



The Arc of San Francisco

Client Services Handbook

2007 – 2008

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WELCOME TO THE ARC OF SAN FRANCISCO!

Congratulations on enrolling in The Arc. Clients can choose any service provider they wish and can change providers any time. We are glad you chose The Arc!

This Client Services Handbook is designed for all clients of The Arc. It gives important information about how we can best work together. The handbook does not cover all situations or all procedures or policies. You can make suggestions to your assigned Instructor or any Manager to keep this Client Services Handbook useful, helpful, and current.

Many people use our buildings to perform a job or receive training. We all must care for the buildings and respect each other's workspace!



MISSION OF THE ARC

The mission of The Arc of San Francisco is to serve people with developmental disabilities, individuals with similar needs, and their families by providing access to a full range of services that advance self-determination, dignity and quality of life.

CLIENT SERVICES

Since 1951 The Arc of San Francisco has filled a vital need in the community. We offer many services and supports for adults with developmental disabilities and similar needs in San Mateo and San Francisco counties, including people with developmental disabilities, their families, and the general public.

People with developmental disabilities and similar needs get the opportunity to learn valuable skills that will enable them to become productive and valued members of society, enriching the quality of life for all in our community.



We offer the following services to clients:

Advocacy Advocacy Services provides information and referral, education, individual and system advocacy services for people with developmental disabilities and their families.

CLS Community Living Services provides individualized training and support to clients in their own homes, to help clients live independently. Many levels of support are offered based on what clients need including: **Independent Living Services** – independent living skills instruction usually once or twice a week, **Supported Living Services** – more extensive instruction and personal assistance up to 24 hours a day dependent on client needs, and **Supported Living Apartments** – independent living skill instruction as well as the assistance of staff who live in the apartment building.



CTS Community Training Services includes integrated work training, paid work, life skills training, educational, social, and recreational activities for clients with more challenges. Two group site opportunities are part of this service; they are at Economy Restaurant Fixtures and The Sequoias Retirement Home.

ESS Employment Support Services are provided on an hourly and one-on-one basis, designed to provide the experience necessary to help job seekers make a more informed career choice. These services are called job exploration, situational assessment, and vocational assessment.



IWS Integrated Work Services provides a completely individualized program combining paid work, volunteer opportunities, community based education, health and fitness assistance, and recreational activities. Three group sites are part of IWS: The Arc Janitorial Crew, San Francisco Department of Human Services, and City Recycling.

