



## **WELCOME TO INNOVATIONS IN LEARNING!**

Welcome to the Day Services Program at Innovations in Learning, PC. We are excited to have you as a part of our family. The Day Services Program is a structured learning environment where adults, ages 18 and older, diagnosed with Intellectual Disabilities and/or Autism are evaluated and treated using principles of Applied Behavior Analysis (ABA). Our Day Services Program offers activity-based learning in a group setting. Curriculum is developed specifically for each classroom and is individualized to meet each client's learning needs. Progress is evaluated through data collection procedures. All Day Services employees receive training in ABA principles and teaching strategies by certified Behavior Analysts and other highly trained professionals.

In addition to Day Services, we provide Behavior Management and Music Therapy services to children and adults through the Indiana Medicaid Waiver. Innovations also offers Intensive Applied Behavior Analysis (ABA), a program designed for young children on the Autism Spectrum; individual therapy; and group therapy through Medicaid and private insurance. The Caring Piece at Innovations In Learning offers counseling, parent training and workshops, and sibling workshops to support family members and caregivers of individuals diagnosed with an Intellectual Disability and/or Autism. Please let us know how we can best meet your needs and learning potential.

This handbook provides information regarding the services we provide within the Adult Day Services program. Please take the time to read through this handbook and let us know if you have any questions or concerns. We look forward to working with you!

*Adopted: 10/01/2010*

*Updated: 02/06/2012, 06/01/2014, 05/11/2015*

*Updated 01/30/2017: Lunch/Snacks, Community Habilitation*

*Updated: 05/01/2017: Our Staff, Programs, Attendance/Punctuality, Transportation, Personal Effects. Added Medicaid Eligibility.*

**Effective teaching creates  
successful learning!**

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# ADULT DAY SERVICES CLIENT HANDBOOK

## Contact Information

Address:  
8200 Georgia Street  
Merrillville, IN 46410

Phone: 219-791-1400  
Fax: 219-791-1422  
Website: [www.innovationsinlearning.net](http://www.innovationsinlearning.net)

## Mission Statement

Innovations In Learning is dedicated to improving the quality of life for individuals with Autism and Intellectual Disabilities using Applied Behavior Analysis. We strive to provide a positive learning environment that results in a mutually rewarding experience for clients and their families, our employees and the community.

## Values

Individual Growth is never final.

Innovations is committed to the highest standards of ethics and integrity through hard work, quality services, and a positive and supportive work environment.

We put our clients first.

## Office Hours

Innovations In Learning is open: Monday from 8am-5pm; Tuesday, Wednesday, Thursday from 8am-7pm; and Friday from 8am-5pm. The Adult Day Services program is open from 9am to 3pm, Monday through Friday. Day Service staff are available from 8:30am to 4:30pm.

## Our Staff

### Director, QIDP

Jennifer A. Ferrara, LMHC, BCBA, is the Director of Day Services. Jennifer holds a Master's degree in Mental Health Counseling, is a Licensed Mental Health Counselor, and a Board Certified Behavior Analyst. She is responsible for the development and oversight of the Day Services Program and follows all rules and regulations of 460 IAC 6. Jennifer can be reached at 219-791-1400, ext. 111, or by email at [jferrara@innil.net](mailto:jferrara@innil.net)

### Day Services Supervisor

The Day Services Supervisor is responsible for the daily oversight of the Adult Day Program including development, implementation, and monitoring of consumer programs per the individual's ISP; staff supervision; and program development. The Day Services Supervisor position requires at least 2 years of experience working with individuals with Autism and Intellectual Disabilities and certification as a Registered Behavior Technician (RBT) is recommended. The Day Services Supervisor follows all rules and regulations of the 460 IAC 6, *Requirements for Direct Care Staff*, and meets Innovations' expectations for Program Assistant and Adult Development Instructor. The Supervisor reports to the Director of Adult Day Services.

### Healthcare Coordinator

The Healthcare Coordinator (HC) is a licensed practical nurse. The HC administers medication and monitors the health needs of the individual clients. The HC maintains accurate medical records of client's medication and significant health concerns. The HC trains all Day Services staff in providing a healthy

and safe environment for the clients. The Healthcare Coordinator follows all rules and regulations of 460 IAC 6 and reports directly to the Day Services Director.

