is the **BILL OF RIGHTS**. This is a very basic outline of each individual's rights. If, at any time, you feel that someone is violating your rights or the rights of someone else – it is imperative that you report this immediately to someone that you trust at Outside the Box.

EVERY PERSON WE SUPPORT SHALL ...

- Be assured the same civil rights accorded to other citizens
- Have the right to services without regard to race, color, gender, sexual orientation, age, handicap, national origin, or ability to pay
- Have the right to enrollment and participation in programs of education and training, social development, recreation and religious observance
- Be allowed and encouraged to be represented by an advocate in making decisions which might affect him/her. These advocates shall be encouraged to make visitations and participate as active members of a person's Individual Support Team
- Be treated with consideration and respect
- Have the right to food, housing, clothing and medical care
- Reasonably expect complete and current information concerning his/her diagnosis, treatment and prognosis in terms he/she can understand from the appropriate member of his/her individual support team. When it is not advisable to give the information to the individual, it will be made available to an appropriate person on the individual's behalf
- Have the right to know by name, specialty and qualifications the members of his/her individual support team as well as participate in choosing the Outside the Box, Inc. staff member responsible for coordination of his/her care
- Every consideration of his/her privacy and individuality as it relates to his or her social, religious, and psychological well being
- Have the right to respect and privacy as it relates to his/her individual care and support plan
- Have the right to expect Outside the Box, Inc. to make a reasonable response to his/her requests

- Have the right to obtain information on the relationship of Outside the Box, Inc. to other health care and related agencies insofar as his/her care is concerned
- Be fully informed, prior to or at the time of his/her admission, of services available with Outside the Box, Inc. and of related charges. Additionally, all individuals will be notified in writing of changes in services or fees for services
- Have the opportunity to participate in the planning of his/her Individual Program Plan (ISP), to be fully informed of any risks or hazards associated with his/her treatment, to refuse programs or treatment, and to refuse to participate in special projects
- Have the right NOT TO be arbitrarily discharged or transferred to another agency or service location. Individuals may be transferred or discharged only for their welfare, for another individual's welfare, or for inability to serve. Reasonable advance notice of any transfer or discharge must be given to an individual
- Be encouraged and assisted throughout the duration of his/her relationship with Outside the Box, Inc. to understand and exercise his/her rights as a individual, and to this end he/she may voice grievances and recommend changes in policies and services to Outside the Box, Inc. staff, the Human Rights Committee and outside representatives of his/her choice
- Be free from restraint, coercion, discrimination or reprisal in all facets of life
- Be free from mental, verbal and physical abuse
- Be free from chemical and physical restraints, except in emergencies or as authorized in writing by his/her physician or other appropriately licensed professional for a specified and limited period of time when necessary to protect the individual's from injury to him/herself or others
- Be permitted personal possessions such as money, pictures, arts and crafts materials, religious articles, toiletries, jewelry and letters
- Be protected from being assigned work as a substitute for work usually performed by the staff as part of the operation, support, or maintenance of the service site.
- Not be responsible for the direct care or supervision of other individuals
- Be free from any assignment that is detrimental to the health or welfare of an individual nor shall expected work performance exceed the capabilities of the individual. In any given work situation where there is question of the health and mental status of the supported individual, the recommendation of a physician shall have priority over any administrative or program consideration
- Free from the risk of punitive purposes or without full recourse to an equal protection of the law accorded to all citizens

- Be permitted to earn, to have and to use money according to their ability to manage it. Learning experiences shall be afforded to individuals to shop and make purchases in the community. In exercising their judgment and learning from natural consequences, they will have opportunities to develop responsible attitudes and patterns
- Be given the opportunity for written informed consent from the individual or guardian. This will be required before participating in experimental research
- Give written consent before information from his/her record may be released to someone not otherwise authorized by law to receive it
- Have the right to send and receive mail unopened, as well as have private telephone conversation with whomever they choose

Outside the Box, Inc. will do all that is necessary to safeguard the individual's rights outlined in our policy and procedure manual. Additionally, staff is encouraged to seek alternative information from any necessary agency to best support the individuals we serve. Examples of agencies that may offer additional support include:

