

COURAGE KENNY REHABILITATION INSTITUTE™

# Community Services Client Handbook

Service Recipient Rights and Service Expectations



Allina Health

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**COURAGE KENNY  
REHABILITATION  
INSTITUTE™**

## WELCOME

Welcome to Courage Kenny Rehabilitation Institute's Community Services! We are pleased you have chosen us as your service provider. We hope that you will be very satisfied with the services you receive. For more information, we encourage you to read through this booklet and check out our website at [allinahealth.org/couragekenny](http://allinahealth.org/couragekenny).

This booklet contains information regarding your rights as a Community Services client. It includes:

- information on restriction of your rights
- where to go for more details or questions related to your rights
- policies and procedures on:
  - service planning and review
  - grievances
  - service suspension and termination
  - emergency use of manual restraints
  - vulnerable adult and child maltreatment reporting
  - individual abuse prevention planning.

## Regular Appointments

You will be assigned a primary Community Services team member and will have a consistent appointment time each week. We ask that you do your best to attend each scheduled appointment. If you do need to cancel, please call your team member at least 24 hours before your appointment time. We may be able to offer you a different appointment time that week, but cannot guarantee it.

If our team member needs to cancel an appointment due to their own illness or a planned vacation, you can request another appointment time and we will try to offer you one with a different person. If you choose not to meet with this new team member, you will meet with your primary team member at your next regularly scheduled appointment.

## Service Planning and Review

As a first step, you will work with your assigned Community Services team member to develop a plan for service. This plan will identify:

- goals you want to work on
- how services will be provided to help you meet your goals.

You will receive a copy of your plan. We encourage you to look at it periodically to make sure that it reflects your current goals. Goals often change over time. If your plan no longer reflects your goals, it can be changed.

Forty-five (45) days after you start services, a meeting will be scheduled with your primary team member, supervisor and/or behavior professional, your legal representative (if needed), and your case manager. You may also invite any friends or family members to attend. Once a year (or at your request) a meeting can be scheduled to review your progress and identify any changes you want to make to your plan. We are here to help you meet your goals!

## Service Expectations

Most often Community Services provides services to you in your own home. You can be assured that Courage Kenny Rehabilitation Institute team members will treat you, your home and your family with respect and dignity.

If you choose to smoke during your appointment times, we may ask you to limit your smoking to another room or outside due to the health hazards of secondhand smoke for our employees. We also cannot provide services to you if you are under the influence of alcohol or illegal drugs. If this were to occur, your appointment would be stopped and we would come back at your next regularly scheduled appointment time.

We are not able to provide services in your home if there are illegal drugs or firearms in plain sight. Also, if your pets pose a safety risk for staff, or if they are so disruptive that we cannot provide services, we may ask that you have them confined to another room or kennel during the time we are providing services.

## Service Recipient Rights

Courage Kenny Rehabilitation Institute's Community Services are licensed under Minnesota Statutes, Chapter 245D. We must help you exercise and protect your rights identified in Minnesota Statutes, section 245D.04.

When receiving services and supports from this program, I have the right to:

- Take part in planning and evaluating the services that will be provided to me.
- Have services and supports provided to me in a way that respects me and considers my preferences.
- Refuse or stop services and be informed about what will happen if I refuse or stop services.
- Know, before I start to receive services from this program, if the program has the skills and ability to meet my need for services and supports.
- Know the conditions and terms governing the provision of services, including the program's admission criteria and policies and procedures related to temporary service suspension and service termination.
- Have the program help coordinate my care if I transfer to another provider to ensure continuity of care.
- Know what services this program provides and how much they cost, regardless of who will be paying for the services, and to be notified if those charges change.
- Know, before I start to receive services, if the cost of my care will be paid for by insurance, government funding, or other sources, and be told of any charges I may have to pay.
- To have staff who are trained and qualified to meet my needs and support.
- Have my personal, financial, service, health, and medical information kept private, and be notified if these records have been shared.
- Have access to my records and recorded information that the program has about me as allowed by state and federal law, regulation, or rule.
- Be free from abuse, neglect or financial exploitation by the program or its staff.
- Be free from staff trying to control my behavior by physically holding me or using a restraint to keep me from moving; giving me medication I don't want to take or that isn't prescribed for me; or putting me in time out or seclusion, except if and when manual restraint is needed in an emergency to protect me or others from physical harm.
- Receive services in a clean and safe location.
- Be treated with courtesy and respect and have my property treated with respect.

- Be allowed to reasonably follow my cultural and ethnic practices and religion.
- Be free from prejudice and harassment regarding my race, gender, age, disability, spirituality, and sexual orientation.
- Be told about and to use the program's grievance policy and procedures, including knowing how to contact persons responsible for helping me to get my problems with the program fixed and how to file a social services appeal under the law.
- Know the names, addresses and phone numbers of people who can help me, including the ombudsman, and to be given information about how to file a complaint with these offices.
- Exercise my rights on my own or have a family member or another person help me exercise my rights, without retaliation from the program.
- Give or not give written informed consent to take part in any research or experimental treatment.
- Choose my own friends and spend time with them.
- Have personal privacy.
- Take part in activities that I choose.