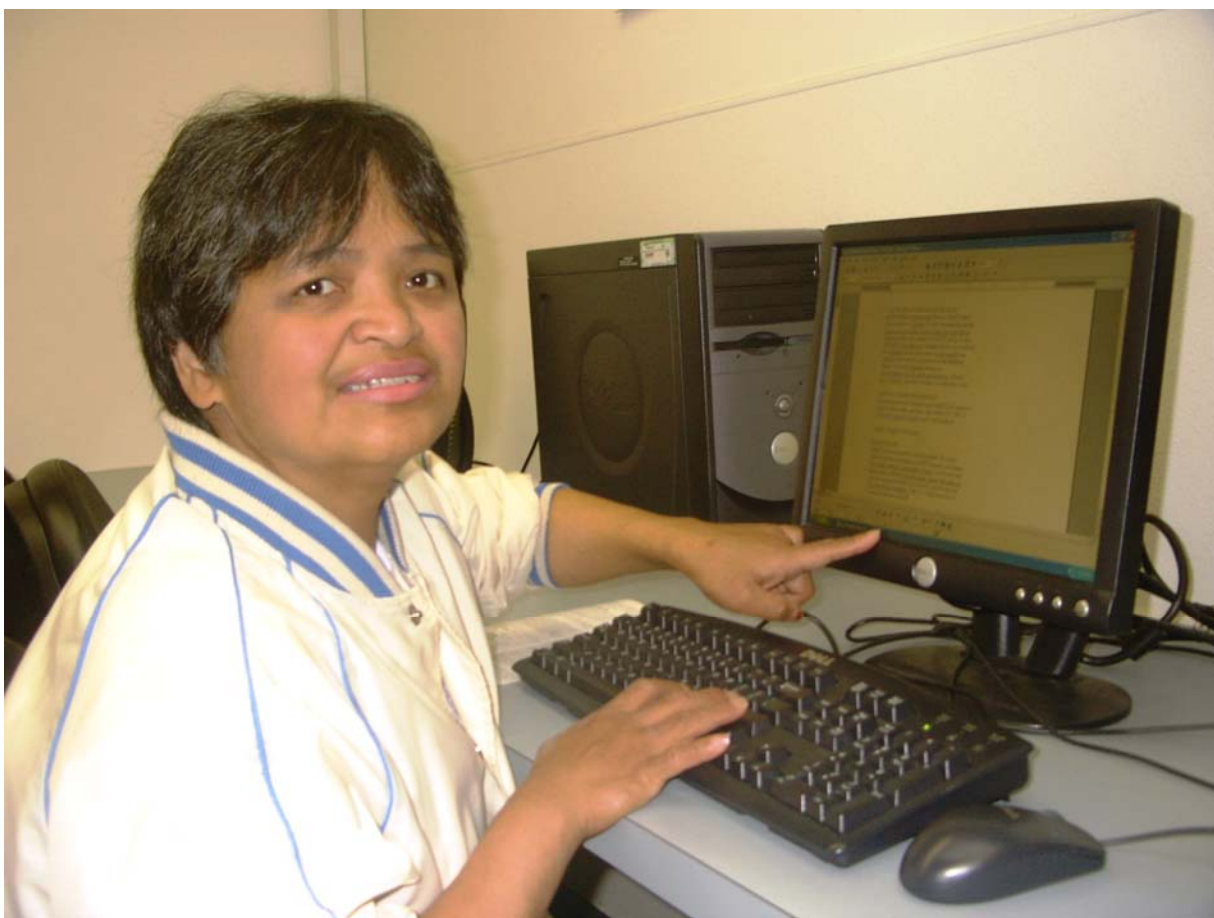
JPS Job Placement Services includes job placement, job training, and job retention services. JPS includes a variety of industries, matching client's strengths and abilities, in part-time and full-time employment, with competitive wages and the support of a job coach.

One-to-One Individualized services provide a one-to-one staff ratio for clients with exceptional physical, behavioral, or medical needs.



Seniors Provides integrated social, recreational and educational activities for clients over age 45 years and older, including participation in local senior centers and assistance with volunteer opportunities. A registered nurse is available twice a week.





Skills Skills creates a college-like experience for adults with developmental disabilities, with courses offered over three-month semesters in functional and intermediate literacy, computer and internet skills, resume writing, interview skills, healthy relationships, conflict resolution, and other interesting courses. The curriculum in Skills is designed to match client Individual Program Plan (IPP) objectives.



ArtReach ArtReach Studios offers an art institute experience to artists with developmental disabilities. ArtReach delivers a rigorous, traditional year-round course of study with classes in art history and theory, drawing, painting, photography, printmaking, ceramics, sculpture, website design, film and video-making, interactive media, theatre, dance, music theory and composition, writing fiction, plays, poetry, and more. ArtReach Studios is located in Pacifica but plans to move to Daly City in 2007.



Wellness Wellness Services promotes optimal health through medical case management, medical advocacy, health and nutrition education, and fitness for clients age 45 years and older.

ELIGIBILITY CRITERIA

You must be at least age 18 years, and your primary or secondary disability must be a developmental disability or similar condition.

You must complete an entry interview with Intake Manager or other designated staff member. All necessary forms **MUST** be completed for admission to take place.

You must not be an immediate or chronic danger to yourself or others.

You must have a completed Medical Data Form including TB exam results.

If necessary, your assigned staff may monitor you as medications are taken.

If there is a waiting list, consideration will be given first to date of referral and also to the absence of alternative placements for you. You will be notified of the estimated time you might have to wait for services to begin.

Each of The Arc's services and supports provides individualized planning and varying levels of supervision. In addition to the basic entry criteria, each service area may have additional criteria based on funding requirements or limitation on the number of clients who can be served.

Your desire to participate in services is always a primary requirement. Every attempt will be made to accommodate your needs so you can obtain the services you desire.

You must have a Social Security number and a completed U.S. Citizenship and Immigration Service I-9 form for entry to any work-related services.

