



Medical Alternatives Rehabilitation Center Inc.
26800 Meadowbrook Road Suite 101 Novi, MI 48377
Office: (248)716-7603 Fax: (248)473-6951

Vocational Associate Name:
Start Date:
Annual Review Date:

Welcome to MARC! We are pleased that you have selected our program as your choice for vocational and therapeutic services. We welcome your involvement and feedback throughout your participation in our work program and additional internal therapies. We believe an occupation is a basic human activity essential to your health and well-being.

This handbook is designed to introduce you and your support system to our post-acute therapeutic program. If you have any questions after reading and reviewing this handbook, please let us know.

When you are done reading this handbook, please sign the last page and submit to the Program Manager. A copy of this handbook will be provided to you and can also be located on our website at marctherapies.com

MISSION

Our mission at MARC is to use actual work activities as therapy in the belief that having an occupation is a basic human activity essential for health and the healing process and that therapeutic work activity must embody the characteristics of purposefulness, challenge, accomplishment, and satisfaction that make up every occupation.

VALUES

- We believe in person centered individualized programming which embodies and supports a team approach to success in the therapeutic vocational setting. Each person's entire team must be actively engaged to obtain purposeful outcomes on a continuing basis.
- We believe in the power of individual choice. Persons served have both the right and the obligation to be active in the process of choosing their vocational activities and developing personal goals.
- We believe that partnerships produce effective and substantive outcomes for the individuals we serve. Our relationships, with individuals, their families, our employees, the organizations, and communities in which we work, are based on shared esteem and a focus on innovation, excellence, and personal choice.
- We believe in promoting the physical well-being of the persons we serve through physical activity. The ability to be as fit and functional as possible builds greater quality of life and will minimize the

risks associated with sedentary lifestyles such as muscle atrophy, deteriorating health, and loss of function.

- We believe prescribed physical therapy programs improve mobility and help manage pain. Physical Therapy is an important part of rehabilitation, treatment, and prevention of chronic conditions, illnesses, and injuries.
- We believe in providing a creative outlet to the individuals we serve. Giving them the opportunity to express themselves through different artistic mediums.
- We believe in providing a robust schedule of educational in-services for those that we serve to promote healthier hygiene habits and training necessary to increase independence with ADLs.
- We believe in giving back to the community in which we live and work. Our goal as we continue to grow is to develop community volunteering and outreach.
- We believe in upholding the fundamental rights of our persons served and other stakeholders ensuring that our organization is continuously working to understand the diverse needs that may be faced daily with the population we serve.

Disclosure Statement:

Please be advised that by signing receipt of this handbook you authorize MARC to bill your insurance carrier (s) for the cost of care, treatment, and services provided. You agree to provide MARC with all necessary information regarding insurance carrier (s) and coverage. Please be advised MARC follows all HIPPA and protected information regulations. Communication with your insurance carrier related billing for services rendered complies with all applicable regulations.

Transition Planning:

Transition planning to competitive employment is determined on an individual basis by support of your entire treatment team. It may include factors such as attendance, job performance, task tolerance, participation in enclaves, working with a community based internal or external Vocational Specialist and the accomplishment of increasingly difficult functional goals.

Estimated Length of Stay/Admission:

Estimated length of stay/admission is determined by the treatment team evaluation of therapy process and goal outcomes. This is reviewed at least annually and documented by an updated prescription.

Alternative Resources to Meet Additional Identified Needs:

Person served is given a minimum of three resources for possible alternative providers in the event of a discharge. This is included in the discharge notification. In the event of in program identification of additional needs not covered by current funding, resources are provided within our website. This list is reviewed at least annually. While admitted, should additional identified needs be determined the treatment team possible providers are reviewed, a script is obtained from prescribing physician, and referral information is provided.

Outcome Measurement:

MARC uses FIM/FAM as the preferred outcome measurement tool which is approved for use by CARF. The FIM is **an 18-item, clinician-reported scale** that assesses function in six areas including self-care, continence, mobility, transfers, communication, and cognition. **FIM** stands for Functional Independence Measure, an assessment tool doctors, therapists, and nurses use during rehabilitation and physical therapy. **FIM** gauges and tracks the amount of assistance that a person may require to carry out everyday activities. The FAM was developed as an adjunct to the FIM to address the major functional areas that are relatively less emphasized in the FIM, such as cognitive, behavioral, and communication areas specific to TBI populations. The FAM consists of 12 items. These are intended to be used with the FIM. Tasks are rated on a 7-point ordinal scale that ranges from total assistance (or complete dependence) to complete independence. Scores are generally assessed at admission, every 6 months, and upon discharge.

Individualized person-centered programming:

An individualized person-centered program, with detailed vocational goals will be designed with input from you and from members of your team. The purpose of this person-centered program is to enhance your vocational potential and quality of life. Your individualized programming with us will be reviewed on a regular basis with you and your team at team meetings. These meetings may include staff and external team members such as physicians, family members, case managers and others as necessary.

Compensation and Reviews:

VA's receive a competitive hourly wage. Paychecks are processed weekly. Attendance bonuses are available monthly. Paychecks may be direct deposited, or paper processed depending upon if the VA has a guardian who provides oversight with funds. If paychecks are direct deposited, a paystub may be provided.

