

Participant Handbook

For all participants at Outside the Box, Inc.

Outside the Box, Inc. □ 3940 E 56th St. □ Indianapolis, IN 46220 □ (317) 253-6658 (phone) □ www.otbonline.org

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 Outside the Box's policies and procedures 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, it will notify you as soon as possible. Differences that result from such changes will take precedence over the contents of this handbook.

For the most current policy and procedure information, contact Outside the Box Executive Director, Katy Bird, at 317-253-6658.

A copy of this handbook can also be found online at www.otbonline.org.

WELCOME TO OUTSIDE THE BOX!

We're very happy that you are interested in services through Outside the Box, Inc.! You may have lots of questions about the services we offer and you might want to have a place where you can look up your questions and have them answered. This handbook will serve as a resource for you to help answer your questions and explain what we do at Outside the Box. If you need any help in understanding this handbook, we will be happy to help you with any problems or questions.

What is Outside the Box?

Outside the Box is a program in Indianapolis, IN that provides services to adults with developmental disabilities. The Executive Director of Outside the Box is Katy Bird. She reports to the board of directors. Outside the Box gets funding from the state and federal government and donations. Services at Outside the Box are accredited by the Commission on Accreditation for Rehabilitation Facilities (CARF). Outside the Box is a member of the Arc of Indiana. To get more information about Outside the Box, you can visit www.otbonline.org.

What are Outside the Box's Mission, Values and Principles?

Outside the Box's mission is 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 the following 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.*

WHAT KIND OF SERVICES DOES OUTSIDE THE BOX OFFER?

Outside the Box has several different services that you may be interested in and eligible for. You may participate in one or more services. The following are short descriptions of the services we offer. If you would like a more detailed description of any program, please contact a member of the administrative staff at Outside the Box for a program description. You may also get more information about programs on our website at www.otbonline.org.

Day Services

Outside the Box offers individually customized therapeutic day services to participants in our program. In our unique setting, you will be peer matched into small groups of no more than 8, with two facilitators. In 2013, staff and collaborators of Outside the Box worked to develop our brand new curriculum. You can find more information on OTB's curriculum on the next page of this handbook. Individuals participating in the day program at Outside the Box can expect individualized attention geared toward skill acquisition, development and nurturing based on goals identified in their person centered plans. Some unique things about our program are a small participant to staff ratio (8:1, 4:1 and 1:1), peer to peer mentoring, art enrichment for day program participants in Studio OTB, a small group "family" atmosphere, individualized service and attention, and facility and community based activities.

