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MISSION STATEMENT

“Supporting individuals with disabilities to live successfully.”

What Are Our 6 Core Values?

Integrity

Health and Safety

Compassion

Diversity

Teamwork

Excellence

Magic City Enterprises Purpose Statement

“We proudly aspire to create a supportive environment where people with disabilities are empowered to find value, equality and individual self-worth.”



Introduction

Welcome to Magic City Enterprises! We are pleased that you have chosen Magic City Enterprises as your services provider.

The Magic City Enterprises (MCE) Supports Policy Manual provides basic information about the policies of MCE to you, your parents/guardians, our staff and involved local, state, and federal agencies.

All managers have the authority to develop additional procedures to assist in the implementing these policies with prior approval of the Chief Executive Officer (CEO).

New people we support and employees get a current copy of the Supports Policy Manual and agree to abide by the policies of MCE. Each manager is responsible for keeping handbooks up to date and that you have a copy. All written procedures must be approved by the CEO.

Since the Supports Policy Manual and area procedures are subject to changes and updates, please refer specific questions to your Manager or Supervisor. A master copy of the current Supports Policy Manual and procedures will be available to you in the Administration office and on the Magic City Enterprises website.

A copy of this manual is provided to everyone receiving services so they may understand the policies which apply to you and are to be followed while you are at MCE. All Magic City Enterprises' employees are trained in these policies and are expected to follow them at all times when working with the people they support.

Forward

Magic City Enterprises was established in 1972 under the official sponsorship of the Cheyenne Kiwanis Club Foundation, a private non-profit Wyoming Corporation. In April 1984, a new corporation, Magic City Enterprises, Inc., was formed to deal exclusively with the business of MCE.

MCE is certified by the U.S. Department of Labor as an Employment and Training Program (as appropriate) and is in compliance with the Department of Labor Regulations.

MCE receives its primary financial support from the Wyoming Department of Health, Wyoming Division of Behavioral Health (BHD) Home and Community-Based Waiver, Division of Vocational Rehabilitation, public school districts and individual participant fees. Other financial support comes from private tax deductible donations, and product/sub-contract sales.

MCE is accredited by the nationally recognized CARF and certified through the Behavioral Health Home and Community-Based Waiver.



MCE believes in dignity for persons with an intellectual/or developmental disability and in their right to become independent, contributing members of our community.

Authority

These policies are adopted by the Board of Directors and administered by the Chief Executive Officer. The Chief Executive Officer (CEO) also serves as the President of the Board of Directors.

Coverage

These policies shall apply to all employees and people who are supported by Magic City Enterprises, Inc. (MCE), dba Cheyenne Professional Rehabilitation Services (CPRS).

The CEO shall be responsible for official interpretation of these policies.

Members of the MCE management staff shall ensure that all staff follow these policies.

Philosophy

MCE exists to provide opportunities to maximize participation, choices, inclusion and independence in a community setting. By using a variety of settings and methods, MCE assists you in developing the skills necessary to contribute to the community to the greatest extent possible.

MCE provides you with:

1. Opportunities suited to your needs through employment services, community support services and a variety of community living programs.
2. An opportunity to access the programs of your choice.
3. Programs which meet the requirements of the Wyoming Behavioral Health Division, Title XIX, Medicaid, Wyoming Division of Vocational Rehabilitation and CARF.
4. A qualified, competent and caring staff whose goal is to assist you to achieve the highest level of performance in relation to your capabilities.
5. An opportunity for family members and friends to be involved in your total program by encouraging communication between your family and MCE staff and by providing opportunities for family members and friends to participate in decision making as related to your supports and services. Family members and friends are invited to visit you and participate with you in activities and events at any time.
6. Opportunities for you to be the primary decision maker as it concerns your own program.
7. Ongoing assessment of strengths, abilities, needs and desires.



Rights and Responsibilities of People Served

All persons possess inalienable rights under the constitution of the United States and the State of Wyoming. Persons with intellectual disabilities also possess the rights outlined in the Behavioral Health Assistance and Bill of Rights Act of 2002, 42 U.S.C. 15001. The Constitution of the State of Wyoming states: “And their inherent right to life, liberty and pursuit of happiness, all members of the human race are equal.”

People with intellectual and developmental disabilities have a right to basic human and legal rights which all citizens of the United States enjoy. These rights include:

Basic Human Rights

You have the right to:

- Freedom from abuse
- Freedom from financial or other exploitation
- Freedom from retaliation
- Freedom from humiliation
- Freedom from neglect

Right to Services/Supports

You have the right to:

- Training on how to be safe
- Freedom from restraint
- Choose your service providers and Case Manager
- Accept or refuse services and treatment
- Say “no thank you” to being a part of research, psychosurgery or other treatment unless you want to
- Choose your own medical services
- Have Individually tailored services which reflect your needs and desires
- Be informed about the treatment program and its development
- Be told about exams, treatments and evaluation results
- Learn about and apply for entitlements for which you are eligible
- Receive services in the Least Restrictive Environment (LRE)
- To be free from humiliation
- To be free from abuse.
- Be free from neglect.
- Choose to access community supports and services before MCE services



Right to Education

You have the right to:

- Services developed just for you as long they meet state and federal standards and are provided by qualified people

Right to Own Property

You have the right to:

- Keep and use personal possessions
- Have, choose and wear your own clothing
- Keep and spend your own money
- Be free from financial or other exploitation

Right to Privacy

You have the right to:

- Send and receive unopened mail
- Make and receive telephone calls
- Toilet and bathe privately
- Receive visitors and talk to persons of your choice
- Have your own personal space for privacy and safety
- Confidentiality of Records
- Be free of isolation, chemical and physical restraints
- Be free of unnecessary drugs
- Be free of abuse
- Choose where you live and with whom
- Be protected from state intrusion except when necessary for support and services

Right to Be Free From Discrimination

You have the right to:

- Be free from discrimination because of race, color, age, national origin, sexual orientation, gender, familial status, genetic information, pregnancy, religion and disability or political affiliation
- Full access to public buildings and places

Right to Due Process

You have the right to:

- Police protection for safety and your rights
- Make complaints and ask for improvements in services and policies without restraint, interference, coercion, discrimination or reprisal
- Vote
- Go to the church of your choice



- Make decisions from choices and have them respected

Rights Policy

Magic City Enterprises is dedicated to protecting your rights and to providing a safe and healthy environment for you, our staff and anyone who visits or utilizes our services.

All MCE employees participate in training which identifies your rights and how to protect them, including knowing when your rights have been violated and the rules for prompt intervention and reporting. MCE's Human Rights Team reviews programs, incidents and procedures to assure that human rights are protected at all times.

Recommendations for changes are submitted to MCE management staff who have the ultimate responsibility to protect the rights of persons served.

