

Keys to Advancement, Inc

***Customer
Handbook***

To Enhance the Quality of Life

1/18/2024

Our Mission

To Enhance the Quality of Life

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Handbook Purpose

This handbook is a general reference source for you as a customer of Keys to Advancement, Inc. This handbook outlines you/your guardian’s rights and responsibilities, agency services, process, and our responsibility to you. The information in this handbook is a general overview of service and not specific to you as a customer. If at any time you would like to review a specific policy in its entirety, referenced in this handbook, it is your right to do so, and that policy will be provided to you immediately upon request.

Agency Services and Benefits

SERVICE DEFINITION

Community Inclusion (CI) services are individualized services provided in typical integrated community settings. Services will promote individualized skill development, independent living, and community integration for persons to learn how to engage in their local community actively and independently. Activities will provide opportunities to develop relationships and to learn, practice and apply skills that result in greater independence and community inclusivity. These services may be authorized for individuals aged 62 and older or for working age individuals who have received nine months of employment support.

● **Approved Activities**

- We will assist in Identifying people and places within the local community where an individual's interest, culture, talent, and gifts can be contributed and shared with others with similar interests.
- We will assist in identifying skills, interests and potential for community contribution
- There will be opportunities to sample various community service sites and activities in line with Community Inclusion goals.

Examples of approved Community Inclusion Activities include public transit training, community classes, club memberships, and volunteerism.

● **Promoting Independence**

We will assist in developing a balance of supports to promote independence, personal growth and/or engagement in the following areas:

- o Socialization
- o Education
- o Recreation
- o Personal Development
- o Transportation

Examples of supports that may be provided:

- o Assistance obtaining membership in desired community organizations
- o Assisting clients to participate in and contribute to community organizations not organized to serve individuals with disabilities
- o Training and support for volunteer work, or other community activities
- o Developing natural supports
- o promote independence for our customers, so they are capable of taking charge of their transportation need, through travel training, support for scheduling and planning rides independently.

Program Entry/Exit and Eligibility

Entry Criteria:

- Individuals must be motivated to participate in Community-related activities.
- Customers must be able to independently address their own personal care needs(grooming) during all aspects of community services or provide a personal care attendant for assistance.
- Individuals must not represent a safety threat to harm self, others, or property.
- Activity goals are realistic and obtainable, based on skills, abilities, and interests; and
- Must have a permanent place of residency.

Exit Criteria:

- Individual does not demonstrate motivation to participate in activities.
- Persons already accepted into the program that no longer chose to actively participate in activities or complete their responsibilities during any phase of service provision.
- Community goals are not realistic and obtainable, based on identified skills and abilities; and
- You have the right to terminate your services with Keys to Advancement, Inc at any time. We recommend you follow the procedures outlined in the Grievance process beforehand in an effort to resolve any service conflicts.

Entering or Exiting the program will be initiated by a face-to-face meeting where a Keys staff member will go over the services that you should expect to receive including the hours allocated. You will also receive notification in writing regarding the terms of entering or exiting the program.

Persons not eligible for services:

- Will be informed in writing that you are ineligible for services. This notification will include the reasons why you are not eligible for service and will also include information about potential alternative services.
- In addition, you will be referred back to your funding source for additional information.
- Your referral source will be informed of our decision and the reasons for the termination of services.

Reference KtA Policy No: 216, 218,207, DDD Policy 5.05

Customer Responsibilities

- You agree to fulfill program entry requirements, as outlined in this handbook, on an ongoing basis.
- You agree to participate at a level consistent with your abilities in the process of obtaining and maintaining community engagement.
- You agree to keep Keys to Advancement, Inc staff informed of any changes that might affect your participation. Examples of these changes might include but are not limited to: a change in activity choices, unsafe conditions at your volunteer site, change in your residence, change in medical status, change in SSI or SSDI benefits, or anticipated changes affecting your status.
- You agree to communicate your likes and dislikes to Keys staff as they relate to community engagement, participation, or volunteerism.
- You agree to follow up on group opportunities set up by Keys staff identified in your participation plan.
- You agree to be available to meet with Keys to Advancement staff as stipulated in your current plan for Community Inclusion Services, at a minimum of 1 time per month.

Customer Rights

Privacy/Confidentiality

Keys to Advancement, Inc. is dedicated to protecting your privacy and that of your health information. We strictly adhere to all HIPPA laws and criteria, including the following elements:

Release of Information

- Any sharing of personal information will be proceeding by obtaining a signed release form from you specifying what information is to be released, and to whom, and for what purpose.

Records

- Your written records are stored in filing cabinets that are locked to ensure that unauthorized persons do not obtain access.
- Your electronic records are stored in a secure system. Individual staff computers are password protected. All document files are protected by a backup system. Transfers of any of your electronic records from our system to a third party that contain your personal information are password protected.
- Your permanent records will be stored for seven years after exiting the program.
- Notes and other documents containing personal information are shredded after the information has been transferred to the permanent record.

Sharing of Health Information

- You are ensured that you have access to your records at any time upon your request.
- We may share your health information with Keys staff involved in providing services to you.
- We May send specific information to agencies that provide payment for the services you are receiving.
- There are also certain agencies and legal entities that we are required by law to share your information with under HIPPA guidelines.

