



PERSONNEL POLICIES, PRACTICES AND PROCEDURES 2024

Mission

Creating innovative and genuine opportunities for people with dis-abilities or disadvantages at home, at work and in the community.

Vision

To be recognized as a leader in the industry for providing community inclusive, employment first services, while collaboratively working with essential partners to overcome barriers

At MRCI, we are committed to these guiding principles:

Core Values:

- ***Adaptability***
- ***High-Quality***
- ***Connection***

In the spirit of:

- ***Ethical and transparent business practices***
- ***Continuous Improvement***
- ***Mentality of innovation and advancement***
- ***Effective, comprehensive, and clear communication***

Copies of this handbook are available in all languages on our website at www.mymrci.org. or you may contact your MRCI Staff representative for a copy.

MRCI Team Promises

❖ **Respect**

We will treat every person with dignity and courtesy. We will encourage and praise others for their accomplishments. We will focus on shared vision, not personalities.

❖ **Integrity and Honesty**

We will do what we say we will do. We will be honest and forthright in all our dealings. We will conduct ourselves in a responsible manner that promotes positive contributions to MRCI, community and ourselves.

❖ **Confidentiality**

We will keep all information confidential.

❖ **Quality Service**

We will exceed expectations and take pride in our work.

❖ **Communication**

Everyone has a responsibility to communicate. No idea, thought, information or concept is of value until it is shared with others. We will listen to each other and, while we may not always agree, we will talk to each other in person to find a constructive solution.

❖ **Innovation**

We will seek better, creative and different ways of doing everything, every day. We value and actively seek everyone's input and ideas.

❖ **Positive and Helpful**

We will be a positive, helpful team. We will approach our coworkers with a positive can-do spirit.

❖ **Teamwork**

We are all on this team together. The phrase "that's not my job" should not be used.

❖ **Performance**

We believe people can and should perform in an exceptional way. We accept the duty of giving MRCI and coworkers our best possible efforts. We make and achieve our goals.

❖ **The Journey**

We pledge to enjoy our time here. We have not just a job, but an opportunity to grow personally and professionally. We will enjoy the company of each other. We will serve to the best of our ability and feel good at the end of the day for having done a good job. We will enjoy and engage in the Journey.

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I. WELCOME

MRCI welcomes you as part of our MRCI team. This handbook is designed to help answer any questions you may have about our programs. It includes a statement of your rights and other policies that may affect your participation in the programs. If you have any questions, please contact your MRCI representative. We hope you enjoy your experience here.

Our MRCI programs are designed to assist people with disabilities or disadvantages with community inclusion, employment, and comprehension of benefits. MRCI program participants can enjoy an increase in opportunities for friendship and social contacts.

Some conditions that may exclude you from a MRCI program include concerns that your welfare and personal needs cannot be met within our program guidelines, or the safety of others is endangered.

Currently our programs are offered in Southern Minnesota and the Metro area. Program costs vary per program. The rate will be established before entry into the program. Funding options can include private pay, county pay, State waiver and State grant funding. Occasionally, there may be additional fees assessed to you for community activities and/or fees/admissions to events.

You are encouraged to take an active part in your program, this will include developing a plan with goals. This plan will assess your activity interests and community involvement. It may include work opportunities if it is part of your plan. MRCI staff will find and present the resources needed to support you and your goals. You have the right to refuse to participate in your program planning and activities.

You have the right to disagree with the accuracy and completeness of the data maintained in your records. You have the right to expect consideration, courtesy, privacy of care and confidentiality regarding your records and any other information that may pertain to you. Federal and State laws under the Data Privacy Act and Data Practices Rules (HIPAA) require MRCI to protect your privacy, to explain the need for and use of your information and the rights regarding your information.

II. GENERAL INFORMATION

A. RIGHTS AND RESPONSIBILITIES

What is a right?

Something that I am allowed to do or have all of the time.

What is a responsibility?

Something I agree to do to the best of my ability.

Intent of these rights

These rights apply to all persons served in our MRCI programs

Service-related rights

A person's service-related rights include the right to:

- 1. Participate in the development and evaluation of the services provided to you.**
We encourage you to let MRCI know what services you need and want. Upon evaluation, how we can modify your services to better meet your desired service outcomes.
- 2. Have services and supports identified in your plan provide in a manner that respects and takes into consideration your preferences.**
You may notify us of your needs, interests, preferences, and desired outcomes so we may be able to improve the services to you and to the best of our ability.
- 3. Refuse or terminate services and be informed of the consequences of refusing or terminating services.**
If you are not satisfied with your services, you may discuss your concerns and dissatisfaction with us at any time. Further discussions may also include information and/or conversations with your support team.
- 4. Know, in advance, limits to the services available from MRCI which includes MRCI's knowledge, skill, and ability to meet your service and support needs**
We will notify you prior to your start date if there are any limits to the services that we will provide. If you are not satisfied with the limitations, you may consider all options available for services to meet your needs.
- 5. Know conditions and terms governing the provision of services, including MRCI's admission criteria and policies and procedures related to temporary service suspension and service termination.**
MRCI's Policy and Procedure on Admission contains information on our admission criteria. If we are no longer able to continue providing you with services, you have the right to know the procedures we have in place which are stated in the Policy and Procedure on Temporary Service Suspension and the Policy and Procedure on Service Termination. You will always receive an explanation, in a way that you can understand of what is occurring and why.
- 6. A coordinated transfer to ensure continuity of care when there will be a change in provider.**
Regardless of the situation that brings forth a change in service provider, MRCI will provide information and work in cooperation with your support team to ensure a smooth transfer between providers.

- 7. Know what the charges are for services, regardless of who will be paying for the services, and be notified upon request of changes in those charges.**

Upon request, MRCI will provide you with information regarding the charges for your services. If the charges for the services change, you have the right to know of that change.

- 8. Know, in advance, whether services are covered by insurance, government funding, or other sources, and be told of any charges you or another private party may have to pay.**

Services provided to you by MRCI will be charged to the correct payment source. If you are responsible to pay for some of your services, we will work with you and your team on how that process will occur.