### Program Assistants

The Day Services Program Assistant (PA) is responsible for leading and organizing program activities while providing direct services to individuals with intellectual disabilities, using principles of Behavior Analysis, who attend the Adult Day Services Program. The PA is also available to assist and supervise all Adult Development Instructors (ADI) in the Day Services program. This individual is responsible for leading activity groups, as an ADI, with an emphasis on teaching independent living skills, academic skills, communication skills, and social/leisure skills while assisting with behavioral and medical issues. At least one year experience working with individuals with Intellectual Disabilities and Autism and the Registered Behavior Technician credential is required. The PA will follow all rules and regulations of the 460 IAC 6, *Requirements for Direct Care Staff*. The Program Assistant will report directly to the Day Services Program Supervisor.

### Lead Adult Development Instructors

The Lead Adult Development Instructor (Lead ADI) is responsible for leading and organizing classroom activities while providing direct services to individuals with intellectual disabilities, using principles of Behavior Analysis, who attend the Adult Day Services Program. The Lead ADI is also available to assist all ADI in the Day Services program. This individual is responsible for leading activity groups, as an ADI, with an emphasis on teaching independent living skills, academic skills, communication skills, and social/leisure skills while assisting with behavioral and medical issues. At least one year experience working with individuals with Intellectual Disabilities and Autism and the Registered Behavior Technician credential is recommended. The Lead ADI will follow all rules and regulations of the 460 IAC 6, *Requirements for Direct Care Staff*. The Lead ADI will report directly to the Day Services Program Supervisor.

### Adult Development Instructors

The Adult Development Instructor (ADI) is responsible for providing direct services to individuals with intellectual disabilities, using principles of Behavior Analysis, who attend the Adult Day Services Program. This individual is responsible for leading activity groups with an emphasis on teaching independent living skills, academic skills, communication skills, and social/leisure skills while assisting with behavioral and medical issues. The ADI will follow all rules and regulations of the 460 IAC 6, *Requirements for Direct Care Staff*, as well as all requirements for the Adult Development Instructor position. The ADI will report directly to the Day Services Program Supervisor.

### Transportation

The drivers for Innovations transportation services are Adult Development Instructors (see above) who have additional training in providing transportation.

### Interns

An Intern is an Associates, Bachelors, Masters, or Doctorate student who is volunteering at Innovations In Learning as part of a degree or academic requirement. Interns are subject to all pre-employment requirements as regular staff and are provided with ongoing training and supervision by Innovations personnel. Interns are available to assist with daily programming. Master's and Doctorate level interns are available to provide group therapy and individual counseling. Intern availability varies by school semester.

## **Programs**

Innovations Day Program is divided into five classrooms, based upon client learning goals and ratio developed during the person-centered planning process with the IST. Clients are initially assigned a particular classroom by the Supervisor during the intake process. Clients may be transitioned to another classroom at any time, based upon learning goals and progress. However, changes must be approved by the Supervisor and Client IST. All classrooms have up to 8 hours of Community Habilitation Services per month.

### *LIFE Classroom*

This is Innovations' lower functioning classroom. Ratios include 1:1 and 4:1 staffing. The primary learning focus in this room is learner readiness skills including communication skills, ability to follow directions, ability to remain on-task, appropriate behavior in a group setting, and ability to follow group instructions.

### *LEAP/STRIDE Classroom*

In this classroom, clients are learning how to complete daily tasks and skills. Ratios include 1:1 and 4:1 staffing. The primary learning focus in this room is acquisition of basic academic skills such as reading basic site words and phrases, counting and identifying money, and writing legibly; completion of daily living skills such as personal hygiene, personal safety, household chores, small step food preparation, and simple job tasks; social and leisure skills such as appropriate communication, personal boundaries, age-appropriate leisure skills; and appropriate engagement in the community.

### *SHINE Classroom*

In this classroom, clients are taking the tasks learned in the LEAP room and learning to engage in this tasks with increased independence. Ratios include 1:1, 4:1, and 8:1 staffing. Academic skills include reading and comprehension, making purchases with correct currency, writing as a means to express themselves. Daily living skills include independent completion of hygiene, maintaining personal safety, completion of household chores, and developing job interests. Clients also learn to make more complex recipes and food items. Social and leisure skills are encouraged through natural interactions and clients learn to initiate and maintain personal relationships with others.