VA reviews are completed a minimum of once per year. Incentives may be provided depending on attendance and performance. VA's are encouraged to provide input during these reviews and share with the Program Manager the benefits they offer to the program.

Paid Holidays:

VA's will receive 4 paid holidays per year. The program must be closed for the day to constitute to be a paid holiday or in observance of the holiday. In addition, the holiday must fall on a VA's regular scheduled workday and must work 15 hours per week or more.

Rights and Responsibilities:

- Work in a clean and safe environment.
- Eat food of your choice, exercise, and enjoy leisure activities during break and lunch periods.
- The right to have family members and external team members tour your place of work
- Express your input and feedbacks, to be heard and taken seriously
- Make a complaint if you feel you are not receiving the support and services you need. You will be free from retaliation for making a complaint.
- See your own records: You and your guardian have the right to review your vocational and employment records under the guidance of administration. *See Privacy Notice at end of this handbook*
- Be treated the same no matter what (regardless of your) your race, religion, sexual orientation, gender, or age.
- The right to participate in religious activities during work hours with reasonable accommodations provided.
- Receive prompt medical attention if injured during work hours.

Responsibilities as a MARC Vocational Associate:

- To inform the program when you will be absent from the program by calling the number provided: (248)716-7603
- To review with the Program Manager a need for any change in schedule.
- To keep MARC a drug and alcohol-free workplace and will not work under the influence of drugs or alcohol or sell drugs or alcohol to anyone in the program.
- To never smoke indoors as this is a safety concern. This includes electronic cigarettes and vape pens.
- To wear the necessary personal protective equipment as required.
- To fully participate in all emergency preparedness drills and participate in reviewing material as required.
- To always wear appropriate clothing and footwear as outlined in the handbook.
- To follow infection control measures as outlined in the handbook.
- To help create and maintain a positive workplace by refraining from negative communication with others and seek support from a Program Manager when needed.

A representative of MARC will talk to you about your rights at least once each year. If you feel your rights are not being respected, you can speak with the Program Manager or Quality Improvement Manager. The programs ***Compliance Connection*** is posted in the main work area and on our program website at ***marctherapies.com*** if you have a complaint or concern.

Certain behaviors may place you or others at risk, and your team members will work to maintain a safe environment. MARC staff will provide necessary supports to de-escalate any negative and or high-risk behaviors to help you be successful.

If the support provided at MARC is unsuccessful, the team may be involved in developing a specific behavior plan. If high risk behavior continues despite interventions, the team at MARC may re-evaluate continued placement in the program.

If the behavioral supports implemented are unsuccessful, the team may work to develop a specific behavioral plan to assist you in being successful. Should the team determine that the behavioral plan is still unsuccessful, then there may be a need to re-evaluate continued vocational placement.

Job Duties of Vocational Associate:

- Perform assembly, labeling, and packaging tasks
- Check completed parts for quality
- Take direction from job coaches regarding proper task procedures
- Keep work area clean
- Keep break/lunch space clean and tidy up mess when breaks and lunches conclude
- Follow daily schedule of activities: work, breaks and lunch, therapies, and groups
- Adhere to MARC dress code
- Keep work area clear of clutter, food, drinks

Training:

MARC will ensure all vocational associates are provided training by a job coach prior to assigning tasks. Questions or concerns should be addressed if there is a need for clarification with assigned tasks or special modifications needed.

If any job or task requires additional training, we will be sure to provide the necessary training/support prior to starting a new task. VA's are encouraged to reach out for support if they feel unsure or uncomfortable starting or completing any task assigned.

Dress Code Policy:

MARC expects employees to dress appropriately in attire of a casual nature. Our work environment for employees encourages you to dress comfortably for work. Please do not wear anything that other employees might find offensive or that might make coworkers uncomfortable.

Acceptable Attire

- T- shirts (long and short sleeve), sweatshirts, sweaters, hoodies, polos, button-ups
- Jeans, khakis/slacks, shorts (knee length)
- Shoes with a closed toe, e.g., boots, running/gym shoes

Unacceptable Attire

- Ill-fitting clothing, too tight or too loose,
- Shirts with anything potentially offensive or that promotes causes such as, politics, religion, sexuality, race, age, gender, profane language, ethnicity,
- Pajama tops and bottoms,
- Shirts without sleeves, anything made of a see-through material, thin spaghetti straps, lingerie looking attire,
- Open toed shoes, sandals, flip flops, mesh shoes, and high heels *are not permitted, and*
- Torn or tattered clothing with holes,
- Clothes must be clean in appearance,
- Heavy cologne, perfumes, or scents

The team at MARC will determine if an article of clothing is offensive. Employees that choose to wear inappropriate clothing will be addressed individually and may be asked to turn a shirt inside out, contact the individual program to bring appropriate attire to the workplace, or be sent home depending on the situation.

Exceptions will be made regarding alternative footwear if medical necessity requires footwear that does not fall under current program policy as indicated above. Management must be notified and a note from treating physician must be provided to have on file.

MARC recognizes the importance of individuality held religious beliefs to all Vocational Associates in the program. MARC will reasonably accommodate a Vocational Associate religious beliefs in terms of workplace attire unless the accommodation creates undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of safety issues for the program. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the company HR department or QI Manager for review.

