Independence Center Handbook

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In the event of an emergency or crisis after Independence Center is closed, please call 911 or
Lake County Crisis Care Program at 847-377-8088
Introduction

The Independence Center was founded in September 1987 as a separate entity by the National Alliance for the Mentally Ill of Lake County. Our doors opened to the first members in July 1989.

Our Mission

The mission of Independence Center is to enhance the quality of life, to promote independent functioning, and to facilitate personal growth for adults with a history of mental illness. To achieve this, Independence Center provides ongoing social, educational, vocational and housing opportunities.

This handbook has been developed to introduce you to our programs, policies, and procedures. If you have any questions, please ask your fellow members and staff members who will be happy to help you or direct you to someone who can assist you.

Once again, Welcome! We look forward to working with you and hope that your involvement in our program will be helpful and enjoyable.
Service Delivery

1. I will do my best to see that Independence Center meets the needs of persons served.

2. I will respect the value and dignity of all individuals.

3. I will do my best to create/maintain a climate of loyalty, trust, and mutual respect.

4. I will support a work atmosphere where the work of each individual is respected as important.

Professional Responsibilities

1. I will recognize excellent work done by other staff and persons served.

2. I will strive to speak to everyone in a friendly, positive, enthusiastic, and courteous way.

3. I will support a work atmosphere that is open and non-secretive while being mindful of the need for confidentiality.

4. I will support the decisions of management. I may state my position. Ultimately staff must follow management’s decision.

5. I will be loyal to the agency. I will refrain from doing anything that might bring discredit to the agency.

6. I acknowledge that enthusiasm and a positive attitude always make for a better work place.

7. I will uphold all applicable laws and regulations, to protect and/or enhance Independence Center’s ability to meet its mission.

8. I will be a responsible steward of Independence Center’s resources.

9. I will strive for personal and professional growth to improve my effectiveness.

10. I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have on Independence Center’s reputation in my community and elsewhere.

11. I will do my best to see that Independence Center is operated in a manner that upholds the agency’s integrity and merits the trust and support of the public.

12. I will strive to uphold all applicable laws and regulations to protect and/or enhance the Independence Center’s ability to meet its mission.

13. I will take not actions that could benefit me personally at the unwarranted expense of Independence Center, avoiding even the appearance of conflict of interest.
**Code of Conduct**

Employees should conduct themselves at all times in a manner that is a credit to themselves and the Independence Center. The Independence Center’s goals include ensuring orderly operations and providing the best possible work environment. Therefore, the Independence Center expects its employees to comply with its work rules and code of conduct. It is not possible to list all of the forms of behavior that we considered unacceptable in the workplace. The list below is intended to be representative of the types of misconduct that can result in disciplinary action. It is not intended to be comprehensive and does not alter the employment-at-will relationship between the Independence Center and its employees. The following are examples of misconduct that may result in disciplinary action, up to and including immediate termination:

**Individual Conduct**

1. Making any false representation and/or declaration to the Independence Center regarding the employee’s personal history and status;

2. Engaging in any other activity that adversely affects the employee’s work performance;

3. Acting in an insubordinate manner, including disrespectful conduct and/or failure or refusal to follow instructions;

4. No abuse of any sort is acceptable. This includes but is not limited to inflicting physical, verbal, sexual and/or, psychological abuse (e.g. humiliation, threatening, and exploitation) on persons of the Center.

5. Intentionally stealing, borrowing, extorting, or removal without permission or authority money, property, or resources from the Center, members, or personnel. *All staff persons handling member’s money are obligated to be familiar with the Center’s policies, practices and procedures for money management and custodial accounts.*

6. Negligently failing to advocate on the part of the person served.

7. Receiving, possessing, distributing drugs, alcohol, weapons or other contraband to/from members of the Center.

8. Harassment of employees or members of the Independence Center and or participation in activities that could be considered sexually or otherwise harassing.

9. Negligently failing to provide management with information about a person (member, board member, volunteer, intern, or staff), which could affect their safety or well-being. When a member’s condition indicates that there is a clear and imminent danger to the member or others, a staff person must take reasonable action to inform potential victims and or authorities.

10. Inappropriately engaging in acts that put any person’s health and well-being at risk.

11. From time-to-time Independence Center employees may wish to bring personal property to work either for reasons associated with job responsibilities or for personal use during indirect service time. This practice is permitted provided it is understood that the Center is not responsible for any
voluntarily given, and that the information was understood by the person. In circumstances where a supervisor serves as a witness, such as job evaluation, supervision notes or training verification, the signature on the document serves to validate the contents of the document.

12. Independence Center sponsored activities such as Giving Campaign, the Independence Center Employee Campaign, organizational fundraising, or other efforts to support and further the mission of Independence Center are examples of appropriate and allowable activities. Also, solicitations for approved charitable organizations are also permissible. The Center recognizes that employees participate in many organizations that conduct fundraising for non-profit and for profit. However, an employee should not actively solicit another employee at work with goods for sale. Only Center approved fundraising activities may be conducted while at work. Employees may not be engaged in an external business or activity(s), whether they are for non-profit or for profit, while at work. No solicitation to Independence Center members is allowed.

Independence Center Assessment

Independence Center's personnel help identify individual talents and capabilities and provide appropriate services within our different programs.

Treatment Planning:

New members to the clubhouse meet with our staff to jointly assess the member’s service needs. Then, staff and members jointly develop and sign an individualized treatment plan. All parties involved decide what programs are needed for each individual in order to strengthen their capabilities.

It is important that you feel that the staff persons involved in your treatment plan development understands you, your culture and your language. Members are encouraged to express their preferences to work with particular staff members or to discuss problems in working with staff with that person's supervisor whenever they occur.

At Independence Center, the member is in the “driver’s seat”. All services at the Center are voluntary and the member’s plan should reflect his or her goals as he or she sees them.