### *JUMP Classroom*

In this classroom, clients' ultimate goal is to obtain independence in the community. Ratios include 8:1 staffing. Academic skills are generalized to real-life situations such as developing career interests, understanding local government agencies, money management, and active involvement in the community. Social skills training includes learning to make appropriate decisions, developing and maintaining healthy relationships, and stress management. Life skills are also taught such as childcare, developing career interests, volunteer work.

### *Community Employment Supports*

This is a separate 1:1 service with the ultimate goal of the clients finding and maintaining paid employment in the community. Clients may or may not also be enrolled in the Day Program. Vocational training and supports as well as training in the areas of social, communication, relationship, self-care, community living, and daily living skills are provided.

## **Placement and Enrollment**

During the intake process, the Supervisor will determine appropriate placement in the program. This process will include a functional analysis of learning behavior in the areas of academics, social skills, and daily living skills to determine each client's ability and personal need. Individuals receiving behavior management services must also provide a copy of the current Behavior Support Plan for review by the Supervisor to determine appropriate placement. If an individual is in need of behavior management services, an approved plan must be in place prior to the individual starting programming. Daily progress is documented by Adult Development Instructors and reviewed by the Program Assistant on at least a monthly basis to determine progress. The Supervisor may consider moving an individual to another classroom at any time based upon personal support needs, but will always discuss recommended changes with the Interdisciplinary Support Team (IST). The Day Services Director reviews and monitors all programs.

Your Assigned Classroom: \_\_\_\_\_

Services provided, with ratio: \_\_\_\_\_

Schedule: \_\_\_\_\_

Your Supervisor: \_\_\_\_\_ Stacey Shrewsbury \_\_\_\_\_

## **Typical Daily Schedule**

A typical daily schedule is comprised of classroom teaching and natural environment teaching in a group setting, as determined by a client's Individualized Support Plan (ISP) and/or treatment team. Ratios may vary from a 1:1 to 8:1 client to staff ratio. Learning will occur in group rooms (Facility Habilitation) and within the community (Community Habilitation) to develop skills including, but not limited to, academics such as reading, writing, math, and money management; communication; coping skills; activities of daily living such as cooking, laundry, housekeeping, hygiene, health, and safety; vocational skills; social skills; and recreation and leisure such as game playing, music, and art. Clients will rotate through a group schedule each day, with 30 minutes allotted for a lunch period. Community outings will vary each month and correspond with learning topics and monthly themes. Activities may be run outdoors, you are welcome to bring sunscreen for sunny days.

## **Attendance/Punctuality**

Clients are asked to arrive at 9:00am, unless otherwise scheduled with the Supervisor. Early drop-off cannot be accommodated, as the program is not yet open and staff are not available. Active programming occurs until 3:00pm. Pick-up from program should occur at 3:00pm promptly. Early pick-up is discouraged. Please discuss arrangements with the Supervisor for any schedules that need to extend beyond 3:00pm. Late pick-ups are discouraged, as staff have agency meetings and trainings scheduled once program has ended.

If you are unable to attend day services for any reason, are going to be late for drop-off or pick-up, or need to alter your time for any other reason, please notify the Program Supervisor by 8:00am the day of the absence by calling 219-791-1400, ext. 107. Prompt notification allows Innovations to maintain appropriate staffing ratios. Regular attendance is a key factor for progress and growth; each participant in the program is expected to maintain attendance at a rate of 90% or higher each month. Frequent absences, tardies, or early pick-ups may result in an altered schedule or termination from the program.

## **Drop Off/Pick Up**

The main entrance for Day Service is at the rear side of the building off of 82<sup>nd</sup> Street. Drop off and pick up times are very important. If you are going to be late for any reason, please provide us with a courtesy phone call. We ask that you use the rear entrance of the parking lot to enter and use the exit nearest the building each day to leave. Please be courteous of all individuals arriving and/or leaving program each day and remember we have many clients with specialized needs that may require specialized support.