Vocational Associates are expected to demonstrate good judgment. Courtesy towards coworkers and the image you present to coworkers are the factors you need to use to assess whether you are dressing in attire that is appropriate.

SUNGLASSES:

- Are prohibited in the workplace unless a note from a treating physician is provided to indicate the need due to light sensitivity that requires tinted lenses in the workplace,
- If no order is on file, then the VA will be asked to remove sunglasses.

Community-Based Enclaves:

We believe in giving back to the community in which we work and reside. Our vocational associates will be encouraged to participate in community-based enclaves, as willing, granted that the Program Manager and treatment team recommend their participation. Behavioral stability is a key factor in determining community based- enclave placement.

Internal Therapies:

MARC may include the following internal therapies: Occupational Therapy, Physical Therapy, Art Therapy, Psychotherapy, Music Therapy, and our Fitness Program.

Vocational Associates are encouraged to participate as appropriate in therapies offered to promote physical and mental well-being. This also provides a creative outlet for our vocational associates to express themselves through different artistic mediums.

Religious Observance:

Reasonable accommodations will be provided for those in need of observing religious holidays/practices.

Break and Lunch Periods:

All vocational associates working a full day are provided two 15-minute breaks and a 30-minute lunch period. Based upon your scheduled hours you will be assigned to one of the following sets of breaks:

10:30 – 10:45 AM, 11:45 – 12:15 PM, 2:00 – 2:15 PM or 11:00 – 11:15 AM, 12:30 – 1:00 PM, 2:30 – 2:45 PM.

Vocational associates are encouraged to prepare and bring to work a healthy lunch to promote health and wellness.

Vocational associates are expected to clean up their break and lunch area to the best of their ability to promote independence. Assistance will be provided from staff members as needed.

Vocational Associates are compensated for their break period(s). Lunch is unpaid. If a VA does not return to their work area at the scheduled time, then their time will be documented accordingly as off task.

Smoking Policy:

Smoke breaks can only be taken during scheduled break and lunch periods. Smoking is only allowed outdoors and takes place the last five minutes of the respective break or lunch period. The following policy must be followed:

- Smoking is prohibited indoors as it is a safety concern, and is against the law,
- This also includes electronic cigarettes, and vape pens,
- All cigarettes must be extinguished and disposed of in the proper containers before reentering the building, and,
- No half-smoked cigarettes are to be brought back into the building as this could be a potential fire hazard.

SPECIAL PRECAUTIONS: Individuals who are on oxygen therapy will not be allowed to smoke as this could be a significant safety risk to themselves and others. The program will review safety protocols related to oxygen use and post signs to inform all on site that oxygen is in use and to be on alert.

Violation of the above smoking policy may result in loss of smoke breaks, suspension, and/ or termination from program.

Phone Policy:

MARC understands that your mobile device is an important tool in day-to-day life. We ask that you please limit personal phone calls to emergencies or your break and lunch periods. If it is necessary to use your mobile device, let one of the job coaches know so you can take your phone call in a private place to limit work disruptions. ***Please see attached policy at the end of this handbook.***

Workplace Expectations:

As a vocational associate employed through MARC, you will be expected to perform multiple work duties. As a vocational associate in our program, you have certain expectations to follow in the outline below:

- Cleaning workspace at the end of shift,
- Following program rules and regulations,
- Following smoking rules as outlined in this handbook,
- Attending progress meetings as scheduled along with any therapies,
- Provide input into treatment programming,
- Taking medications as prescribed to help stabilize any medical concerns,
- Follow job coach direction regarding work task procedures,
- VA's must report leaving the work area to the Job Coach or Program Manager,
- No leaving the building during work hours unless approved by a Program Manager,
- Ear buds must be removed when walking around the facility,
- Fellow VA's and staff should not be able to hear your music and must be kept at an acceptable and safe level,
- No blue tooth speakers are allowed at work,
- No food or drinks allowed at workstations,
- VA's are discouraged from ordering food to be delivered to the program,

Disciplinary action may be taken for anyone who violates any safety rules in the work environment. Disciplinary actions taken will be at the discretion of the Program Manager or Executive Director.

Medication Management:

- All medications that are to be taken during work hours must be turned in and locked in our medication room.
- The program will provide reminders as indicated and document accordingly when medications were administered, refused and/ or missed and notify the appropriate parties.
- If you are independent with medications, medications are still expected to be turned in to the program and kept in the locked medication room unless an order from a treating physician indicates otherwise and will be kept on file and reviewed annually or sooner if needed.
- VA's must report the use of over-the-counter medications and are not allowed to share any over the counter medications with fellow VA's or staff.

- The program has an OTC medication kit on site and if needed a Program Manager can administer under the direction of program nurse.

Health Concerns or Personal Issues:

- If you are sick, please stay home to prevent the spreading of germs to your fellow co-workers and staff and contact the program to report if you are unable to attend by calling (248)716-7603 to report any absence from work.
- Special precautions must be taken when cleaning up blood or other bodily fluids to prevent contamination. Should it occur that there is an incident involving bodily fluids, such as a nosebleed or a bathroom situation, please notify the nearest job coach or manager immediately. This will allow staff to take prompt, discreet action to clean the area and ensure special precautions are taken to prevent contamination or infection.
- If any blood or other bodily fluids of unknown origin are discovered on the premises, please notify the nearest job coach or manager to ensure prompt, discreet cleaning of the area.
- Due to the pandemic Covid 19, you may be asked to wear a mask if it is mandated, and the program deems necessary.