Person Served/Guardian/Case Manager Responsibilities to MCE/Behavioral Health

- Assist in providing evidence of the need for services and supports
- Assist in collecting necessary data and documentation, including school records, medical records and social security information
- Assure that MCE is given necessary medical information, emergency information and pertinent contact information
- Participate in the program planning process, including participating in the development and review of the plan of care.
- Abide by all rules, laws and expectations of the community
- Take care of personal property and protect it from theft or loss
- Ask any questions about direct responsibilities if information or directions are not understood
- Inform MCE of any concerns or questions, and give them an opportunity to address any concerns or questions
- When applicable, review and verify documentation of services provided
- Review the plan of care and make sure it reflects the services and supports that are required and agreed upon in the Individualized Plan of Care (IPC) meeting
- Notify MCE of changes in residence, phone, guardianship; custody, etc.
- Provide MCE with information in a timely manner on incidents, medication concerns, behavioral concerns, and other important information
- Provide information/after care instructions to the MCE support staff when attending a medical appointment without MCE staff
- Inform the team to determine if changes need to be made to services on the plan of care including medication, positive behavioral support plans, meal time plans or any other significant changes that impact the services on your plan of care



MCE Responsibilities to Person Served/Behavioral Health/Case Manager

- MCE will participate in team meetings and provide pertinent information that allows the team to make the right decisions about services and supports
- MCE programs will follow the individual plan of care and notify the case manager with information in a timely manner on incidents, medication, concerns, behavioral concerns, billing documentation and other important information
- MCE programs will use team process to determine if changes need to be made to services on the plan of care, including changes to medication, behavior plans, meal time plans or any other significant changes that impact the services on the plan of care
- MCE will follow the State's transition procedure to facilitate transitions prior to accepting participants into services or agreeing to serve them
- MCE will respect the participant's rights and assure that all staff members understand and respect the rights of the participant
- MCE will notify the state Behavioral Health Division of any changes in address, phone or email immediately to alleviate any chance of deactivation or disruption of payment
- MCE will not provide services until a copy of the pre-approval for the services requested has been signed by the Wyoming Behavioral Health Division
- MCE will work with, communicate with and support case managers in their role of creating and overseeing the plan of care and advocating for you (the person being supported)
- MCE will support you in accessing available community services and supports prior to providing them

STAFFING SUPERVISION LEVELS

MCE will comply with Behavioral Health Division rules and regulations for health and safety, including staffing supervision levels. Any issues or concerns with staff will be brought to the CEO's attention. The CEO will review all staffing issues and make changes accordingly.

You may choose specific staff members with whom you wish to work. We will make every effort to accommodate your requests as quickly as possible

MCE Services

Magic City Enterprises provides the following services: Community Integration Services, Adult Day Services, Supported Living Services, Residential Habilitation Services, Individual and Group Supported Employment Services, Employment Customization and Discovery, Employment Follow Along Services, Occupational Therapy, Psychology Services, and Adaptive Equipment Repair Services. The above services are provided in Laramie County, Wyoming to individuals with developmental and intellectual disabilities or acquired brain injuries. We may also be able to provide any of these services in other areas of southeast Wyoming as requested.



Admission and Intake Procedure

To receive services from MCE, you must be determined eligible for services by the MCE Admissions Team and approved for services by the CEO. Also, you must have sponsorship by a fee-paying agency, appropriate private source, Department of Vocational Rehabilitation or the Wyoming Behavioral Health Home and Community-based Waiver. There may be a waiting time as there are multiple individuals in Wyoming on a waiting list for funding through the Behavioral Health Home and Community-based Waiver. You will be admitted after this funding is approved. MCE does not have a waiting list for most services. If you are waiting for residential services, you will be served according to the date you applied and availability of vacancies that meet your needs and desires.

General Admission Criteria

It is easy for you to find out about MCE services and how they can best support you in becoming the most independent individual possible. You can contact MCE and the Community Services Director will assist you in receiving the appropriate paperwork, applications and funding information for your needs. You may also visit the MCE web page at www.mcewyo.org.

If you are a private paying individual, a fee schedule will be provided to you upon request.

The following criteria must be met for Admission into MCE programs:

- An intellectual, developmental disability or other disability which results in significant restriction in employment and/or independent living skills.
- Sponsorship by a fee-paying agency or appropriate private source
- Funding appropriate for the level of care needed to serve you
- Do not exhibit behaviors which may cause physical damage to yourself or others
- Psychological report within the last five years
- Results of physical evaluation within the past 12 months
- Current Plan of Care
- Reports and program plans from referring agencies
- A person should be able to benefit from MCE services
- Medical care does not require that invasive medical procedures be performed

MCE does not discriminate because of race, color, sexual orientation, national origin, age, gender, familial status, genetic information, pregnancy, religion, age, disability or political affiliation.

Schedule of Intake and Assessment Evaluation

After the information is collected, an interview may be scheduled by the admission team to meet with you, your parents or guardian and the agency sponsor, if applicable. The admission team evaluates your ability to benefit from services.



Admission is based on your rehabilitation/habilitation needs and MCE's ability to provide appropriate services. You may be accepted for an assessment (usually 4-6 weeks.) The CEO will review the recommendation from the assessment and approve or disapprove admission.

Ineligibility

If you are found to be ineligible for services, the CEO will inform you, your referral source and others whom you choose in writing of the reasons. Whenever possible, an appropriate referral to another resource will be made using a current Behavioral Health provider list.

Waiver Funding

Magic City Enterprises relies on Medicaid Waiver funding in order to provide supports and services. It is imperative that available resources match the needs of the individual. If MCE determines that this is not the case, the assigned Support Team Coordinator or Area Manager and CEO will contact the Case Manager and Guardian to discuss applying for increased funding following the procedures allowed by the Wyoming Behavioral Health Division. MCE will gather and provide any and all requested documentation in order to facilitate the application process.

If increased funding is denied or the application process is not completed by the Case Manager, MCE reserves the right to review the situation within 90 days. A decision will be made regarding MCE's ability to continue to provide supports and services. If it is determined that services can no longer be provided at the current funding level, a 30 day notice to end MCE's services may be given.

Programs and Services

Support is provided to you to increase your independence as much as possible. Individualized services are designed to enhance skills in areas such as household tasks, personal hygiene, stress management, money management, community access, social interaction and medication management, etc. The specific training goal is determined by you and your Individual Plan of Care team which includes your guardian and others of your choice. MCE's Support Team Coordinators will assure that you have sufficient information to make decisions regarding your goals.

Services provided include medication monitoring, scheduling and follow-up of routine doctor, optical, and dentist exams, monitoring of chronic health problems, intervention and support for acute health problems. Also you have access to the following professional support services: psychological services, Occupational Therapy, adaptive equipment, employment services, as well as representative payee services.