## **Lunch/Snacks**

Innovations In Learning does not provide regular meals, drinks, or snacks. All clients are asked to pack their own lunch, snacks, and beverages each day. A microwave is available to use as needed. Please be considerate that many individuals need to use the microwave during their lunch break, and therefore short heating times are preferred. There is a snack and pop machine available on site. On occasion, food may be provided (i.e., birthday celebration and cooking groups). Please report any special diets/food restrictions to Innovations In Learning. With the exception of special celebrations (i.e., birthday), no food or beverages should be shared with other clients or staff. Lunch breaks are scheduled as follows:

LEAP & STRIDE: 11:00-11:30

SHINE: 11:30-12:00

JUMP: 12:00-12:30

LIFE: 12:30-1:00

## **Community Habilitation**

Community outings are planned and scheduled as part of the regular curriculum. Each classroom has their own schedule of outings, and outing times vary each week. It is important to note which day your outing falls on and ensure that you arrive to program in a timely manner. In the event you need to leave programming early on a scheduled outing day, please notify the Supervisor so that arrangements can be made. If you arrive to program after your staff and peers have left on an outing, you may not be able to stay for programming on that day. Please see your monthly newsletter to learn about what outings are scheduled, and if money is required. Any necessary money is due on the Friday prior to the outing. If you choose not to participate in a particular outing, you may not be able to attend services on that date. Innovations cannot guarantee staffing outside of regularly scheduled activities. Community outings are scheduled as follows:

LIFE: Monday

JUMP: Tuesday

SHINE: Wednesday

LEAP: Thursday

STRIDE: Friday

## **Transportation**

Transportation services are available through Innovations In Learning for clients living in North Lake County. Innovations contracts transportation services with Southlake County Community Services (SLCCS) for clients living in South Lake County. Services are subject to availability, and not guaranteed. All transportation services are managed by the Program Supervisor.

If receiving transportation services through Innovation In Learning, and you need to cancel for any reason, please contact the Program Supervisor no later than 6:45am on the date of service. Failure to do so may result in loss of transportation services. Pick-up and drop-off times will be scheduled by the Program Supervisor, and may be subject to change. The Program Supervisor will make every effort to

contact the client/primary caregiver when a change is necessary. Specific pick-up/drop-off times may not be accommodated, as Innovations has many individuals in route. Individuals receiving transportation services with Innovations must be able to ride the vehicle independently, with minimal staff support. Behavioral issues that pose disruption or danger to others will not be tolerated, and may result in loss of transportation services. Out of respect to the other passengers, cell phone use during transportation is discouraged, except in the event of an emergency or otherwise approved circumstance.

If receiving transportation services through SLCCS, and you need to cancel for any reason, please contact SLCCS directly at 219-663-0627, at least 24 hours in advance. Failure to do so may result in a fee and/or loss of transportation services. All accrued fees outside of provided transportation services associated with Innovations are the responsibility of the client. SLCCS is closed on scheduled holidays, and does not necessarily follow Innovations business calendar. Clients and their caregivers are encouraged to monitor SLCCS days of operation and emergency closing procedures. Innovations will make every effort possible to also communicate this information to our clients. SLCCS is a community agency, and special rules and regulations may apply that are different from Innovations' policies.

### **Inclement Weather/Emergency Closings**

At times, emergencies such as severe weather, fires, or power failures can disrupt Innovations In Learning operations. The decision to close the office will be made by Executive Staff. If we should need to close for an emergency, weather-related or otherwise, we will post such information on the Emergency Closings website [www.cancellations.com](http://www.cancellations.com), the day in question. Additionally, a message will be left on Innovations in Learning's main phone number 219-791-1400.

### **Holidays**

Innovations In Learning will be closed for an extended break in July and December as scheduled by the Executive team. Innovations In Learning observes the following holidays each year and the facility will be closed. If a holiday falls on a Saturday or Sunday, the office will typically be closed the day before or after.

New Year's Day

Labor Day

Memorial Day

Thanksgiving Day and the day after

Good Friday

Christmas Day (extended break)

Independence Day (extended break)

### **Illness**

It is imperative to follow Innovations in Learning's illness policy for everyone's wellbeing. Sickness spreads rapidly, and all it takes is one person to be sick to get everyone sick. Innovations In Learning ensures the well-being of our staff and clients as best as we can and that may include sending a client home even if they do not have a fever. Please understand that Innovations reserves the right to send a client home if we feel he/she is too sick to be in the program, and must be picked up within one hour of notification. Clients are asked to be excluded from Innovations Day Service until they are symptom-free for 24 hours of any communicative diseases including, but not limited to, the following:

- Oral temperature above 99.6 degrees.
- Conjunctivitis (pink eye), if considered contagious.
- Impetigo, until treatment has begun.
- Scabies, until treated.
- Head lice, exclusion until first treatment with removal of all nits.

