



**The Arc of the Capital Area
Career and Technical Education
Program**

Exhibit A

PARTICIPANT HANDBOOK

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Welcome to the Career and Technical Education Program

Dear The Arc of the Capital Area students,

The Career and Technical Education Program is offered by The Arc of the Capital Area. Clients with intellectual and developmental disabilities (I/DD) will explore career paths, learn workplace etiquette, and engage in technical training in a specialized career field. The program promotes client-directed goals and self-determination in furthering education for the future. We actively bridge the gap in post-secondary education support for the I/DD community and their families. The Arc of the Capital Area strives to create a program which allows for continuation of services from the educational program to the supported employment program. The Career and Technical Education program will allow students to explore potential career fields, develop work-readiness soft skills, and acquire industry-recognized technical skills needed to transition to the workforce. Successful completion of the Career and Technical Education program will result in a transition to the Supported Employment program for assistance in gaining and maintaining competitive employment.

We welcome you to our community and are excited to foster an experience true to our core values: respect, integrity and joy.

Our Mission and Vision

Mission

We empower Central Texans with intellectual and developmental disabilities and their families through compassionate case management and innovative programs.

Vision

The Arc of the Capital Area will be the community's trusted and comprehensive resource for people with intellectual and developmental disabilities. We connect individuals and families to education, work, recreation, and lifelong services so they achieve lives of joy and dignity.

A Brief History

The Arc was founded in 1949 by parents whose children with intellectual and developmental disabilities (I/DD) were excluded from public schools and other resources readily available to children without disabilities. The Arc was formed to advocate for the welfare of children with I/DD and support their families.

Over the years, the programs and services of The Arc have evolved to address the ever-changing and expanding array of issues affecting all persons with I/DD and their families. Today we provide support services, case management and educational assistance to approximately 2,000 clients of all ages and their family members annually.

Our target populations are children and adults with I/DD and their caregivers/parents in the greater Austin/Central Texas region. Clients are typically financially disadvantaged and unemployed.

We are an affiliate of The Arc of Texas and The Arc (of the United States), the oldest volunteer-driven association in the country.

Agency Location and Hours

The Arc of the Capital Area

4902 Grover Ave

Austin, TX 78756

Program Hours: Thursday and Friday 9:00am – 2:00 pm

Phone Number 512-476-7044

Initial Application Process

Complete an application and submit it and all supporting documentation (Level Of Need (LON), Behavioral, I9, and Medical) to career.ed@arcaustin.org

1. Application for each Career and Technical Education module must be submitted 3 weeks prior to start date of module:
 - a. Food Service Assistant module: Application due March 1, 2020
 - b. Horticulture/Greenhouse Worker module: Application due May 1, 2020
 - c. Childcare Assistant module: Application due July 1, 2020
 - d. TBD: Application due September 11, 2020
2. Once application is received, Intake Appointment will be scheduled the following week. Intake Appointment involves a program tour, Q&A, and informational interview of Applicant (45-60 minutes)
 - a. Applicant must bring requested documentation to Intake Appointment. Failure to supply appropriate documentation in a timely manner will result in application denial.
3. Decide if you want to be privately funded or, if you are eligible, funded through HCS, CLASS, TxHmL waiver or General Revenue funds. **Funding documentation must be approved prior to Trial Day.**
 - a. Your Case Manager will work with our program staff to ensure all the correct paperwork is filled out.
 - b. See Payment Policy for additional information.
4. Following Intake Appointment, Applicant will attend 1 trial day in Art Education program. The purpose of the trial day is to assess applicant's ability to comply with participation guidelines and ensure they want to be in the program.
5. Once all documentation has been received, and funding has been secured, Applicant will attend Exploration Day before first day of classes. During Exploration Day, Applicant will assess interest and ability to participate in Career and Technical Education module.
6. Classes will start after successful completion of the Exploration Day!

