

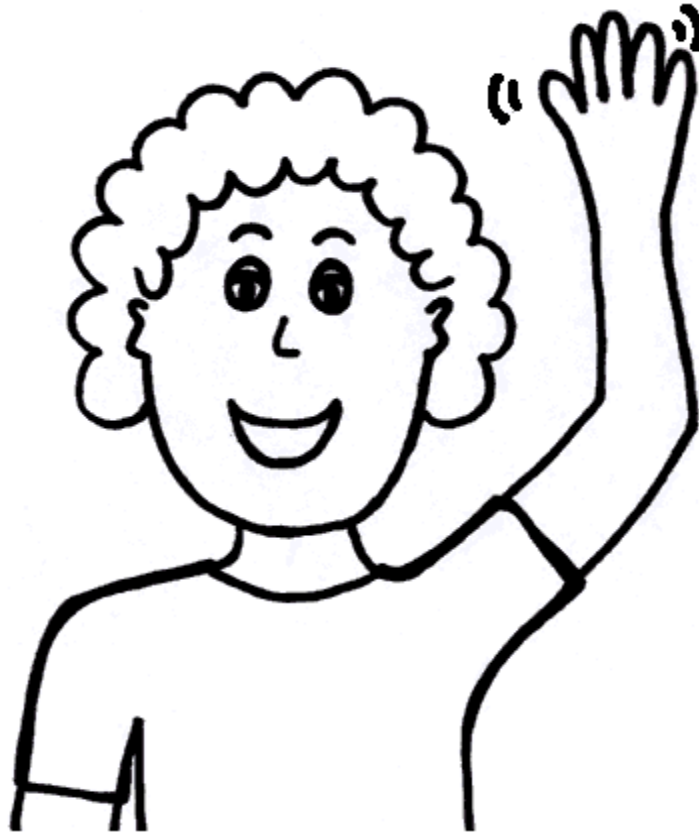


The Arc of San Francisco

# Client Handbook

2009 – 2010

1500 Howard Street  
San Francisco, CA 94103  
415-255-7200  
FAX: 415-255-9488  
TTY: 415-703-7329



## **WELCOME TO THE ARC OF SAN FRANCISCO!**

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

**This Client Handbook is for all clients of The Arc. It has important information about how we can work together.**

Many people use our buildings to work, learn, and relax. We all must care for each other and our space.

The handbook does not cover all situations or all procedures or policies. You can make suggestions to improve this Client Handbook.



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## **MISSION OF THE ARC**

To serve people with developmental disabilities by promoting

**self-determination,  
dignity, and  
quality of life.**

**Self-determination** is about making your own choices.

**Dignity** is about being treated with respect.

**Quality of life** is about being active, aware, and engaged.

## **VISION OF THE ARC**

A community where disability is a distinction without a difference.

## CLIENT SERVICES

Since 1951 The Arc of San Francisco has offered many services and supports for people with developmental disabilities and their families.

People with developmental disabilities get opportunities, learn valuable skills, have meaningful work, and enrich the quality of life in our community.

We hire and train the most qualified people we can find to provide your services. They are called **Direct Support Professionals (DSP)**. Some people call them “Instructor” or “Staff” or “Job Coach”.



**The Arc Apartments opened in 2001.**

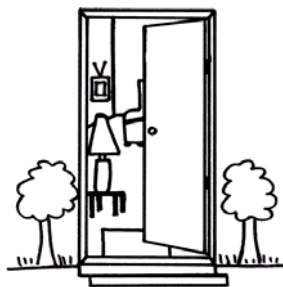
The Arc offers:

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



**ArtReach Studios** offers an art institute experience to artists with developmental disabilities. Students learn art history and theory in addition to practice and technique, conducting research online, in libraries, and at studios, performances, and museums around the Bay Area. Classes include painting and drawing, photography and video, sculpture, website design, creative writing, gallery management, and more. ArtReach artists maintain personal websites and exhibit and sell their work in a variety of venues throughout the year. ArtReach Studios is located in Daly City.

**Wellness** promotes optimal health through case management, health care advocacy, nutrition education, health transitions, and fitness for adults with disabilities.