Contact with Family, Friends or Others

MCE encourages frequent contact and relationship building with your family, friends and others of



your choice. When your family or another individual contacts one of the MCE staff with a problem, the staff person working with you will call the manager of your program to assist in finding solutions best for you.

Visitors

We hope that you will invite family, friends or other people you choose to be involved in your life to MCE. We have many activities and events available that are fun and educational for everyone. We also hope that you will invite people who care about you to visit often just to “hang out” with you, if you like. We want to support you to develop new social networks, maintain your current friendships and improve the quality of your social life.

All MCE locations are open to visitors during operating hours. All personal and community guests are welcome at any time. MCE does maintain guest sign in sheets at each location for the safety of the people we support. We ask that any visitors in your home after the hour of 9:00 p.m. keep the area quiet to respect the other people who live there.

Some of the people we support may have a limit to people who may visit them. This could be put in place by the courts or the person’s guardian. MCE will honor this request when asked for specific safety purposes.

Family/Guardian Attended Appointments

MCE requests that families and guardians who attend medical or follow up appointments without the accompaniment of MCE staff provide copies of pertinent information, i.e., Hospital discharge instructions or treatment plans to MCE as soon after the appointment as possible.

Releases will be signed by the guardian/person being supported allowing MCE to obtain pertinent information for discharge, treatments and medication changes.

After obtaining the treatment plan, the Health Services office will work with your staff in areas that you are served to assure that all instructions are understood and complied with.

Inventory

An inventory is completed for you if you receive residential services from MCE in a shared family home. This inventory is updated annually. If you receive a gift or purchase items, your home supervisor should be notified so that the item may be added to your inventory.

If living in our shared family homes, we encourage you to consider purchasing renter’s insurance. We also encourage you to take photographs and keep written records of any valuables.



Residential Fees

You and/or your family are responsible for payment of board and room fees by the 1st of each month. If you are away from the home for extended periods of time, you will be charged rent to allow Magic City Enterprises to keep the space open.

If you live in houses owned or managed by Magic City Enterprises, you are responsible for paying the following fees:

- Room rent
- Damage deposit equal to one month's rent prior to moving in; in cases where you cannot afford the deposit up front; arrangements can be made to make monthly payments towards the damage deposit.
- Board fees
- Late Fees and Finances Charges

NOTE: The Medicaid Home and Community-based Waiver does not fund the above items but rather the services provided to you.

MCE provides leases to be signed by you and/or your guardian. The lease outlines your rights and responsibilities as a tenant.

When you move out of a home, it is your responsibility to make sure the room you are vacating is clean; if damage has been done which requires repairs, the damage deposit will be used to cover the cost of repairs. Similarly, if the room is not cleaned, the cost of cleaning the room will be deducted from the damage deposit. If the room passes the required inspection for cleanliness and repair, your full damage deposit will be refunded to you.

You and/or your guardian may be present during the inspections by the maintenance person and will have an opportunity to discuss any of the findings with him when the inspection is completed.

Time Away

MCE encourages you to visit with your family as often as you choose. MCE staff will work with you to establish a schedule that works best for you and your family. We ask that the following procedures be followed when planning a home visit or out of town trip.

- Inform the Residential Supervisor or Support Team Coordinator of your intent to travel.
- MCE needs at least two (2) weeks' notice to order and package your medications for your trip. *Because MCE may only fill one month of medications at a time from the pharmacy our Health Services Staff may need time to get adequate amounts of medications to pack for you.*
- If MCE needs to make transportation plans for you, it is important that the Support Team



Coordinator be informed of the date and time you are departing and returning so that MCE can assure your transportation needs are met. The CEO must approve any travel using MCE vehicles that is more than 40 miles from Cheyenne.

- If you are away from the residential program for 30 consecutive days or longer the CEO will review the vacancy to determine if MCE is able to continue to provide residential services to you.

Dating and Relationships

You have the right to date the person of your choice. MCE will make every effort to support you with your dating and relationship choices.

Church

You have the right to attend the church of your choice. Staff may assist with making arrangements for transportation to and from church and may transport you to church if alternative transportation is not available. Staff will accompany you if you need supervision unless arrangements have been made for natural supports.

Pets

Pets may be allowed in a MCE residence with written approval of the CEO. Prior to giving approval, the CEO will assure that your housemates are in agreement. You will be required to sign a Pet Agreement and pay a Pet Deposit.

Weapons

It is MCE policy that “weapons” are not permitted at any of the facilities without written approval of the CEO. This restriction includes guns, large knives, bow and arrows and any other items that are typically used for hunting and may cause physical harm to an individual.

Personal Needs

You are responsible for purchasing those items needed for personal care and entertainment. It is requested that \$30.00 to \$60.00 be on hand at Magic City Enterprises for purchase of these items so that you are involved in learning to budget and care for your own needs.

MCE staff will work with you to budget each week so that you are assured to have enough money to purchase the items you need, the items you desire and any activities you would like to attend. We will also work with your family, guardian, or other provider to assure that there is enough money on hand for you to purchase items in your budget.



Funds of Persons Served

If you are using MCE as your representative payee, MCE procedures in this area will be communicated to you, your parent, guardian or family. MCE explains in the Services Handbook how informed consent is given for expenditures of funds, how you will access the records of your funds, how the funds will be segregated for accounting purposes and the safeguards that are in place to ensure that funds are used for the designated and appropriate purposes. When interest is accrued, the interest will be credited to your account.

Weekly budget sheets are maintained for your account using MCE accounting procedures for money management. MCE also explains, up front, our fee for managing funds.

If you wish for MCE to assist you in managing money even though MCE is not your representative payee a separate fee may be charged. You will receive specific information regarding procedures and fees at the time that you request this service.

The Accounting Office keeps all receipts on file for future reference if needed.

The State of Wyoming also requires that there be a detailed explanation of your financial responsibilities, including room, board, and other related costs.

- How you will access the records of your funds
- How your funds will be segregated for accounting purposes
- What safeguards are in place to ensure that funds are used for the designated and appropriate purposes
- If interest is accrued, how interest will be credited to your account
- If service fees are charged for managing funds

The above information will be provided to you should you choose to have MCE manage your money.

Travel Arrangements/Payments

Travel arrangements that are to be made by MCE are made by the Residential Services Manager, Community Services Director or Support Team Coordinator. All money should be paid directly to the travel company of your choice. MCE will retain a receipt for proof of payment. Any alternative arrangements must be approved by the CEO.

Travel spending money may be approved on paper by a management level staff and have the approval witnessed and signed by you and another MCE staff and the participant prior to leaving



on the trip in lieu of receipts.

Barrier Free Accommodation

You will have access to barrier free accommodations. When barriers are identified by you, the staff, or your IPC team, all reasonable measures will be made in order to provide accessible accommodations for you.

General Policies

Accessibility Policy

Magic City Enterprises is committed to removing attitudinal, environmental, financial, community integration, architectural, employment, transportation, communication and any other barriers to people with disabilities both within MCE and within the community.

MCE complies with the American with Disabilities Act both in providing services and in recruitment, hiring and in the retention of staff. Magic City Enterprises' Board of Directors has adopted a policy in the bylaws of the organization which reads as follows:

Article VI-Section 4. "This Corporation shall promote the full program/service accessibility of individuals with disabilities as staff members; by promoting individuals with disabilities as Board members and volunteers within the facility; and by promoting active participation of persons with a developmental disability in the community to the removal of attitudinal, architectural, social and economic barriers."

MCE Administration will conduct annual accessibility reviews of all programs and facilities used by MCE. A review team may include individuals with disabilities, including a person served, and it may enlist members from the community to conduct the accessibility survey. The MCE Board of Directors and the CEO will review the accessibility reports and develop specific plans to remove any barriers, identify means of making changes or reasonable accommodations or alternative resources which are accessible. If no reasonable resources are available and accommodation cannot be made without excessive cost, service may be denied.

Choices Policy

- MCE is committed to assure that you are given and exercise choice in all aspects of your supports and services. This policy outlines the areas in which you are guaranteed and supported to make choices so that you direct your supports and services while you are part of the MCE family. It also includes formal, as well as, informal opportunities for you to express your choices and to see that they are followed.
- MCE assures that you are given choice in the staff members who support you in all areas.



Each program area has a little bit different process for this. You will have the opportunity to meet any new staff members who will be supporting you. If you wish to change the staff member you are working with please let your Support Team Coordinator or the Area Manager know so that they can make the arrangements. MCE needs to work with everyone we serve so sometimes there may be a delay while we try to observe everyone's wishes in the area of staff choice.

- You will always be given the choice of receiving services or participating in activities or events in the community before those offered or provided by MCE. This includes the opportunity to be involved in integrated, community employment. Please let your Support Team Coordinator or any staff member know if there is a community location you would like to visit or a service or activity you would like to be involved with and they will see that you are supported in making this happen.
- MCE assures that you have a choice in the physical environment in which you live, work and recreate. You will always be given community options before those owned or operated by MCE. However, the choice of the environment in which you are most interested is yours.
- Any time that you request to look into receiving community services, your Support Team Coordinator will work with your Direct Support staff to assure that you are supported to seek, choose and receive any community service in which you are interested.
- You have the right to decline any specific service. This includes not attending a planned event or activity, as well as, a waiver or other service provided by MCE. If you choose not to attend a specific event or activity, your Direct Support staff will work with you to assure that you are able to participate in an alternative event or activity or that you can remain in your home or current setting. If you request to decline a waiver service, your Support Team Coordinator will be notified and will work with your guardian and case manager to support you to find other services either within MCE or through a different waiver provider.
- MCE will support your decision to live independently or any other choice you make regarding your living situation. You may be referred to MCE's Supported Living Program or another provider to assure that you receive the supports you desire if you move to an apartment or other independent living situation. If you choose to live in any situation which is not currently offered by MCE, your Case Manager will be notified so that they can assist you, with the cooperation of MCE staff.

Opportunities to Make and Express Choices

- MCE staff will attend your Individual Plan of Care meetings which are held with each person served annually with a review meeting scheduled at six month intervals. Persons attending these meetings include you, your family, guardian or representative, anyone of your choice, the case manager and representatives from appropriate service areas. These



meetings and the plans developed during the meeting are centered around your needs, desires and expected outcomes. The staff member who attends will work with your Case Manager to ask you and your guardian specific questions about your waiver services to assure that your choices are heard and honored.

- All services within MCE hold meetings between management and persons served on a regular basis. During these meetings, you have the opportunity to voice concerns, ask questions or recommend changes regarding your services.
- Each service area has developed satisfaction surveys which are discussed with you and your family/guardian, if appropriate. The information gained from the satisfaction surveys is utilized to change programs and plans. The data is also reported as part of the Outcome Measurement System and is utilized in the MCE annual goal planning.
- MCE has developed a Self-Assessment Questionnaire which asks you lots of questions about your likes and dislikes in many different areas. We will use this to help you develop your daily and weekly schedules, as well as, to assure that you are involved with the services and in the activities that you wish.
- A written grievance procedure is included in this manual and in each program handbook and is explained to you at program entry and periodically thereafter. This procedure is a formalized process for you to express and resolve your grievances and complaints.
- The Wyoming Behavioral Health Division evaluates MCE annually and CARF evaluates MCE every three years to assure that the quality of service being provided to you is adequate. This evaluation includes independent interviews of participants and their family members or guardians.

Confidentiality

Wyoming Law 35 - 20 - 108

MCE interprets itself as a "public designated agency" under Wyoming Statute 35-20-108. This law requires we do not release information pertaining to the people we support, unless ordered by a judge after being advised of this law. HIPAA laws are followed at all times.

Privacy

Privacy is a right that every individual possesses. Sometimes this right has been modified by the guardian through the plan of care process for health and safety reasons. When a privacy right has been modified all requirements of the Center for Medicaid and Medicare Services, including Home and Community Based Settings Rules must be adhered to in order for MCE employees to implement the modification of privacy right. Private areas are defined as your bedroom and



bathrooms. You will be allowed to send and receive mail, receive and make phone calls and keep uncensored magazines and books of your choosing.

HIPAA (Health Information Portability and Accountability Act) Privacy Practices

This notice describes how medical information about the people who are supported by MCE may be used and disclosed and how you can obtain access to this information.

Please review it carefully:

This notice explains how MCE may use and disclose protected health information about the people we support. Protected health information means any health information about you that identifies you, or for which there is a reasonable basis to believe the information can be used to identify you. In this notice, we call all of that protected health information, your “medical information.”

This notice also will tell you about your rights and our duties with respect to health information about you. In addition, it will tell you how to complain to us if you believe that we have violated your privacy rights.

Who is Bound By This Notice: This Notice of Privacy Practices describes the practices of Magic City Enterprises, Inc. This notice applies to the following delivery sites: 1700, 1704, 1710, 1720, 1750, 1780 Westland Road, all shared family homes and apartments which are operated by Magic City Enterprises, Inc., 2600 Missile Drive, 301 Deming Drive and all other community contract and service delivery sites.

All Employees will follow what is stated in this Notice.

HIPAA BREACH

If there is a privacy breach you will receive the following:

1. A brief description of what occurred with respect to the breach, including, to the extent known, the date of the breach and the date on which the breach was discovered.
2. A description of the types of unsecured PHI (protected health information) that were disclosed during the breach.
3. A description of the steps the affected individual should take in order to protect himself or herself from potential harm caused by the breach.
4. A description of what the covered entity is doing to investigate and mitigate the breach and to prevent future breaches.
5. Instructions for the individual to contact the covered entity.

Reported Abuse, Serious Incidents, or Crimes Against Persons Receiving Services

Notice of Incident /THERAP

MCE has an efficient manner to address and communicate incidents that occur through THERAP,



an integrated computer system throughout MCE that notifies all parties, including your family if you wish about any incidents and your daily wellbeing.

Incidents documented on THERAP can be medical or behavioral in nature and will be written on a (GER) or General Event Report. MCE will document illness, injury or situations where you may display a noticeable change in behavior, either negative or positive. Examples of these behaviors include but are not limited to:

- Aggression
- Agitation/anxiety
- Illegal behaviors
- Inappropriate sexual behavior
- Self-injurious behavior
- Uncooperative
- *PRN*, medication requested and or given
- Positive, helpful behavior
- Injury
- Pain
- Illness

All reports will be completed as soon as possible after the event on THERAP, but not in your presence. Staff will not use the report as a threat to you.

MCE uses T-Logs to document follow up to medical appointments, and any illness or injury as required by the Health Watch procedures. Anyone who knows you and has a concern for your health can begin the Health Watch. Health Watch requires monitoring and reporting until it is stopped by your Support Team Coordinator or Case Manager. The reports will be completed and shared as T-Logs.

MCE will report on the Wyoming Behavioral Health's Notification of Incident Form the following categories of incidents to the Behavioral Health Division, the Department of Family Services (DFS), Protection & Advocacy Systems, Inc., your Case Manager, and your guardian (if applicable) as required by law; MCE will also report the following to law enforcement if a crime may have been committed.

The following incidents if suspected from ANY agency providing your service, friend/family or team member require immediate reporting through the Wyoming Behavioral Health Division process. Prior to any reporting, all necessary action must be taken to protect you from further abuse. Notice must be sent to Wyoming Behavioral Health Division by their web site, to Protection & Advocacy, Department of Family Services, your guardian, and case manager by a fax or telephone as soon as your health and safety is assured:

Medication Error: Any medication error caused by MCE that includes a medication given late, a missed medication, a wrong dosage, a wrong route, or a wrong medication.



Suspected Abuse: Physical abuse is infliction of injury by any individual or another person if physical evidence exists.

Sexual Abuse: is any type of sexual contact without consent by any individual.

Intimidation: Is any act, verbal or physical which is meant to scare you.

Suspected Neglect: Failure to provide necessary food, shelter, care or supervision which endangers the person receiving services.

Suspected Exploitation: The act of obtaining control of a person's belongings for the benefit of someone other than the person being served.

Suspected Abandonment: Leaving a person receiving services without financial support or the means or ability to obtain food, shelter, clothing or health care.

Suspected Self Neglect: The person served is unable or unwilling to perform the necessary tasks to maintain their physical, mental health and safety.

Crimes committed by the person receiving services: The person has been charged with forcible rape, aggravated assault or larceny theft.

Police Involvement: Any incident that has resulted in police involvement with the person receiving services.

Injury caused by restraints: Any injury which requires medical attention and was due to a physical, chemical or mechanical restraint.

Death: In addition to notice of incident reporting, this requires immediate contact with the CEO.

Serious Injury: Any injury which requires medical attention.

Elopement: An individual receiving services that is unscheduled from their services, past plan of care guidelines of unsupervised support.

Restraint: Any time you are restrained.

Suspected Self Abuse: Physical abuse is inflicted by one self.

Medical/Behavioral Admissions: You are treated at an urgent care facility, hospital, emergency room, surgical center, hospice, substance abuse treatment center, mental health or behavioral health treatment center.

Any reported abuse, not specified above such as psychological or verbal abuse or violation of rights will be reported on a THERAP GER (General Event Report) and submitted within 24 hours of observed or reported incident to the CEO or Quality Assurance Manager who will make an initial determination of the facts and will respond in whatever means is necessary to protect you.

If it is determined that you may be at risk, action will be taken to remove the person who is suspected of violating your rights from your service area until an investigation has taken place. The investigation will include an interview with you, your service area supervisor, your staff and peers in the service area, and any others that you wish or as may assist the investigation. If a violation of your rights is substantiated, appropriate action will be taken, including disciplinary action if the individual is a staff member. A program manager or Quality Assurance Manager will help you to speak with the staff person, or other individual in order to work out any problems or misunderstanding, if you wish.

The MCE emergency number is (307) 286-2424. This number is answered 24 hours a day, seven (7) days a week. The manager who receives the notification will then immediately file a Notice of Incident if your emergency meets the criteria. All staff at MCE receive training on filing the Notice



of Incident on the Division of Behavioral Health web page.

Reported Physical Abuse or Neglect

You will be immediately protected from further abuse/neglect by being removed from the situation. The CEO or On-Call Manager will be notified immediately. The staff member will also notify the police or sheriff's department if they feel that a crime may have been committed.

The CEO or On-Call Manager will immediately notify the police or sheriff's department (if it appears that a crime may have been committed), Department of Family Services (777-7921), guardian and case manager. As soon as the situation is contained, Initial Notice of Incident protocol will be followed.

Whenever there is physical evidence, the staff member will attempt to obtain a photograph of the injury(ies). The MCE manager on call carries a camera at all times. See Wyoming Statute WS 35-20-102 and WS 14-3-202 for related information.

Suicide Threats

The following policy will be followed if you indicate you are planning or thinking of attempting suicide. MCE will take necessary precautions to ensure your safety which may include:

- Maintaining a line of sight
- Contact necessary Managers in order to start emergency actions
- MCE will seek appropriate assistance if you are a serious threat to yourself or others including calling 911 or transporting you to the hospital for your safety
- If emergency services are notified, a Behavioral Health notice of incident as described above will be submitted
- Your psychological service provider will be contacted
- A 24 hour suicide watch will be started immediately.
- MCE will request a team meeting be scheduled so that a plan can be developed with your involvement to assure your safety in the future.
- Any modifications due to a suicide threat may be lifted as soon as you and your team feel there is no longer a threat to yourself or others.

Other Crimes Committed Against You

You will immediately be protected from further harm by being removed from the situation. The CEO or On-Call Manager will be notified immediately. The staff member may also notify the police or sheriff's department.

The CEO or On-Call Manager will immediately notify the local police or sheriff's department, Department of Family Services (777-7921), guardian and case manager.

As soon as you are safe, Notice of Incident protocol will be followed.



Response to Physical Aggression through Nonviolent Crisis Intervention

Magic City Enterprises does not allow or condone physical intervention as a response to physical aggression. An assessment is necessary to determine the course of action to maintain the care, welfare, safety and security of all.

Strategies, such as continued, verbal intervention, removing dangerous objects, personal safety techniques or calling for further assistance will be attempted prior to contacting law enforcement. During a crisis the staff member will do their best to assist participants who are willing to cooperate. Any bystanders will be removed, staff will approach any participants who are willing to cooperate and will protect themselves with non-harmful, defensive, physical techniques. 911 will be called to request assistance from law enforcement anytime a violent incident occurs.

Crisis Prevention Institute (CPI)

CPI provides the staff with de-escalation skills. CPI is time limited, and provides a process in case law enforcement should be called in for assistance.

MCE prohibits corporal punishment, isolation, psychological abuse, all restraints, physical abuse, verbal abuse, intimidation, retribution or other violations of rights.

A CPI instructor and the Human Rights Committee reviews all GERs (General Event Report) and flags any that would appear to include coercion, discipline, convenience, or retaliation by staff.

Through the CPI process, the least restrictive intervention techniques are used, such as verbal intervention and de-escalation.

MCE STAFF ARE PROHIBITED FROM:

- Using CPI as a threat
- Using CPI as Coercion, Discipline, Convenience or Retaliation
- Use of all restraints.

Emergency Suspension

You may be **IMMEDIATELY SUSPENDED** from MCE services if the CEO finds that you pose a present and substantial danger of physical harm to yourself or others.

The CEO will inform you and your parent, guardian, or advocate of the immediate suspension and will describe what behavior poses a danger to you or others, what the program has done in an attempt to control the behavior, what behavior was exhibited in response to the program efforts, what the period of suspension is, and the date which the suspension ends.

If you are suspended under these emergency provisions, services will not be provided by Magic City Enterprises during the suspension time until the CEO finds that you no longer pose a present



and substantial danger of physical harm to yourself or others. If the CEO makes this finding, you may be immediately readmitted to the program.

Reported Sexual Assault/Sexual Abuse

If you report that you have been sexually assaulted the staff member will immediately contact the CEO or On-Call Manager.

The CEO or On Call Manager will immediately notify the local police or sheriff's department, Department of Family Services (777-7921), guardian and case manager. As soon as your safety is assured, the Initial Notice of Incident will be completed. The report will be sent to the Wyoming Behavioral Health Division by web page, Wyoming Protection and Advocacy (307-332-2842), Wyoming Department of Family Services (777-5190), your guardian and law enforcement. Your staff person will follow up with a written MCE Incident Report within 24 hours of initial report. The report will be sent to the CEO for review.

Refer to Wyoming Statutes 35-20-102 and WS 14-3-202 for related information.

Police Involvement

Any time the local police or sheriff's departments are involved with you, the CEO or On-Call Manager will be notified as soon as the situation is contained. Notice of Incident protocol will be followed.

Involved staff should complete a THERAP GER and submit it to the CEO within 24 hours of the incident.

Reported Psychological/Verbal Abuse/Intimidation

Any reported abuse, not specified above such as psychological or verbal abuse or intimidation will be reported immediately to the CEO or Manager On-Call. Notice of Incident protocol will be followed.

Reported Violation of Rights

Any time you feel your rights have been violated, you should notify your Supervisor or Program Manager who will complete a THERAP GER and submit it to the CEO or Quality Assurance Manager within 24 hours of the possible violation. The CEO or Quality Assurance Manager will make an initial determination of the facts and will respond in whatever means necessary to protect you.

Retaliation

Magic City Enterprises specifically prohibits any retaliation to you or any one, who reports any possible abuse or crimes committed against you. If it appears that retaliation has occurred through



formal or informal means, the CEO will conduct an immediate investigation. Confirmed incidents or retaliation will result in retraining and/or disciplinary actions as deemed appropriate by the CEO.

Infection Control/Communicable Diseases

If you are aware that you have any infectious, contagious or communicable diseases including but not limited to HIV, staph, hepatitis A, B or C, TB, rubella, mumps, measles or cytomegalovirus, you are required to immediately notify the CEO and provide her with the necessary medical information. Based upon that information, the CEO will determine the appropriate action including reporting to the County Health Director as required.

Emergency Medical Intervention

MCE staff is to always use all reasonable measures to provide first aid and CPR support to anyone who requires emergency intervention. First aid needs to be continued until ambulance, fire department or other medically trained personnel take over the care of the individual.

Sentinel Events/Serious Injury or Death

If there is a serious injury requiring emergency medical treatment or a death of any person supported by MCE or Cheyenne Professional Rehabilitation Services (CPRS), the Chief Executive Officer will be notified as soon as possible after calling 911 and assisting emergency personnel and legal authorities, if needed. The Manager on call should be notified if the CEO is not immediately available. The Manager notified should make all reasonable efforts to contact the CEO to implement the correct notification procedures.

Any time a serious injury or discovery of death of a person served occurs; the staff member should contact 911 immediately and request assistance. If you need first aid, the MCE staff will provide assistance until emergency personnel are on the scene and begin assistance.

The staff member will complete a GER on THERAP and submit this to the CEO and Program Manager. The CEO or acting manager will notify the Department of Family Services, Case Manager, guardian, Behavioral Health, Protection and Advocacy and your immediate family of serious injury or death. Local police or Sheriff's department will be notified of any death. As soon as the situation is in control, Notice of Incident protocol will be followed.

Safety/Emergency Protocol for Persons in Supported Living

In the case that an emergency may arise, if you are living in a supported living arrangement, you and your guardian (if applicable) have access to the MCE Supported Living emergency cell phone number which is responded to by a trained MCE employee 24 hours per day. You also have access to the MCE emergency cell phone which is also responded to by a trained MCE manager 24 hours a day.



- If you live alone in your own residence, MCE may be granted access to your residence in case of an emergency or severe health and safety issues under certain circumstances. The criteria for entry to your residence is as follows:
- You grant immediate access to residence when there are no other means of entry for you, i.e.: you are locked out of your home.
- Staff will access your residence when you request in writing. An understandable, time limited and specific form will be available for you to sign, ie: you are hospitalized and need a specific item from your residence.
- If you and/or your guardian request entry as part of safety programming outlined in the Individualized Plan of Care, ie: safety checks if you don't answer to knocking.
- If you have contacted MCE and communicated that you are in medical distress. MCE will first call 911 and then access your residence after failed attempts to gain entrance by verbal permission through door and implement first aid/CPR if necessary.

If you or your guardian choose to not allow MCE to gain emergency access as outlined above, MCE will still contact 911 when there is suspicion of an emergency situation but will not attempt to gain entry. If you choose not to allow MCE to gain emergency access you will be required to sign an agreement waiving direct emergency care responsibility from MCE.

Getting a Ride

Hours of Operation and Scheduling

There are several transportation options in the City of Cheyenne to assist you to travel from your home to the places you want to visit. These include Cheyenne Transit Program (CTP) which operates a bus route, as well as, curb to curb pick up for people with qualifying disabilities, Uber and taxi cabs. You may also share rides with someone you know such as a friend or family member. Most locations within Cheyenne are within bicycle or walking distance. Your Support Team Coordinator, Case Manager or any staff member can help you decide which options work best for you.

Magic City Enterprises provides transportation to and from the various locations of day services, Monday through Friday except for official holidays. You will be given a scheduled pick up and drop off time when you begin riding with MCE and if your schedule changes later for some reason.

If you work in the community or are involved in other training programs through MCE, you may be able to get a ride through Cheyenne Professional Rehabilitation Services.

If you need a ride please contact the main office at (637-8869) or your Support Team Leader for the area you are provided services through.



Safety

You are required to wear a seat belt whenever you ride in an MCE vehicle and keep your seat belt fastened at all times. If you unhook your seat belt, the driver will stop the vehicle until you latch it again. If you refuse to use your seatbelt you may have to find other transportation.

You are not allowed to eat, drink or smoke in an MCE vehicle. Do not hit the windows or any other part of the vehicle. You could hurt yourself or damage the vehicle. You are not to operate the wheelchair lifts or tie down wheelchairs or serve as back up guides.

Additionally, any children under the age of 8 or not quite 80 pounds are required by Wyoming State Law to be in a child safety seat.

Behavior on the Vehicle

If you get into a loud argument or a fight while riding on an MCE vehicle, the driver will stop and try to get you and others calmed. If you do not calm down, the driver will call MCE for assistance and another staff member will come to take you off the bus. Repeated fights on the bus could result in you no longer being able to ride MCE vehicles.

Cancellations

If you need to cancel your ride please tell the driver or call the main office at 637-8869 at least a day ahead of time. If you are sick and won't need a ride, please leave a message on the answering machine at 637-8869 before 8:00 a.m.

When the MCE vehicle comes to pick you up, the driver will wait for you for no more than 5 minutes. If you are not quite ready when the bus arrives, please let the driver know if you will be riding or not.

Restrictions

For a person who has a need for a right to be restricted, the person and their team must make decisions based on the person's assessed need for a restriction, and not base a decision solely on diagnosis, medical condition or a possible behavior that happens on occasion. The restriction MUST be justified and documented in the plan of care.

Any restriction you have must be addressed by the following 8 points and documented in your plan of care:

1. Identify a specific individualized assessed need
2. Document positive interventions and supports tried prior to the restriction
3. Documents less intrusive methods that have been tried and were unsuccessful
4. Provide a clear description of the condition that is directly proportionate to the assessed



need.

5. Include regular collection and review of data to measure the ongoing effectiveness of the restriction
6. Establish time limits for periodic review of the restriction
7. Obtain individual's informed consent
8. Provide assurance that intervention and supports will cause no harm

In addition to the 8 points a restriction must have a restoration plan that addresses the following:

1. Minimize the effect of the restriction
2. Assist you in exercising your rights more fully
3. Ensure that your rights are completely removed
4. Identify what part of the right is restricted
5. Set goals for restoration of rights
6. Establish time limits for periodic reviews to determine if the restriction is still needed or if it can be terminated

Restrictions must proportionate to your specific need.

Positive Behavior Support Plans

As a participant at MCE, if you need positive behavioral support, you will have a positive behavior support plan designed for you, following a functional behavior analysis. Your team will provide input in the plan. All behavior plans are approved by the participant, guardian if applicable, Behavioral Health, and the Human Rights Team. All plans will be reviewed on a quarterly basis by the human rights team and semi-annually by the IPC team to ensure the continued appropriateness. MCE prohibits chemical restraints, corporal punishment, isolation, psychological abuse, restraints, physical abuse, verbal abuse, intimidation or violations of non-modified rights of the participant in their programming or behavior planning.

MCE Positive Behavior Support Plans will:

- Maintain your dignity, respect and values
- Be person centered with you involved in the development of the plan on a level appropriate for you, using materials or reinforcement important to you.
- Define your targeted behavior or behaviors and their antecedents when applicable. Behaviors identified as targeted behaviors shall be those that you and your team identifies as behaviors that need to be replaced or reduced in order for you to become more successful in your life. Be based on a functional analysis of targeted behaviors that includes:
 - ✓ Your pertinent history
 - ✓ Direct observation, including observation of targeted behaviors and antecedents and approaches that assist you in getting your needs met in an appropriate manner
 - ✓ Describe positive behavioral supports that assist you in replacing targeted behaviors with replacement behaviors
 - ✓ Provide protocols for your staff to recognize emerging targeted behaviors and interventions to implement positive behavior supports.



- ✓ Provide methods for staff to respond when targeted behaviors take place.
- ✓ Protocols shall focus on positive interventions that are the least restrictive and the most effective.
- ✓ Be reviewed at least quarterly to assist the team to implement your plan. This is completed by the Human Rights Committee and is reviewed by the IPC team bi-annually.

MCE's GER (GENERAL EVENTS REPORT) on THERAP includes areas for the dates and time for the occurrence of the targeted behavior. It also leaves a place for the description of the antecedents to the targeted behavior and what helped alleviate that behavior. The GER also requires the review of the staff implementing the support interventions and is reviewed by the Area Manager, Quality

Assurance Manager, CEO and if considered a major incident (one in which a person or property is damaged or a law is broken) it will be reviewed in the Health Care and Behavior Team meeting.

"Seclusion/Isolation" is defined as placing a participant in a room for the purpose of stimulus deprivation for any amount of time. This practice and other aversive conditioning practices have been specifically prohibited by the MCE Board of Directors.

Reviewing Your File

If you or your guardian wishes to see what information is in your main file you should contact your Support Team Coordinator. He or she will make arrangements to meet with you or your guardian to help you look through your file. There may be some information that you might not understand. Your Support Team Coordinator will discuss this information with you. MCE will not allow any people who do not work directly with you to review your file unless you give written permission.

Alternative Services

Your Case Manager will help with changing services at Magic City Enterprises or finding another provider if you request it. Current Behavioral Health provider lists will be available to you at your IPC and 6 month review meetings and upon request.

Conflict of Interest

Magic City Enterprises has the following policy regarding employee conflict of interest:

The Wyoming State Corporation laws provide for specific guidelines concerning the corporation and its managers. These regulations will be observed and will be the basis of the policy relating to MCE, its employee's and of each employee's immediate family.

All formal contracts by MCE must be approved by the Board of Directors when they include any relationship which could result in a conflict of interest.



If a purchase or contract involves a relationship which could result in a conflict of interest, either the CEO or Board Chairman must approve the transaction.

MCE employees providing non-MCE paid services to individuals with a disability will notify the CEO. The CEO will determine if a current or future conflict of interest exists and review as needed. Failure of employees to report conflicts of interest may result in termination of contracts. Any questions regarding a conflict of interest should be referred to the CEO.

Case Closure

Exit Criteria

- You choose to leave MCE or any of our services
- You have acquired skills so no longer need a specific service. MCE may provide other support services (e.g. Supported Living) if you desire
- The CEO determines that you no longer meet MCE entrance criteria
- At the end of the initial 30-60 day assessment, the CEO determines that MCE is unable to serve you

Any time that MCE informs you that we can no longer serve you, you will be given the reason(s) in writing and you will be provided with resources for alternative services if possible. In all cases you will be given 30 day's notice prior to services with MCE ending.