- Vomiting or diarrhea with or without fever.
- Ringworm, until treatment has begun. Undiagnosed rash if fever is present.
- Viral eye infections, until physician allows return (note required).
- Chicken pox, exclusion for six days from appearance of vesicles or until all vesicles have scabbed.
- Active Tuberculosis or Pulmonary MRSA.
- A positive culture for Streptococcal throat infection (Strep Throat), exclusion until client has had at least 24 hours of appropriate treatment and is without a fever.

If you need to call in sick, please call 219-791-1400. Innovations may choose to request a physician's release to program for serious illness. In the event that you are ill for three or more consecutive days, a physician's order to return to day services may be requested.

### **Medical Treatment**

Innovations In Learning provides nursing personnel Monday through Friday. The Healthcare Coordinator will be responsible for updating high risk plans, training all staff on medical needs, and ensuring medications are administered appropriately.

In order to administer any medication, prescription or over-the-counter, Innovations In Learning must have a prescription or physician's order on file. All medications must be stored in the original container. To ensure the safety of everyone, all medications must be stored in the area as designated by Innovations In Learning and administered and/or monitored by trained staff. Medications cannot be kept on person, at any time, such as in a pocket or purse.

For the safety of all clients, the Guardian or Caregiver is responsible for providing medications to Innovations. Innovations will provide a written receipt of all medications received, including the date it was provided, name of medication, and amount of medication provided. Signature of an Innovations' employee and Guardian/Caregiver will be required.

All clients of Innovations Day Service Program must provide documentation of a negative TB screening upon acceptance into the program, and annually thereafter. Annual physicals, documented using the Innovations' *Annual Physical Form*, must be completed on an annual basis. Failure to do so will result in the inability to participate in programming.

Staff members at Innovations in Learning are trained in First Aid and CPR. In the event of a medical emergency, staff will administer first aid as appropriate, call 911 as necessary, and then contact the guardian or emergency contact person. Please be certain to notify Innovations In Learning of any special medical instructions.

Innovations in Learning will monitor High Risk Plans and discuss any necessary updates or changes with the IST.

### **Dress Code**

It is important to be sure that you are dressed appropriately for the weather. We ask that clothing not be sheer or see-through. Shirts should not be sleeveless, have spaghetti straps, or contain vulgar language or graphics. Shorts and/or skirts should be no shorter than four fingers above the knee. If you get cold



easily, you may want to bring an extra sweater. You may leave an extra change of clothes at Day Program for emergencies, please be sure to label all clothing that is expected to stay at the program, as necessary. All clients will be provided with an identification badge that should be worn while at day services.

### **Personal Effects**

Innovations In Learning is not responsible for the loss, theft, or damage of personal property. Therefore, all clients are discouraged from bringing items of value (iPod, iPad, CD's, large sums of money, etc...) to the day services program or from leaving personal property unattended. Any money brought to the program should be kept in a safe location such as a purse or wallet and never left unattended. Personal property should never be lent between clients or staff.

### **Cell Phones**

Cell phones are not permitted during day program hours. If a client has a personal cell phone, it must remain off and put away during day program hours. If you need to reach a client while in Day Services, please call the main office at 219-791-1400.

### **Controlled Substances**

For the safety of everyone, controlled and/or illegal substances are not permitted at Innovations In Learning. The use of tobacco products is **not** permitted anywhere on or about Innovations In Learning's premises or grounds.

### **Personal Values**

Your values and family beliefs are important to us. Please help us get to know your family by sharing what is important to you. This may include information such as family values, personal dreams, and religious beliefs.

### **Meetings**

The Program Supervisor will attend quarterly and annual IST meetings, as scheduled, but are typically not available to attend meetings off-site. If you would like additional personnel to attend, please discuss this with your Innovations' team.

### **Property Destruction and Damage**

Please help us keep our building, inside and out, looking beautiful. In the event that you are responsible for damage to Innovations, or another client's, possessions or property you may be responsible for replacing or repairing the broken item/s.

### **Medicaid Eligibility**

In the event there is a lapse in Medicaid coverage, that is not reversible, the client will be responsible for any unpaid claims. Innovations will assist, as able, to reapply for benefits. Innovations will be happy to develop a Private Pay Agreement for services not otherwise covered by the Waiver program.