**Residential Services** provides daily living skills training and instruction to people with disabilities that are living (or plan to live) in their own home, in their community. The intensity of service varies widely depending on the amount of support required for a person to live independently. *Independent Living Services* – skills instruction for clients who need a lower level of

assistance. *Supported Living Services* – skills instruction for clients who have more extensive needs including up to 24 hours/day. *Supported Living Apartments* – skills instruction as well as the assistance of staff who live in the same apartment building. *Housing Advocacy* – assistance finding homes and developing housing in the community.



**One to One** is an individualized, community-based service for clients with exceptional developmental, behavioral, or health care needs that provides each client with a single, dedicated support professional.



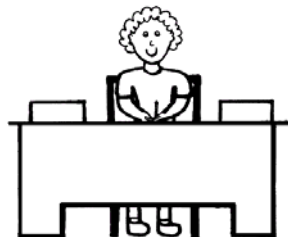
**Skills** creates a college-like academic experience for adults with developmental disabilities, providing courses offered over three terms (similar to the City College schedule) in functional and intermediate literacy, computer and internet skills, art, drama, cooking and nutrition, job interview skills, healthy relationships, conflict resolution, and student-generated topics. The curriculum is designed to reflect client Individual Program Plan (IPP) objectives.

**Community Training Services** is a community-based program that includes vocational training, paid employment, life skills training, educational, developmental, social, and recreational activities accompanied by professional staff for clients who are not ready for fully independent participation.



**Integrated Work Services** provides a completely individualized program combining paid employment, volunteer opportunities, community college education, social, and recreational activities. IWS is for clients who do not need constant accompaniment or who are getting ready for a full-time job.

**Employment Support Services** is provided on an hourly and one-on-one basis and is designed to provide an array of work experiences to help job seekers with disabilities be more informed about career choices.



**Job Placement Services** includes job placement, job training, and job retention services. JPS is active in a variety of fields, matching potential employers with a client's strengths and abilities, in part-time and full-time employment, providing competitive wages and support from a DSP.

**Seniors** provides integrated social, recreational, and educational activities for people with disabilities over age 45 years, in conjunction with San Francisco's community aging and adult services. A registered nurse is available on-site twice a week. Seniors is located in Fisherman's Wharf.



## **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 have an interview with the Advocacy & Intake Service Director or other designated staff member. All necessary forms **MUST** be completed before you begin to participate. Some services have supplemental eligibility criteria. Please ask.

You must attend The Arc services as scheduled.

You must not behave in a criminal, violent, dangerous, or threatening way.

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

If there is a waiting list, you will be notified of the estimated time you might have to wait for services to begin. Clients who sign up first or clients who have no alternative service will get to participate first.

Each of The Arc's services provides individualized planning. Each of The Arc's services has different levels of supervision.

You must want to participate in services. The Arc will try to accommodate your needs so you can participate in the services you want.

You must have a Social Security number and a completed U.S. I-9 form for paid employment.

# THINGS TO KNOW ABOUT THE ARC

## Building Hours

**1500 Howard Street** is open for business from 8:00 AM to 4:30 PM, Monday through Friday.

**416 Bay Street (Seniors and other services)** is open from 8:30 AM to 4:00 PM, Monday through Friday.

**6644A Mission Street, Daly City (ArtReach and other services)** is open for business from 9:00 AM to 4:00 PM, Monday through Friday.



Anyone who is not a DSP or client must wear identification at Howard Street. Please sign in and get a badge at the Front Desk. Service hours may vary. Please ask your assigned DSP about your service hours.



## Telephone

For after hours emergencies, the Golden Gate Regional Center can be contacted at 415-517-4503.

The main phone number for The Arc is.....415-255-7200.  
The phone number for 416 Bay Street is .....415-268-0135.  
The phone number for 6644A Mission St, Daly City is.....650-756-1304.

Each staff member has an individual phone number, extension number, or voicemail to leave messages. Some staff use pagers and cell phones.

If you need to make a personal call, please do so at the Front Desk during breaks or lunch.

## Lunch and Breaks

1500 Howard Street has a community space located on the 2<sup>nd</sup> floor. You can purchase food and beverages from the café or local stores. All sites are equipped with microwave ovens to heat food.

## **Absences**

Clients must provide notice if they will not attend as scheduled. Clients must call if they will be absent or late. They must provide advance notice when possible. If you are sick or need to be away for a long time, talk to your Service Manager and make a plan.

Keeping regular attendance is very important! The Guidelines for Services say if you do not attend as scheduled, you may lose eligibility to participate.