Proper Use of Chemicals and Cleaning Agents:

Vocational associates are required to follow the direction of job coaches when using any cleaning agents or chemicals. Vocational associates are always required to wear the appropriate personal protective equipment when using any chemical or cleaning agents. This may include gloves, goggles, mask, etc. The program will determine the appropriate personal protective equipment as deemed necessary.

Chemicals that are not properly labeled must not be used and should not be poured out or smelled to determine what the chemical is. A Job Coach or Program Manager must be notified immediately if a chemical is not labeled or is not in its original container.

Safety Data Sheets are available for all chemicals used in the program and all VA's and staff can access as needed. If no SDS is on site, then the Quality Improvement Manager must be notified.

Proper Use of Tools and Equipment:

Training will be provided prior to the use of any tools and equipment by the programs Occupational Therapist to evaluate for safety and level of independence.

This includes equipment and tools related to cooking, grilling, use of box cutter, pallet jack, meal prep utensils/cutting and chopping, handheld tools, such power drills.

Drug and Alcohol-Free Workplace:

- All associates of MARC are expected to remain free from alcohol and drugs as this could create a safety hazard for all individuals in the work environment.
- The selling of alcohol or drugs is strictly prohibited and could result in suspension or termination of your employment at MARC.

- Associates should report concerns immediately to management if anyone is selling or distributing illegal substances, prescription medications, or alcohol.
- If management suspects a vocational associate may be under the influence of illicit substance/alcohol while working, that associate may be asked to submit to an alcohol/drug screen. Concerns will be reported to the appropriate parties.

Reporting Work Related Injuries/Accidents:

- Stop work immediately and report to a Job Coach or Program Manager,
- If first aid/treatment is needed immediately notify the closest Job Coach or Program Manager,
- Follow direction provided by the Job Coach or Program Manager,
- Provide information related to the injury/accident and assist as needed related to any accident/injury investigation,
- Testing for illegal drugs and/ or alcohol may be requested if there is suspicion drugs or alcohol contributed to the injury/accident

The program is expected to provide the necessary medical treatment whether it be first aid treatment internally with our program nurse or seeking treatment at a local urgent care or hospital. Return to work requirements may be required and the appropriate parties will be notified and determine if work should be placed on hold and additional measures taken to maximize safety in the workplace.

Workplace Violence and Harassment:

MARC is committed to making the work environment a safe and enjoyable place to work. If an associate ever feels threatened or harassed by a fellow co-worker, job coach, or member of management then concerns should be reported immediately to the Program Manager. Concerns can also be reported to the company Quality Improvement Manager and/or Executive Director. The contact number to reach either party is **248-473-1139**. ***Compliance Connection is also posted in main work area and company website at marctherapies.com***

Consequences for committing violence, harassment, or bullying against a co-worker, job coach, or member of management could result in suspension or termination of your employment at MARC.

Emergency Preparedness:

All staff and Vocational Associates of the program are required to participate in mandatory monthly emergency preparedness reviews.

Noncompliance may result in suspension and/ or termination from the program.

Possession of Prohibited Material:

The following items are prohibited and should not be brought into the program:

1. BB guns
2. Pellet guns
3. Air rifles
4. Decorative swords, knives, sabers, etc.

5. Spears
6. Bow and arrows
7. Handguns
8. Pocket knives
9. Any potentially harmful implement

Vocational Associates will be asked to leave prohibited items at home. If a VA has any of the following items, you will be asked to turn these items over to the Program Manager. If you refuse, then you will be asked to leave, and the appropriate parties will be notified.

Lending, Sharing, Borrowing Policy:

- This includes cigarettes, money, food, candy, drinks, cell phones, etc.,
- Employees must not offer or attempt to buy items for others in the store, privileges may be suspended if a VA is caught doing so,
- No selling of items between VA's unless approved by management,
- Violation of this policy will be handled accordingly by program management.

Fraternization in the Workplace:

- It is against company policy to ask a fellow Vocational Associate, Job Coach, or Program Manager, for their private personal information such as cell phone, email address, social media information, or home address,
- Staff is prohibited from having contact with VA's outside of the workplace,
- Fellow VA's may have restrictions outside of the workplace and may need approval from a guardian or family representative prior to providing personal information. A Program Manager can assist if VA's want to exchange personal information with a fellow VA.

No Touch Policy:

- No touching should occur in the workplace which includes hugging, shaking hands, massaging, any close body contact,
- Fist bumps and elbow bumps are appropriate and recommended!

Personal Items:

- The program currently does not provide lockers or locked cabinets to store personal items,
- VA's are discouraged from bringing purses or personal items to the program that cannot be kept on their person,
- MARC will not be held responsible for lost or missing items.

Arrival and Departure:

All VA's are expected to be signed in and signed out of program due to safety reasons. If the VA self-transportes they must sign in at the front desk and when departing from the program must sign out as well. If a transportation company is used or program provides transport the same process must be completed by the individual who is providing the transportation.