- 9. Receive services from an individual who is competent and trained, who has professional certification or licensure, as required, and who meets any additional qualifications identified in your program plan.**

The services you receive from MRCI will be provided to you by staff members who have received training and are competent to provide you with services as directed by State requirements which regulates your program.

Protection-related rights

Your protection-related rights include the right to:

- 1. Have personal, financial, service, health, and medical information kept private, and be advised of disclosure of this information by MRCI.**

Your information will be private at all times except for case consultation, treatment, and discussion. MRCI will ensure that only those records needed for the appropriate care, treatment, and delivery of services are made available to those individuals who are directly involved in that delivery.

- 2. Access records and recorded information about yourself in accordance with applicable state and federal law, regulation, or rule.**

You may access your records at any time as requested, and if needed, may have copies free of charge. MRCI will follow all laws, regulations, or rules regarding privacy including the Health Insurance Portability and Accountability Act (HIPAA), the Minnesota Data Practices, MN Statutes, chapter 13, and the Home and Community-Based Services Standards, MN Statutes, chapter 245D.

- 3. Be free from maltreatment.**

You have the right to live without the fear of abuse, neglect, or financial exploitation. If any of these were to occur, MRCI has policies and procedures in place to ensure your ongoing and future safety and the safety of others. Staff are trained in the Vulnerable Adult Act and the Maltreatment of Minors Act and understand what maltreatment is, how to prevent it, and what to do if it occurs. Staff will follow established maltreatment reporting requirements and procedures found within company policy and MN Statutes.

- 4. Be free from restraint, time out, or seclusion, restrictive intervention or other prohibited procedure identified in Section 245D.06, subd. 5 or successor provisions, except for: emergency use of manual restraint to protect you from imminent danger to yourself or others according to the requirements in MN Statutes, section 245D.06 or the use of safety interventions as part of a positive support transition plan under section 245D.06, subd.8 or successor provisions.**

Staff are trained on positive support strategies and will assist you in minimizing risk to yourself or others in challenging situations. If an emergency use of manual restraint is necessary and implemented, it will

only be implemented as the last resort and with the least restrictive intervention needed to obtain safety to you and others. Staff are trained in proper response and reporting procedures and will follow them as directed by policy and MN Statutes.

5. Receive services in a clean and safe environment.

We value a clean and safe environment. If you have concerns regarding how the service site is maintained, please notify your MRCI representative who will take your concern seriously and will notify appropriate personnel.

6. Be treated with dignity and respect and receive respectful treatment of your property.

Staff will do all that they can to respect you as an individual and other aspects of your life including your property. If you feel that you or your property are not being treated with dignity and respect by MRCI staff, or other individuals; please notify your MRCI representative or other MRCI staff of your concerns. MRCI is committed to listening, understanding, and resolving any complaints or grievances from individuals.

7. Reasonable observance of cultural and ethnic practice and religion.

You have the right to observe and participate in activities of cultural and ethnic practice or religion of your choice.

8. Be free from bias and harassment regarding race, gender, age, disability, spirituality, and sexual orientation.

You are a unique person and have the right to live, work, and engage in environments that are free of bias and harassment.

9. Be informed of and use MRCI's grievance policy and procedures, including knowing how to contact persons responsible for addressing problems and to appeal under section 256.045.

At any time, you may contact your legal representative, case manager, an advocate, or someone within MRCI if you are not satisfied with services being provided. To make a formal complaint, the policy on grievances will be followed and all complaints will be taken seriously with the intention of a beneficial resolution to the issue. MRCI has a grievance policy that will be explained to you in this handbook, upon service initiation and more frequently if desired by yourself or your legal representative. This policy includes information on who to contact for addressing problems and your right to appeal a decision. The right to appeal may be found in Minnesota Statutes, section 256.045 which can be accessed on the MN Office of the Revisor's web site: <https://www.revisor.mn.gov/>. We have also included this process under "Grievance Process" in this handbook.

10. Know the name, telephone number, and the web site, e-mail, and street addresses of protection and advocacy services, including the appropriate state-appointed Ombudsman and a brief description of how to file a complaint with these offices.

Should you choose to voice a grievance, you will not be retaliated against. This handbook will provide you with contact information for persons and agencies that can assist you. A list of contact information for protection and advocacy agencies are listed at the end of the Policy and Procedure on Grievances. That list can also be found on the last page of this handbook.

11. Assert these rights personally, or have them asserted by your family, authorized representative, or legal representative, without retaliation.

We will support you in actively asserting your rights. Your family, authorized representative or legal representative also have the right to assert these for you and on your behalf without retaliation.

12. Give or withhold written informed consent to participate in any research or experiment.

You have the right to know all terms and conditions regarding any type of research or experimental treatment and have those explained to you in a manner which you understand. You may consult with your legal representative or other support team members before making a final informed consent or refusal.

13. Associate with other persons of your choice.

You may choose to spend time with others of your choice and to have private visits with them. If someone wants to visit with you, you have the right to meet or refuse to meet with them.

14. Personal privacy.

You have the right to personal privacy to the level you choose.

15. Engage in chosen activities.

You have the right to refuse or engage in the activities planned by you, your family, your support team, staff, and other persons.

16. Access to your personal possessions at any time, including your financial resources.

You have the right to access your possessions and you may access your financial resources.

B. Data Practices Act and Data Practices Rules

Your rights under Minnesota Data Practices Act and HIPAA include:

Federal and State Laws require this agency:

- To protect privacy
- To explain the need for and use of information about you.
- To explain rights regarding information about you.

1. Privacy

Most of the information we collect will be classified as private, which means that individuals, guardians, and government agency officials needing the information can see it while others cannot. Occasionally statistics and other anonymous data will be taken from the information we collect. This is public and open to anyone, but it will not identify an individual in any way. On an annual basis you will be asked to give permission for MRCI to obtain or release information to individuals and agencies which you specify. This information includes program reports, payroll, medical information, or other information as specified by you. By participating in MRCI services, your relationship with MRCI may be known. MRCI will not provide any private health information to anyone not named in this release. This information may be released through discussions, photocopies, facsimile, or electronically (e-mail or/and texts).