- Local Bureau of Developmental Disabilities Indiana Protection and Advocacy
- Adult Protective Services
- Child Protective Services

As a participant of Outside the Box, you are part of a team that strives to provide every person with humane care and protection from harm by encouraging and assisting individuals to fully exercise their rights. This includes voicing grievances, filing complaints, and asserting individual rights to due process when necessary. Outside the Box, Inc. ensures the protection of an individual from any form of intimidation or retribution as a result of a reported complaint or grievance. Should you ever question the steps involved in protecting individual rights, we encourage you to discuss this with an Outside the Box administrator or refer to the full agency policy in our Policy and Procedure manual Policy 2.1.

(Materials prepared by Insights Consulting, Inc. in accordance with 460 IAC 6, and excerpts from Outside the Box Policy 2.1: Rights of an Individual. This training guide should be used in conjunction with training materials on the DEFINITIONS OF ABUSE, NEGLECT AND EXPLOITATION. **Copyright © Insights Consulting, Inc. All rights reserved**)

DEFINITIONS OF ABUSE, NEGLECT, AND EXPLOITATION

As a participant at Outside the Box, it is imperative that you understand how to recognize and communicate the definition of abuse, neglect, and exploitation. Knowing and understanding what the different types of abuse, neglect and/or exploitation are will assist you in protecting yourself and other individuals from any type of abusive, neglectful, or exploitative situations.

- **Physical Abuse:** Includes, but is not limited to; Willful infliction of injury, unnecessary physical or chemical restraints (medication), isolation, and punishment resulting in physical harm or pain. Examples include: (1) witness hitting or bruises/marks on a person, (2) overuse of PRN medications; did not follow PRN protocol or (3) person has been locked in their room
- **Verbal Abuse:** Includes, but not limited to; Oral, written, and/or gestured language that includes disparaging and derogatory remarks to individuals. Yelling at a person, cursing and/or making any type of threatening statements directed at the individual
- **Mental (or Psychological) Abuse:** Closely related and usually takes the form of verbal abuse. This includes unreasonable confinement or intimidation, belittling or degrading comments, and any comments or actions intended to cause shame or embarrassment to a person we support
- **Sexual Abuse:** Any sort of sexual contact, or inappropriate intimate relations with a person we are providing supports to. This may be brought to your attention by the person, housemate, or other people in the individual's life
- **Neglect:** Includes failure to provide appropriate care, food, medical care or supervision. Examples include: Staff not showing up for a shift, leaving an individual without supports, failing to support a person with personal hygiene when needed to the degree that health and safety is a concern
- **Seclusion:** Placing a person in a locked area without a means to get out. Exclusionary time out is expressly forbidden by Outside the Box, Inc. policy and procedures
- **Exploitation:** Includes but is not limited to any deliberate misplacement, wrongful, temporary or permanent use of an individual's belongings or money; Use of individual or your role in their lives for your own personal gain. Examples include borrowing money from consumers, using consumers to cash checks for you, taking a consumer's vacuum home for personal use, allowing consumers to purchase fuel for your own automobile

If you are witness to any of the above incidents, immediately report it to an Outside the Box employee.
(Materials prepared by Insights Consulting, Inc. This training guide should be used in conjunction with training materials on PROTECTION INDIVIDUAL RIGHTS. Copyright © Insights Consulting, Inc. All rights reserved) 23

REPORTING ABUSE, NEGLECT, EXPLOITATION & MISTREATMENT

If, at any time, you feel your individual rights or the rights of another are being violated, you have a responsibility to protect yourself and others with dignity. Your number one responsibility is to the preservation of individual rights—not to this agency

If appropriate, contact your staff to report such violations

Should you ever be unsure whether individual rights are being violated—review Outside the Box Policy 2.1 and 2.2 and refer to the **Protection of Individual Rights and Definitions of Abuse, Neglect and Exploitation** that are provided at intake. Never hesitate to request additional support from your group facilitator or other administrative support within Outside the Box