Computer Lab Guidelines:

One of the added benefits to MARC is the ability for our VA's to work in the MARC computer lab. The following guidelines were created to provide a positive work environment for all involved while working in the Computer Lab.

- No food or drinks in the computer room.
- Be courteous of others working.
 - Be thoughtful of others concentrating. This includes being loud, disruptive, conversing, and music. Unless specific group states otherwise.
- No personal use of cell phones in the computer room.
- Do not access your personal social media account on company computers.
- No personal use of computers. Computers are for work related tasks only.
- Be respectful of other workstations.
 - *Example:* Do not log someone out of the computer workstation unless you have permission by the individual or job coach.
 - *Example:* Please make sure to log out of your account when you are done working. Make sure you save or delete your work appropriately.
- Do not use computers unless you checked in with the job coach in the computer room. Need permission for access to the computer.
- Please be respectful to your schedule and computer time.
- Do not operate technical equipment (computer/cricut/printer) without job coach permission.
- Do not operate the iron unless you have checked in with the job coach. Be mindful of iron in computer room. Iron may be **HOT**.

ATTACHED RACIAL EQUITY STATEMENT, PHONE POLICY and PRIVACY NOTICE:

Racial Equity Statement:

MARC Therapies is committed to providing purposeful, productive work in a positive environment for people with TBI or other neurocognitive impairments. Our approach includes combining meaningful work and a sense of community for our Vocational Associates to live a more fulfilled and robust life.

MARC Therapies is also committed to providing a safe, just, and supportive working environment for all of our employees. Recent national events have caused reflection, as we look at our core values as well as how we are supporting our communities at home and in the workplace with actions as well as ideals.

The leadership team provides compassionate, committed service to our Vocational Associates, regardless of race. The compassion and commitment extend to the staff and administration, who have access to senior leadership day or night. Training for staff and administration is focused on the rights of the individual, identifying, and eliminating bias, as well as protecting staff members in the community.

By focusing on partnership and collaboration, we hope to minimize the impact of systemic racial injustice. Recent events show clearly that complacency is not an option when it comes to serving the needs of our Vocational Associates and employees.

We remain committed to our core value of upholding the fundamental rights of our Vocational Associates, and of the community in which we serve. We will continue to work toward a deeper awareness of how biases and racism impact our community.

Policy: VA Phone Use
Effective Date: 5.18.2021
Revised Date:
Program: MARC
Page: 1

POLICY:

MARC, Inc. is committed to ensuring an effective and safe therapeutic vocational day treatment environment for Vocational Associates (VA) and staff. Vocational Associates should be aware of and follow the procedures always outlined below.

PROCEDURES:

Vocational Associate (VA) phone use is limited as seen below:

- OK to use Phone for:
 - Private listening while at workstation with ear bud device/headphones
 - Remove ear bud device/headphones when leaving workstation.
 - Music should not be heard by other VA’s.
 - Emergency Phone calls
 - VA should ask Job Coach to leave workstation and take call in private area.
- Not OK to use Phone:
 - In any manner that disturbs others, music, videos etc.
 - Do not use phone while walking.
 - Do not take calls in work area, instead ask to leave work area, and take only emergency calls in private area.
 - No not take unauthorized pictures, videos, or audio of other VA’s or staff without permission.
 - Non-emergency, non-work-related reasons.

Notice of Privacy Practices
Effective Date: 6/21/2021
Revised Date:

Program: Medical Alternatives Inc., and MARC
Total Pages: 7

THIS NOTICE DESCRIBES HOW PROTECTED PERSONAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

We are committed to protecting the privacy of your medical information. We are required by law to maintain the confidentiality of information that identifies you and the care you receive. We are required to give you this Notice of our legal duties, our privacy practices, and your rights, and we must follow the terms of this Notice. This Notice also applies to your personal physician and others who may provide care to you, but only for the care you receive within our program. When we disclose information to other individuals and companies who perform services for us, we require them to protect your privacy as well. There are other laws that provide additional protections for medical information related to treatment for mental health, alcohol, and other substance abuse, along with HIV/AIDS. We will follow the requirements of these laws.

As part of providing services to you, we will collect information about your care. We need this information to provide you with quality services and to comply with certain legal requirements. This notice applies to all the records of your care generated within our program including hard copy form, and Electronic Records Systems.

We are required by law to:

- Make sure that information that identifies you is kept private.
- Give you this notice of our legal duties and privacy practices with respect to information about you.
- Follow the terms of the notice that is currently in effect.

If you have any questions about this Notice, please contact your assigned Case Coordinator, MARC Program Manager, and/ or the Quality Improvement Manager during normal business hours Monday – Friday, 9:00 a.m. – 5:00 p.m. at **248-473-1139**.

WHO WILL FOLLOW THIS NOTICE?

This notice describes the privacy practices of the entities that are part of Medical Alternatives Inc., and MARC including:

- Any professional/clinician authorized to enter information into your medical records;
- All employees, staff, and other personnel within our programs.

Please realize that other professionals not associated within our programs may use different notices or policies regarding health information created in their organization.

HOW WE MAY USE AND DISCLOSE INFORMATION ABOUT YOU.

The following categories describe different ways that we use and disclose information. For each category of uses or disclosures we will provide examples. Not every use or disclosure in a category will

be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories noted below.