2. Access

You can see all public and private records about yourself at any time as requested. To see your file, go to your MRCI representative and ask to see your records. You will be asked to complete a form called "Request for Access to Protected Health Information". We will arrange for you to see your file within five working days from the date of request (an extra five working days may be used if needed). Only data classified as confidential, by law, will be withheld from review. You may also let someone else see your records. Upon request, a staff member may be present when you review your file. Any review is without charge. Remember to bring identification with you when you go to see your records. You have the right to disagree with any of the information in your records. If you want to question any information talk to

your MRCI staff representative or contact MRCI's Director of Compliance at 507-386-5622. You have the right to put in your own explanation of anything you disagree with in your records. You will be asked to complete a form called "Request for Amendment of Protected Health Information". MRCI will act on your request within 30 days. You have the right to appeal our decision about your data challenge. Your appeal must be made in writing to:

Commissioner of Administration
State of Minnesota,
50 Sherburne Ave. Unit 200
St. Paul MN 55155.

You have 60 days to file your appeal. Tell the Commissioner that you are appealing a decision we made about your data challenge. Your notice of appeal should include your name, address and phone number, the name of the agency involved in your appeal, the nature of the challenge, why you disagree with our decision and the desired result of your appeal. Also include any letters about your challenge that you have sent or received.

3. Access by Government

Certain staff members at MRCI will have access to information about you at any time because it is required by their work. By law, some other government and contractor agencies will also have access to certain information if they provide a service or if they provide a service to this agency which requires access to records. The other agencies that may have access to information are:

- Agencies which provide services to you or as specified on forms or by staff.
- Any person or agency with authorization by you.

Details about how the information collected will be shared are provided on forms filled out when services are initiated. Information is also available from your MRCI staff representative.

4. Purposes

The purposes of the information collected or that we are authorized to collect from others are listed below. Because this list of purposes covers a variety of programs, some of the purposes will not apply to everyone's data. Details about the purposes of the information we collect are listed on many of the forms that are filled out and are available from staff. Depending on the program you are in, the purposes of the data we collect from you are:

- To determine if you can be in the program
- To determine who will pay for the services
- To develop treatment guidelines
- To prepare statistical reports (Individuals will not be identified in the reports or studies.)
- To evaluate and review programs
- Other reasons upon your request

Records will be destroyed seven years after someone leaves MRCI.

5. Other Rights

State and federal laws provide these additional rights when giving information to a government agency:

- You have the right to refuse to give information that is not, under the law, considered necessary for participation in a program, without the refusal affecting your eligibility.
- You have the right to refuse to give any information, but if the information is not given, you may not receive services or assistance for which you are applying or participating.

- You have a right to receive confidential communications from us by other means or at certain locations. This request must be made in writing. Contact your MRCI staff representative to obtain the request form.
- You have a right to ask us not to use or disclose any part of your protected health information for the purposes of programming, payment or health care operations. Your request must be in writing and must state the specific restriction requested and to whom you want the restriction to apply.
- You have a right to receive a summary of certain disclosures that occurred after April 14, 2003 of your protected health information. This right applies to disclosures for purposes other than programming, payment, or healthcare operations. It does not include disclosures we may have made to you, to family members or friends involved in your care, or for notification purposes.
- You have a right to receive a copy of the Notice of Privacy Practices. All new clients will receive this notice when they begin services. See your MRCI staff representative if you wish to receive another copy of this notice.
- You have the right to challenge the accuracy of any of the information in the records. To challenge any information, talk to your MRCI staff representative or contact MRCI's Director of Compliance at 507-386-5622.
- You have the right to insert personal explanations of anything objected to in your records.

6. Administrative Records

Access to administrative records is controlled by the Director of Compliance. To see these, a request should be sent to:

Janette Hughes
MRCI
PO Box 328
Mankato MN
507-386-5622

7. Whom to Contact

If you have any questions regarding the Data Practices Act or any of the information above, write to:

Commissioner of Administration
State of Minnesota
50 Sherburne Avenue
St. Paul MN 55155
Telephone: (612) 296-6733 or 1-800-657-3721.

If you wish to direct a complaint or address a question directly to MRCI, contact your MRCI staff representative.

C. Office of Ombudsman for Mental Health and Developmental Disabilities

If you have any questions concerning a complaint, you may call or write the:

Office of Ombudsman for Mental Health
and Developmental Disabilities
121 7th Place East Suite 420
St. Paul, MN 55101-2117
Phone: 1-800-657-3506

D. Non-Discrimination Policy

MRCI complies with the State of Minnesota Human Rights Act section 363 and will not allow discrimination of any type to participants within any program. MRCI will not discriminate or harass any individual regarding race, creed, national origin, sex, gender identity, sexual orientation, disabling condition or ability to pay. All program participants will be always protected from unfair employment practices.

1. Any person, without regard to, race, ethnicity, class, nationality, gender identity, sexual orientation, disabling condition, age, religion, or ability to pay; in need of services; and who meets the special requirements for participation in a program is eligible for admission.
2. It is the policy of MRCI to operate each program so that it is accessible to each person accepted for services. It is our policy to recruit persons with disabilities as staff members, volunteers, and board members within MRCI and to promote social and economic opportunities for people with disabilities through the removal of attitudinal, architectural, and other barriers.
3. It is the policy of MRCI to provide an environment that is free from intimidation and harassment.

E. Review of Updating This Book

The policies and procedures of this handbook will be reviewed annually with input from clients and management and any revisions to the handbook will be reviewed with all clients and staff.

III. PERSONNEL POLICIES AND PROCEDURES

A. Purpose

These statements of personnel policies and procedures have been prepared as guidelines to identify your responsibilities and to clarify benefits available to you. They are intended to assure fairness in personnel practices and promote a good relationship between all MRCI staff and clients. In compliance with 245D guidelines, MRCI will summarize each participant's status and progress toward achieving their identified outcomes and make recommendations with the rationale or continuing, or discontinuing the implementation of supports and methods identified in subdivision 4 in a report available at the time of the individual's progress review meeting, unless requested to be sent prior to the review meeting by the participant's team. This request will be documented in the participant's support plan.

B. Conditions of Participation

1. Minimum hours of service:

MRCI strives to provide the best possible programming to help you achieve your community integration goals. Success in reaching goals is dependent on being present regularly. See your program specific addendum for specific program hours.