Application Process—Additional Modules

1. **Complete an application and submit it to career.ed@arcaustin.org changes in supplemental documentation must also be submitted.**
2. Application for each Career and Technical Education module must be submitted 3 weeks prior to start date of module:
 - a. Food Service Assistant module: Application due March 1, 2020
 - b. Horticulture/Greenhouse Worker module: Application due May 1, 2020
 - c. Childcare Assistant module: Application due July 1, 2020
 - d. TBD: Application due September 11, 2020
3. Once application is received, Intake Call will be scheduled.
 - a. During Intake Call, Applicant will inform program staff of any changes in LON, medical, behavioral, payment information.
4. Decide if you want to be privately funded or, if you are eligible, funded through HCS, CLASS, TxHmL waiver or General Revenue funds. **Payment method must be updated for each new module application.**
 - a. Your Case Manager will work with our program staff to ensure all the correct paperwork is filled out.
 - b. See Payment Policy for additional information.
5. Once all documentation has been received, and funding has been secured, Applicant will attend Exploration Day before first day of classes. During Exploration Day, Applicant will assess interest and ability to participate in Career and Technical Education module.
6. Classes will start after successful completion of the Exploration Day!

Provisional Enrollment Period—Exploration Day

Students interested in entering the Career and Technical Education program will participate in a full Exploration Day prior to beginning of module. The Exploration Day will be held on the Monday before the module's start date and will run from 9 am – 2 pm. During this day, students will be evaluated on the ability to meet all program eligibility while following our core values of joy, integrity, and respect. Students that cannot meet all program eligibility standards for the entirety of the Exploration Day will be removed from the Career and Technical Education module. The student's application will remain on file if they would like to apply again in the future, once they can meet all participation standards.

- Please see involuntary dismissal guidelines. At any time during student's enrollment The Arc of the Capital Area has the right to remove students if they do not meet guidelines for eligibility, demonstrate disruptive behavior, or do not follow the core values of joy, integrity, and respect.

Program Eligibility

The Career and Technical Education program is open to adults with intellectual and developmental disabilities 18 years of age and older.

To be admitted into the Career and Technical Education program, students must be able to demonstrate the following:

- Recognized diagnosis of an intellectual and/or developmental disability (I/DD) with required documentation (Level of Need – LON)
- Be able to safely navigate the campus independently
- Participants have completed high school with a diploma, certificate of completion, Individualized Education Program (IEP) or equivalent
- Participants are able to communicate effectively and appropriately with others
- Participants have own cell phone before entering the program, so program personnel and employer can maintain contact
- Participants should have the ability to meet hygiene and toileting needs independently.
- Participants are able to safely get around work environment independently after initial orientation
- Participants should have the ability to focus independently for a minimum of 1 hour with minimal redirection.
- Participants are able to actively participate in completing employment applications and interview process
- Participants have basic safety skills in unsupervised settings
- Participants have a personal desire to learn new skills and to be successful in employment
- Participants are interested in and capable of using public transportation to access the worksite if needed
- Participants should have the ability to have self-control when working in a group setting, e.g. No biting, hitting, tantrums, or elopement issues.
- The ability to self-medicate or have outside staff or caregiver administer medications. The Arc of the staff cannot handle medication.
- Exhibit behaviors aligned with The Arc of the Capital Area's Core Values (Joy, Integrity, Respect)
 - Non- aggressive behavior—must not be a danger to themselves or others
 - Must have the ability maintain safety and have no elopement issues (running away)
 - Ability to handle reasonably crowded or stimulating environments in a positive manner
 - Ability to respect program guidelines in a positive manner

Students and caregivers should be aware that:

- The Arc of the Capital Area staff cannot provide one-on-one assistance during the Career and Technical Education program. Due to the goals of the Career and Technical Education program participants need to meet all safety guidelines and engage with program independently.
- Students must not be enrolled in any 18+ vocational education program while attending the Career and Technical Education program.
- Students must adhere to the attendance policy and be aware of the discharge policy.
- Students must have their own transportation to and from the program. The Arc of the Capital Area **does not** provide transportation.
- We are a dog therapy friendly program. Students are not required to interact with the therapy dogs but must be able to handle the presence of therapy dogs in the program.