- **For Your Care, Treatment, and Services:** We may use health information about you to provide, coordinate or manage the services, supports, and healthcare you receive from us and other providers. We may disclose health information about you to your medical care providers, your external case manager, your assigned Case Coordinator, direct support staff, MARC Program Manager and staff, other agency staff or other persons who are involved in supporting you or providing care. For example, your direct care staff may need to share information about your care plan with your psychiatrist or with your external case manager.
- **For Payment:** We may use and disclose information about you so that services may be billed to and payment may be collected from you, an insurance company or other entity providing funding for your care. We may contact your insurance provider to verify what benefits you are eligible for, obtain prior authorization, and inform them about services provided.
- **For Health Care Operations:** We may use and disclose information about you to run our program and to make sure you receive quality services, or to decide if we should change or modify our services. For example, we may disclose health information about you to train our staff. We may also use information for accreditation or licensing purposes.
- **To Other Health Care Providers:** We may release information for their treatment, payment, and operations to your care by them.
- **To Individuals Involved in Your Care or Payment for Your Care:** We may release your health information to an advocate or family member that is helping you pay for your care or who assists in taking care of you. In addition, we may disclose health information about you to an entity that is assisting in a disaster relief effort such as the American Red Cross, so they can contact your family and be notified about your condition, status, and location. If you have specific objections or instructions regarding these communications, you may discuss them with us by contacting your Case Coordinator and/ or MARC Program Manager.
- **With Your Written Authorization:** You may revoke any authorization at any time, in writing, but only as to future uses or disclosures, and only if we have not already acted in reliance.

OTHER USES AND DISCLOSURES WE MAY MAKE WITHOUT AUTHORIZATION:

- **As Required By Law:** We will disclose information about you when required to do so by federal, state or local law. For example, we may reveal information about you to the proper authorities to report suspected abuse or neglect.
- **Prevent a Serious Threat to Health or Safety:** We may use and disclose information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

- **For Health Oversight Authorities:** To keep records of births, deaths, and new cases of cancer, prevent or control communicable disease, injury, or disability, ensure the safety of drugs and medical devices, report child abuse, for workplace surveillance or work-related illness and injury.
- **To Report Abuse, Domestic Violence, or Neglect:** We will notify the appropriate authorities if we believe you are the victim of abuse or neglect. We will inform you in advance unless we believe this will place you at risk of serious harm. We will not inform your personal representative if we believe this will put you at risk of serious harm. Reports of child abuse or neglect may also be applicable under this category.
- **Military and Veterans:** If you are a member of the armed forces, we may release information about you as required by military command authorities.
- **Workers' Compensation:** We may release information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illnesses.
- **Health Oversight Activities:** We may disclose information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for appropriate oversight of the health care system, government programs and compliance with civil rights laws.
- **Judicial Proceedings:** We may disclose information in response to court or administrative orders, subpoenas, discovery requests. If you are involved in a lawsuit or a dispute, or if there is a lawsuit or dispute concerning your services, we may disclose information about you in response to a subpoena or court order or administrative order.
- **Law Enforcement:** If asked to do so by a local, state, or federal law enforcement official we may release information:
 - In response to a court order, subpoena, or warrant;
 - To identify or locate a suspect, fugitive, material witness, or missing person;
 - About the victim of a crime in certain limited circumstances, if we are unable to obtain the person's agreement;
 - About a death we believe may be the result of criminal conduct;
 - About criminal conduct at any facility where you are receiving treatment;
 - In emergency circumstances to report a crime (including the location or victim(s) of the crime, the description, identity, or location of the perpetrator).
- **Coroners, Medical Examiners and Funeral Directors:** We may release information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also release information to funeral directors as necessary to carry out their duties.
- **Organ Donation Organizations:** For organ procurement, eye or tissue transplantation, or an organ donation bank as necessary to facilitate organ or tissue donation transplantation.

- **National Security, Intelligence Activities, Protective Services for the President and Others, and State Department Purposes:** We may release information about you to authorized Federal officials for intelligence, counterintelligence and other national security activities authorized by law.
- **Correctional Facilities:** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release information about you to the correctional institution or law enforcement official. This release would be necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.
- **Other Use Of Your Medical Information:** Other uses and disclosures of protected health information not covered by this Notice or the laws that apply to us will be made only with your written permission. If you or your legal guardian (if applicable) provide us with an authorization to use or disclose information about you, you may revoke that authorization at any time by submitting in writing. You understand we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of care that we provided to you.

YOUR RIGHTS REGARDING YOUR PROTECTED PERSONAL INFORMATION

You have the following rights regarding protected personal information we maintain about you:

- **Right to Obtain a Copy of this Notice on Request:** You may contact your Case Coordinator, and/ or MARC Program Manager for an additional copy. If you need assistance accessing and reviewing the Notice, it will be provided to you. The Notice is available on our website for review: *medaltinc.com*
- **Right to Inspect and Copy of Your Record:** You have the right to inspect and copy health information that may be used to make decisions about your care, including your records and billing records. Except in limited circumstances defined by federal regulations, a fee will be charged to copy your record. If your records are maintained in electronic format, you may request a copy in electronic format, or designate we send your records to a third party in electronic format. If you are denied access to your record for any reason, we inform the reason why and what your rights are to challenge the denial. Right to inspect and Copy does not include psychotherapy notes.