Employment Services

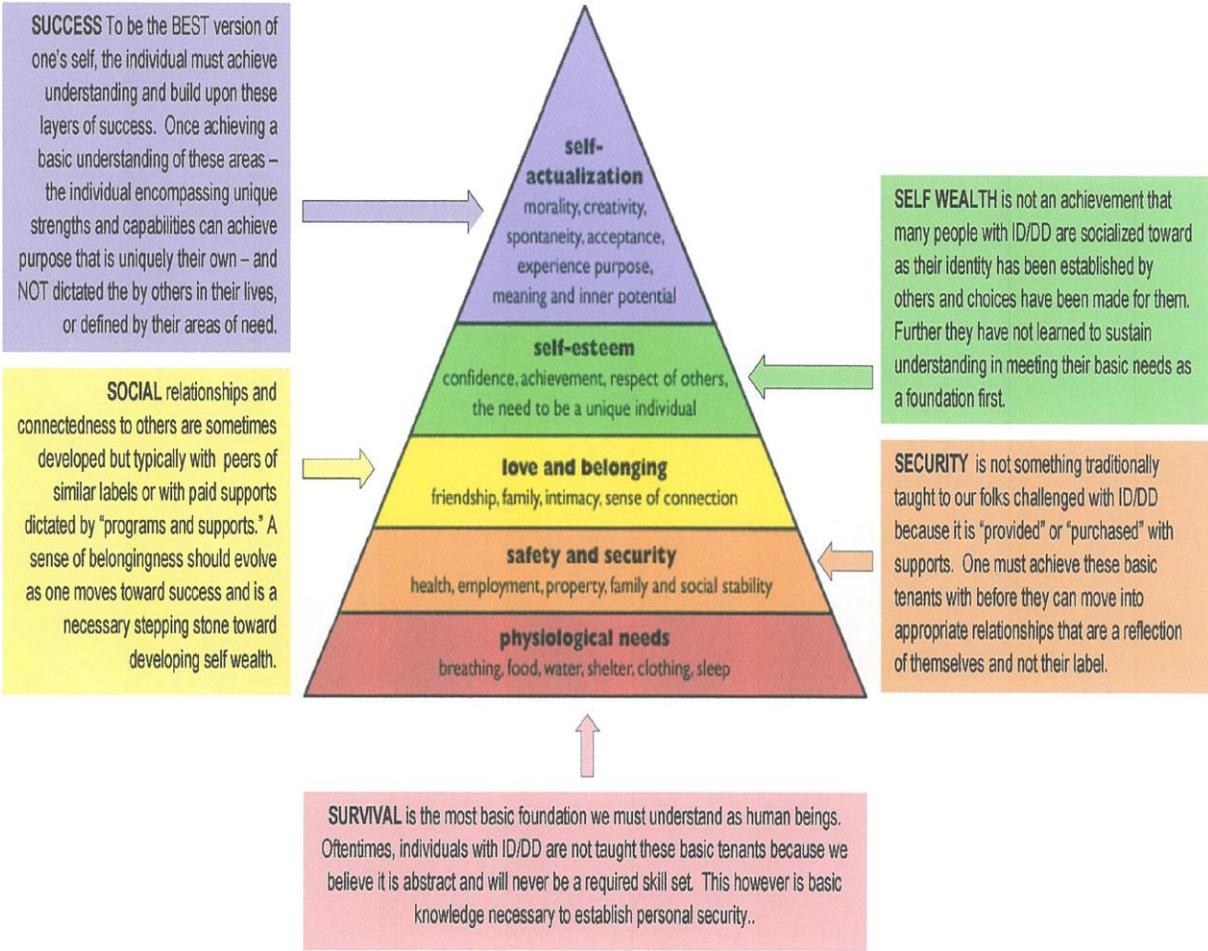
The goal of the Career Services program at Outside the Box is to enable our clients to access and succeed in competitive employment positions, increasing their independence. Working closely with Indiana Vocational Rehabilitation Services, OTB job coaches assist participants by providing job training,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

Studio Art Services

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

OTB CURRICULUM

Maslow's Hierarchy of Needs used as a theoretical foundation for empowering people with ID/DD toward unique personal success



GETTING STARTED

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

How do I get referred for Outside the Box services?

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 the individual. Guardians, support persons, friends, family and staff, (anyone significant to the individual), are welcome to attend this initial meeting.

What is Outside the Box's referral to admission process?

Applicants are accepted in the order that their referrals are received, providing that there is a group that matches the applicant's interests. It is our goal that all referrals be contacted within 10 days of receipt of referral, so that an initial interview can be scheduled and plans for services can be initiated. In accordance with OTB's commitment to small groups, (no more than 8 individuals in a group), if an opening does not exist in a current group, you will be placed on a waiting list, until a group can be started that will provide a good match. While on the waiting list, you will receive monthly follow-up from an OTB staff to update you regarding your status in the program. Individuals receiving employment services must have work permits where appropriate (16 years old). Services are provided for those who meet all general requirements for admission to Vocational Rehabilitation Services.

How are services paid for?

Usually people who 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 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 but 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 to you.

Individuals in our day program and studio art program will likely have fees associated with participating in program activities. Group facilitators will help determine what you will need to pay each month for activities.

How do I exit an Outside the Box program?

A person may leave services for several reasons including:

- You or your guardian may decide to leave services
- You may have gotten 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 have done something dangerous to yourself or others and the problem cannot be solved by a change we can make

When you leave services, we will hold a meeting to discuss why you are leaving and 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 an administrator at Outside the Box to see if we can meet your needs. A meeting will need to be held to help to start services again.

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 work hard to choose and train the best, hard-working, caring staff we can find! We do not accept everyone who applies. Some of our staff requirements are the following:

- Staff must meet educational requirements for the job they are applying for
- 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, all funding sources, CARF and Outside the Box. We train new staff after they are hired and current employees are required to take training annually after they are working.