The treatment plan will be a written document and the member will be asked to sign the form and will be offered a copy. If the member loses this document, another one can be found in the member’s record.

All Independence Center members are expected to participate in the Independence Center’s outcome measurements to ensure the efficacy of services provided. Outcome measures will be done during orientation, treatment planning and after participation ceases.
5. Review the Independence Center Member Handbook, which is provided to the member, and other Independence Center literature, policies and procedures. This review includes:

- Schedules
- Hours of operation
- Access to after-hours services (Crisis Care Program 847-377-8088)
- Independence Center Confidentiality Policy (including HIPAA and the Illinois Mental Health/Developmental Disabilities Confidentiality Act)
- Explanation of voluntary nature of membership (membership is not mandated under any circumstances) If external authorities are mandating treatment for a member, any reporting requirements and follow up requirements regardless of discharge outcome are explained.
- Financial assessment which includes an explanation of all financial obligations, fees and financial arrangements for services provided by Independence Center
- Program expectations for all Independence Center programs member is involved in
- Member rights and responsibilities
- Intent and consent for treatment is reviewed
- Transition and discharge criteria
- Response to identification of potential risk to members
- Independence Center program rules (a copy of which are in the Independence Center Handbook) which identifies: behavioral expectations of program; any restrictions Independence Center may place on members; events, behaviors or attitudes that may lead to the loss of rights or privileges for members; and the means by which members may regain rights or privileges that have been restricted.
- Independence Center policies regarding
  2. Smoking/Tobacco use.
  3. Legal/illegal/Prescription drugs brought into the program.
  4. Weapons brought into the program
- Grievance/Complaint and appeal procedures
- Education regarding advance directives for mental health and other advance directives
- Mechanisms for member input regarding quality of care, achievement of outcomes, and satisfaction. Such mechanisms include:
  1. Member satisfaction surveys
  2. Weekly member government meetings and community problem solving groups
  3. Treatment plans and reviews of treatment plans
  4. Outcome measures (GAF and LOCUS)
  5. Satisfaction surveys regarding orientation process
  6. Post discharge surveys
MISA/Early Recovery

The MISA (Mental Illness/Substance Abuse) group is a support group for Independence Center members who have a history of both mental illness and substance use. The group discussions utilize traditional 12-step concepts of recovery along with an eclectic mix of information from other self-help groups. MISA addresses both the mental illness and the substance use. Interventions used include: cognitive behavioral therapy, psychoeducation, motivational enhancement therapy. Early recovery group uses interventions similar to those used in MISA but is geared towards members who are recently abstinent or who are continuing to use substances.

Promoting Positive Relationships
This group focuses on promoting positive interpersonal relationships using psychoeducation. Emphasis is on helping participants: identify characteristics of healthy relationships; recognize warning signs of unhealthy relationships; and develop an understanding of the differences between healthy and unhealthy relationships. Participants will practice communication, listening, and negotiation skills to assist in respecting and setting relationship boundaries as well as focusing on assertive vs passive or aggressive responses in conflict situations.

Relaxation and Coping Skills
The relaxation and coping skills group is designed to help Independence Center members develop skills to self soothe and cope with anxiety, stress and symptoms of mental illness. Members are instructed in various relaxation techniques including: meditation, deep breathing, guided and thematic imagery, mindfulness, isometric squeezing techniques and others. Skills to cope with symptoms such as depression, poor impulse control, voices and other symptoms are also instructed to members in this group.

Stress Reduction
This group will focus on techniques to reduce stress in the daily lives of participants and practicing skills to manage this stress. It is an opportunity to develop breathing techniques, gentle physical exercise, mindfulness, and other stress-reduction techniques. Psychoeducation on living a balanced lifestyle to mitigate stress is provided.

Symptom and Medication Management
The symptom and medication management group is designed to help Independence Center members develop their symptom control and identification skills. Members in the mental health management group learn about different psychiatric conditions, medications used to treat psychiatric conditions, and other mental health management issues, such as coping with stress or negative emotions such as anger. Members in the symptom and medication management group also learn about communicating effectively with treatment providers.

Wellness Habits and Coping Skills
The aim of this cognitive behavioral approach is to help identify coping and problem solving skills in order to meet and manage personal challenges, improve mood, and assume roles that are satisfying and meaningful. Using the cognitive model of this approach, life’s situations will interplay with feelings and the thinking process in order to determine a more desirable emotional and behavioral response.

WRAP
The WRAP group is a holistic approach to overall wellness. The group utilizes various resources including Mary Ellen Copeland’s Wellness Recovery Action Plan to help members develop wellness tools. Group discussions focus on utilizing these tools for any of life’s issues including mental health, physical well-being, and other concerns and problems encountered during day-to-day living. The WRAP group is a
Discharge Criteria: Discharge from AOS services will occur when member no longer has treatment needs to be addressed by AOS service and/or due to payer source denial of authorization for such services.

Hours of Operation

Adult Outpatient Services are available Monday through Friday 8:30 am- 3pm (Monday through Thursday and 8:30am- 2pm on Friday. Frequency of Adult outpatient services will vary depending on treatment needs of individual members and authorization of payment sources.

Service Settings

Adult Outpatient Services are provided in Independence Center facilities, residences of members and community settings depending on the nature of the particular service.

Payment Sources

Independence Center pay sources include: Illinois Department of Human Services, Medicare, various Medicaid vendors under contract with the Affordable Care Act, and other insurance providers. Independence Center will also provide services to members with private insurance, provided such services are authorized by insurance. Members with no insurance or insurance that does not cover Independence Center services will be assessed fees based on income.