### **Visitors**

We ask that all visitors enter the building at the main entrance on Georgia Street. Visitors should sign in and obtain a visitor badge. Observations of clients in the Day Service program are always welcome but

should not inhibit learning or program instruction. Should a visitor be of disruption to the program, they may be asked to wait in a specified area, or leave the program.

### **Communication**

Communication is important to us. Innovations In Learning provides daily Communication Notes and a monthly newsletter to keep everyone informed. This is a great way to ensure consistent communication regarding any significant concerns and/or praises. The newsletter will be provided, for easy access, on the company website and/or email. Parent and Caregiver meetings are also scheduled throughout the year. We encourage all families and caregivers to participate in these meetings as a way to network, build relationships, and strengthen the Innovations program. Be sure to find Innovations on Facebook as well, this is a great way to stay informed of events that are happening at both Innovations and in the community; however, please note that individual staff are not allowed to communicate via social media sites with clients or caregivers.

### **Bulletin Board**

Be sure to check the bulletin board located at the main entrance of Adult Day Services for important information. You will find flyers regarding special events in the area and copies of our newsletter.

### **Volunteers**

Innovations In Learning welcomes volunteers to assist with daily groups, lunches, and community activities. All volunteers must complete applicable background checks, provide a negative TB test, and agree to confidentiality. If you are interested in volunteering, please contact the Program Supervisor.

### **Building Safety**

Innovations' property is locked at all times, with the exception of drop-off and pick-up times. If you arrive outside of these times, please ring the doorbell. You may be asked to identify yourself before entry.

Innovations' programs and entrances are under video surveillance, 24 hours per day. Videos are streamed and can be viewed at any time by Innovations' Supervisors and Management.

### **Emergency Response Procedures**

Innovations In Learning has identified safety procedures required to assure the safety of all individuals in the building. Safety procedures and drills will be conducted on a regular basis to practice the steps needed in the event of an emergency. Drills include fire, severe weather, bomb threat, and suspicious person.

### **ISP Process and Procedures**

Individualized goals are developed by the Program Supervisor and are then recommended to a client's IST/treatment team for discussion and review. A client's waiver case manager (as applicable) is responsible for submitting the information to be noted in a client's Individualized Support Plan (ISP). Innovations in Learning will maintain daily documentation regarding progress toward ISP goals and will submit monthly summaries to the IST/treatment team.

## **Discipline and Behavior Intervention Process**

Innovations In Learning recognizes that some clients may require behavioral support, including behavior management services, and will work cooperatively with all behavioral providers. Each client's staff will receive behavior training by the assigned behavior therapist prior to working with the individual. All staff are responsible for collecting behavioral data as identified by the behavior management provider.

Innovations in Learning favors proactive strategies such as expectation statements, replacement skill acquisition, communication training, discrimination training, etc. to teach clients to make better choices before engaging in maladaptive behaviors. When reactive strategies are necessary, Innovations in Learning chooses the most effective but least restrictive interventions when possible.

- Minimally Restrictive Procedures may include non-exclusionary time-out, response cost (token system), response blocking, corrective feedback/social disapproval (saying "No" or "Stop").
- Mildly Restrictive Procedures may include exclusionary time-out, privilege restriction, task requirement, guided compliance (physical guidance to engage in alternative activity).
- Staff are trained in Physical Crisis Management (PCM). Physical Interventions may include blocking; one or two person guided transportation procedures; one, two, or three person vertical immobilization to reduce risk of harm to self or others; one, two, three, or four person horizontal immobilization to reduce risk of harm to self or others (please note that any horizontal immobilization is done using the PCM required foam mat).
- All restrictive procedures will be reviewed and approved by the client's IST and must be reviewed and approved by Innovations' Human Rights Committee, prior to implementation. A client may not be able to participate in program until such approval and staff training is complete. Innovations reserves the right to utilize physical intervention due to potential risk of harm to self or others, despite the approval or non-approval of the IST or HRC, in extreme emergency situations.

Innovations In Learning limits the use of highly restrictive procedures, including physical restraint, to assist in the management of behaviors. The CARE Team is comprised of highly trained personnel that are available to assist in times of crisis to prevent harm to self or others. In the event the CARE Team is unable to ensure the safety of all individuals, local police and emergency personnel may be contacted.