THINGS TO KNOW ABOUT THE ARC

Normal Business Hours

1500 Howard Street is open for business from 8:00 a.m. to 4:30 p.m., Monday through Friday.

416 Bay Street is open from 8:00 a.m. to 4:00 p.m., Monday through Friday.

ArtReach is open for business from 9:00 a.m. to 4:00 p.m., Monday through Friday.

Service hours may be different for other services, talk to your assigned Instructor to be sure you know your service hours.

Lunch Breaks

1500 Howard Street has a break room located on the 2nd floor. The room is equipped with microwaves for staff and client use. You can purchase food and beverages from the café.

Telephone Calls

The main telephone number for all of The Arc is415-255-7200.

The telephone number for 416 Bay Street is415-268-0135.

The telephone number for ArtReach is650-355-5258.

Each department and staff member has individual extension numbers and each extension has a voice mailbox for leaving messages. Some staff and departments have pagers and cell phones. For after hours emergencies, the Golden Gate Regional Center can be contacted at 415-517-4503.

If you need to make a personal call, you may do so during breaks or lunch.

Absences

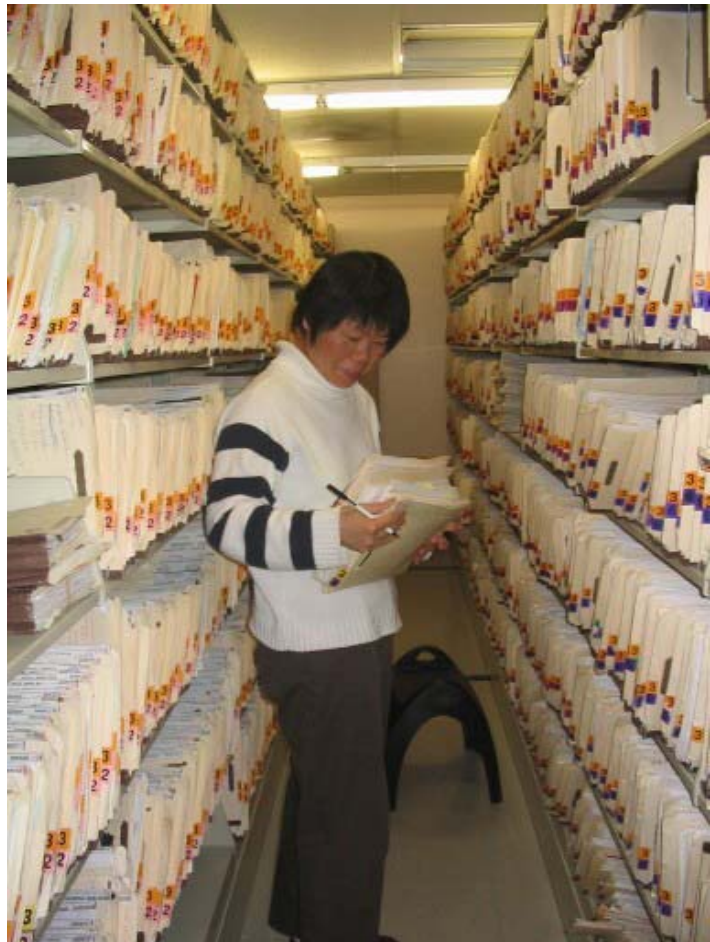
Keeping regular attendance is very important. Clients need to phone in when they will be absent or late. If calling in before 8:00 a.m., messages can be left on the Manager's voice mail. We count on you to attend and if you are sick or need to be away for an extended period of time, talk to your Manager and we will make a plan. If you are absent or late on a regular basis the Manager will have a meeting with you to discuss a plan to work on the problem. Please try to schedule medical and dental appointments before or after work hours.

Fair Employment

In all aspects of employment, no person will be discriminated against on the basis of race, color, creed, sex, national origin, age, gender, sexual orientation, gender identity, marital status, physical or mental disability, medical condition including genetic characteristics, residence, individuals with children, political affiliation, union membership or activity, or any other unlawful consideration.

Conflict of Interest

Sometimes you may be assigned to a staff member you feel uncomfortable working with. Please talk to your Manager and we will try to find someone else to work with you. The Arc has policies on Conflict of Interest, Code of Ethics and Client Confidentiality. Those policies can be reviewed at any time.



Qualifications of Staff

The Arc's goal is to hire persons with a college degree in education or a related field. We prefer individuals who have at least 3 years experience in working with people with developmental disabilities. Every job at The Arc has a job description. We try to hire the most qualified people to work with you. A great deal of training and classes are required each year so your assigned staff member can stay informed and able to provide the best services for you.

You can ask about your assigned Instructor's or Manager's qualifications. You may be asked to participate in your assigned Instructor's and Manager's evaluation performance or sit in on interviews for potential staff.

Funding/Fee for Service

The Arc's services are funded primarily through Golden Gate Regional Center and California Department of Rehabilitation. There are no costs to clients who are eligible under these services. For clients not eligible for this funding, a fee would be negotiated.

Paydays

Paydays for clients employed by The Arc are scheduled on a semi-monthly basis: on the fifteenth and the last working day of every month. If a payday falls on a weekend or holiday, you will receive your paycheck the day before. Paychecks are issued for individuals who work in The Arc contracted work sites and those that participate in our Employment Situational Assessments.

If you are employed in a community job your assigned Instructor will explain to you paydays for that company.

Privacy And Personal Belongings

Clients receiving services at 1500 Howard St. can have a locker for storage of personal items. You must buy your own lock for your locker. The Arc is not responsible for any personal items brought to 1500 Howard St., 416 Bay St., or ArtReach, and cannot be held responsible for lost or stolen items. You are responsible for making sure your belongings are safe. The Arc reserves the right to open any locker when cause exists to suspect illegal activity or perishable items.

Desks, file cabinets, computers and the phone system are the property of The Arc and can be subject to search at any time.

Dress Code

Appropriate dress and personal hygiene habits are expected of all clients and employees. As different positions may require different types of dress, each client shall discuss appropriate dress with his/her supervisor and shall dress within those standards. Cleanliness is required in personal habits and clothing.

For the training and employment programs work clothing is the most suitable. Large or dangling earrings, open-toed shoes, and shorts or tank tops are not allowed in most work sites. All staff members and clients need to adhere to the dress code and any other clothing restrictions required by the service or employer.



Annual Evaluations

It is time to discuss your goals!



You will have your first evaluation 30 to 90 days after beginning a particular service. At this time, the first Individual Service Plan (ISP) is written. You will have a review meeting every year and a review every six months, using a planning process based on your and your family's present and future choices. This is a time to discuss your needs and desires and a time to set some goals for your future. The annual meeting takes place in the same month as your birthday. You can ask to revise your plan at any time.

When You Change Services

When you transfer from one service to another, you may return to the original service within 30 days as long as available space exists and upon agreement of you and the funding agency.

Access To Your File

You have the right to see your own file. If you want to see the contents of your file or have a copy of any Arc document, you may do so by making a request to your Manager. If a family member wishes to review your file, unless they are legally in charge of you (legal conservatorship has been obtained), you must give written authorization to allow your parent or family member to review your file.

Holidays

The official holidays observed by The Arc are generally as follows:

Martin Luther King, Jr. Day January
President's Day February
Memorial Day May
Independence Day July
Labor Day September
Thanksgiving and the day after .. November
Christmas Eve Day December 24
Christmas Day December 25
New Year's Eve Day December 31
New Year's Day January 1

Each year you will receive a schedule listing the exact dates that these holidays will be observed.



Membership in The Arc

All clients of The Arc can join as a member of The Arc of San Francisco. The reduced cost is \$5.00 per year. If you are a member of The Arc you will receive information in the mail about what The Arc is doing and be able to give your ideas and suggestions on important issues concerning how The Arc is providing services. Clients who are members can vote in membership elections or on by-law changes.

Volunteering

Throughout the year, The Arc has several fundraising activities, and staff and clients are encouraged to participate as volunteers.

Committees

Participation on agency committees, such as the Safety Committee, Client Advisory Committee, Board Committees and special projects, is encouraged and open to staff and clients.

Suggestions or ideas for agency operations are encouraged. In the Copy room there is a mailbox for any suggestions or ideas you would like to make. You can ask your assigned staff or someone else to help write your comments.

SAFETY, HEALTH AND BUILDING GUIDELINES

1. **Smoking is strictly prohibited** anywhere inside the 1500 Howard Street building, ArtReach or 416 Bay Street. Smoking must be done outside at all times.
2. 1500 Howard Street is shared by all Arc departments plus other businesses. Respect for others should be demonstrated when using the common areas. Please keep noise levels to a minimum.
3. To maintain building security, entry into the building must be done through the main entrance at 1500 Howard Street. Exiting should not be done through the other exit doors, except in an emergency.
4. Eating and drinking are allowed only in designated areas. When carrying drinks, cups must be covered to avoid spilling.
5. The elevator is to be used by those who are unable to use the stairs. In case of fire or earthquake the elevator must not be used.
6. In the Art room: There is a conveyor belt used for transporting material as needed from the garage area to the upstairs workspace. At no time is anyone to ride the conveyor belt. Only designated personnel are allowed to operate the conveyor belt. When the conveyor belt is not in use, the safety chain must be secured.
7. The Arc Safety Committee is responsible for the overall safety and accident prevention procedures and policies for all programs. Responsibilities include safety awareness training, reviewing accident logs, monitoring fire drills and conducting facility safety inspections. Fire drills are held monthly. All Arc staff are required to be certified every three years in First Aid/CPR.
8. For new clients, a safety orientation will be completed by your assigned Instructor reviewing all the exits and the procedures in case of emergency.

9. The following is not allowed at The Arc: unauthorized use of alcohol offered by anyone other than The Arc, illegal drugs (use, selling or possession of illegal drugs is not allowed on the premises or in sight of the building,) stealing is not allowed, no harassment of any kind including verbal, sexual or physical is permitted, no violence toward another person is permitted, no weapons are allowed. If any of the above occurs, a team meeting would be arranged to discuss the appropriate action plan.

10. Injuries must be reported to your supervisor immediately. Tell your supervisor immediately if you have an injury. First Aid supplies are available. The supervisor will get you the help you need.



CLIENT RIGHTS OF THE ARC OF SAN FRANCISCO

The Arc's Policy

You have the right to be treated with courtesy and to be given clear information about what services are available.

You have the right to receive all the services that are available and appropriate for your needs within a reasonable time by The Arc of San Francisco.

You have the right to receive information in a way in which you can understand.

You have the right to confidentiality with all records or information kept by The Arc. If anyone asks for information about you, The Arc must ask for your permission and have you sign a release of information to give out any information about you. Your record file is to be kept in a locked file cabinet and accessible only to staff working directly with you.

You have the right to be involved in all the decision-making about the services you receive and participate in a person-centered plan for your Individual Service Plan, (ISP). We encourage clients to manage their own ISP meetings. You have the right to change your plan by making a request to your Manager.

You have the right to file a complaint about your services or assigned staff. If you are not able to work productively with your assigned staff, you can request a change in staff.

You have the right to speak up if someone is bothering you or you have a problem with another person, speak up and your assigned staff will help you.

Each year at your ISP meeting these rights will be reviewed with you.

California Lanterman Act



You have the same rights as any other citizen in the state of California.

You have the right to dignity and humane care.

You have the right to privacy.

You have the right to participate in an appropriate program of public education.

You have the right to prompt medical care and treatment.

You have the right to religious freedom and practice.

You have a right to social interaction and participation in community activities.

You have a right to physical exercise and recreation.

You have a right to be free from harm.

You have a right to be free from hazardous procedures.

You have a right to get services and supports in the least restrictive environment.

U.S. Americans with Disability Act (ADA)

(“No individual shall be discriminated against on the basis of disability”)

This is federal law that provides civil rights and protections for persons with disabilities. This law helps protect you in all areas of work, play, travel, communication and more. This law ensures that people with disabilities cannot be refused services or work because of their disability. Employers and public places are required to provide equal opportunity and make the necessary reasonable accommodations for you. The Arc is committed to upholding all state and federal ADA requirements to ensure full access at The Arc, as well as advocating for access in the general community. For more information about the ADA, contact your Manager, and review with your assigned Instructor the ADA booklet from The Arc of the United States.

WHAT TO DO IF YOU HAVE A CONFLICT

Resolving conflicts means working things out with someone who is bothering you, or who you are upset with. It means solving arguments and accepting differences in ideas or opinions.

- Keep calm, take a deep breath
- Count to ten
- Listen to the person carefully
- Try to understand the information, and repeat back or rephrase what they told you
- Speak up and tell the person how you feel - "I feel uncomfortable when"....
- Accept valid points that you may be wrong
- Agree on next steps or when you could meet again to discuss the issue

If Someone Is Bothering You or Makes You Uncomfortable

The Arc of San Francisco is committed to providing a work environment free of unwanted harassment. The agency maintains a strict policy not allowing sexual harassment and harassment because of race, religious creed, color, natural origin, ancestry, physical disability, sexual orientation, medical condition, marital status, age, or any other basis protected by the federal, state, or local law or ordinance or regulation. If you feel you have been bothered you should tell your assigned staff or the Deputy Director immediately so the matter can be resolved.



CLIENT COMPLAINTS

If you have a complaint concerning any program, staff, or Arc policy or procedure, you should discuss the complaint with any program staff you choose (this can be your assigned Instructor or a Manager or anyone you feel comfortable with), your Regional Center case manager, or California Department of Rehabilitation counselor.

We have a method we follow to resolve client complaints. First we try to resolve client complaints informally. You can try to resolve it formally at any time you choose. You have the right to request to meet about the complaint and choose whom you want at the meeting.

If that does not work, you have access to The Arc of San Francisco Fair Hearing procedures. The Arc staff will assist you. Meetings regarding complaints will be documented by staff in progress/incident notes. If you make a complaint, we will not hold it against you. You will not be denied services if you file a complaint.

EMPLOYMENT SERVICES

Finding You a Job!

The Employment Services of The Arc will help you find paid work opportunities carefully matched to your strengths and desires. The job placement efforts will focus on your individual choice and provide the support of a job coach to help you learn and succeed. The Arc will offer these services to all individuals interested in employment services from The Arc, students leaving school, and those referred from other community sources.

We believe it is important to give everyone a chance to have and to keep a regular job in the community if he or she wants. We believe it is important that everyone has a chance to become as independent as possible.

How Long Will It Take To Get A Job?

The time it takes to get you a job will vary based on finding the right employer for you. It could weeks or even many months to find you a job.

Job Exploration

An Arc staff member will ask you about your work interests and then take you to some job sites. This will help to give you more information about different jobs, so The Arc can help you to find the job that you want.

Situational Assessments

This is an opportunity to go out and work on a job for up to two weeks to try a job out. An Instructor will be assigned to help teach you the job. You will be paid through The Arc the current minimum wage for each hour you work. At the end of the assessment, you and The Arc staff member will discuss your performance, interests and recommendations about future job opportunities. This information will go into a report. This opportunity will give you some work experience so you can be more informed about your work choices.

What Help Will I Get On The Job?

Workers in Job Placement Services and Integrated Work Services work on their own in individual jobs in the community with support.

You will have an Instructor or job coach assigned from The Arc who will teach you the job and give you support while you learn the work.

After you learn the job, this person will spend less and less time helping. Finally, your assigned staff will just stop by 2 times per month to see that things are going well for you. Your assigned Instructor will continue follow-up with you at your worksite to ensure things are going well.

Some clients in group employment situations work with the support of the Instructor. We have group sites with the following employers: Economy Restaurant Fixtures, Sequoias Retirement Home, The Arc Janitorial Crew, Department of Human Services, and City Recycling.



Wages

Everyone who works in San Francisco will earn at least San Francisco minimum wage per hour. How much you earn depends upon where you work.

Your employer or Instructor will tell you what you earn per hour.

Benefits

Some people will get fringe benefits too. People who work and are paid directly by the company may be eligible for benefits. Benefits vary from company to company. Generally individuals don't receive company benefits when they work part time (under 30 hours), there may be exceptions to this however. Company benefits may include the following: medical insurance, vision and dental insurance, profit sharing, 401(k), employee assistance programs, sick time, and vacation time. Your company representative can explain your benefit package; ask your assigned Instructor or Manager to help you.



How The Arc Can Help You With Your Job

- The Arc staff wants to help you find the best job match. Tell your assigned Instructor what you like and don't like. The staff member wants to hear what you want to do, where you want to work, the salary you need and want. The Arc staff encourages career advancement and job promotions; please talk to your Manager about your goals.
- The Instructor is there to help you learn the job and become part of your new work environment. Your assigned Instructor will help you review the company policies and procedures.
- When starting a new job it takes time to learn the job and feel comfortable. After you've given the new job a good try and you're not happy with the job, tell your assigned Instructor. The Arc staff wants you to be happy and move toward your greatest potential.
- The Arc staff encourages you to communicate about your choices. Please feel free to contact your assigned Instructor if you're unhappy about something. Don't be afraid to speak up.
- The Arc staff want to help you to have an opportunity to share your opinions, thoughts and issues related to work or other topics. Participate in Job Club, as they are available.

The Arc's Goals and Responsibilities for Employment

- Help you learn about work opportunities
- Help you identify your work strengths
- Help you become prepared for the world of work by attending job clubs and other activities to inform you about general work practices
- Help you find a job that you want matched to your interests and work strengths

- Help you learn how to do your job and assist you with advocating for what you need to do your job well
- Help you keep your job
- Help you return to work if you lose your job
- Help you if give the proper notice if you want to leave your job
- Help you protect your rights and teach you what to do if you feel that you are being mistreated
- Help you learn about your worksite, including company policies and procedures, particularly safety practices, work place harassment issues, information on wages and benefits
- Help you advance in your job, how to get a raise, and help you advance in your career
- Help you to become as independent as possible
- Help you to achieve your yearly goals and assist you with your Individual Program Planning meeting, to help you learn to advocate for yourself

RESPONSIBILITIES OF THE WORKER

How to keep your job!

Personal Benefits Clients Gain From Employment

The Arc work experiences help you:

- Build skills and self-esteem
- Increase your independence
- Earn money
- Save money for the things you want to buy
- Discover more about yourself
- Meet new work friends
- Increase your opportunity for growth
- Learn new skills to help you advance in your career

Looking Good

Coming to work clean and neat. It is important to wear clothes that suit the job.

Getting To Work And Home

You will get help in learning the bus route to work and home. If you can't ride the bus your assigned Manager and Regional Center case manager will help arrange transportation to your job.



Arriving On Time

Be sure to arrive at your job on time, no more than 15 minutes early but never late. Call your assigned Instructor or Supervisor if you have a problem.

Taking Your Breaks

You deserve a break to relax from your work. Your assigned Instructor or Supervisor will let you know your break time. Be prompt returning to work from your break. You should be eligible for a 10-minute break for every 4 hours you work.

When You Are Sick

You should call your company supervisor and report that you are sick.

When You Want Time Off

Give your company supervisor plenty of advance notice, your request may not be granted if it is a busy time and you are needed.

Going To Appointments (Doctor, Dentist, Social Security)

Whenever possible, make your appointments for when you are not working. If this is not possible try to schedule your appointments for early morning or late afternoon. So you can go to work after or before your appointment. Check with your supervisor regarding the best time for your appointments.

Holidays

Your company supervisor will inform you of your holidays. For group employment check with your assigned Instructor, they will inform you of your holiday schedule.

Following Company Policies and Procedures

Review all company policies and procedures with your assigned Instructor or work supervisor.



Safety On The Job

Follow all safety rules at your job. If you hurt yourself at work report it to your supervisor immediately.

What To Do If You Lose Your Job

- The Arc staff will help you.
- The Arc staff will set up a team meeting with you, your case Manager, your family and any other persons you request.
- The meeting will be a time to share experiences learned and to discuss your plan or desires for the future.
- At the meeting the team will work with you to identify all program and job options to ensure that you get the program or job placement you want.

If You Receive Supplemental Social Security (SSI) Or Social Security Disability Insurance (SSDI)

It is very important that you or your payee save your pay stubs and report your wages regularly. The Arc's assigned staff or Golden Gate Regional Center case manager will assist you if you have questions about how your wages may affect your SSI or SSDI.



KEY CONTACTS

Intake & Advocacy	Jacy Cohen 415-255-7200 x151 JCohen@TheArcSF.org
Contributions.....	Laura Repke 415-255-7200 x119 LRepke@TheArcSF.org
Volunteers/Tours.....	Mark Kirk 415-255-7200 x118 MKirk@TheArcSF.org
Deputy Director	Alan Fox 415-255-7200 x121 AFox@TheArcSF.org
Executive Director.....	Tim Hornbecker 415-255-7200 x111 THornbecker@TheArcSF.org

Frequently Called Numbers

Golden Gate Regional Center.....	415-546-9222650-574-9232 (San Mateo)
California Department of Rehabilitation	415-904-7100
R & D	800-966-7114
TransMetro.....	415-318-8764

SERVICES CONTACTS

Community Living Services.....	Susan Suomi 415-255-7200 x134 SSuomi@TheArcSF.org
Integrated Work Services.....	Joanne Rolle 415-255-7200 x136 JRolle@TheArcSF.org
Skills & Community Training	Jack Fagan 415-255-7200 x162 JFagan@TheArcSF.org
Job Placement	Terry Goodwin 415-255-7200 x148 TGoodwin@TheArcSF.org
Housing Advocacy	Nancy Brunn 415-255-7200 x157 NBrunn@TheArcSF.org
Wellness	Sandra Grijalva 415-255-7200 x121 SGrijalva@TheArcSF.org
Senior Services	Wendy Ginther 415-268-0135 WGinther@TheArcSF.org
ArtReach	Rachel Sterling 650-355-5258 RSterling@TheArcSF.org

Welcome again to The Arc!

We hope that you will feel positive and happy with our services and be more a part of your community as a result of your involvement with us.

Thank you for joining us!

FAIR HEARING POLICIES AND PROCEDURES

1. If you have a complaint, you should let your assigned Instructor or Manager know. You can bring your complaint to any staff of The Arc you wish. They will try to help you solve it.
2. If you are not able to solve the problem with your assigned Instructor or Manager, then you should get a Client Complaint Form to fill out. The form is at the end of the Client Handbook. Get help from any staff member or your family if you need it.
3. Fill out the Client Complaint Form. Give it to any staff member of The Arc you wish. They will give it to the Executive Director and Deputy Director.
4. The Executive Director or Deputy Director or a staff member of The Arc they appoint will meet with you to discuss your complaint within 2 working days.
5. Within 5 days of the meeting, you will receive a proposed resolution to your complaint in writing. You can accept or reject the proposed resolution.
6. If you reject the proposed resolution, you can request another meeting called a "Fair Hearing." You must request the meeting within 10 days of rejecting the proposed resolution. Don't wait more than 10 working days if you still want to resolve the problem.
7. Give the form to the Executive Director or Deputy Director. A receipt will be given to you. Within 10 working days the Executive Director or Deputy Director will schedule a fair hearing with you and anyone else you want to include.
8. Within 10 days of the fair hearing, you will receive a proposed resolution to your complaint in writing from the Executive Director. You can accept or reject the proposed resolution.
9. If you disagree with the Executive Director's proposal, within 30 days you may make a request for a second fair hearing to the Arc's Board of Directors. The Executive Director will help you. The second fair hearing will

be heard by a review board. The Board of Directors will select one reviewer, you will select one reviewer, and you and the Board will agree on a third reviewer.

10. Within 10 days of the 2nd fair hearing, you will receive a proposed resolution to your complaint in writing from the review board. You can accept or reject the proposed resolution.

11. If you disagree with the review board's proposal, within 30 days you may appeal outside The Arc. California Department of Rehabilitation or Golden Gate Regional Center may be contacted. That decision is final and binding on all parties. The Arc will explain to you how to do this.



The Arc of San Francisco
Client Complaint Form

Complaint reviewed by:	Date:
Meeting or Fair Hearing date:	
Proposed Resolution:	
Staff signature:	Date:
<input type="checkbox"/> Client accepts proposed resolution.	
<input type="checkbox"/> Client rejects proposed resolution.	
<input type="checkbox"/> Client requests fair hearing.	
<input type="checkbox"/> Client requests referral of complaint to review board.	
<input type="checkbox"/> Client requests referral of complaint outside The Arc.	
Client signature:	Date:
cc: Executive Director, Deputy Director	

h\man\policies\clients\Client Complaint Procedure & Forms

CLIENT SERVICES HANDBOOK RECEIPT

I have received The Arc Client Handbook.

I have had the opportunity to discuss the contents with staff of The Arc.

Client Name:	
Client Signature:	Date:
Staff Signature:	Date:

Please sign this receipt after you have reviewed The Arc Client Services Handbook and give it to your assigned Instructor or Manager.