Respect

Keys to Advancements promises to assure that you receive respect in the delivery of all aspects of your service contains the following elements:

Non-discrimination

- Keys to Advancement is an equal opportunity employment service provider
- Keys to Advancement services will be conducted without regard to race, color, religion, gender, national origin, sexual orientation, age, handicap, or HIV status.

Harassment

- Keys to Advancement will not tolerate sexual harassment in any setting
- Keys to Advancement will respond promptly if you bring to our attention a complaint of sexual harassment
- Keys to Advancement will assist you with reporting and dealing with your complaint of sexual harassment and will work with you until the issue is resolved.

Quality of Service

- The services provided by Keys to Advancement will be based on a mutually agreed upon service plan, reflecting your choices and right to self-determination.
- Your services will take into account your need for personal growth and access to activities.
- Keys to Advancement staff will maintain professional behavior at all times, planning, placement and responses to you and your needs will be based on factual observations and objective information.

Freedom from:

- Abuse
- Financial or other exploitation
- Humiliation
- Neglect

Reference KtA Policy No. 200, 200A, 204, 211, 212

Issues and Grievance Procedure

Procedure: Keys to Advancement, Inc. (Keys) fully supports the rights of individuals to bring forward issues and grievances to a Keys' representative regarding any subject whether it be working relationships, program policies, or operations.

The following steps will be taken to resolve a grievance:

- Within 3 business days of the receipt of the Grievance, the Agency Director will contact the customer or those on behalf of the customer, to set up a meeting.
- Within 5 business days of the conclusion of the meeting, the Agency Director will respond in writing, to all persons involved, in the agency's decision.

If the decision is not acceptable to both parties, the matter will be presented in writing to the attention of the Agency Director for mediation.

- The Agency Director will set up a Grievance Committee within 7 business days of receipt of the written response.

The committee shall consist of a minimum of three members which may include any of the following: the Agency Director, customer, family member, advocate, referring agency representative, or others involved. At this time, the customer or others involved on their behalf will be able to present their views.

The grievance committee shall then work toward an acceptable solution to the grievance. The Agency Director will provide the mediated response to all committee members in writing.

- The response shall be mailed within 3 business days following the Grievance Committee Meeting.

If the grievance issues have still not been resolved, Keys will agree to an arbitration process and will notify the proper authorities, based on your Vocational Funding source, of the need for a formal arbitration.

In the event that your issue cannot be resolved satisfactorily, we encourage you to contact your case manager at the Division of Developmental Disabilities, your Vocational Rehabilitative Counselor at the Division of Vocational Rehabilitation, or the County Coordinator at the Clark County Developmental Disabilities Program.

Additional Policies

Medical

- Keys to Advancement will not assume responsibility for the administration of any medications.
- All medical information received or provided by the customer will be treated confidentially and will not be transmitted to a third party without permission.
- Unless otherwise agreed to in writing you grant us permission to summon medical attention and to provide CPR or minor First Aid prior to the arrival of professional medical personnel.
- All Keys staff has received training in CPR and First Aid administration.
- Keys to Advancement assumes no responsibility for medical treatment of any kind, including the cost of such treatment or services, ambulance, or medical transportation.

Transportation

- Keys to Advancement does not provide transportation to and from activities on a regular/scheduled basis.
- Transportation provided by Keys to Advancement, Inc staff takes place only rarely; transportation is provided on a case-by-case basis and at employee discretion.
- There are many programs available to assist you in utilizing community transportation resources, including public transportation.
- All transportation takes place in vehicles owned and operated by staff members.
- Vehicle safety, staff's driving records, and insurance status are monitored regularly by the program director.
- Keys to Advancement also carries auto insurance in compliance with our contractual agreement.

Reference KtA Policy No: 203

Additional Policies

Safety

- The personal health and safety of every Keys to Advancement, Inc. customer is our number one priority. A strong emphasis will be placed on prevention and training.
- Keys to Advancement, Inc will work in conjunction with the activity site and customer to ensure that all safety measures are in place to include equipment and a necessary understanding of on-site safety measures.
- Keys to Advancement, Inc maintains a safety committee comprised of customers as well as employees to ensure that all aspects of safety in the office, as well as at the community work sites, are in place and monitored.
- Keys to Advancement, Inc does not believe in the practice of physical restraint unless necessary to protect the safety of the customer, or other people in the surrounding area, from physical harm.
- Keys to Advancement, Inc will report any threat of harm to self or others, or any illegal activity to the appropriate authorities.
- All staff at Keys to Advancement, Inc are mandatory reporters and therefore responsible to follow all reporting guidelines.

Customer Satisfaction

In an effort to provide the best services possible to our customers, Keys to Advancement, Inc. seeks feedback from all entities involved in the services we provide. You may be asked to participate in an annual survey as well as your guardian, case manager, employer or volunteer coordinator, or residential provider.

We are also open to hearing your opinion regarding our services at any time, please feel free to discuss your services with your CI Specialist or the Management openly.