Staff Credentials

The Illinois Department of Human Services requires that case management and community support services be provided by staff with at least the Rehabilitation Stabilization Associate (RSA) credential. The Illinois Department of Human Services requires that mental health assessments, individual treatment plan development, therapy/counseling and crisis intervention be provided by at least a Mental Health Professional (MHP). All Adult Outpatient staff are supervised by at least a Qualified Mental Health Professional (QMHP). The Adult Outpatient Coordinator position requires a Licensed Clinical Social Worker/Licensed Practitioner of the Healing Arts (LCSW/LPHA). Adult Outpatient Staff may have additional training and/or credentials depending on specific duties. See the Independence Center Personnel section of the Member Handbook for specific credentials of current staff.

Psychosocial Rehabilitation Program

Program Description

The Psychosocial Rehabilitation program (PSR) offers a range of social, educational, vocational, behavioral, and cognitive opportunities for increasing basic psychosocial potential for daily living skills in all of these realms. The PSR program seeks to help members to optimize their potential for improved social relationships, occupational achievement, goal setting, skill development, and increased quality of life, therefore promoting the individual’s independence.

Program Philosophy

Independence Centers’ philosophy is predicated on the belief that every individual has the right to work toward achieving the same quality-of-life and self-fulfillment that all people need to live meaningful lives. Independence Center’s PSR Program is an evidence-based practice as well as the program adheres to the Clubhouse model, which is an Evidence-Based Practice developed through Clubhouse international.
PSR services are open to all members of Independence Center if the payer source covers such. PSR services must be indicated on treatment plan.

Transition criteria: PSR services may be reduced due to clinical needs of member and/or due to payer source requirement.

Discharge Criteria: Discharge from PSR services will occur when member no longer has treatment needs to be addressed by PSR service and/or due to payer source denial of authorization for such services.

**Hours of Operation**

Psychosocial Rehabilitation Services are available Monday through Friday 8:30 am- 2:00 pm and individual appointments are available by request during Independence Center hours. Frequency of Psychosocial Rehabilitation services will be determined through the treatment planning process.

**Service Settings**

Psychosocial Rehabilitation Services are provided at the Independence Center facility.

**Pay Sources and Fees**

Independence Center pay sources include: Illinois Department of Human Services, various Medicaid vendors under contract with the Affordable Care Act, and other insurance providers. Independence Center will also provide services to members with private insurance, provided such services are authorized by insurance. Members with no insurance or insurance that does not cover Independence Center Services will be assessed fees based on income.

**Staff Credentials**

The Illinois Department of Human Services requires that Psychosocial Rehabilitation services be provided by staff with at least the Rehabilitation Stabilization Associate (RSA) credential. The Illinois Department of Human Services requires that crisis intervention be provided by at least a Mental Health Professional (MHP). All Psychosocial Rehabilitation staff are supervised by at least a Qualified Mental Health Professional (QMHP). The Psychosocial Rehabilitation Coordinator position requires a Qualified Mental Health Professional credential. Psychosocial Rehabilitation Staff may have additional training and/or credentials depending on specific duties. See the Independence Center Personnel section of the Member Handbook for specific credentials of current staff.

**Vocational Program**

**Vocational Program**

The Supported Employment Program offers a diverse array of services, helping our members live their lives with dignity, independence and respect by obtaining paid employment. Independence Center’s employment program places members in jobs of their choice to create real economic self-sufficiency and further our members’ recovery. Through our partnerships, network of supporters and businesses in the community, members find meaningful, competitive employment that is a foundation to recovery from severe mental illness.

**Program Philosophy**

Independence Centers’ philosophy is predicated on the belief that every individual has the right to work toward achieving the same quality-of-life and self-fulfillment that all people need to live meaningful lives. Employment can be an important part of having a meaningful life. Independence Center’s Supported Employment Program adheres to the Supported Employment Model.
Supported Employment is a Substance Abuse and Mental Health Service Administration (SAMHSA) evidence-based approach to vocational rehabilitation for people with serious mental illnesses that emphasizes helping them obtain competitive work in the community and providing the supports necessary to ensure their success in the workplace. Independence Center's Supportive Employment services help members find jobs that pay competitive wages in integrated settings (i.e., with other people who don't necessarily have disabilities) in the community. The overriding philosophy of Supported Employment is the belief that every person with a serious mental illness is capable of working competitively in the community if the right kind of job and work environment can be found. Rather than trying to sculpt members into becoming "perfect workers" through extensive prevocational assessment and training, members are offered help finding and keeping jobs that capitalize on their personal strengths and motivation. Thus, the primary goal of Supported Employment is not to change members, but to find a natural "fit" between members' strengths and experiences and jobs in the community. The employer knows the applicants are from the clubhouse and mentally ill but doesn't know a person's specific diagnoses or medical history, unless the member authorizes the release of medical information as in the case of Goodwill Great Lakes. In a Supported Employment Placement (S.E.P.), the vocational staff stay in touch with both employed members and employers and serves as a mediator or advocate whenever there is an issue or a problem. If requested by the employer, vocational staff will help the member prepare a résumé before a job interview.

2. **Independent Employment** is a situation in which a member, with assistance from the vocational program, secures a job opportunity in the community basically on his own. The program staff will assist in developing job search strategies and preparing one or more professional résumés; they also can provide interview coaching for a specific job.

3. **Volunteer Employment** is an opportunity for a member to make a contribution by working for non-profit organization in the community, other than the clubhouse, in a part-time, non-paying role. So far the volunteer functions have included reception as well as landscaping, general office, and food pantry assistance.

Employed members are responsible for their own transportation to and from work; with the possible exception of independent employment, all these employment opportunities are accessible by public transportation.

**How does the Vocational Unit help members with their educational goals?**

Staff can assist members find suitable educational resources by identifying academic programs available in the community. If a member has concerns about reading, math or science ability before enrolling in college, the Vocational Unit can assist in arranging academic testing, tutoring, and enrollment in a remedial course or GED program. They can also help members acquire and complete financial aid applications.