## **Reportable Incidents**

Employees of Innovations In Learning are mandatory reporters if they suspect that a client has been abused or neglected. Indiana law requires anyone who suspects abuse or neglect to report it to authorities. Other reportable incidents, as defined in 460 IAC 6-9-5 include:

- Alleged, suspected, or actual abuse, neglect, or exploitation of an individual.
- Death of an individual.
- A service delivery site that compromises the health and safety of an individual while the individual is receiving services from the following causes:
  - Fire resulting in relocation, personal injury, property loss, or other health and safety concerns to or for an individual receiving services.
- Elopement of an individual.
- Suspected or actual criminal activity by:

- a staff member, employee, or agent of a provider; or
- an individual receiving services.
- An event with the potential for causing significant harm or injury and requiring medical or psychiatric treatments or services to or for an individual receiving services.
- Admission of an individual to a nursing facility, including respite stays.
- Injury to an individual when the origin or cause of the injury is unknown.
- A significant injury to an individual, including:
  - a fracture;
  - a burn greater than first degree;
  - choking that requires intervention; or
  - contusions or lacerations.
- An injury that occurs while an individual is restrained.
- A medication error, except for refusal to take medications that jeopardizes an individual's health and safety.
- Inadequate staff support for an individual, including inadequate supervision.
- Inadequate medical support for an individual.
- Physical Restraint
- Exclusionary Time Out

### **Statement of Risk**

Innovations provides services to clients who have intensive behavioral and/or medical needs, and cannot guarantee the absence of risk to others. Innovations strives to provide high quality programming and supports for all clients, however, we cannot prevent all potential risk to others. All clients agree to attend Day Program at their own risk, in full understanding that services are provided in a group learning environment, regardless of behavioral or medical needs.

### **Harassment**

Innovations In Learning is committed to providing an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, disability, religion, or any other legally protected characteristic will not be tolerated. If you believe you have been the victim of harassment, report it immediately to the Day Services Supervisor and/or Director.

### **Complaints and Concerns**

Clients who have a problem, question, or complaint should first discuss it with the Day Services Supervisor. At this level, it is possible to reach the simplest, quickest, and most satisfactory solution. If the problem is unable to be resolved, Innovations In Learning encourages clients to contact Jennifer Ferrara, Director of the Day Service Program. If the problem remains unresolved, the client should direct the complaint or concern to the Clinical Director, Dr. Bridget Harrison.

### **Statement of Confidentiality Practices and HIPAA**

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) require the Department of Health and Human Services (HHS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and

employers. It also addresses the security and privacy of health data. Innovations In Learning follows these standards to improve the efficiency and effectiveness of our services as required by law. Innovations In Learning Employees must follow HIPAA standards to respect the confidentiality of clients served.

### **Statement of Non-Discrimination**

Innovations In Learning does not discriminate in enrollment opportunities based upon race, color, religion, sex, national origin, age or disability.

### **Discontinuation of Services**

A client may choose to discontinue services at any time. This may be done by contacting the Program Supervisor and/or Department Director.

There are times when Innovations may choose to discontinue services, based upon the inability to meet the client's needs or attendance issues. Examples may include, but are not limited to, ongoing medical care that cannot be managed by the Adult Development Instructor; ongoing medical issues that prohibit the client from participating in regularly scheduled activities; clients with behavioral needs that do not have sufficient Behavior Management services to provide support; insufficient budgets to support attendance; behaviors that pose a safety risk to others; chronic tardiness or absence more than 10% of scheduled hours.

In the event that Innovations' has concerns about the ability to meet a client's needs, the following procedures to develop a plan are put into place:

- The Supervisor will address concerns with the Department Director to develop a plan to resolve any concerns. Additional training of Adult Development Instructors may be provided, as appropriate.
- The Supervisor will contact the Guardian/Primary Caregiver, Behavior Therapist (as appropriate) and IST to report concerns and discuss ideas for improved supports and/or plan to resolve concern. Additional training of Adult Development Instructors may be provided, as appropriate.
- A Team meeting will be called to develop a plan to resolve concerns. At this time, the client may be placed on probationary status. This will include a specific plan of action for resolution. Team meetings will be required every 30 days until the issue of concern is resolved. Continued issues during this probationary period may result in immediate discontinuation of Day Services.

Although every effort will be made by Innovations to resolve any concerns, there may be circumstances where Innovations will have to discontinue Day Services immediately. Examples that would lead to immediate termination include severe injury to self or others, excessive property damage, medical care beyond the scope of Innovations' practice, insufficient budget for services, or illegal activity.