Instructors

Our Instructors Facilitate:

- Student Choice: You choose which career path is right for you.
- Self-Determination & Empowerment: We will support and assist you to fulfill your goals.
- Strengths-Based approach: We will focus on your strengths and abilities and potential with encouragement and patience.

Instructor Responsibilities

Our instructor provides:

- Daily instruction
- Skill development and feedback
- Opportunities to maximize independence
- Demonstration of positive social interaction
- Coaching on time management and task prioritization

What an instructor cannot provide:

- Transportation
- Repeated behavior intervention
- Attendant care to students
- Student monitoring outside of the program day
- Counseling and/or mental health services

Career and Technical Education Program

Students will learn a variety of skills that will help them navigate their personal career development. Students will develop Job Preparation Skills needed to gain competitive employment, Personal Career Qualities needed to maintain employment, and Technical Skills in their chosen industry. For a more detailed list of skills see below:

- **TECHINCAL SKILL DEVELOPMENT***
 - Food Service Assistant
 - Horticulture/Greenhouse Worker
 - Child Care Assistant
 - TBD

- **PERSONAL CAREER QUALITIES**
 - Social Skills
 - Written communication
 - Time Management
 - Workplace Literacy
 - Expectations on the Job

- **JOB PREPARATION SKILLS**
 - Planning Career Goals
 - Looking for a Job
 - Interviewing for a Job
 - Positive Attitudes in Getting a Job
 - Positive Attitudes in Keeping a Job

* Technical Program Development is a rotation; please see scheduled rotation for skill development courses.

Career and Technical Education Program Schedule

	Week 1	Week 2	Week 3	Week 4
Thursday Schedule	Personal Career Qualities	Personal Career Qualities	Personal Career Qualities	Personal Career Qualities
	Job Preparation	Job Preparation	Job Preparation	Job Preparation
Friday Schedule	Technical Skills	Technical Skills	Technical Skills	Technical Skills
	Week 5	Week 6	Week 7	Week 8
Thursday Schedule	Personal Career Qualities	Personal Career Qualities	Personal Career Qualities	Personal Career Qualities
	Job Preparation	Job Preparation	Job Preparation	Job Preparation
Friday Schedule	Practicum	Practicum	Practicum	Practicum

What to Expect

Class Time

We ask that drop off begin no earlier than 8:30am and no later than 9:00am. Class starts promptly at 9:00am. If students arrive late, they will miss vital parts of the program that could affect completion and transition to Supported Employment program. Early or late drop offs and pickups are subject to review and could lead to discharge.

Instructors will offer Universal Design for Learning strategies to guide programming for students with varying abilities. Programming will include hands on training, group discussions, and individual work. Students will spend 8 weeks with their peers learning industry-recognized skills to further their careers in the field of their choosing.

A 30-minute lunch break will be offered between 11:30am - 12:30pm; at this time students have the option to utilize microwaves if needed.

Transition to Employment Services Program

Students that complete a full program module can be eligible to transition into The Arc of the Capital Area's Employment Services Program. In the Employment Services Program, trained staff will provide individualized services to aid students in gaining competitive, integrated employment in the community.

Transition Criteria

Students must meet the following criteria to transition into Employment Services:

1. Student must complete full Technical Skills module with a Proficient level of completion
2. Student must complete full Personal Career Qualities module with a Proficient level of completion**
 - a. ***students who do not complete at Proficient level may still be eligible for Employment Services if PCQ Support Plan is developed*
3. Student must complete full Job Preparation module with a Proficient level of completion, Employment Plan, and a useable resume

Transition Process

Following successful completion of Career and Technical Education module, students will meet with Director for Transition Meeting. The transition meeting will determine the following:

1. Level of support needed by the student to pursue employment in the community
2. How the student will access identified Employment Services. Director will help student navigate securing funding for services. Options include:
 - a. Medicaid waiver
 - b. Vocational Rehabilitation (TWC)
 - c. Private Pay
3. Start date for Employment Services
4. Assign Employment Services staff



Divine Canine Pet Therapy

Beginning January of 2017, The Arc of the Capital Area has been proud to offer onsite pet therapy throughout our programs. One example of our pet therapy program is our partnership with a local group called Divine Canines. They provide therapeutic interaction to our program students with specially trained dogs. The results have been positive emotional and physical benefits, including improved mood, confidence, communication, relaxation and trust for our clients and staff.