To inspect and copy information that may be used to make decisions about you, you must submit your request in writing to your Case Coordinator, and/ or MARC Program Manager, who will then review with the Executive Director. If you need assistance, it will be provided to you.

- **Right to Request an Amendment to Your Record:** If you feel the information, we have about you is incorrect or incomplete, you may ask us to amend the information.

To request an amendment, your request must be made in writing and submitted to your Case Coordinator, and/ or MARC Program Manager. In addition, you must provide a reason that supports your request. If you need assistance to put your request in writing, it will be provided to you.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. We will tell you why your request was denied in writing within 60 days. Even if we accept

your request, we do not delete any information already in your records. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the information kept in your file;
- Is not part of the information which you would be permitted to inspect and copy; or
- We believe is accurate and complete.

If you disagree with the denial, you may submit a statement of disagreement. If you request an amendment to your record, we will include your request in the record whether the amendment is accepted or not.

- **Right to an Accounting of Disclosures of Your Information:** You have the right to an accounting of disclosures for purposes other than treatment, payment or health care operations, disclosures to you or authorized by you, disclosures incidental to permitted disclosures, and certain other disclosures excluded by regulation.

To request this list or accounting of disclosures, you must submit your request in writing to your assigned Case Coordinator, and/ or MARC Program Manager. If you need assistance, it will be provided to you. Your request must state a time period which may not be longer than six years. The request will be reviewed, and a response provided within 60 days.

- **Right to Request Restrictions:** You have the right to request a restriction or limitation on the information we use or disclose about you for treatment, payment, or health care operations. You also have the right to request a limit on the information we disclose about you to someone who is involved in your care like a family member or friend.

We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

To request restrictions, we encourage you to make your request in writing to your Case Coordinator, and/ or MARC Program Manager. If you need assistance, it will be provided to you. In your request, you must tell us: (1) what information you want to limit; (2) whether you want to limit our use, disclosure, or both; and (3) to whom you want the limits to apply.

- **Right to Request We Contact You by Alternate Means:** You have the right to request that we communicate with you about your services in a certain way or at a certain location. For example, email versus phone or text. Your request will be documented in your record and reviewed periodically for changes. This does not include daily communication, scheduled visits, and wellness checks the program must complete to provide the services prescribed.

- **Right to a Paper Copy of This Notice:** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.

- **Right to Receive Breach of Notification:** In certain instances, you have the right to be notified in the event we discover an unauthorized access, use or disclosure of your information. Notice of any such access, use or disclosures will be made in accordance with state and federal requirements.
- **Right to Exercise the Above Rights:** To exercise any of the rights noted in the above Privacy Notice, or if you have questions, contact the Quality Improvement Manager at **248-473-1139**. If you believe your privacy rights have been violated, you may file a complaint in writing to the attention of the Quality Improvement Manager, Medical Alternatives Inc., 24301 Catherine Industrial Drive, Suite 120, Novi, MI 48375
- There will be no retaliation for filing a complaint. You also have the right to contact the U.S. Department of Health and Human Services, Office for Civil Rights: 1-800-368-1019, TDD: 1-800-537-7697, or email OCRMail@hhs.gov
- **Changes to this Notice:** We reserve the right to change this Notice. We reserve the right to make the revised or changed Notice effective for information we already have about you as well as any information we receive in the future. We will post a copy of the current Notice in our facilities and on our Web site at *medaltinc.com*. A copy of the current Notice can be requested by our administration team upon request.

Policy: Therapy Attendance
Effective Date: 1.1.2020
Revised Date: 1.19.2022
Program: Medical Alternatives, Inc. (MA) and Medical Alternatives Rehabilitation Centers (MARC)
Total Pages: 2

PURPOSE:

To provide consistent efficient use of resources to meet needs of Person Served within parameters of successful business practices.

POLICY:

Medical Alternatives Rehabilitation Center (MARC) and Medical Alternatives, Inc. (MA) observes an attendance policy to monitor and ensure that clients regularly attend their scheduled appointments. The policy is in place to ensure the success of all established therapeutic programming.

PROCEDURES:

MARC and MA strive to provide therapy access to our Person Served in a timely manner. To do so we ask that our Person Served contact our office when unable to keep a scheduled appointment. We understand life situations at times may interfere with anyone’s plans, we do ask every effort is made to meet the set appointment time or call at least 24/hours in advance if knowingly unable to attend as scheduled.

When appointments are missed consistently the following may apply:

- Three consecutively missed or cancelled appointments without an acceptable reason.
 - Acceptable Reasons for missing consecutive appointments might include scheduled physician appointments, illness, and family emergencies.
- Two no shows (i.e., missed appointments without a telephone call or prior notice)
- Erratic and/or inconsistent attendance (including, arriving late for appointments, or ending sessions early)

Inconsistent attendance with prescribed therapy may adversely affect your progress and therapy goals. The above reasons will be considered on a case-by-case basis and in the event of decreased attendance (as defined above), clients may be discharged from therapy. At the time of discharge, the client’s clinical team, including the prescribing physician and insurance carrier will be notified.