**Can an inactive member still get help from the Vocational Unit?**

Members can be reassessed and request further vocational program assistance following discharge or a return to the Independence Center after a prolonged absence, provided they have been assigned a case manager and have a current treatment plan in place.

**Special Populations**
Overall Goal: To provide housing and housing assistance to individuals who are homeless and/or who are moving toward independence from needing to live in institutional settings, intermediate care facilities or other housing arrangements.

Program Philosophy
Independence Centers’ philosophy is predicated on the belief that every individual has the right to work toward achieving the same quality-of-life and self-fulfillment that all people need to live meaningful lives. Housing can be an important part of having a meaningful life. The Independence Center practices an evidenced-based housing first model by providing the chronically homeless with housing so that they can better attain social services such as mental health services, substance abuse services and medical needs. We provide housing with the philosophy that stable housing promotes one’s mental health recovery and we recognize that barriers to housing are opportunities for treatment. For example, those who are chronically homeless are better able to obtain employment through our vocational program once they have stable housing. As a result, the first step to alleviating chronic homelessness is to provide permanent supportive housing.

General goal and objective
The housing program provides opportunities for the mentally ill to live in safe, decent and affordable housing. A supportive environment is maintained while assisting residents with life skills training and accessing community resources.

Services offered
- Placement in safe and affordable housing
- Recreational activities
- Socialization activities
- Case management
- 24-hour crisis hotline
- Home visits
- Community support

Support Services
In addition to providing housing at a very affordable rent, the Independence Center will be providing each resident with training in the many skills required for self-sufficient independent living. All of the vocational and supportive services of the Center will be available to the residents so that they may make a successful transition to an independent living arrangement.

In addition to the services that members receive can expect at the Independence Center, each resident will have the assistance of staff in the evenings and during the weekends. 24 hour after hour crisis care intervention is provided to all residents through Lake County Behavioral Health Service’s Crisis Care Program (CCP).

Eligibility
Housing services are open to all members of Independence Center. Housing services must be indicated on the treatment plan. Members must complete a housing application prior to consideration for housing. Members must demonstrate a need for supportive housing as evidenced in housing assessment completed on all members prior to admission to housing. Members who need a higher level
What is the “Clubhouse Model”

A Clubhouse is first and foremost a local community center that offers people who have mental illness hope and opportunities to achieve their full potential. Much more than simply a program or a social service, a Clubhouse is most importantly a community of people who are working together to achieve a common goal.

A Clubhouse is organized to support people living with mental illness. During the course of their participation in a Clubhouse, members gain access to opportunities to rejoin the worlds of friendships, family, employment and education, and to the services and support they may individually need to continue their recovery. A Clubhouse provides a restorative environment for people whose lives have been severely disrupted because of their mental illness, and who need the support of others who are in recovery and who believe that mental illness is treatable.

A Clubhouse is a membership organization, and the people who come and participate in a Clubhouse are its members. Membership in a Clubhouse is open to anyone who has a history of mental illness. This idea of membership is fundamental to the Clubhouse concept: being a member of an organization means that an individual has both shared ownership and shared responsibility for the success of that organization.

To be a member of an organization means to belong, to fit in somewhere, and to have a place where one is always welcome. For a person living with mental illness, these simple things cannot be taken for granted. In fact, the reality for most people who live with mental illness is that they have a constant sense of not fitting in, of isolation and rejection. Mental illness often has the devastating effect of separating people from others in society. “Mental patient,” “member,” “disabled,” “consumer” and “user” are all terms used by society as a reference to people living with mental illness. People living with mental illness are often segregated according to these label and defined by them as people who need something, or as people who are societal burdens that need to be managed.

The Clubhouse offers a complete change in this perspective. It is designed to be a place where a person living with mental illness is not treated as a patient and is not defined by a disability label. In a Clubhouse, a person with mental illness is seen as a valued participant, a colleague and as someone who has something to contribute to the rest of the group. Each person is a critical part of a community engaged in important work.

In a Clubhouse, each member is given the message that he or she is welcome, wanted, needed and expected each day. The message that each member’s involvement is an important contribution to the community is a message that is communicated throughout the Clubhouse day. Staff and other members greet each person at the door of the Clubhouse each morning with a smile and words of welcome.

The daily work of the Clubhouse community is organized and carried out in a way that continually reinforces this message of belonging. This is not difficult, because in fact the work of the Clubhouse does require the participation of the members. The design of a Clubhouse engages members in every aspect of its operation, and there is always much more work to be done than can be accomplished by the few employed staff. The skills, talents, and creative ideas and efforts of each member are needed and encouraged each day. Participation is voluntary, but each member is always invited to participate in work which includes clerical duties, reception, food service, transportation management, outreach, maintenance, research, managing the employment and education programs, financial services and much more.

Membership in a Clubhouse gives a person living with mental illness the opportunity to share in creating successes for the community. At the same time, he or she is getting the necessary help and support to achieve individual success and satisfaction.
7. You have the right to withdraw from the Independence Center's service. Members have the right to refuse or terminate treatment.

8. All members placed on jobs are paid the prevailing wage for the position and are protected by all applicable U.S. Department of Labor laws.

9. You have the right to a humane psychological and physical environment. You have the right to be safe and treated with respect. Members have the right to be free from abuse, neglect, and exploitation.

10. The State of Illinois recognizes an individual's right to refuse medication.

11. Members have a right to a referral to other providers of mental health services during the course of treatment or upon termination of treatment.

12. Members or guardians shall be permitted to present grievances and to appeal adverse decisions of the Center up to and including the Executive Director. The member or guardian will be informed on how his or her grievances will be handled at Independence Center. A record of such grievances and the response to those grievances shall be maintained by the Independence Center. The Executive Director's decision on the grievance shall constitute a final administrative decision (except when such decisions are reviewable by the Independence Center's Board of Directors, in which case the Board of Director's decision is final. See section on "Grievance Procedures" in the Independence Center

13. The right to contact the public payer or its designee and to be informed of the public payer's process for reviewing grievances.