2. Hours

MRCI office hours are 8:00 am – 4:30 pm. Your MRCI staff representative will let you know your schedule for your program.

3. Attendance

General Attendance

In many cases, different people will have different schedules. It is important that you come on the days you are scheduled. If you need to be gone due to vacation or illness, contact your MRCI staff representative. Whenever possible, please try to schedule appointments outside of the program hours. If you need to schedule an appointment during your scheduled MRCI hours, please contact your MRCI staff representative to inform them of the time that you will need to leave and who will be picking you up.

Interrupted Status

In cases where you require extended time away from the program due to a health issue or other circumstances, you or your case manager should contact your MRCI staff representative. The MRCI staff representative will place your program on *Interrupted status* for up to six months. If you are not able to return after six months has passed, MRCI will close your case and entry back into the program will require another referral. One 30- day extension beyond the six month *Interrupted status* is possible, if requested in writing and approved by the Manager in charge of your program.

Intermittent Attendance

If you are not on Interrupted Status and do not attend at least 90% of scheduled days during a 90-day period, MRCI reserves the right to implement measures, up to and including termination of services. Your MRCI representative's first approach may include a client team meeting to discuss and implement strategies to improve attendance.

Moving to a different address

MRCI requires a two- week advance notice when a client moves to another residential location. In **emergency cases only**, a 48- hour notice is acceptable. The new client address should be emailed or given to the MRCI staff representative in a written form to avoid any miscommunication. Services could be ended due to your change of location.

4. Therapy and Service Animals

Any animals including therapy animals brought to the program must be in good health and have current rabies shots and tags. All participants will be informed prior to a visit from an animal.

5. Retirement

No individual shall be required to retire because of age.

6. Weather Related Emergency Procedures

On occasion, MRCI may not offer programming due to weather-related conditions. The safety of clients and staff is a top priority. If the local school district closes early, starts late or cancels for the day, MRCI programs will recognize these closures/late starts/early closures and act accordingly. Community based services will follow the responsible staff's hometown school district for all in-person programming. Remote programming options may be available for program participants. Your MRCI staff representative will communicate any weather-related changes to your residential provider.

7. Holidays

MRCI Programs observes the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after
- December 24th through December 31st

MRCI programs are closed on these dates. A calendar is prepared each year with the dates for these holidays. A copy of this calendar will be provided to you or viewed at www.mymrci.org.

8. Reimbursable Expenses

On occasion, MRCI hosts activities beyond the normal business functions, if you are asked to represent MRCI at these functions, travel, lodging and any incidental expenses will be paid by MRCI.

9. Virtual Meetings

MRCI uses Microsoft Teams to coordinate virtual meetings, however, other vendors

such as county, Vocational Rehabilitation Services, State Services for the Blind and Residential Providers may provide other platforms to engage in conversations regarding MRCI experiences (ranging from intake meetings, conference calls, program planning meetings, client terminations and/or on-going services). As a participant in MRCI services you agree to participate in virtual meetings and conference calls. Clients cannot take screenshots or photos of any MRCI materials as this is property of MRCI. You will need to make your MRCI staff representative aware if the technology for these services becomes unavailable to you.

10. Multiple Guardianship Policy

In the case of multiple guardians, it is MRCI's policy to obtain one guardian's signature on required documentation unless appropriate court-ordered documentation for conservator or guardianship is received and specify differently.

C. Client Input into Programs

A survey is sent annually and after each program transition to all clients and guardians. The information gathered from these surveys are anonymous, but very important to our leadership and program teams. Information gathered from these surveys are compiled into a report semi-annually. The information is reviewed by the MRCI Leadership team and assist MRCI in developing better programs and services within MRCI. Individuals and their team members are urged to complete these surveys when they receive them. We are interested in all comments especially on items as follows:

1. programming items which are concerning them.
2. safety concerns,
3. suggestions or ideas to better our programs.

At any time, a client or guardian can request a survey sent to them by calling (507) 386-5622. The request can be made to any of the client resource team or email jhughes@mymrci.org. Surveys are confidential. These surveys can be mailed, emailed or faxed. If specific concerns arise regarding the immediate program area, issues should be addressed to the Program Coordinator.

D. Grievance Process

Each person served and/or legal representative will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with management staff and in support team meetings. Each concern or grievance will be addressed. Attempts will be made to reach a fair resolution in a reasonable manner. Should a person and/or legal representative feel an issue or complaint has not been resolved through informal discussion with the manager of the program, they should file a formal grievance. Staff and persons served and/or legal representatives will receive training regarding the informal and formal grievance procedure. This policy will be provided, orally and in writing, to all persons served and/or legal representatives. If a person served and/or legal representative feel that their formal complaint has not been resolved by staff in the

program area, they may bring their complaint to the highest level of authority in the program, MRCI's CEO:

Patrick (Casey) Westhoff

MRCI, PO Box 328

Mankato MN 56001

The MRCI staff representative will ensure that during the service initiation process there is orientation for the person served and/or legal representative to MRCI's policy on addressing grievances.

Throughout the grievance procedure, interpretation in languages other than English and/or with alternative communication modes may be necessary and will be provided upon request. If desired, assistance from an outside agency may be sought to assist with the grievance. Persons served and/or legal representatives may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and supports.

- A. All complaints affecting a person's health and safety will be responded immediately by MRCI's Coordinator within the program.
- B. MRCI Specialist will immediately inform the MRCI Coordinator of any grievances and will follow this policy and procedure. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies that also can provide assistance to the person served is listed at the end of this procedure.
- C. If for any reason a person served and/or legal representative chooses to use the formal grievance process, they will notify in writing or discuss the formal grievance with the MRCI Manager.
- D. When a formal grievance is made, the MRCI Manager will initially respond in writing within 14 calendar days of receipt of the complaint.
- E. If the person served and/or legal representative is not satisfied with the MRCI Manager response, they will notify in writing the formal grievance with MRCI's Chief Executive Officer who will then respond within 14 calendar days.
- F. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, MRCI's Chief Executive Officer will document the reason for the delay and the plan for resolution.
- G. If the person served and/or legal representative believe their rights have been violated, they retain the option of contacting the county's Adult or Child Protection Services or the Department of Human Services. They would state they would like to file a formal grievance regarding their services through MRCI.
- H. The complaint review will include an evaluation of whether:
 1. Related policies and procedures were followed.
 2. The policies and procedures were adequate.
 3. There is a need for additional staff training.
 4. The complaint is similar to past complaints with the persons, staff, or services involved.
 5. There is a need for corrective action by MRCI to protect the health and safety of persons served.
- I. Based upon the results of the complaint review, MRCI Coordinator will develop, document, and implement a corrective action plan designed to correct current