Missed, cancelled, and inconsistent attendance is also documented in the client’s medical record. If you are discharged because of decreased attendance and participation in therapy, any re-admission to the MARC therapy program will require approval by the clinical team, previous therapist, and physician. A new and updated prescription will also be required for re-admission.

Therapists request a minimum of 24-hour notice be given for any cancellation or to reschedule appointments. Clients should be on time for their scheduled appointment. If a client is 15 minutes late, or more, you may not be able to be seen at that time and could have to wait until your next scheduled appointment.

I, _____, have read the above Attendance Policy and understand that my cooperation and active participation directly relates to the success of my therapy program.

Name Date

Guardian Date

Admission Criteria and Guidelines

1. Adults who are aged 18 years or older with a diagnosis of an acquired brain injury, spinal cord injury or other orthopedic injury.
 - a. Spinal Cord Injury
 - i. In most instances etiology is related to impact trauma (i.e., MVA). Medical need impacts admission related to the level of a spinal cord injury. For example, individuals requiring a Tracheotomy or Mechanical Ventilation are outside of our scope of care. Care needs for Persons Served with spinal cord dysfunction is reviewed prior to admission to determine level of care and required resources to provide that care.
2. Potential to benefit from MARC services and to meet the functional outcomes established.
3. Submission of pre-admission documentation to adequately conduct intake assessment and determine suitability for admission.
4. Completion of all admission documentation.
5. Behaviors that may be dangerous to self or others are able to be managed with behavioral interventions, and do not represent a serious risk to health and safety of others.
6. Medical condition is stable and medical needs can be managed within context of vocational environments.
7. Documented evidence of funding.
8. We cannot accept or retain a person who requires continuous nursing care. We cannot accept or retain a person who requires isolation or restraint.
9. Admission is contingent on the prospective compatibility with other VA's.
10. At the time of admission and at least annually, an outcome measurement assessment is completed. A copy will remain on file.
11. The VA and VA representative allow the program to contact physicians and to utilize all information to assist the residents.
12. The amount of personal care, supervision, and protection that is required by the VA is available in the therapy space.
13. The kinds of service, skills and physical accommodations that are required of the therapy space to meet the VA's needs are available – barrier free.
14. Physician prescription specifying what services are needed.
15. While attending the program the VA's rights are protected by the following:
 - a. Shall not be discriminated against based on race, religion, color, national origin, sex, age, handicap, marital status, or source of payment.
 - b. Shall not be denied or restricted in exercise of his or her constitutional rights, including the right to vote, the freedom to practice the religion of his or her choice, the right to freedom of movement and freedom of association.
16. The program will maintain a current license and/or accreditation as applicable and abide by all administrative rules.

Estimated Length of Stay/Admission:

Estimated length of stay/admission is determined by the treatment team evaluation of therapy process and goal outcomes. This is reviewed at least annually and documented by an updated prescription.

Transition Criteria

1. VA meets the outcome goals as specified in their vocational therapy plan and has improved skills to a degree sufficient to be able to be served in alternate community environment.
 - a. Typical outcome goals include sufficient improvements in workplace tolerance, behavioral self-management, ability to maintain personal health and safety, managing one's personal and business affairs, making effective use of strategies to compensate for cognitive and behavioral impairments, or becoming competitively employed or otherwise engaged in volunteer work, sheltered work, school, or other meaningful, productive day activity.
2. Behavioral sequelae are sufficiently self-managed to not present a danger to self or others and/or successful community placement.
3. Discharge/follow-up plan is in place prior to exit from the program.
4. If VA is not capable of maintaining entry criteria, an alternative placement site/service provider will be identified prior to exit from the program.
5. Completion of all discharge planning and documentation.

Discharge Criteria and Guidelines

1. MARC will maintain the VA in program if the following criteria are met or the VA requests discharge:
 - a. The amount of personal care, supervision and protection required by the VA is available in the facility.
 - b. The kinds of services and skills required of the facility to meet the VA's needs are available in the facility.
 - c. The VA's needs are compatible with other members of the facility.
 - d. The program determines placement to be inappropriate.
2. A 30-day written notice will be given prior to discharge from the facility. The notice shall state the reason for discharge. A copy of the written notice will be provided to the VA and the VA's designated representative. Exceptions to the 30-day written notice are:
 - a. Substantial risk or an occurrence of self-destructive behavior.
 - b. Substantial risk or an occurrence of serious physical assault or destruction of property.
 - i. When such basis or a discharge exists, 24-hour prior verbal notice followed by a written notification will be given.
 - ii. The reason for the proposed discharge, including the specific nature of the substantial risk.
 - iii. The alternatives to discharge that have been attempted.
 - iv. The location to which the resident will be discharged, if known.
3. The program will try to plan a discharge planning meeting and provide the necessary documentation to ensure for an appropriate transition. There may be a cost for making copies of records outside of the discharge planning process.

ACKNOWLEDGEMENT PAGE

I acknowledge I have received and reviewed the following:

MARC Vocational Associate Handbook

Notice of Privacy Practices

VA Phone Use Policy

Therapy Attendance Policy

Admission Policy

Transition Policy

Discharge Policy

Vocational Associate Signature:

Date Reviewed and Signed:

Guardian/Representative Signature (if applicable):

Date Reviewed and Signed:

MARC Program Manager Signature:

Date Reviewed and Signed: