

Community Social Integration



Customer Handbook

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TO: CRS / IHS RESIDENTS

FROM: CSI Management & Team Members

RE: This handbook

WELCOME TO Community Social Integration! We're glad that you are here!

This handbook is an important document to help you have a good experience as a resident in the CRS/IHS homes. Whenever you have lots of people living and working in the same place, there are rules that have been put in place so that everyone shows respect for

each other's belongings, their personal space and their individual rights.

Please ask a Team Member or a family member to go over this handbook with you so that you become familiar with all the important information that it has for you. If you don't understand something, be sure to ask one of your Team Members at your homes.

Mission of Community Social Integration

At C.S.I meeting and exceeding the wants and needs of the individuals we care for is our first priority. It is the Mission of C.S.I to enable people with pervasive developmental disorders to participate in community life, exercise productive control over their lives, have meaningful relationships and associations, be gainfully employed, and experience happiness and personal growth and satisfaction.

It is the agency's goal to afford people we serve a setting and the mechanisms to enhance their ability to adapt to a positive, nurturing, warm diverse and multicultural environment.

CSI's guiding **values** are:

- We are a mission-driven organization. All activities, services, and programs are a manifestation of the mission.

- In our constant pursuit of excellence in quality and effectiveness, we strive to be clearly recognized as one of the top five programs in the state of Connecticut.
- We constantly build upon the strengths of the organization and the individuals within it. We "play to our strengths."
- We maintain a customer-service attitude in our Team Members toward external and internal customers.
- We strive to increase the number of Customers we serve as well as the variety and quality of the services we offer.
- We internalize the motto: *"It's a good place to work, if you want to work."*
- We maintain ethical and reciprocal relationships at all levels within the organization and community. These relationships are based on respect, dignity, integrity, and fairness.

CSI is seeking accreditation through CARF International. The survey date is May 4th through May 6th, 2016. The program and service will include Community Housing.

Description of CSI's Residential (CRS) Programs

1 Locations

- CSI has Fifteen adult CRS/HIS residential Programs

4 Old Still road, Woodbridge, CT
6 Liberty Terrace, North Haven, CT
16 Potter Road, North Haven, CT
20 Roark Road, North Haven, CT
18 Blue Cliff Terrace, New Haven, CT
4230 Whitney Ave, Hamden, CT
46 North, North Haven, CT
160 Brooksvale Ave, Hamden, CT
91 Woodin Street, Hamden, CT
283 Park Road, Hamden, CT
285 Park Road, Hamden, CT
287 Park Road, Hamden, CT
530 Clintionville Rd, North Haven, CT
531 1376 Paradise Ave, Hamden, CT
265 Foxon Road East Haven, CT

- CSI also has Adult Day Programs located at 2666 State Street, Hamden, CT. Customers served in the CRS residential services may also participate in the Adult Day Programs.

2 Capacity

- The total capacity for the fifteen homes is thirty four adults who are over the age of eighteen.
- Each CRS home has a service capacity of three adults. Typically each CRS provides housing for 1 to 2 Customers. Some homes house both men and women. In this situation each will have a private bedroom and bathroom.

3 Service Options

- Persons served in this residential program work on Independent Living Skills. Some of the services provided include: restorative care, nursing, case management, and recreation therapy.
- Individuals residing in the CRS Program are required to participate in a day program. CSI currently operates a day program. Customers are able to choose other day programming as well.
- The CSI Day Program supports adults who need more structure and supervision. Team Members to Customer ratio is 1:1, 1:5, and 1:10. Customers served in this program work on daily living

skills such as cooking, reading / writing, home management, communication, money management, computer skills and some pre/vocational skills.

4 Eligibility

- Customers served must meet eligibility criteria in order to initiate and continue services with CSI.
 - Must have a primary diagnosis of intellectual disability.
 - Must demonstrate needs in at least three (3) of the six (6) areas listed here: 1) Self-care; 2) Capacity for independent living; 3) Self-direction; 4) Capacity for learning; 5) Mobility; 6) Understanding and use of language
- Must be at least eighteen (18) years of age and have completed their educational services.
- Must be willing and able to actively participate in their Individual Program Plan.

There must be an absence of maladaptive behavior that would impede this process or must be able to use verbal or other communication methods that are understood by others.

- Must demonstrate behaviors that respect the rights of others residing in the homes.

- Applicants who meet the above general criteria are evaluated to determine if there is an appropriate fit for the home in which there is an opening and whether or not current services (nursing and active treatment) can meet that individual's needs.

5 Conference Participation

- CSI requires the person served and/or the legal guardian (if applicable) to participate in the development of an Individualized Plan (IP) that will define the types of training and services that the person needs to achieve a greater level of independence and a desired quality of life.
- Customers and/or guardians are expected to attend plan meetings, participate in the plan meetings, and sign/return all required paperwork in a timely manner.

6 Service Outcomes

- Each customer will work on a program that meets active treatment requirements.
- It is CSI's goal that each program's service outcomes are at least 80%.

7 Discontinuation of Services

- Customers may be discharged from services

for the following reasons:

- No longer requires CSI service(s)
- No longer meets eligibility criteria (see above)
- Person served and/or guardian withdraws from CSI services
- Customer and/or responsible party interferes with the delivery of services to a degree that active treatment and/or health and safety of the person and/or other individuals cannot be maintained.
- Customer becomes medically fragile to the extent:
 - Habilitation/Rehabilitation cannot be implemented or maintained
 - The health and safety of the person cannot be assured

8 **Staff Training**

- CSI's training program meets state and federal licensing requirements. As a condition of employment, all new Team Members must complete CSI regularly scheduled 4 day New Team Member Orientation, On-Site Training Orientation and Annual In-Service training.

Resident Rights

THE FOLLOWING IS A COMPILATION OF THE RIGHTS THAT AN INDIVIDUAL HAS WHO LIVES IN A RESIDENCE OPERATED BY COMMUNITY SOCIAL INTEGRATION, LLC. IN THE EVENT THAT AN INDIVIDUAL OR HIS/HER RIGHTS ARE BEING VIOLATED, THEY HAVE THE RIGHT TO A GRIEVANCE AS PER C.S.I. POLICY AND PROCEDURE.

1. FAMILY AND FRIENDS – VISITATION, CORRESPONDENCE AND PHONE CALLS

The Customer's involvement with family and friends is an important of his/her life. Consequently, visits from and to family and friends are to be encouraged unless contraindicated by the Customer's Individual Plan (IP). There will be no set "visiting hours" but such visits should not infringe upon the privacy and rights of other residents. Visits need not be scheduled in advance, but the staff should be notified out of courtesy and to avoid schedule conflicts. Staff will make note of visits in the activity logbook and on the Customer visitation log.

Staff must be notified of visits outside the residence and must enter the place of visit, person to contact, phone number and time of return in the activity logbook. Staff will be notified when Customers spend overnights away from the residence.

2. USE OF ALCOHOLIC BEVERAGES

It is the legal right of adults the age of 21 and over to purchase and consume alcoholic beverages if they chose. C.S.I Staff shall counsel individual Customer in regard to the use of alcohol.

Customers who are socially, emotionally, and medically able to drink and wish to do so will be allowed to drink in their home and in the community with team and physicians approval if necessary.

3. SMOKING

It is the right of individuals who live in C.S.I community residences to smoke if they so choose. Smoking will not be permitted in the residences. A smoking area will be designated outside of the homes for fire safety.

4. RELIGIOUS/SOCIAL/COMMUNITY ACTIVITIES

Customers living in a C.S.I operated facility have the right to choose or not choose a religious affiliation. Customers' attendance of religious functions of their choice is to be arranged by the C.S.I staff. Each Customer will be allowed to participate in social and community activities of his/her choice or refuse to participate without fear of reprisal. These rights are in effect unless contraindicated by the interdisciplinary team.

5. SEXUALITY

It is recognized that all people have emotional and sexual needs. It is the responsibility of C.S.I staff to assist Customers, as determined by their Interdisciplinary Team, in the understanding of these needs and how to express them appropriately in the home and community. Staff shall provide an atmosphere, which is supportive of Customers' emotional and sexual needs. Based on team approval.

6. PERSONAL PROPERTY AND FINANCES

Customers have the right to manage their personal and financial resources and will be given support and assistance as determined by the Customers' Interdisciplinary Teams. A Customers' personal money shall be secured in a locked box at the residential site and will be controlled by the residential manager. All financial transactions will be documented and will be maintained on file. (See Policy and Procedure)

Each Customer has the right to own, maintain, and control his/her personal property so long as the rights of others are not infringed upon. Personal property is to be regarded as such by the staff and other residents. (See Policy and Procedure)

7. CUSTOMER PARTICIPATION IN GOVERNMENT OF THE COMMUNITY RESIDENCE

The needs, capabilities, and wishes of both the individual Customers and the group as a whole, will be considered when setting policy for the operation of the community residence. It shall be the responsibility of the Manager of the Residence to solicit from the Customers and/or their family/guardians ideas and opinion on operation guidelines for the facility. This shall be done in both informal and formal meeting and discussions.

8. CUSTOMERS' CIVIL RIGHTS

C.S.I will render all services to Customers without regard to the race, color, creed or national origin of the resident. (See Policy and Procedure)

9. INFORMATION CONCERNING MEDICAL CONDITION AND TEATMENT

Customers have the right to fully informed of their medical condition and health unless medically contraindicated. They are to be given a chance to participate in the planning of their total Overall Plan of Service and may refuse any treatment. (See C.S.I Policy and Procedure)

10. ADMISSION/TRANSFER/DISCHARGE

Acceptance into a community residence will be based on the Customer's identified needs and whether they can be met in the residence. Transfer or discharge of a resident from a community residence will be based on medical reason, for the benefit of the Customer, the general welfare

of the group, or for non-payment of services rendered to the Customer, except as prohibited by the Social Security Act. (See Policy and Procedure)

11. FREEDOM FROM ABUSE, RESTRAINT NEGLECT AND MISTREATMENT

All Customers in C.S.I operated programs will be free from psychosocial abuse, physical abuse, neglect and/or mistreatment. (See C.S.I Policy and Procedure)

12. GRIEVANCE AND PROCEDURES

All Customers have the right to register recommendations and have grievances resolved. Customers will be protected from any form of reprisal, intimidation or harassment for having filed a recommendation or grievance. (See C.S.I Policy and Procedure)

13. PRIVACY

All Customers will be treated with consideration, respect and full recognition of their dignity and individuality including the right to be different and yet acceptable. All Customers will have their privacy respected and maintained by staff including privacy treatment and care of personal needs. (See C.S.I Policy and Procedure)

14. MARRIED CUSTOMERS

Customers who are married have the right to share a room if both reside in the same community residence. If not, they have a right to privacy during visits. (See C.S.I Policy and Procedure)

15. WORK

Customers are not required to perform services for the community residence in which they reside, except in the case of shared and regularly scheduled household duties. (See C.S.I Policy and Procedure)

16. DELEGATION OF RIGHTS AND RESPONSIBILITIES

In the instances where an individual has been adjusted as being incompetent by a Probate Court, his/her legal guardian will be involved and consulted on any all changes related to the care and programming of his/her charge. (See Policy and Procedure)

Residential Agreement

As a Member of the C.S.I Community Home Customers agree to the following:

1. I will participate and cooperate in my IP and am assured of the right to participate in its development, review and modification.

2. I will cooperate with residential staff and residents of the program and have the right to participate in making plans and decisions within the home.
3. I will respect the rights and property of other residents and residential staff.
4. I will go to my vocational/educational program each day of the week.
5. I will have a complete physical one time per year.
6. I will go to the dentist as needed and will have an annual exam.
7. I agree to deliver to C.S.I residential staff any SSI, SS or similar checks.
8. I have reviewed, am aware of and agree to cooperate with the Policy and Procedures regarding Administration of Resident Funds.
9. I have reviewed an aware of and agree to follow the house rules and resident rights.
10. I have reviewed and understand the Residents rights.

GUARDIANSHIP

Guardians must provide a copy of guardianship papers prior to admission or at time guardianship is established. Guardians may only make those decisions for the individual that are listed in the guardianship

papers. CSI considers the person to be his or her own guardian if the person is at least eighteen (18) years of age and guardianship papers cannot be produced.

Based on the comprehensive functional assessment, CSI may recommend that a guardian be appointed to assist the Customer in certain types of decisions.

RECORDS CUSTOMER

CSI maintains a complete record of each individual served and treats all information as confidential.

Access to case records are limited to Individual/Guardian, professional Team Members providing direct services to the Customer, plus such other individuals as may be authorized administratively or by the individual.

A Therap account will be provided to outside providers and qualified parties to individuals we serve upon request. One of the key benefits of using Therap is that it increases communications between care providers and family members of people with developmental disabilities, by providing them with easy and secure access to the information they need. Access will be limited to each provider or qualified party to ensure confidentiality and HIPAA standards.

VIOLATION OF RIGHTS

If a Customer, guardian, or other person advocating believes that CSI has violated their rights, they can do the following:

- Speak to a Team Member at CSI.
- Initiate the grievance procedure.
- Speak with Self-Advocacy Group for assistance.

Program Policies, Procedures and Guidelines

ACCIDENTS/INJURIES

Accidents and injuries will be immediately attended to with first-aid treatment or other medical services as needed. Family or guardian will be contacted as outlined in the IP (Individual Plan).

A GER (General Events Report) will be completed for each accident. A copy of the report will be available to the Customer/guardian, upon request.

ALLEGED ABUSE/NEGLECT

Alleged or suspected abuse and/or neglect, by any

person, of a Customer will be reported to Office of Protection and Advocacy, and the family/guardian.

Allegations will be investigated. Disciplinary or corrective action will be taken as warranted.

BEHAVE LIKE LADIES & GENTLEMEN

- Respect other people's property and personal space. Do not take items from others without permission.
- Engage in appropriate activities at appropriate times (i.e., do not play loud music during normal sleep times).
- Do not spread rumors, slander, gossip and/or lies.
- Do not use abusive language, profanity, obscene gestures, or other improper behavior.
- Do not hit or attempt to hit anyone. This also includes biting, slapping, kicking, throwing items at, and anything else meant to cause physical harm to another person.
- Do not be careless with the property of CSI or of other Customers.
- Maintain appropriate and respectful social interactions with other Customers and staff.

Please NOTE: acts of aggression and/or violence that

are beyond the scope of training for CSI Team Member will result in police notification.

CONCEALED WEAPONS

CSI prohibits team members, Customers, families and visitors to carry a concealed or unconcealed weapon (of any kind) onto CSI property. CSI defines its property as all facilities, vehicles and grounds (including parking lots) where CSI Team Members work or Customers reside and all CSI and team members' vehicles used to transport Customers. Violation of this policy may be grounds for immediate termination.

DRESS and HYGIENE

- Modest and appropriate dress in all common areas is required. Prohibited in common areas: Any clothing that allows inappropriate exposure. Any clothing that has foul language or vulgar pictures on it.
- Jewelry: Dangling jewelry or body piercings that may tear the skin if pulled is not allowed. CSI is not responsible for any lost, stolen or damaged jewelry.
- Body piercing/tattooing: Must have physician and guardian approval (if applicable).
- Dress will be appropriate to seasonal conditions.

- Clothes must be clean and free from odor.
- Shoes should be well fitting, secured, and nonskid.
Shoes worn to day programs must be close toed.

HEALTH and SAFETY

Communicable Disease/illness: If the Customer is diagnosed with a suspected infectious or contagious disease, he or she will be expected to isolate himself or herself from other residents.

The staff will notify the emergency contact or guardian per IP.

Other individuals (or Team Members who do not have a need to know) in the home will not be informed about the Customers disease or health information, unless:

1. There is an exposure incident involving possible infectious body fluids;
2. Communicable incidents are not containable through routine universal precautions;
3. Department of Developmental Services (DDS) or the Connecticut Department of Health specifies that you must be isolated.
4. If you are ill and show clear signs of having a cold, fever, etc. it is your responsibility to stay home and seek medical treatment. If you come to COMMUNITY SOCIAL

INTEGRATION day program sick, staff will make arrangements for you to return home. Also, if you become sick or ill during the day, staff will assist with making arrangements for you to go home.

5. Annually, COMMUNITY SOCIAL INTEGRATION requests that you have a physical. In addition to this, an emergency information sheet and other release forms need to be updated annually.
6. Many times when a person is on prescribed medication, his or her doctor may change the amount of medication one takes each day. If you are on medication please notify your COMMUNITY SOCIAL INTEGRATION supervisor, in writing, if there are any changes. If you take medication during the day, you will need to provide a current original Doctor's Order (including original doctor's signature and date) which should match up with the label on your medication. Otherwise, medication will not be administered.
7. When supports are provided in your home it is expected that you follow the nursing care plan. This includes cooperation with attending and following through on physician's orders.

Hand washing: CSI expects all Team Members, Customers, and visitors to flush toilets after use and wash their hands after toileting and/or assisting

Customers with toileting and before handling food.

Safety Drills: CSI expects all Team Members, Customers, and visitors to participate in safety/evacuation drills. When you first begin to receive services, someone will tell you what to do and where to go in case of a fire as well as point out any specific safety concerns that you should know. It is your responsibility to remember these safety rules and to follow them if necessary. Fire drills are held monthly in each COMMUNITY SOCIAL INTEGRATION location.

HOUSE RESPONSIBILITIES

CSI expects Person served in the homes to:

- a. Be a respectful housemate to other residents.
- b. Keep room neat and free of clutter.
- c. Maintain personal furniture in good condition.
- d. Participate in home activities, such as doing own laundry, sweeping, dusting, vacuuming, doing the dishes, etc.
- e. Obtain approval before placing a microwave, refrigerator, coffee pot or other large appliances in your room. Certain appliances must be plugged directly into the wall outlet.

ILLEGAL BEHAVIOR

Theft of Property: CSI will notify local law enforcement to investigate incidents of theft. CSI may choose to prosecute based on outcome of investigation.

Alcohol or Drug Use: CSI prohibits use of or being under influence of drugs (not prescribed by a physician) and alcohol when participating in CSI programs or being on CSI property. CSI may choose to notify local law enforcement based on situation.

Destruction of Property: CSI prohibits the deliberate or careless damage to CSI property. This includes deliberately destroying or defacing equipment and/or training materials.

Falsifying Records: CSI prohibits the falsifying of personal records and/or other CSI forms or checks.

INCOME / BENEFITS / EXPENSES

Customers and/or guardians are expected to notify CSI immediately of any changes to income, benefits, insurance plans, etc. Occasionally there are special reporting requirements that have to be done in order to maintain benefits, insurance plans, etc. It is the

responsibility of the Customers and/or guardian to assist CSI with these requirements.

MEDICATION

Only medication prescribed by a physician and administered by CSI med cert team member (or self-administered per IP) will be allowed.

All psychotropic medications must have approval/informed consent from the Customer served/guardian and approval from the DDS Programmatic Review Committee before it will be administered on a routine basis. Customer who take psychotropic medications will also have a Positive Behavior Support.

Many of the Customers who take medications work on a Self-Administration Medication Program until or unless independence in self-medication is demonstrated.

Customer FUNDS

Customers will have Customer fund made available at the home which is for the individual use. Income and other monies received will be deposited into a representative payee checking account at Webster bank.

Money distribution will be made based upon the IP and DSS regulation. Quarterly financial statements will be provided to the Customer or guardian upon request. Requests for monies to make additional purchases can be made through the Benefit Coordinator.

The Customer is responsible for costs related to recreational activities such as bowling, movies or going out to eat. Participation is voluntary.

RECORDS

The records of persons served are confidential.

CSI requires written authorization from the Customer or guardian before releasing records containing identifiable information. CSI may only release information that it has generated.

Customers or guardians may review the records pertaining to the individual upon request.

SMOKING AND TOBACCO USE

Smoking and/or use of tobacco products is not allowed inside any CSI building or homes. Tobacco use is allowed outside in designated areas ONLY. Tobacco products must be disposed of properly.

Tobacco use may be regulated based upon orders from a physician and a Human Rights Committee.

VISITOR AND ACCESS POLICY

Only the Interdisciplinary Team and/or legal guardian may restrict visitation. Also the Executive Director can restrict visitation in an emergency situation.

Conflict Resolution / Grievance Procedure

Program Appeals Policy:

1. All Program related complaints shall be given prompt and fair consideration.
2. The use of this appeals procedure is the right of all Customers, their guardians or their appointed representatives.
3. Those Customers who pursue a complaint through the appeals procedure will not be discriminated against or suffer any reprisals for using the procedure.
4. At any stage in the appeals procedure, individuals may have a representative of their choosing to assist with their appeal. Our preference is to have the same representative(s) throughout the appeals process.

5. A "complaint" is a specific violation, misrepresentation, or unfair application of any of CSI's rules, policies, or procedures alleged by the Customer or Customer's representative.
6. Vague or general charges of "unfairness" that are not substantiated by facts will not be processed through the appeals procedure.

Program Appeals Procedure:

1. Intent of this procedure is to resolve complaints and find positive solutions as soon as possible with the grieving parties.
2. To accomplish this, complaining parties will use the following steps;
 - Step 1:** Customer shall first discuss their dissatisfaction or grievance with the direct care Team Member. If an agreement is not reached, proceed to Step 2.
 - Step 2:** Customer or Customer's representative shall meet and discuss dissatisfaction or grievance with the Program manager in an attempt to satisfy the grievance at this level. If an agreement is not reached, proceed to Step 3.
 - Step 3:** Customer or Customer's representative

and the Program Manager will meet with the Program Coordinator in an attempt to satisfy the grievance at this level. If an agreement is not reached, proceed to Step 4.

Step 4: Customer or Customer's representative along with the Program Director will meet with the Residential Director in an attempt to satisfy the grievance. A written decision will be provided to the Customer and Customer's representative within five (5) working days of this meeting. If an agreement is not reached, proceed to Step 5.

Step 5: Customer or Customer's representative may forward a written request for a meeting to the Executive Director within ten (10) working days from meeting date in Step 4. This request for meeting should fully state the facts pertaining to his/her grievance and request a meeting in an attempt to satisfy the grievance at this level. The meeting should take place as promptly as

possible, and no longer than twenty (20) working days from the Executive Director's date of receipt of the written request. A written decision will be provided to Customer and Customer's representative.

If the Customer and/or guardian are not satisfied with CSI's decision, or if the Customer and/or guardian choose to forego any of the above steps, he or she may file a complaint with DDS Case management.

Important Phone Numbers

CSI PHONE NUMBERS

Administration Office

203-287-1543

Emergency ON-Call
Number

203-850-1242
203-859-2026

Solicitation Guidelines

It is the policy of CSI, that neither the organization nor individual Team Members on behalf of the organization, will solicit services and that we will adhere to the guidelines established by the state regarding the solicitation of services.

"Solicitation" in this context means any attempt to unduly influence an individual or his or her family or guardian to transfer from another certified provider to CSI.

Prohibition of Solicitation of Services Procedure

1. Solicitation is prohibited by:
 - a. CSI Team Members or any individual acting on behalf of CSI.
 - b. Any individual who provides or has provided professional or direct care services for CSI or any individual acting on his or her behalf.
2. The following methods of solicitation are prohibited:
 - a. With the intent of soliciting Customers, hiring an individual who has been previously

employed by or contracted with another certified provider who subsequently contacts Customers on the individual's caseload with the previous provider with the intent of inducing the consumer to transfer to the certified provider with which the individual is currently employed or contracted;

- b. Offering cash or gift incentives to an individual or his or her family or guardian to induce the individual served or his or her family or guardian to change providers;
- c. Offering an individual served or his or her family or guardian free goods or services that are not available to other similarly stationed Customer to induce the individual served or his or her family or guardian to change providers;
- d. Making negative comments to a potential Customer, his or her family or guardian, or an advocate regarding the quality of services provided by another certified provider other than for the purpose of monitoring or official advocacy;
- e. Promising to provide services in excess of those necessary to induce an Customer or his or her

- family or guardian to change programs;
 - f. Directly or indirectly giving a Customer or his or her family or guardian the false impression that the certified provider is the only agency that can provide the services desired by the Customer or his or her family or guardian; and,
 - g. Engaging in any activity that DDS determines was intended to be solicitation.
3. Only an authorized DDS representative may offer an individual or his or her family or guardian provider choice.
 4. DDS investigates claims of solicitation that appear to be consistent with the definition of solicitation. If DDS makes a finding of prohibited solicitation, DDS imposes enforcement remedies consistent with the scope and severity of the solicitation. If a pattern of solicitation occurs, DDS may impose Revocation.
 5. Marketing is distinguishable from solicitation and is considered an allowable practice. Examples of acceptable marketing practices include without limitation:
 - a. General advertisement using traditional media;
 - b. Distribution of brochures and other

informational materials regarding the services provided by a certified provider if the brochures are factual and honestly presented;

- c. Providing tours of a certified provider to interested individuals,
- d. Mentioning other services provided by the certified provider in which a consumer have an interest; and,
- e. Hosting informational gatherings during which the services provided by a certified provider are honestly described.

DOCUMENTATION OF RECEIPT

Of Program Handbook

Program: CRS/IHS homes

— — — — —(print name) have received a copy of the Community Social Integration (CSI) Consumer Handbook for the CRS/IHS Residential program. It has been explained to me and I have had the opportunity to have my questions answered.

I understand that it contains the following information:

- CSI Mission Statement
- Core Values
- Customer Rights
- CSI's Grievance Procedures
- Transportation Procedures

Handbook received on (date): _____

Signature of individual/guardian