- lapses and prevent future lapses in performance by MRCI staff, if any.
- J. A written summary of the complaint and a notice of the complaint resolution to the person served and/or legal representative and case manager will be provided by using the Complaint Summary and Resolution Notice form. This summary will:
1. Identify the nature of the complaint and the date it was received.
 2. Include the results of the complaint review.
 3. Identify the complaint resolution, including any corrective action.
- K. The Complaint Summary and Resolution Notice will be maintained in the service recipient record.

Contact Agencies:

- MN Office of the Revisor's Web <https://www.revisor.mn.gov>
- Office of Ombudsman for Mental Health & Development Disabilities
121 7th Place East – Suite 420 – St. Paul, MN 55101-2117
1-800-657-3506
- Commissioner of Administrations
State of Minnesota
50 Sherburne Ave
St. Paul, MN
612-296-6733 or 1-800-657-3721

E. Client/Staff Relations

Due to the inherent nature of client/employee relationships, guidelines must be established to avoid placing clients or employees in situations that might jeopardize their well-being or livelihood. The intent of this policy is to allow clients and employees to socialize and maintain professional relationships and boundaries. MRCI policy does not permit relationships between employees and clients that are personally intimate, i.e., dating or marrying. This includes sexual activity of any sort. Employees should maintain the relationships with clients within the context of that law. If clients and employees choose to interact as peers in a non-sexual relationship (including interacting on social media, telephone, email, text, skype or other methods of personal communication outside of work), the following procedure must be followed. The employee must contact the MRCI staff representative and inform her/him of their wish to socialize with the client outside of work. The MRCI staff representative in turn will inform the appropriate residential supervisor or staff member's supervisor and, if applicable, members of the client's team. If there are no objections to the activities or friendship of the employee and client, it may continue. In the event this relationship becomes harmful to the client's well-being as judged by the client's team, the employee will be instructed to end the relationship and counseling, if needed, will be provided to the client.

F. Vulnerable Adults Act

The Minnesota Vulnerable Adults Act applies to individuals receiving services. Staff will need to maintain all their relationships within the context of that law. The intent of this policy is to allow individuals and staff to socialize but to do so in a way that protects both the staff and individuals from committing unethical or illegal acts or of being wrongly accused of such activity. If you feel you have been mistreated by people responsible for your care or have observed others being mistreated, you may discuss your concerns with

your MRCI staff representative or make a report to Minnesota Adult Abuse Reporting Center at MN.gov/dhs/reportadultabuse. (DHS form #DHS-6303- ENG.) To report via phone call: 844-880-1574

G. Safety, Clothing and Conduct Rules

Any safety concerns you may have should be discussed with your MRCI staff representative. MRCI reserves the right to take actions that it deems appropriate to provide a safe environment. MRCI has legitimate expectations of client behavior including appropriate response to supervision and direction, cooperation with staff and co-participants and following MRCI policies and procedures. Program participants will conduct themselves following the standards set forth in this client handbook. Misconduct, such as possession of a weapon, being under the influence of a controlled substance, alcohol or drugs, fighting, theft, abusive language, inappropriate sexual behavior, etc. will result in disciplinary action up to and including immediate suspension and termination. MRCI reserves the right to call upon law enforcement authorities, if necessary. Disciplinary actions will be determined by the severity of the misconduct. Every disciplinary problem is unique, and the seriousness of the problem will determine the course of action to be taken. MRCI maintains safety as a high priority.

Conduct

These rules, unless specified, apply to MRCI buildings, grounds and vehicles.

- a. MRCI is a tobacco-free agency. **No use of any tobacco products is allowed during program time.** This includes the sale of smoking materials or the use of tobacco products or smokeless cigarettes.
- b. You must report to your program at the beginning of your scheduled program time and must remain with your program unless instructed to do otherwise by your MRCI staff representative.
- c. No overnight borrowing is allowed.
- d. Public Displays of Affection (PDA) are not permitted.
- e. Sexual activity is not allowed at any time during your MRCI program.
- f. No shouting, threatening, foul or abusive language or gestures are allowed. Pushing, shoving, fighting and/or wrestling are not allowed.
- g. No one under the influence of a controlled substance, possessing, buying, selling, manufacturing, dispensing, or using a controlled substance, alcohol, illegal drugs or drug paraphernalia will be permitted in our programs. Any controlled substance, illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.
- h. No possession of firearms and knives is allowed on MRCI grounds, in MRCI buildings or vehicles
- i. Insubordination is not tolerated (a general lack of cooperation with MRCI rules, refusal to follow policy or individual program plans).

- j. No bothering or distracting peers. Participants are expected to be kind and respectful to each other during their day.
- k. No littering
- l. Personal cell phones will be off or muted during program time unless specified in participant's individual plan.
- m. Inappropriate postings on any social media accounts (Facebook, snapchat, TikTok, instant messenger, etc.) will not be tolerated. This would include, but not limited to: discriminatory remarks, harassment, threats of violence or unlawful conduct. **MRCI has a zero tolerance for harassment of any kind.**
- n. Photos and/or videos of peers and staff are not to be taken at MRCI sponsored events based on HIPAA requirements. No photos should be used or posted on social media without the written approval of the individual or guardian's consent.
- o. Appropriate dress is based on the participant's program. The program's addendum will address the dress code for your program.
- p. Stealing personal property of others is not allowed. Consequences of stealing could be up to and include termination from the program.

Disciplinary Action

Discipline issues will be addressed in a specific individual plan. The consequences will not necessarily follow a specific warning system.