Contact the agencies below if you need help to exercise or protect your rights:

- Office of the Ombudsman for Mental Health and Developmental Disabilities  
121 7th Place E, Suite 420  
Metro Square Building  
St. Paul, MN 55101  
Phone: 651-757-1800 or 800-657-3506  
Fax: 651-797-1950  
Website: [ombudmhdd.state.mn.us](http://ombudmhdd.state.mn.us)

- Minnesota Disability Law Center  
430 1st Avenue N, Suite 300  
Minneapolis, MN 55401  
Email: [mndlc@mylegalaid.org](mailto:mndlc@mylegalaid.org)  
Website: [mndlc.org](http://mndlc.org)

## Rights Restrictions

### Can my rights be restricted?

Restriction of your rights is allowed only if determined necessary to ensure your health, safety and well-being. Any restriction of your rights must be documented in your coordinated service and support plan or coordinated service and support plan addendum. The restriction must be implemented in the least restrictive alternative manner necessary to protect you and provide you support to reduce or eliminate the need for the restriction in the most integrated setting and inclusive manner.

### What is Courage Kenny Rehabilitation Institute's Community Services required to do if my rights will be restricted?

Before this service may restrict your rights in any way, this service must document the following information:

1. The justification (meaning the reason) for the restriction based on an assessment of what makes you vulnerable to harm or maltreatment if you were allowed to exercise the right without a restriction;
2. The objective measures set as conditions for ending the restriction (meaning the program must clearly identify when everyone will know the restriction is no longer needed and it has to end);
3. A schedule for reviewing the need for the restriction based on the conditions for ending the restriction, to occur semiannually from the date of initial approval at a minimum, or more frequently if requested by the person,



- the person's legal representative if any, and case manager (meaning that at least every six months, more often if you want, the program must review with you and your authorized representative or legal representative and case manager why the restriction is still needed and how the restriction should change to allow you as much freedom as possible to exercise the right being restricted); and
4. Signed and dated approval for the restriction from you or your legal representative, if any.

### Can Courage Kenny Rehabilitation Institute's Community Services restrict all of my rights?

The program cannot restrict any right it chooses, and may only restrict your rights during the time you are receiving services from Courage Kenny Rehabilitation Institute's Community Services. The only rights the program may restrict, after documenting the need, include:

1. Your right to associate with other persons of your choice.
2. Your right to have personal privacy.
3. Your right to engage in activities that you choose.

### What if I don't give my approval?

A restriction of your rights may be implemented only after you have given your approval.

### What if I want to end my approval?

You may withdraw your approval of the restriction of your right at any time. If you do withdraw your approval, the right must be immediately and fully restored.

### As safeguards to protect you, Courage Kenny Rehabilitation Institute staff are prohibited from:

- accepting powers of attorney from you
- being appointed as your guardian
- borrowing money from you
- purchasing personal items from you
- selling merchandise or personal services to you.

## Complaints and Grievances

We want you to be satisfied with the services you receive. In fact, we will be sending you a client satisfaction survey each year and hope you will give us your feedback. Client feedback has been very helpful to us in designing our services to best meet the needs of the people we serve.

If you have a complaint, we ask you to let us know about it as soon as possible. You can inform the staff person you are working with or the supervisor about anything you would like to change about the services you are receiving, and we will do our best to honor those requests. See inside back cover for the names and contact information for your team members.

If your complaint cannot be resolved by Courage Kenny Rehabilitation Institute's Community Services, we will help you file a formal grievance, or, you may ask to file a grievance by putting your complaint in writing. Once you file a grievance we will respond to you, your legal representative (if applicable) and your case manager in writing within seven (7) days. If it cannot be resolved within seven days, we will let you know that, along with what has been resolved so far. We will respond again in writing within 30 days. Our response will include a corrective action plan, if needed. We will share that with you, your legal representative (if applicable) and your case manager.

## Service Suspension and Termination

### Temporary Service Suspension

The use of temporary service suspension by Courage Kenny Rehabilitation Institute's Community Services is restricted to situations in which the conduct of the person being served poses an imminent risk of physical harm to self or others and less restrictive or positive support strategies would not achieve safety. If we intend to suspend your services temporarily, we will notify you and your case manager and let you know why. A special committee at Courage Kenny Rehabilitation Institute will review the information about why your services

are being suspended and will ensure that it is only due to imminent risk and that your rights are protected. We will work with you and your case manager to make a plan to resume services, if possible.

### Service discharge

This occurs when you, your legal representative or your case manager request to discontinue services. Also, if we are unable to reach you after three phone calls and one mailed letter, we will assume that you are choosing to discontinue services. Service discharge may occur at any time. You will be notified in writing that we have received your (or your case manager's) request to discontinue services. We will let you know the last day you can expect to receive services.

### Service Termination

You and your case manager will be given a 60-day notice, in writing, before we may terminate your services.