Trained therapy dogs are onsite Monday through Thursday at varying times throughout the day.

Policies and Procedures

Attendance Policy

- Participants will attend all Thursday and Fridays for 8 weeks after approval from The Arc of the Capital Area
- Students will attend a full day 9am-2pm. Late arrivals and early pickups disrupt the flow of the class and will be subject to review and could lead to discharge.
- Participant must be dropped off NO earlier than 8:30 AM and no later than 9:00 AM. Students must be picked up PROMPTLY at 2 pm. Tardy transportation will be reviewed and addressed appropriately by management.
- Participants are expected to attend every class of module. If you miss 3 classes, you will become ineligible for certificate of completion and transition to Employment Services. Absences due to emergencies will be assessed on a case by case basis.
- **For Metro Access.** Please make sure to schedule drop off between 8:30am and 9:00am and pick up between 2:00pm and 2:30pm.
 - **24-Hour Cancellation Policy:** If a student will be unable to attend a scheduled class day, program staff must be notified at least 24 hours before the scheduled class. Failure to notify staff will lead to probationary attendance period. Any additional absences may result in immediate dismissal from program.,
 - **Sick Policy:** If a participant is sick (contagious and/or showing signs of sickness), they are expected to stay out of class for the day. If participant arrives to class showing signs of sickness, they will be dismissed for the day. Students must be fever free for at least 24 hours before returning to class.
 - **Emergency Policy:** If a student has an emergency, or is exhibiting disruptive physical or behavioral issues, notify program staff before 9 AM the day of class, or as promptly as possible. Students exhibiting disruptive behaviors are expected to stay out of class for the day.
 - **Bad Weather Policy:** The Arc of the Capital Area follows the delays and closures of the Austin Independent School District and/or the City of Austin. We also record a message on our main phone line, **512.476.7044** about the closure decision. If it is unsafe to travel, stay home. Refund/payment credit is not given for inclement weather and power outage closures/delays issued by AISD or the City of Austin.

Payment Policy

The success of The Career and Technical Education program depends upon the prompt payment of tuition/fees in order to take care of day-to-day expenses that are encountered.

PAYMENT POLICY – PRIVATE PAY

Tuition and fees must be pre-paid for each 8-week module.

Tuition is \$45 per day. Total course cost is the 8-week program including certification of completion is \$720.

- \$50 application fee is required to reserve spot in program. If accepted, application fee will be counted toward tuition. Remainder of tuition is due after acceptance into the program.
- If alternative payment options are needed, please speak with the Director of Art and Education.

To hold your student's space, payment must be paid whether your student attends or not. Payment is based on the days selected and agreed to in the contract, not attendance.

PAYMENT POLICY – PROVIDER PAY

Provider Agency Payment Policy

For Provider Pay, a contract must be established, and an invoice will be generated once a month. This fee shall be negotiated with the provider and will be a flat rate a day and shall accrue whether Participants attend for a full-day or for part of a day. If a reimbursement rate based on level of need is higher than this minimum fee, the Arc will charge the higher level of need rate.

- Client day service logs and invoices are mailed to agencies **by the 10th business day of the month** for the prior month services.
- Payment is due no later than 30 days from the date of the invoice.
- **60 days late – Fees** - Agencies will be charged a \$15.00 late fee per client per month delinquent sting at 60 days past due.

- **120 days late - Suspension** - If payment is late 120 days, the student will be suspended from attending classes.
- **150 days late - Involuntary Discharge** - If The Arc of the Capital Area is not satisfied with payments and a payment plan by 150 days past due, the student will be involuntarily discharged from the program. The Director will notify the Provider by phone and by Certified mail.
- **Note:** These policies apply to any amount that is past due.
- While some absences cannot be avoided due to illness, doctor's appointments, vacations, etc., students are expected to attend the day program on a regular basis in order to work toward their goals and maintain their spot in class.

Participants are expected to attend every class of module. If you miss 3 classes, you will become ineligible for certificate of completion and transition to Employment Services. Absences due to emergencies will be assessed on a case by case basis.

Disruptive Behavior

Instructors understand that from time to time a student may have a challenging day due to unforeseen circumstances. Our instructors aim to set students up for success by creating a supportive environment. If behavior becomes disruptive during program time, instructors will:

- 1st: check in with the student one-on-one and assess the immediate need
- 2nd: If there are no immediate safety risks, and the behavior continues instructors will offer the student a short break in a quiet area
- 3rd: If the student's behavior has become increasingly disruptive and they are unable to participate, program staff will contact the student's emergency contact to pick the student up for the day.

The Arc of the Capital Area has zero tolerance for bullying, violence, theft, drug use or weapons on program grounds or during The Arc of the Capital Area events. These behaviors are grounds for immediate dismissal.

Discharge Policy

INVOLUNTARY DISCHARGE:

1. If a serious behavior occurs, an incident/behavior report will be written and discussed with the student and guardian/support team.
2. If a SECOND behavior occurs, a team meeting will be held with the student and guardian/support team to discuss the appropriateness of the program and if student's needs can be met.
3. If a THIRD behavior occurs, discharge/transition from the program will be discussed.

The Arc of the Capital Area reserves the right to discharge a student immediately if program staff feels as though they are unable to support a student properly or the student's behavior is deemed dangerous and/or disruptive.

** All incidents are reviewed and can be expedited to discharge if approved by the CEO.*

FAILURE TO DISCLOSE ANY MEDICAL OR BEHAVIORAL ISSUES MAY RESULT IN DISCHARGE.

Incident/behavior reports are filed in the event of significant behavior events, accidents, or injury. Incident/behavior reports are filed with the description of the event, action taken, and

follow up recommendation if needed. Copies are sent to the funding agency, if applicable, and a copy of the report is placed in the student's file.

VOLUNTARY DISCHARGE:

If you decide you do not want to attend The Arc of the Capital Area's Career and Technical Education program any longer, please submit a written notice with the last day you wish to attend. We can give you information on our Re-Admission policy if you choose to return.

Grievance Policy

The staff members/volunteers of The Arc of the Capital Area are available to work with you to provide the best services possible. If you feel that a representative of The Arc has not acted in your best interest or that services received are inadequate or unfair, a Grievance Procedure is available to express your concerns.

You have the right to continue to receive services throughout the Grievance Procedure, and any services received will not be affected by your filing of a grievance.

Grievance Procedure

Upon filing of a grievance, the grievance will be responded to within five (5) business days. Each party involved in the Grievance Process will investigate the situation and someone from The Arc of the Capital Area will contact you to discuss any findings and the action that will be taken. Grievances may be written and/or verbal and filed at:

4902 Grover Ave
Austin, TX 78756
512-476-7044

www.arcofthecapitalarea.org

Step 1: Your initial grievance should be filed with the program instructor.

Step 2: If you are not satisfied with the outcome in Step 1, you may file a grievance with the Adult and Art Education Director.

Step 3: If you are not satisfied with the outcome in Step 2, you may file a grievance with the COO of The Arc of the Capital Area.

Step 4: If you are not satisfied with the outcome in Step 3, you may file a grievance with the CEO of The Arc of the Capital Area.

Client Rights and Responsibilities

As a participant in the programs and services of The Arc of the Capital Area, you have the following responsibilities:

1. You have the responsibility to be forthcoming with information on your application regarding medical, behavioral and communication needs. Falsifying information is illegal and will result in involuntary discharge from the program.
2. You have the responsibility to disclose behaviors that endanger you or staff members/volunteers/ other students. Failure to do so will result in discharge.
3. You have the responsibility to treat staff members/volunteers of The Arc of the Capital Area with dignity and respect, and to not in any way harass or threaten staff members/volunteers.
4. You have the responsibility to notify The Arc of the Capital Area if you are not able to attend your regular scheduled class times. **Please refer to the Attendance Policy.**

Code of Ethics: Responsibility to Clients

1. You have the right to be treated fairly.
2. You have the right to receive services if you are determined eligible for services and if funds are available for the services you request. If funds are not available when you are determined eligible, you have a right to have your name placed on a waiting list for the services requested.
3. You have the right not to be discriminated against on the basis of race, color, national origin, ethnicity, age, gender, sexual orientation, marital status, disability, political beliefs, or religion.
4. You have the right to be free from physical or mental abuse, retaliation, and corporal punishment, any physical or chemical restraints imposed for the purpose of discipline or convenience, or financial exploitation.
5. You have the right to determine what services you need, how often you need the services, what time of day you need the services, and which days of the week you need the services.
6. You have the right to be informed, in writing and verbally, of your eligibility for specific services for which you have applied. You also have the right to receive written and verbal notice about the increases or decreases in the number of hours or units of services you receive, loss of priority, or termination of services.

7. You have the right to be treated with dignity and respect and to have your property treated with dignity and respect.
8. You have the right to privacy.
9. You have the right to confidentiality. Information collected to determine eligibility for services is confidential under state and federal statutes and regulations. Information about you as an applicant/client is available to you.
10. You have the right to communicate in your native language (including American Sign Language) with other persons or employees to request services, apply for services, and receive services.
11. You have the right to lodge a complaint, voice a grievance, or recommend changes in policy or services, as outlined in the Grievance Policy and Procedures of The Arc of the Capital Area.

Confidentiality

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ IT CAREFULLY.

The Arc of the Capital Area is committed to keeping the privacy of clients and understands the importance of safeguarding your personal health information. We are required by federal law to maintain the privacy of health information that identifies you or that could be used to identify you. Information regarding your health care is protected by the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and if applicable 45 C.F.R Ps 160 & 164, and the Confidentiality Law, 42 U.S.C § 290dd-2, 42 C.F.R P 2. The Arc of the Capital Area is dedicated to following the terms of this Notice. We will not use or disclose personal health information about you without your consent, except as described in this Notice or required by law. In most cases, your medical record contains your symptoms, assessments and test results, diagnoses, treatment and plan for future care or treatment. This information serves as a:

- Plan for your care and treatment;
- Means by communication among the many health professionals who contribute to your care;
- Legal document describing the care you received;
- Means by which you or a third-party payer can check that services billed were provided;
- Source of information for public health officials charged with improving the health of the nation;
- Tool which we can use to measure and improve the care we provide and the goals that we meet;

Understanding what is in your record and how your health information is used helps you to:

- Make sure that your records are correct.
- Better understand who, what, when, where and why others may access your health information
- Make more informed decisions when letting others know about your health information.

The Arc of the Capital Area affirms that:

- We shall respect the privacy of clients and hold in confidence all information obtained in the course of program service. Therefore, I will not make known client information to anyone except: (1) as ordered by law; (2) to prevent a clear and immediate danger to a person or persons; (3) where I am a defendant in a civil, criminal, or disciplinary action arising from the service (in which case client confidences may only be disclosed in the course of action); (4) if there is a waiver that was obtained in writing in the past, and then such information may only be revealed in accordance with the terms of the waiver. We recognize that privacy rules apply also to co-workers, including employers.
- We shall be responsible to store or get rid of client and agency records in ways that keep confidentiality.
- We shall keep a professional attitude, which upholds confidentiality toward clients, colleagues, applicants, volunteers and any sensitive situations that develop within the agency.
- If a staff stops working for The Arc of the Capital Area, they shall keep client, volunteer, co-worker and employer confidentiality and will not talk about any private information about sensitive situations on program service with others.

You have the following rights with respect to your protected health information:

- **Obtain a copy of this Notice of Privacy Practices upon request** – You may request a copy of this Notice at any time.
- **Ask to only use and give out your client record for certain things**– You have the right to request additional times for The Arc to not give out or use health information about you by contacting The Arc of the Capital Area HIPAA Privacy Officer. We are required to agree to those requests.
- **Inspect and obtain a copy of your client record** – You have the right to inspect and obtain a copy of your client record for as long as The Arc of the Capital Area keeps the record.
- **Request an amendment to your client record** – If you feel that your health record is incomplete or incorrect, you may request that The Arc amend it. You may request changes for as long as The Arc keeps the client record. You must submit a written request which includes why you are asking for a change to your Program Manager.
- **Revoke your permission to use or give out health information except to the limit that action has already been taken** – The Arc will obtain written permission or a release of information document before using or giving out your health information for purposes other than those provided in this Notice. You may cancel this permission at any time.

The Arc of the Capital Area's Responsibilities:

- Keep the privacy of your health information
- Provide you with a notice as to our legal duties and privacy practices with respect to information we collect and keep about you
- Follow the terms of this notice
- Notify you if we are unable to agree to a request to not give out your information.

The Arc of the Capital Area reserves the right to change our practices and to make the new changes effective for all protected health information we maintain. Should our information practices change, we will mail a notice with the changes to you within sixty (60) days.

How we may use and disclose your protected health information:

The Arc of the Capital Area will use your information for determining eligibility of programs

For example: Information you share with The Arc staff, teacher, or case manager, will be recorded in your record and used to determine the course of service that should work best for you. Response to participation and support services in our programs will be recorded to help individualize your needs.

The Arc of the Capital Area will use your information for payment:

For example: A bill may be sent to a third-party payer. The information on or attached to the bill may include information that identifies you, as well as your identification of the type of services you receive with us and level of need.

The Arc of the Capital Area will use your information for day-to-day program operations:

For example: The Arc staff may use information in your health record to document daily and for data tracking purposes. Documentation will be sent to your Direct Provider Agency (if you are attending via a Medicaid Waiver). If you are private pay, your information is not collected in documentation, but is used for data tracking and reported to grant funders.

Health Oversight: Federal and State law allow for your health information to be released looking into false reports and abuse, for licensing and for program quality.

Police/Law Enforcement/Fire/ or Medical personnel: We may give health information for safety purposes if you run into a medical needs or emergency.

For more information or to report a problem:

If you have questions and would like additional information, you may contact The Arc of the Capital Area's Privacy Contact at 4902 Grover Ave, Austin, TX 78756 or call 512-476-7044.

If you believe your privacy rights have been ignored or violated, you can file a written complaint to The Arc of the Capital Area Privacy Officer, or your direct service provider or Disability Rights.

State & Federal Laws:

Some of the rules described in the Notice may be limited in some cases by state or federal laws that are stricter than the standards described in this Notice.

Effective Date: This notice is effective as of March 15th, 2017

Emergency Exit Instructions

All emergency procedures should be observed and followed wherever services are being provided to individuals. Displays will be indicated at each door for exit emergencies.

PARTICIPANT SURVEY

We believe in giving you the best possible services, and one way to make sure we are doing a good job is by asking the people we work with how we are doing. Participants and caregivers will be sent an annual survey where they may rate the quality of care received, services offered and overall satisfaction with Career and Technical Education classes.



ACKNOWLEDGEMENT FORM

This form acts as a comprehensive signature acknowledgement indicating you have received the information and where to find the Participation Handbook (www.arcaustin.org) with our agency policy, procedures and guidelines of the daytime education program with The Arc of the Capital Area.

Initial next to each area below to indicate the understanding and acceptance of these policy, procedures and guidelines.

I Accept: **Title**

	Divine Canines Pet Therapy
	Admission Guidelines
	Attendance Policy
	Payment Policy
	Discharge Policy
	Consumer Rights and Responsibilities
	Code of Ethics
	Confidentiality
	Grievance Procedures

Client Signature:

Parent or Guardian of Client:

The Arc of the Capital Area Staff Member Signature:

By signing above, you acknowledge receipt of the information and policies as listed above. You further acknowledge that you have read, understand, and accept each policy in its entirety, and have indicated so by initialing above. You acknowledge that you have retained the policies in your possession for your records. This Signature Authorization form will become part of your record.