The plan will reflect the intensity of the person's actions. One option may be to suspend an individual until the team can meet and agree upon a new plan and/or the use of a Program Improvement Plan (PIP). Your MRCI staff representative, along with the interdisciplinary team, will agree on specific consequences for certain actions. Disciplinary procedures will be implemented in such a way as not to embarrass individuals or the public.

Drug and Alcohol Policy

MRCI's primary interest is to make sure all clients are provided with the best possible conditions which include a safe, healthy and productive environment that is free from potential dangers. Alcohol, controlled substances and drug use pose great risk to the safety of all clients and staff and therefore, we are committed to achieve and maintain a program area that is free from using, possession, buying, selling, manufacturing or dispensing of illegal drugs, any controlled substances or alcohol. MRCI prohibits any controlled substance, unprescribed drug, or alcohol use. If you violate this policy, you are subject to disciplinary action up to and including suspension.

While you are in a MRCI program, you are prohibited from the following:

- Being under the influence of a controlled substance, alcohol, or any illegal drug
- Possessing or the use of alcohol, a controlled substance or an illegal drug
- Using, possessing, buying, selling, manufacturing, or dispensing a controlled substance, alcohol, or an illegal drug which includes possession of drug paraphernalia

Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Your MRCI staff representative should be notified before you begin your program day of any use of a legal drug which may affect your ability.

Reasonable Suspicion

If MRCI has a reasonable suspicion that you:

- a. are under the influence of a controlled substance or alcohol
- b. have violated the written rules contained in this policy prohibiting the use, possession, sale, manufacturing or transfer of drugs, a controlled substance or alcohol during your program with MRCI.

Your MRCI staff representative will contact your team and request transportation home for your safety. MRCI will not allow you to drive under the influence. Law enforcement will be contacted if you attempt to drive when we suspect you are under the influence. Immediate suspension may occur to ensure safety for both you and the people around you.

Clothing and Hygiene

Clothing is specific to each program. See your program addendum for clothing allowed for your program. All clothing must be clean. No torn, cut or ripped clothing. No ill-fitting (loose or tight).

Daily personal hygiene is required. Odor from lack of cleanliness may require requests to change clothes or bathe. No excessive scent will be allowed.

Safety

- a. All accidents, including minor cuts, scratches, splinters, and burns must be reported to your MRCI staff representative immediately.
- b. Keeping all MRCI buildings and vehicles neat and clean is everyone's responsibility.
- c. General cleanliness and orderliness during program time will be practiced at all times.
- d. Any unsafe objects or behaviors should be reported immediately to your MRCI staff representative
- e. Seat belts must be worn at all times.
- f. If you have a concern about the accessibility of your program area, you are encouraged to talk to your MRCI staff representative.
- g. All medical concerns and diagnoses of any kind should be communicated at the time of intake for new clients. Should you develop an allergy, please communicate that immediately to your MRCI staff representative.

Medical Emergency

In some of our programs, the case of a medical emergency (accident, illness or serious injury) requiring medical attention, appropriate first aid treatment will be provided immediately. MRCI takes a Safety-First approach. We train our staff to call 911 if they feel an ambulance is necessary. If you live in a residence and/or have a guardian, they will be notified.

Medications

In some of our programs, MRCI staff will assist with health needs. Written medication orders are required for all prescribed medications being administered, including over the counter medications. MRCI staff are not trained medical professionals and thus have limitations to what medications they can safely and effectively administer while in the community. MRCI has the right to refuse to pass certain medications given these limitations.

Examples of medications that MRCI will not be responsible for administering in the community may include, but not limited to:

- Medication requiring refrigeration.
- Intravenous (IV) medications
- Rectal route medication

Transfer & Storage Expectations

All medication must be in pharmacy or manufacturer labeled containers. No medication pre-packaged by unlicensed individuals will be accepted. Medication must be transferred directly from guardian or residential staff to MRCI staff.

Blister packs are preferred, but if a bottle is used, a request will be made to the pharmacy for the medication to be filled with a limited supply.

MRCI staff will store medications in a vehicle combination lockbox or in designated locked area while in their possession. If a medication requires specific environmental controls, MRCI will work with the individual's team to identify the best plan to administer this medication.

If residential staff are not present at drop off, the person's emergency contact will be called and a safe transfer of the medications will be arranged, unless otherwise noted in the client's County Support Plan.

Self-Administration

When medication administration is not assigned in the County Support Plan, and the client is able to self-administer their own medications, MRCI will not be responsible for the transfer or storage of that medication. Staff must report concerns regarding self-administration or storage of the medication to the client's residential staff and legal representative.

MRCI is not responsible for providing medication assistance, medication administration, and/or medical protocols while the person is receiving an employment service. MRCI will collaborate with the client's team to develop strategies or natural supports to assist in these areas.

Health

MRCI has a policy that individuals need to be symptom-free for 24 hours before returning to MRCI programs after an illness. If you have been hospitalized or had a long illness MRCI will need a doctor's form and any new medical information.

Communicating medical changes will help MRCI staff assist you during the day. Some information that is important to share with your MRCI staff representative:

- Falls or seizures that have occurred at your home over the

weekend or evening.

- Any new diagnosis and information pertaining to it.
- New medications/treatments or changes in dosages of current medications/treatments.
- All hospitalizations or ER visits and any changes that resulted.

It is very important for each MRCI program participant to be aware of healthful living practices. Healthful living will help to protect each of you from becoming ill and it will help stop diseases from spreading from one person to another. **If you are sick, stay home.**

Some of the common diseases that you can spread by contact with others are: colds, flu, bronchitis, head lice, pink eye, cold sores, chicken pox, respiratory infections and impetigo.

The following are guidelines when someone may be excluded or returned to their home:

- A fever of more than 37.7C or 100F orally.
- Unusually tired, uncontrolled coughing, irritability, crying, difficulty breathing, or wheezing should be evaluated by a health care professional to rule out severe illness.
- Diarrhea that causes you to use the bathroom frequently. Until diarrhea stops or until a medical exam indicates that it is not due to a communicable disease (diarrhea is defined as an increased number of stools compared with a person's normal pattern, along with decreased stool form and/or water, bloody or mucus containing stools).
- Vomiting. (Vomiting is defined as one or more episodes in the previous 24 hours).
- Any open sore that has signs of infection (i.e., redness, warmth, tenderness) or is weeping or draining.
- Any individual who is ill and/or receiving a medication that causes the individual to be unaware or drowsy or would require additional staff to provide support and protection.
- DO NOT touch anyone else's blood, vomit, or diarrhea. If someone scratches you, bites you or hurts you in any other way, contact a MRCI staff person immediately.
- If someone has a seizure or is behaving differently, contact a MRCI staff person immediately.

Minnesota Medical Cannabis Act

MRCI strives to work with each participant to achieve their full potential in each of our programs while adhering to strict state and federal laws during our program time. Our main goal is the safety of our participants and employees.

This law allows for individuals with qualifying medical conditions to enroll in the patient registry program established by Minnesota Department Health (MDH), making them eligible to receive certain forms of medical cannabis. However, cannabis with $\geq 0.3\%$ THC (non-hemp cannabis), remains classified as a Schedule

I drug and is therefore illegal under current federal law.

The intent of the Minnesota Medical Cannabis Act is to enable Minnesota patients to engage in the therapeutic use of cannabis while preventing it from being misused or diverted from its medical purpose.

Certification and Registration for the Minnesota Medical Cannabis Program

www.mn.gov/medicalcannabis This website link describes fully the regulations surrounding this state law. Our MRCI policy and procedure can be requested from your MRCI staff representative.

To comply with this law, MRCI will request documentation on the following:

1. A registered physician, physician's assistant, or advanced practice registered nurse (APRN) must certify initially and recertify annually that the individual has one of the following conditions. As of July 2019, the qualifying conditions are:
 - Cancer
 - Glaucoma
 - HIV/AIDS
 - Tourette syndrome
 - Amyotrophic Lateral Sclerosis (ALS)
 - Inflammatory bowel disease, including Crohn's disease.
 - Seizure, including those characteristics of epilepsy.
 - Severe and persistent muscle spasms, including those characteristics of multiple sclerosis.
 - Terminal illness with a probable the expectancy of less than one year
 - Intractable Pain
 - Post-Traumatic Stress Disorder (PTSD)
 - Autism
 - Obstructive Sleep Apnea
 - Alzheimer's disease
2. All individuals participating in the Medical Cannabis Program must be residents of Minnesota and be registered in the Medical Cannabis Patient Registry. Medical cannabis is dispensed only by licensed pharmacists at Cannabis Patient Centers. MRCI will require a copy of this registration.
3. Procedure on transport/storage and accountability will be documented **before** the individual begins/resumes MRCI programming.
4. MRCI has a no smoking/vaping policy to provide a safe environment for all staff and participants. No smoking/vaping is allowed on any of our MRCI locations and/or vehicles. This includes medical cannabis which will only be allowed in a liquid, pill, or topical form.

IV. ADVOCACY SERVICES

<p>Social Security 1811 Chicago Avenue Minneapolis, MN 55404 Phone: 1-800-772-1213 Website: www.ssa.gov</p>	<p>Type(s) of training: offers information on applying for SS or disability, the Ticket to Work program, retirement calculators and other tools.</p>
<p>Autism Society 2380 Wycliff Street, Suite 102 St. Paul, MN 55114 Phone: 651-647-1083 Website: www.ausm.org</p>	<p>Type(s) of training: a variety of classes, camps and services including advocacy, counseling, therapists, social skills and support groups.</p>
<p>Minnesota Department of Employment and Economic Development 332 Minnesota Street, Suite E200 St. Paul, MN 55101 Phone: 651-259-7114 Website: www.mn.gov/deed</p>	<p>Type(s) of training: DEED offers help for job seekers to find employment, help businesses, find workers, and help anyone at any stage to explore and plan careers.</p>
<p>Brain Injury Association of America 2277 Mn-36, Suite 200 Roseville, MN 55113 Phone: 612-378-2742 Website: www.biusa.org</p>	<p>Type(s) of training: offering an array of workshops to further educate and support professionals who work with individuals with brain injury and individuals affected by brain injury, including family and friends. These workshops help attendees learn about brain injury, how brain injury impacts one's education and the importance of prevention.</p>
<p>Institute on Community Integration 150 Pillsbury Drive Southeast Minneapolis, MN 55455 Phone: 612-624-6300 Website: www.ici.umn.edu</p>	<p>Type(s) of training: offers training and education on person-centered thinking and planning, ways to support persons with disabilities and their families, and other community integration topics that support their values of inclusion, diversity, and self-determination.</p>
<p>MN Dept. of Human Services 1295444 Lafayette Road St. Paul, MN 55155 Phone: 651-431-2000 Website: www.mn.gov/dhs/</p>	<p>Type(s) of training: strives to help people live as independently as possible, so they can continue to be a part of the communities in which they live. Offer trainings on mental health, services and supports, health care and licensing.</p>
<p>State Services for the Blind 2200 University Avenue West, Suite 240 St. Paul, MN 55114 Phone: 651-539-2300 Website: www.mn.gov/deed/ssb</p>	<p>Type(s) of training: offers training, advocacy, and other resources for those who have a visual impairment.</p>
<p>Minnesota Help Phone: 1-800-333-2433 Website: www.minnesotahelp.info</p>	<p>Type(s) of training: navigating assistance with Minnesota's 10,000+ support agencies.</p>
<p>MN Disability Law Center 111 N Fifth St. Ste 100 Minneapolis, MN 55403 Phone: 612-332-1441 Website: www.mylegalaid.org</p>	<p>Type(s) of training: provides professional legal help to Minnesotans with disabilities and others who traditionally lack access to the American justice system and cannot afford the services of a private attorney.</p>
<p>The Senior LinkAge Line 540 Cedar Street St. Paul, MN 55164 Phone: 1-800-333-2433 Website: www.mn.gov/senior-linkage-line/</p>	<p>Type(s) of training: a free statewide information and assistance service. The service is provided by six area agencies on aging that cover all 87 counties of MN and helps connect you to local services.</p>

<p>National Alliance on Mental Illness 800 Transfer Road, Suite 31 St Paul, MN 55114 Phone: 651-645-2948 Website: www.namimn.org</p>	<p>Type(s) of training: offers education, support and advocacy, vigorously promotes the development of community mental health programs and services, improved access to services, increased opportunities for recovery, reduced stigma and discrimination, and increased public understanding of mental illness.</p>
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<p>Pacer Center 8161 Normandale Boulevard Minneapolis, MN 55437 Phone: 952-838-9000 Website: www.pacer.org</p>	<p>Type(s) of training: enhances the quality of life and expands opportunities for children, youth, and young adults with all disabilities and their families so each person can reach his or her highest potential through support, training and advocacy.</p>
<p>STAR Services, Inc. 1295 Coach Road, Suite 135 St. Paul, MN 55108 Phone: 651-644-3140 Website: www.starsvcs.com</p>	<p>Type(s) of training: offers person-centered planning training and implementation along with various live and virtual trainings on skill building and learning topics to help providers better serve individuals receiving supports.</p>
<p>Disability Benefits 101 Phone: 1-866-333-2466 Website: www.mn.db101.org</p>	<p>Type(s) of training: offers tools and information on health coverage, benefits, saving money and employment.</p>
<p>Deaf & Hard of Hearing Services 85 E. Seventh Place, Suite 105 St. Paul, MN 55101 Phone: 651-431-5940 Website: www.mn.gov/deaf-hard-of-hearing/</p>	<p>Type(s) of training: Offers support to people who have hearing impairments, including interpreting referrals.</p>
<p>The Minnesota Association for Guardianship & Conservatorship 5001 Chowen Avenue South Edina, MN 55410 Website: www.minnesotaguardianship.org</p>	<p>Type(s) of training: explore substitute decision-making for vulnerable individuals, provide education for those interested in guardianship and conservatorship and their less restrictive alternatives.</p>
<p>Metropolitan Center for Independent Living 1600 University Avenue West, Suite 16 St. Paul, MN 55104 Phone: 651-646-8342 Website: www.mcil-mn.org</p>	<p>Type(s) of training: provides information and referral, independent living skills training, peer counseling and mentoring, individual and systems advocacy, services that facilitate transition from nursing homes and other institutions to the community, provide assistance to those at risk of entering institutions, and facilitate transition of youth to postsecondary life.</p>
<p>Advocating Change Together 1821 University Avenue West St. Paul, MN 55104 Phone: 651-659-0486 Website: www.selfadvocacy.org</p>	<p>Type(s) of training: creates leaders in the self-advocacy movement, supporting people with disabilities to stand up for their rights and the rights of others.</p>
<p>The Arc Minnesota Metro 2446 University Avenue West, Suite 110 St. Paul, MN 55114 Phone: 952-920-0855 Website: www.arcminnesota.org</p>	<p>Type(s) of training: Provides services to promote and protect the rights of people with disabilities. Their vision is to provide resources to help support individuals to be self-reliant, empowered, and able to make choices in their lives.</p>
<p>Reach for Resources 5900 Green Oak Drive, Suite 204 Minnetonka, MN 55343 Phone: 952-200-3030 Website: www.reachforresources.org</p>	<p>Type(s) of training: Provides services including adaptive recreation, community living, mental health services, waived case management, referrals, and advocacy.</p>
<p>MN APSE P.O. Box 23087 Richfield, MN 55423-0087 Website: www.mnapse.org</p>	<p>Type(s) of training: services include: advocacy and education, support in overcoming employment barriers, and improvement with supported employment; this is an employment first organization.</p>
<p>Magnifying Abilities 110600 Village Road Chaska, MN 55318 Phone: 952-556-6402</p>	<p>Type(s) of training: a social/recreational program for persons with mental or physical disabilities. The program is designed to enhance the community involvement and life long learning of adults with disabilities. Included are craft and informational classes,</p>

Website: www.ce4all.org	tours, sporting events as well as other outings; associated with District 112 community education.
Adaptive Recreational Services 600 North German New Ulm, MN 56073 Phone: 507-217-0383 Website: www.nuars.org	Type(s) of training: organized socialization for adults and kids, classes such as learning new skills, appropriate behaviors, independent living, etc. are offered.
Brown County Bridge on Center Clubhouse 1113 Center Street New Ulm, MN 56073 Phone: 507-359-6541 Website: www.sccbi.info	Type(s) of training: provides educational programming for its members and may include: Safety classes; health and wellness; and other topics specific to the needs of its members.
Minnesota Brain Injury Force Phone: 507-228-8161 Website: www.mnbif.org	Type(s) of training: provides knowledge and support to brain injury survivors and their families through meetings and "Brain boosting" workshops in New Ulm, Mankato and Hutchinson.
The Arc Minnesota Southwest 501 South Second Street Mankato, MN 56001 Phone: 507-345-4223 or 833-450-1494 Website: www.arcminnesota.org	Type(s) of training: support and advocacy for individuals with intellectual and developmental disabilities and their families and teaching all people to respect who they are, how to ask for help and taking charge of what you want. They provide workshops to help seek and locate suitable, affordable and accessible housing options, also assist with transition from school to employment. Various groups offered include: People First Groups, United We Stand Players and Aktion Club Theatre.
SMILES Center for Independent Living 709 South Front Street, Suite 7 Mankato, MN 56001 Phone: 507-345-7139 Website: www.smilescil.org	Type(s) of training: peer counseling, informative and referral independent life skills training, advocacy transition from school to work and community living in Mankato, New Ulm and Fairmont. They offer training regarding individual advocacy, systems advocacy and they have Citizens for Accessibility groups that meet monthly to work towards eliminating architectural barriers.
ACCESS 110 Fulton Street Mankato, MN 56001 Phone: 507-387-5501 Website: www.mankatocer.com	Type(s) of training: promotes growth and life enrichment for people with disabilities through cooperative community efforts, while allowing individuals to participate as fully and independently as possible in all Community Education and Recreation programs, activities and events.
Leisure Education for Exceptional People, Inc. 929 North 4th Street Mankato, MN 56001 Phone: 507-387-5122 Website: www.mankatoleep.org	Type(s) of training: enriches lives through inclusive education, recreation and healthy living opportunities. Programming is designed to enhance the quality of life for people with developmental and intellectual disabilities in the Greater Mankato Area. LEEP Offers organized socialization for adults and kids and classes such as learning new skills, appropriate behaviors, independent living, etc.