All Outside the Box employees received initial training regarding Outside the Box, Inc.'s policies, procedures, and regulatory requirements. They receive training specific to the individual and their ISP and individual BSP. We also provide ongoing training to all employees to provide positive supports that facilitate individual success. All of our 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 our Associate Director and our Coordinator of Service Outcomes while providing supports to individuals in our program. Employees will receive additional training by Behavior Consultants, when an individual receives behavior management services.

What is the role of diversity at Outside the Box?

Outside the Box, Inc. recognizes the individual differences of each of our employees, clients, 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 consumer 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. 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. The following information is considered confidential information: Your individual 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, client, and volunteer must have 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, clients, and volunteers receive and have the opportunity to participate in safety training. Outside the Box, Inc. expects all staff, clients, 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 should be aware of where these areas are located or receive clarification from management in they are unsure. You will regularly practice what to do if there is ever a fire, tornado or other emergency.

Code of Ethics

The board of directors, management, and staff of Outside the Box, Inc. have adopted and committed to abide by the following ethical standards of practice and conduct.

- 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 warmth, kindness, 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, its inclusion in the Operations Manual and the Training Curriculum:

- Outside the Box, Inc. will 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 by Outside the Box, Inc. The purpose of this is to assure training standards are achieved according 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 POLICIES

If you participate in services at Outside the Box, the policies in this section will pertain to you.

When are Outside the Box facilities open?

The Outside the Box office is open Monday through Friday from 9 am to 5 pm, except for holidays and days of bad weather. 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.

On what holidays are Outside the Box facilities closed?

Outside the Box is closed for services on the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

What other times are Outside the Box facilities closed?

Sometimes, Outside the Box may be closed because of 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.

- By Internet: Closures will be posted on our website, www.otbonline.org
- By 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

Does Outside the Box have an attendance policy?

You are expected to attend on all scheduled days at Outside the Box. Excessive absences may require a meeting with your team to determine if services should continue. However, there are some acceptable excuses to stay home. These include:

- Illnesses/emergencies
- Medical and doctor appointments
- Death of a family member
- Approved leave of absence

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

You should keep personal belongings near you during your time at Outside the Box. Please 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. You should put your name on anything important to you, including lunches, coats, etc.

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

The health and well-being of you and staff at Outside the Box 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 and 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
- You have a suspected case of conjunctivitis (pink eye)
- If you start acting sick while at OTB, a trained staff will determine if you should be sent home

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

- You or a member of the OTB staff will determine that you need to go home due to sickness
- A member of the OTB staff will contact your parents or residential provider to come pick you up
 - If you live independently, an OTB staff member will help determine if you can safely get home with public transportation
- You may be kept away from others until you are picked up

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

Yes! All participants at Outside the Box must adhere to the below 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 obey 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 hitting or punching.
- 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 unexcused absences or excessive absences.

What happens if I break any of these rules?

Outside the Box's policy is to try to deal with rule breaking/inappropriate behavior through programming and additional training and 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. You can never behave in a way that is dangerous to you or to others. Illegal activities are not allowed at Outside the Box. These behaviors are taken very seriously and will 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 your team. You may be asked to leave the program immediately if a problem is deemed severe. Problems 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

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

- **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.
- **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.** This means that you will participate in OTB activities to the best of your ability while at Outside the Box.
- **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 rashly (i.e. moving groups or quitting a job). It is difficult to find a job and may take a long time before I am rehired 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.

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

Yes! 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 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 client 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
- 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 only 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 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:

The 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 in 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:** is 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 procedure.
- **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 OF INDIVIDUAL RIGHTS. Copyright © Insights Consulting, Inc. All rights reserved)

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.

Certainly 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 were provided to you 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—and 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. Below is a summary of how the process should work. 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 above, 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.

Further, 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

WHO DO I CONTACT?

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

Call us at
317-253-6658

OR

Visit us at
3940 E. 56th St.
Indianapolis, IN 46220

OR

Visit us online at
www.otbonline.org

We look forward to working with you!
-the OTB team