Exit Summary

An exit summary will be prepared for anyone who has been served in any MCE service and leaves that service. It will include a list of the services provided plus recommendations for you, your family or other programs. These recommendations may be used to assist you to maintain and/or improve post-exit functioning and increase independence. The exit summary will be provided to you, if requested, and will be filed in your main record.

Transition Process

You and/or your guardians are provided choice by MCE. If a choice requires a change of providers outside of MCE, a transition will need to take place. Your Case Manager will work with you to assure that you have as smooth of a transition as possible.

Changes which require the use of the transition process include changes in:

- Case Manager
- Location (physical relocation within Wyoming) and from home to home within MCE
- Waivers (from one waiver to another)
- Residential Habilitation Providers
- Day Services Providers



MCE will share pertinent information with your Case Manager and newly chosen provider(s) in a timely manner. Safety and continuity of services is essential in every transition. The transition meeting must be scheduled two weeks in advance and allow one week for the modification to be approved by the Behavioral Health Division before the services are actually changed or the move takes place, unless a shorter transition period is approved in advance by the Behavioral Health Division.

MCE Requests a Transition

IF MCE requires you to move to another residential location, MCE will complete the Behavioral Health required steps. With notification to the Behavioral Health Division, MCE may move your service location temporarily in an emergency for your health and safety and the health and safety of others.

If MCE requires you to move to another residential location, MCE will notify you and/or your guardian of the move at least 30 days in advance so that you can exercise the choice to find a new residence and/or provider if the move is not acceptable to you. MCE will also notify your case manager, of the move so he or she can review choices with you.

If MCE ends services to you, we will notify you and your guardian in writing at least 30 days prior to ending services, unless a shorter transition period is approved in advance by the Wyoming Behavioral Health Division (BHD).

Complaint/Grievance Procedure

If you have a specific complaint regarding a staff member or your services, you may discuss it with any supervisor, professional or management staff at MCE. A complaint form will be available in your program area for the person to help you to put your complaint or grievance in writing. The complaint form will be given to the manager/supervisor of the program area. They will try to resolve the complaint within 7 business days.

If they do not satisfy you with their response, the grievance form will then be given to Administration. It will then be reviewed by the CEO or Quality Assurance Manager who will notify you of their decision in writing within 7 business days of receiving it.

At any time that you choose, you may contact the State of Wyoming, Wyoming Behavioral Health Division (777-7115) or Wyoming Protection and Advocacy (632-3496) for help with your complaint or grievance.

At no time should you be afraid of retaliation by any staff member or of not getting the services you need as a result of you filing the grievance or complaint. If you feel that people are treating you differently, please contact the person who helped you with your complaint and they will immediately notify the Quality Assurance Manager or CEO who will take action to stop the mistreatment. Again, if you prefer, you may contact the State of Wyoming Behavioral Health Division (777-7115) or Wyoming Protection and Advocacy (632-3496) for their help. This procedure will be included in the Supports Policy Manual and Handbooks and will be reviewed with you when you enter MCE and on a regular



basis, thereafter.



Acknowledgment

I, _____, received a copy of the MCE Services Policy Manual and understand the following:

The manual was explained to me, page by page.

I was asked if I understood the information in this manual.

I was given the opportunity to ask questions and address my concerns.

This signed page will be placed in my file.

A copy of this signed page will be provided to me or my guardian upon request.

Participant Signature

Date



MAGIC CITY ENTERPRISES CODE OF ETHICS FOR ALL STAFF MEMBERS

As MCE staff I agree to know and adhere to the mission and values of Magic City Enterprises. I will be accountable for my actions, provide real choice to our participants and show compassion for our participants and all with whom I work. I will strive to provide superior services.

I also agree to adhere to the following:

- 1. Focus first on the participant and understand that my role will require flexibility, creativity and commitment.**
- 2. Honor the personality, choices, preferences, culture and gifts of the people I support.**
- 3. Protect the health, safety and emotional well-being of the people we support by assisting them in preventing illness and avoiding unsafe activities. I will work with the individual and their team to identify areas of risk and create safeguards specific to these concerns.**
- 4. Always promote human rights and recognize and report those who may victimize, exploit, abuse, neglect or harm the people we support.**
- 5. Protect the privacy and confidentiality of the individuals supported by me at all times during and following my employment with Magic City Enterprises.**
- 6. Help the people I support to understand and express their rights and responsibilities.**
- 7. Assist individuals with disabilities to speak for themselves and represent those who cannot speak for themselves by advocating for their preferences and best interests.**
- 8. Respect and recognize cultural context (e.g. religion, sexual orientation, ethnicity, socio-economic class, etc.) of the individuals supported by me while separating my own personal beliefs and expectations which may influence them and their personal preferences. If I am unable to separate my own beliefs/preferences in a given situation, I will actively remove myself from the situation.**
- 9. Recognize the importance of relationships and proactively facilitate relationships between the individuals I support, their family and friends while providing opportunities and supports that help them to be viewed with respect and as integral members of the community**
- 10. Refrain from expressing negative views, harsh judgments, and stereotyping of people who are close to the individuals I support.**
- 11. Work in partnership with the Plan of Care team to support the individual in living a self-directed life while understanding the guardianship of the person I support and work in partnership with legal representatives to assure that the individual's preferences and interests are honored.**
- 12. Develop relationships that are respectful, based on mutual trust, and that maintain professional boundaries.**
- 13. Respect and acknowledge other members of the Plan of Care team and follow written plans.**
- 14. Never solicit people who are currently receiving services from another provider.**



15. **Maintain competency in my profession through learning and ongoing communication with others.**
16. **Practice responsible work habits and assume responsibility and accountability for my decisions and actions.**
17. **Recognize the value and importance of modeling positive behaviors to co-workers, the people I support, and the community at large.**
18. **Actively seek advice and guidance on ethical issues from others as needed when making decisions.**
19. **Always represent Magic City Enterprises and the people we support in a positive, supportive, respectful manner.**
20. **I will not act as a witness to legal documents such as guardianships, advance directives, agency contracts and/or Power of Attorney without the expressed written approval of the CEO. I understand that I may be authorized to countersign documents such as intake forms, authorizations (i.e. release of information form, treatment plans) as directly related to my job duties.**

Any allegations of violations of the Code of Ethics should be reported immediately to the employees' supervisor and area manager. Investigations of reported violations will be initiated within 2 working days of the report. Magic City Enterprises will protect any employees who report violations of the Code of Ethics by those accused or any Magic City Enterprises supervisory or management employees. MCE will follow established disciplinary guidelines for all violations of the Code of Ethics.