This occurs when Courage Kenny Rehabilitation Institute's Community Services decides we can terminate a person, and may only occur when:

- a. The termination is necessary for the client's welfare and when a client's needs cannot be met by our services.
- b. The safety of the client or others in the service is endangered.
- c. Positive support strategies were attempted and have not achieved or effectively maintained safety for the client or others.
- d. The health of the client or others would otherwise be endangered.
- e. We have not been paid for services.
- f. The service ceases operation.
- g. The client has been terminated from waiver eligibility by the lead agency.

## Vulnerable Adult and Child Maltreatment Reporting

It is the policy of Courage Kenny Rehabilitation Institute to protect all children and adults who are vulnerable to maltreatment and to require the reporting of suspected maltreatment of children and vulnerable adults to the Common Entry Point or Child Protective Services of the county where the maltreatment occurred.

Maltreatment means abuse, neglect or financial exploitation. All adult clients receiving Courage Kenny Rehabilitation Institute's Independent Living Skills Services or Community Behavioral Services are considered vulnerable adults, because these services are licensed under Minnesota Statutes, Chapter 245D. All Courage Kenny Rehabilitation Institute's Community Services staff members are mandated reporters and are required to report any suspicions of maltreatment of a child or a vulnerable adult, whether by a Courage Kenny Rehabilitation Institute staff member, another provider, or a member of the community. If they suspect maltreatment, they will report it to their supervisors, who will help make a decision about whether to report to the Common Entry Point or Child Protective Services. They may also report suspected maltreatment to the Common Entry Point or Child Protective Services directly. Any incidence of suspected maltreatment by a Courage Kenny Rehabilitation Institute staff member will be thoroughly investigated by Courage Kenny Rehabilitation Institute's Community Services management as mandated by law.

## Individual Abuse Prevention Plan

As part of our assessment and service planning process, Courage Kenny Rehabilitation Institute's Community Services staff will develop an Individual Abuse Prevention Plan with you, to be reviewed and updated yearly. The Individual Abuse Prevention Plan will identify any areas in which clients may be vulnerable to abuse, neglect or

exploitation, if any, and strategies that staff members will use to help minimize the risk. The plan may include suggested referrals for additional services if we have identified areas of risk that may occur when services are not being provided; for instance, when you are alone in the community. You and your legal representative, if any, will participate in this process and help develop the plan and strategies.

To report abuse or neglect of a vulnerable adult, call the Minnesota Adult Abuse Reporting Center, 844-880-1574.

## Emergency Use of Manual Restraints

Courage Kenny Rehabilitation Institute's Community Services prohibits the use of restraint, time out or seclusion except for emergency use of manual restraint to protect a client from imminent danger to self or others. Emergency use of manual restraint means using a manual restraint when a person poses an imminent risk of physical harm to self or others and it is the least restrictive intervention that would achieve safety. Property damage, verbal aggression, or a client's refusal to receive or participate in treatment or programming on their own do not constitute an emergency.

Courage Kenny Rehabilitation Institute's Community Services employees will use positive strategies and intervention throughout service delivery so that escalation is less likely to occur. We always attempt to use other strategies to help a client de-escalate so they are less likely to reach a point where they would be a danger to self or others. In addition, if needed as part of our service, we teach clients skills to help prevent escalation.

The following instructional techniques and interventions that result in physical contact with the client are permitted on an intermittent basis when they are the least restrictive

alternative possible to meet the needs of the client:

To calm or comfort the client by touching them with no resistance from the client.

To protect the client known to be at risk of injury due to frequent falls as a result of a medical condition.

To help a client complete a task or respond when the client does not resist or resistance is minimal in intensity and duration.

To briefly block or redirect a client's limbs or body (less than 60 seconds of physical contact by staff) to interrupt behavior which may result in injury to themselves or others.

To redirect a client's behavior, with less than 60 seconds of physical contact by staff, when the behavior does not pose a serious threat to the client or others.

Brief, incidental and social contact, including shaking hands, is generally considered appropriate.

Our employees may only use the following manual restraints in an emergency:

- blocking a client's path for longer than 60 seconds
- blocking strikes to the staff person for longer than 60 seconds.

If needed, staff will call 911 for assistance. If Courage Kenny Rehabilitation Institute's Community Services staff use manual restraints in the case of an emergency, we are required by law to report this incident to the Department of Human Services.

## YOUR TEAM (including supervisors)

## NOTES:

Name \_\_\_\_\_

Title \_\_\_\_\_

Phone number \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Phone number \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Phone number \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

Phone number \_\_\_\_\_

If the staff person or the supervisor is not able to resolve your complaint, you can contact the manager or director of Community Services:

Cindy Guddal, manager  
Community Services  
612-775-2201  
[cynthia.guddal@allina.com](mailto:cynthia.guddal@allina.com)

Nancy Huizenga, director  
Community Services  
612-775-2274  
[nancy.huizenga@allina.com](mailto:nancy.huizenga@allina.com)





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