Assure that Policy 3.2 is enforced, as a violation of this kind requires **Incident Reporting** to appropriate state officials and Individual Support Team members

The following people must be notified directly of the abuse, neglect, exploitation or mistreatment—this typically occurs through the incident reporting process:

- Individual's legal representative
- Case Manager
- Adult Protective Services or Child Protective Services

Regardless of our internal reporting, or your willingness to consult with Outside the Box administrative staff—you have a legal responsibility to assure that the situation is reported to the following agencies (appropriateness based on participant age)

- If under the age of 18, please report to **Child Protective Services** on the toll-free, 24-hour, statewide hotline at **1-800-800-5556**
- If age 18 or older, please report to **Adult Protective Services** on the APS Hotline at **1-800- 992-6978**

COMPLAINT PROCEDURE

It is very important to us that you are satisfied with the services and supports you receive from us. If at anytime you are unhappy with Outside the Box or any of the staff that work with you. We encourage you to voice your opinion. It is your right to receive quality supports. It is our responsibility to make sure your rights are protected and that you are heard. Please feel free, whether informally or through a formal complaint process, to share your concerns with us.. If you ever have questions—please feel free to call someone at the Outside the Box office who would be happy to help you. If you do NOT feel comfortable reporting any complaint to us directly, please note that you may call the **COMPLAINT HOTLINE** at **1-888-698-0003** to report your concerns. If you or your guardian wishes to file a formal grievance, all steps of the grievance/appeal process will need to be followed within the required time periods assigned to each step. In addition, at each step in the process, you or your guardian must state in writing the specific points of disagreement with the previous decision in order for the grievance/appeal to be continued to the next level. If you are unable to write the appeal, you may choose a staff person or anyone else to assist you in finding a neutral party to help facilitate the written appeal process. Following these procedures will help in the fair and timely resolution to the grievance/appeal. An extension to the timelines listed in the steps of the grievance/appeal process shall be granted when mutually agreed upon in writing by both parties. In the absence of an extension, the individual may elect to move the grievance/appeal to the next level if a written response is not received in a timely manner. Failure of the individual to initiate a grievance/appeal within the designated time lines shall be considered abandonment of the grievance/appeal process.

Steps of the Grievance/Appeal Process:

1. Try to resolve your complaint informally with the staff providing services before resorting to a formal grievance. If a solution cannot be found, or you do not agree with the solution presented, a formal grievance may be initiated.
2. If the grievance is not resolved at step one above, the individual may submit a formal written grievance to the Executive Director. The grievance must cite the specific circumstances for the grievance, in writing. The Executive Director must meet with the individual in person and provide a written response to the grievance within five calendar days.
3. If the grievance is not resolved in step two above, the individual may submit the written grievance to the Outside the Box Board of Directors. The Board then shall meet with the individual in person and provide a written response to the grievance.

4. The grievance/appeal process shall be resolved within 14 calendar days of receiving the original written grievance/appeal. Throughout this process however, expedience and thoroughness will prevail toward a fair and timely resolution.

5. If the grievance/appeal is not resolved in step 4, the individual may submit a written grievance/appeal to the Service Coordinator of the Indiana Bureau of Developmental Disabilities Services for final resolution. The individual should contact that office for a time frame in which they can expect a response.

Any individual, parent, guardian, or team member who believes that the individual has been the subject of discrimination, harassment or a civil rights violation may make a verbal and/or written complaint to the Executive Director, who will start an immediate investigation.

Any individual, parent, guardian, employee, or agent of Outside the Box, Inc. may make a verbal and/or written complaint to their immediate supervisor, or to the Executive Director if they believe there is a violation of policy and procedure of Outside the Box, Inc. It should be noted that even if this complaint is submitted anonymously, it will be resolved and handled with confidentiality through an immediate investigation



If you need more information about services at Outside the Box,

- Call **317-253-6658**
- Visit, 3940 E. 56th St. Indianapolis, IN 46220
- Learn more >> **otbonline.org**
- **info@otbonline.org**

We look forward to working with you!