14. Members have the right to be free from abuse physical, financial and psychological abuse, including humiliating, threatening, and exploiting actions and use of physical punishment.

15. Members or guardians have the right to contact the Guardianship and Advocacy Commission, Equip for Equality, Inc., the Department of Children and Family Services, as appropriate, and the Illinois Department of Human Services Office of the Inspector General. Staff shall offer assistance to members in contacting these groups, giving each member the address and phone number of such agencies, as needed.

16. Members shall not be denied, suspended, or terminated from services, or have services reduced for exercising any of their rights.

17. You have a right to indicate consent for your treatment goals and objectives by signing your treatment plans and indicating whether you wish to receive a copy of your plan.

18. You have a right to examine any financial records regarding your money and to be assured that the Center is not abusing your money. Your case manager will help you find and use legal services if you want to take legal action.

19. As an Independence Center passenger, you are entitled to: Safe, reliable and courteous transportation service; clean, comfortable, well-maintained vehicle that meets Illinois safety and vehicle inspection requirements; A licensed, fully trained driver, neatly dressed and well mannered; Compliance with all vehicle and traffic laws and regulations; appointment information; Safe orderly procedures for loading and unloading passengers, diligent investigation and timely redress of complaints.

20. The right to have disabilities accommodated as required by the American With Disabilities Act, section 504 of the Rehabilitation Act and the Human Rights Act [775 ILCS 5].
Independence Center Rules and Guidelines

Members are expected to know Independence Center's rules and guidelines for individual conduct. If you violate a rule or policy, you may be subject to disciplinary action, which may include being asked to leave for the day, suspension from services, or criminal prosecution. Selected policies are outlined below to ensure that everyone in the Clubhouse is respected and is safe.

1. Violence, verbal and nonverbal threats, and related actions, will not be tolerated.
2. No illegal activity.
3. Intentional damage to Clubhouse or other property.
4. Theft of property of employees, members or of the agency.
5. Use or possession of alcohol or illicit drugs at the Center, or coming to the Center under the influence of alcohol or illicit drugs (this includes use of prescription drugs not prescribed to you.)
6. Being on Independence Center property under the influence of alcohol, illegal drugs, prescribed medications, over the counter medications or supplements, if the effects of such substances impair the person to the point it effects the health and safety of the person or others. Evidence of such impairment would include: Difficulty in concentration, confusion, tears, combativeness, holding on to objects for support, less than coherent speech, overreaction to real or imagined criticism, safety violations, careless operation of equipment.
7. Possession or use of weapons on Center property.
8. Inappropriate sexual behavior, physical or verbal abuse will not be tolerated.
9. No sales or solicitation of sexual acts or favors.
10. Use of abusive language, racial slurs, profanity, and or improper language.
11. No smoking or use of other tobacco products.
13. Unauthorized use of phones.
14. No cyber-crime including but not limited to illegal sales of objects/persons, extortion, stalking, child pornography, solicitation of a minor or unauthorized use of computers.
15. Begging.
16. The Independence Center reception desk is designed for the provision of member/visitor care. Loitering in this area is not allowed. Members must vacate this area immediately when asked to do so.
17. Children are allowed to attend Independence Center for individual appointments only. All children brought to Independence Center must be in the custody of the member receiving services and be directly supervised. Children are not allowed to attend group activities with the exception of events that are open to families (e.g. Holiday party).

Appropriate Clothing

We realize that the way one dresses is a matter of individual preference and a form of expression. However, some clothing, such as halter tops and transparent blouses are inappropriate in the Clubhouse. For the safety of all persons, shoes must be worn at all times.
Drugs, Prescriptions medications and over the counter medication

We expect all members or visitors of the Independence Center to refrain from unlawful manufacture, possession, distribution, purchasing, selling, of alcohol, illicit drugs and/or controlled substances. Any members or visitors to the Independence Center will be required to keep all legally prescribed or over the counter drugs on their own person or locked in a secure location.

**Bring your own Electronic Devices (BYOD) FAQ's**

What if my device is stolen or damaged? What recourse can I take?

Members bring electronic communication devices to Independence Center at their own risk, just like any other personal items. Independence Center will not be held responsible if an electronic device or other item is lost, stolen or misplaced. Some devices have a device locator; it is recommended that you enable this feature if possible.

I have my device with me. How do I get on the Internet now?

Most devices will detect a wireless connection when you are near one. Most of the time devices will ask you if you would like to join the network when prompted, choose guest from the list.

I can't get my device to connect to the network. Can I get some help from someone?

Resources may be available to help you connect to the network; however, you will need to consult with a PSR staff for these resources. It is not the responsibility of your case manager or other staff to troubleshoot individual devices during the work ordered day.

My device was stolen when I brought it to Independence Center. Who should I contact about this?

Brining your own devices to Independence Center can be useful, however some risks are involved as well. It is always a good idea to record the device's serial number to have in case of theft. The Independence Center is not responsible for the theft of a device, nor are they responsible for any damage done to the device while at Independence Center. Any time a theft occurs, you should contact a staff person to make him/her aware of the offense.

Why am I filtered on my own computer? Shouldn’t I be able to see what I want to on my own device?

Independence Center requires all network access to be filtered regardless of the device you use to access it while in at Independence Center. You own your device, but the network you’re using belongs to Independence Center and Internet access will be filtered.

Are there designated areas where I can use my electronic device?
Any repair or cleaning/maintenance costs incurred by an animal will be charged in full to the owner. Independence Center is not responsible for the animal and assumes no risk for the animal. Independence Center shall not be liable for loss of, or injury to, any animal brought to the organization or its properties.

**Complaint/Grievance Procedure**

Members or their personal representatives can initiate an internal investigation of any complaint, grievance or staff decision by informing their case managers of their desire to do so.

The case manager will explain the investigation procedures to the member in a manner that is understandable. The member will also be directed to the written procedure in the Member Handbook.

If the complaint or grievance is about an alleged violation to an individual’s rights, code of conduct, privacy violation or to the Center’s Code of Ethics, the allegation will be handled as an “Incident” according to the Center’s policy on “Investigations into Alleged Violations of the Center’s Code of Ethics”.

For persons making a complaint or filing a grievance, there will be no retaliation or barriers to service as a result of requesting an investigation.

Every effort will be made to resolve a complaint, disagreement, issue or concern through discussion and mediation with the case manager before the more formal grievance procedure is initiated. The case manager will assist the member in determining an appropriate course of action.

If the complaint involves allegations of abuse or neglect or death, then the Office of the Inspector General will be notified immediately. In such cases, the staff person designated as the OIG Investigator will use the “Investigative Protocol for Community Agencies” which is detailed in a separate policy.

If the complainant and the case manager determine the need for a formal complaint, a written complaint form shall be completed.

**Definition of a formal complaint/grievance:** A complaint/grievance is a formal document that sets out the facts and reasons that the filing party believe are sufficient to support a claim against the party or parties against whom the claim is brought, that entitles the filing party to a remedy.

The case manager will offer assistance to the complainant and provide such assistance if needed to complete the form. This form will be submitted to the Assistant Director for review, whereupon the Assistant Director will have three weeks to investigate the complaint and document findings. The Assistant Director will provide verbal notification to the complainant or his or her personal representative regarding actions taken to resolve the complaint.

If the allegation cannot be appropriately resolved to member’s satisfaction by the Assistant Director, the Executive Director will attempt to resolve the grievance. The Executive Director will make a determination within two weeks. The Executive Director will provide written notification to the member (or his/her personal representative) regarding the actions taken to resolve the complaint.

If the allegation is not resolved to a member’s satisfaction using the above steps, a complaint can be filed by the member to the Corporate Compliance Committee.

The Corporate Compliance Officer will convene a meeting of the Corporate Compliance Committee within ten working days in order to review the allegation, determine its merits and recommend a course of action.
this Notice at any time, provided that the changes are permitted by applicable law. If we should make any significant changes to our privacy practices, we will change this Notice and post it prior to the changes taking effect. We will also make any revised Notices available upon request. We reserve the right to make changes to our privacy practices and the terms of this Notice effective for all protected health information that we created or received prior to issuing a revised notice.

HOW WE MAY USE AND DISCLOSE PROTECTED HEALTH INFORMATION ABOUT YOU

The Independence Center will not disclose your protected health information to anyone, except with your authorization or as otherwise permitted or required by law. The following categories describe different ways that we may use and disclose protected health information. Not every use or disclosure in a category will be listed. In some instances the disclosure of protected health information may be further restricted by applicable state or federal laws. However, all means of use and disclosure of protected health information will fall within one of the categories:

Treatment

We may use protected health information about you to provide, coordinate, or manage your treatment or services. For example, we may disclose protected health information about you to any or all Independence Center personnel who are involved in your treatment. These uses and disclosures are necessary to provide quality care and to evaluate the performance of our staff.

Payment

We may use and disclose protected health information about you so that the treatment and services you receive may be billed to and payment collected from you, an insurance company, or a third party. For example, we may use and disclose protected health information about you to the Department of Human Services to receive Medicaid reimbursement for services rendered to you.

Health Care Operations

We may use and disclose protected health information about you to operate our facility. For example, we may disclose protected health information about you to meet the requirements of state or federal grants awarded to the Independence Center. We may use or disclose protected health information about you to meet insurance requirements as well.

Individuals Involved In Your Care or Payment for Your Care

We will discuss your treatment with any individual that you indicate provided that there is written authorization from you.

Appointment Reminders

We may use and disclose protected health information about you to contact you as a reminder that you have an appointment for treatment. You may request the use of an alternative address or method of contact for communications involving protected health information.

Fundraising

We may contact you to raise funds for the Independence Center if you provide written authorization to do so.
- In emergency circumstances to report a crime, the location of the crime or victims or the identity, description or location of the person who committed the crime
- About crimes that occur on our premises
You have a right to receive an accounting of disclosures we have made of your protected health information. You may request a list of disclosures we made of protected health information about you. You must submit your request in writing to the Privacy Officer listed below. The request must state a time period which may not exceed six years in length or include dates prior to April 14, 2003.

You have the right to obtain a paper copy of this Notice at any time upon request.

**CHANGES TO THIS NOTICE**

We reserve the right to make changes to this Notice at any time. This Notice is not a legal contract. We reserve the right to make the revised or changed Notice effective for protected health information that we create or obtain about you prior to or after any changes take effect. We will post a copy of the current Notice at each of our properties and on our website. A copy of the current Notice will be offered to all new members joining our program, and will be available to all existing members upon request.

**QUESTIONS AND COMPLAINTS**

If you have any questions or complaints about our privacy practices please contact us at the number below. If you believe that your privacy rights have been violated, you may file a complaint with us or with the Secretary of the Department of Health and Human Services. To file a complaint with the Independence Center, you must submit the complaint in writing and address it to the Privacy Officer. We support your right to protect the privacy of your health information. We will not retaliate in any way or refuse services if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

**WHO TO CONTACT FOR MORE INFORMATION**

PRIVACY OFFICER
Independence Center
2025 Washington St.
Waukegan, IL 60085
(847) 360-1020

**OTHER USES OF PROTECTED HEALTH INFORMATION**

Other uses and disclosures of protected health information about you not covered by this Notice, or not covered by federal or state law, will be made only with your written authorization. If you provide us with authorization to use or disclose protected health information about you, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose protected health information about you for the reasons covered by your written authorization. We will not be able to take back any disclosures we have already made with your authorization. We are required to retain records of services we provided for you for at least five years after you have your records closed with us.
Emergencies in Vehicles

Non-Accident
When an emergency occurs the driver should follow these steps:

1. Pull vehicle over to a safe destination (if on highway and no exit is near pull to the right hand shoulder). Park vehicle and turn off ignition.

2. Ask all passengers to remain seated unless remaining seated poses a threat. In this instance remove passengers from vehicle and ask them to stand a safe distance away from the vehicle and any possible traffic.

3. Assess injured person and/or attempt to calm individual down. If injury requires more than first aid assistance, call 911.

4. Once emergency is handled, load passengers back into vehicle and continue on route.

5. Upon returning to Center an incident report should be completed and submitted to the Executive Director or Assistant Director.

Accident
When an emergency occurs the driver should follow these steps:

1. Pull vehicle over to a safe destination (if on highway and no exit is near pull to the right hand shoulder) unless vehicle is unable to be moved due the accident. Park vehicle and turn off ignition.

2. Ask all passengers to remain seated unless remaining seated poses a threat. In this instance remove passengers from vehicle and ask them to stand a safe distance away from the vehicle and any possible traffic.

3. Assess injured person and/or attempt to calm individual down. If individual requires more than first aid assistance call 911.

4. Notify police of situation.

5. Upon returning to Center an incident report should be completed and submitted to the Executive Director or Assistant Director.

In the event that a staff person is rendered unable to assist in emergencies, a member should call 911 from their cellular phone or the cellular phone of the staff person. This policy will be placed in the member handbook and reviewed with members during orientation.
**First Aid Plan**

A. **CHECK the scene:**
   - Is it safe for you and bystanders?
   - Gather this information.
   - Is the scene safe?
   - What happened?
   - How many victims are there?
   - Can bystanders help?

B. **CALL 911:**
   - Give the dispatcher the necessary information.
   - Answer any questions they may have
     - The exact location and address of the emergency
     - Your name
     - What happened
     - How many people are involved
     - Condition of victims
     - What help is being given
   - Do not hang up until the dispatcher hangs up
   - Return and continue care for the victim

Calling for help is often the most important action you can take.

When to call for EMS:
If a victim is unconscious, have someone else call 911 immediately, while you provide care.

C. **CARE for the victim:**
   - Get permission to give care
   - Do not give care to a conscious victim who refuses it
   - Permission is implied if victim is unconscious or unable to respond
   - Always care for life-threatening emergencies before those that are not life-threatening
   - Watch for changes in victims breathing and consciousness
   - Help victim rest comfortably
   - Keep them from getting chilled or overheated
   - Reassure victim
   - Do not transport a victim with a life-threatening condition or one that can become life-threatening

For further instructions and information, the American Red Cross First Aid Book is located in each First Aid Kit.

**Fire Drill**

1. Find the nearest fire exit and exit the building immediately
2. If you see a fire, report it to a staff person at once, then exit the building.
3. Once you hear or see the warning signal, Walk Do Not Run, to the nearest exit at once. Follow the directions of the staff person at the door. Go to an area a safe distance away from the building. Remain at this point until you are given the All Clear signal.
Method for effective hand washing

- Keep hands and clothing away from sink surface
- Turn on water, regulating flow and temperature.
- Avoid splashing water on clothing.
- Wet hands and lower arms under running water. Keep hands and forearms below elbows during washing (hands are the most contaminated parts to be washed. Water flows from least to most contaminated areas.)
- Apply soap.
- Wash hands using plenty of lather and friction for 15-30 seconds. Friction and rubbing mechanically loosen and remove dirt and transient bacteria.
- Interlace fingers and rub palms and backs of hands with circular motion to ensure that all surfaces are cleansed.
- If areas under fingernails are soiled, clean with fingernails of other hand, or an orangewood stick.
- Do not tear or cut skin under or around nails.
- Rinse hands and wrists thoroughly, keeping hands down and elbows up. (rinsing washes away dirt and microorganisms.)
- Dry hands thoroughly, wiping from fingers down to wrists and forearms.
- Discard paper towel in proper receptacle.
- Turn off faucet with a clean, dry paper towel. (wet towels and wet hands allow transfer of pathogens by capillary action.)

**Personal protective equipment:**

Personal protective equipment is to be worn by all persons when having contact with blood or bodily fluid from all persons. Personal protective equipment will be considered appropriate, only if it does not permit blood or other potentially infectious materials to pass through or reach the person's clothes, skin, eyes, mouth or other mucous membranes under normal conditions of use for the duration of time which the protective equipment will be used.

- Personal protective equipment shall be available at each Independence Center site.
- All personal protective equipment shall be removed prior to leaving the work area.
  When personal protective equipment is removed, it shall be placed in an appropriately designated container for storage, washing, decontamination or disposal.

**Gloves**

In general there are three reasons for wearing gloves; provide protection against infectious microorganisms; reduce the likelihood that persons will transmit their own indigenous microbial flora to others; reduce the possibility that persons will become transiently colonized with microorganisms that can be transmitted to other persons.

- Gloves shall be worn for touching blood and body fluids, mucous membranes, or non-intact skin of all persons. They must also be worn when handling items or surfaces soiled with blood or body fluids. While gloves reduce the incidence of contamination of hands, they cannot prevent injuries caused by sharp instruments.
- Disposable gloves such as surgical or examination gloves shall be replaced as soon as practicable, when contaminated or as soon as feasible, if they are torn, punctured or when their ability to function as a barrier is compromised.
Eating, drinking, smoking applying cosmetics or lip balm and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.

Decontamination procedures

In the event of a potential biohazard contamination, follow these quarantine and decontamination procedures:

**Contaminated Garments**

Place all contaminated garments in a biohazard bag (bags are located inside universal precaution kits and in the foodservice storage area). If item is personal (e.g. pants, shirt, and jacket) item should still be placed in a biohazard bag. Disposal items should be placed directly in the trash receptor, located outside, to avoid unnecessary exposure by other persons handling garbage. Personal items should be taken directly to car and should be laundered before using again.
**Independence Center Personnel**

Independence Center personnel are dedicated to assisting persons with severe mental illness in their recovery. It is our hope that our services will enhance our member's quality of life, promote independent functioning, and facilitate personal growth.

**Management Team**

<table>
<thead>
<tr>
<th>Staff Member's Name</th>
<th>Title</th>
<th>Substance Abuse training</th>
<th>Bi-lingual</th>
<th>Phone Ext.</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisa M. Johnson, M.A., N.C.C., L.C.P.C., C.A.D.C., L.P.H.A.</td>
<td>Executive Director</td>
<td>CADC</td>
<td>No</td>
<td>1025</td>
<td><a href="mailto:ljohnson@icwaukegan.org">ljohnson@icwaukegan.org</a></td>
</tr>
<tr>
<td>Eugene Marceron, M.S.W., L.C.S.W., C.A.D.C., L.P.H.A.</td>
<td>Assistant Director</td>
<td>CADC</td>
<td>No</td>
<td>1024</td>
<td><a href="mailto:gmarceron@icwaukegan.org">gmarceron@icwaukegan.org</a></td>
</tr>
<tr>
<td>Linda Weiss, M.S.W., L.C.S.W., L.P.H.A.</td>
<td>AOS Coordinator</td>
<td>No</td>
<td>No</td>
<td>1044</td>
<td><a href="mailto:lweiss@icwaukegan.org">lweiss@icwaukegan.org</a></td>
</tr>
<tr>
<td>Nasrullah Khan M.S., CPRP, Q.M.H.P.</td>
<td>Vocational Coordinator</td>
<td>No</td>
<td>Yes</td>
<td>1032</td>
<td><a href="mailto:nkhan@icwaukegan.org">nkhan@icwaukegan.org</a></td>
</tr>
<tr>
<td>Clint VanWinkle M.A., Q.M.H.P.</td>
<td>Housing Coordinator</td>
<td>No</td>
<td>No</td>
<td>1070</td>
<td><a href="mailto:cvanwinkle@icwaukegan.org">cvanwinkle@icwaukegan.org</a></td>
</tr>
<tr>
<td>Brittany Mooney M.S.W., L.S.W.</td>
<td>PSR Program Coordinator</td>
<td>No</td>
<td>No</td>
<td>1061</td>
<td><a href="mailto:bmooney@icwaukegan.org">bmooney@icwaukegan.org</a></td>
</tr>
</tbody>
</table>

**Program Staff**

<table>
<thead>
<tr>
<th>Staff Member's Name</th>
<th>Title</th>
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<th>Bi-lingual</th>
<th>Phone Ext.</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fritz Gelin, M.A., C.A.D.C., Q.M.H.P.</td>
<td>AOS Case Manager</td>
<td>CADC</td>
<td>Yes</td>
<td>1026</td>
<td><a href="mailto:fgelin@icwaukegan.org">fgelin@icwaukegan.org</a></td>
</tr>
<tr>
<td>Erica Nathan M.A.T., Q.M.H.P.</td>
<td>AOS Case Manager</td>
<td>No</td>
<td>No</td>
<td>1035</td>
<td><a href="mailto:enathan@icwaukegan.org">enathan@icwaukegan.org</a></td>
</tr>
<tr>
<td>Rodney Ervin, B.A., MHP</td>
<td>PSR Case Manager/ employment specialist</td>
<td>No</td>
<td>No</td>
<td>1022</td>
<td><a href="mailto:rervin@icwaukegan.org">rervin@icwaukegan.org</a></td>
</tr>
<tr>
<td>Sonia Dubose, M.S.W.</td>
<td>Housing Case Manager</td>
<td>No</td>
<td>Yes</td>
<td>1027</td>
<td><a href="mailto:sdubose@icwaukegan.org">sdubose@icwaukegan.org</a></td>
</tr>
<tr>
<td>Marshall Jowers, M.A., Q.M.H.P.</td>
<td>AOS Case Manager</td>
<td>No</td>
<td>No</td>
<td>1041</td>
<td><a href="mailto:mjowers@icwaukegan.org">mjowers@icwaukegan.org</a></td>
</tr>
<tr>
<td>Kerstian Tucker, MSW, QMHP</td>
<td>Case Manager</td>
<td>No</td>
<td>No</td>
<td>1071</td>
<td><a href="mailto:ktucker@icwaukegan.org">ktucker@icwaukegan.org</a></td>
</tr>
</tbody>
</table>
**General Information**

Main Desk – Service Area
Phone messages, upcoming events, Center forms and Sign In

**Upper Level**

Executive Director’s Office
Assistant Director’s Office
AOS Program Coordinator Office
AOS Case Manager’s Offices
Vocational Office
Group Room

**Lower Level**

Off Center Bistro Dining Area
PSR Case Manager’s Offices
Food Service
Computer Lab

**1730 Washington Offices**

Administrative Offices
Housing Program Coordinator’s Office
Housing Case Manager Office
Health, Safety & Facilities Manager Office

**Program Hours**

Monday through Thursday
8:30 a.m. – 3:30 p.m.
Friday
8:30 a.m. – 2:30 p.m.

Holidays (Thanksgiving & Christmas)
10:00 a.m. – 2:00 p.m.

The Center is closed on all holidays except Thanksgiving and Christmas Day