If you are absent or late on a regular basis the Service Manager will want to make a plan to improve your attendance.

## **Fair Employment**

In all aspects of The Arc's 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 DSP you feel uncomfortable working with. Please talk to your Service 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 DSPs 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. The Arc requires training and provides classes so our DSPs can stay informed and able to provide the best services for you.

You can ask about your DSP's or Service Manager's qualifications. You may be asked to evaluate their performance or help choose potential staff.



## **Funding**

The Arc's services are funded primarily by California Department of Developmental Disabilities, Golden Gate Regional Center and California Department of Rehabilitation. There are no costs to clients who are referred by these agencies. A fee for service will be charged for clients not eligible for this funding. We will help you find out if you are eligible.

The Arc needs more money to provide its services than it gets from these sources. It has to raise a lot of money to do a good job. We will ask you, your family, and others to donate money to help. Donations to The Arc get a charitable tax deduction. Please contact the Development department with your questions.

## **Paid Employment**

Clients who are employed by The Arc are paid on the fifteenth (15<sup>th</sup>) day and the last working day of every month. If that is a weekend or holiday, you will be paid the day before.



If you are employed in a community job your DSP or Service Manager will explain how you get paid.

## **Privacy And Personal Belongings**

The Arc takes your privacy seriously. We protect your confidential information. We ask for your specific permission to release information about you. You can look at our records about you at any time.

You are responsible for making sure your belongings are safe. Please do not bring valuables. The Arc cannot be held responsible for lost or stolen items.



Clients can ask for a locker to store personal items. You must buy your own lock for your locker. The Arc may open your locker if necessary for health and safety reasons.

## **Dress Code**

Appropriate dress and hygiene habits are expected of all Arc clients and employees. A clean personal appearance and clothes are needed.

Clients should discuss what appropriate dress is with their assigned DSP. Both DSPs and clients should adhere to the dress code required by an activity, work site, or employer.

## **Individual Service Plan (ISP)**

Every client has an ISP. The ISP describes your needs, goals, and The Arc services that will help you meet your goals. The Arc will help you make decisions about your services.

The Arc will learn about your needs and goals during the first 30 to 90 days after beginning a particular service. At this time, with help from your DSP, you will write your first ISP.

You will review and update your ISP with you and your family every year. This is a time to discuss your needs and a time to make goals for your future. You can ask to revise your ISP at any time.

## **When You Change**

When you want to change your schedule or service, The Arc will do its best to accommodate your request.

## **Holidays**

The Arc is not open on holidays. The holidays observed by The Arc are generally:

Martin Luther King, Jr. Day .....	January
President's Day .....	February
Memorial Day .....	May
Independence Day .....	July 4
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 The Arc will post a calendar with the exact dates that these holidays will be observed.

## **Membership in The Arc**

All clients of The Arc can join as a member. The 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 important issues concerning people with disabilities.



## **Advocacy**

The Arc hosts fundraising and other events. The Arc is leader and advocate for people with disabilities in San Francisco, Sacramento, and Washington, DC. Clients are encouraged to participate and volunteer.

Clients are encouraged as members of committees, such as the Safety Committee and Client Advisory Committee.

Suggestions or ideas are encouraged. Contact your DSP, Service Manager, or a member of the Client Advisory Committee.

## **SAFETY, HEALTH AND BUILDING GUIDELINES**

1. **Smoking is strictly prohibited** anywhere inside The Arc. Smoking is only permitted in accordance with the law.
2. To maintain security at 1500 Howard Street, exit and entry must be at the main entrance. All visitors must sign in at the Front Desk and wear identification. All visitors must be escorted to and from the Front Desk.
3. The 1500 Howard Street elevator is for people who do not use stairs. In case of fire or earthquake, the elevator can be used only if the staff posted at the elevator have cleared it. Otherwise, refer to The Arc's Evacuation Procedures for how to shelter-in-place. Remind your DSP that in case of emergency, you will need help.
4. 1500 Howard Street is shared by many people. Please keep noise levels to a minimum. Please observe quiet in public areas for clients who do not like noise.
5. The Arc Safety Committee is responsible for overall health, safety and accident/injury prevention. Emergency drills are held monthly. All Arc staff are required to be certified in First Aid and CPR.
6. Your DSP will review all emergency procedures.
7. The Arc's Guidelines for Services say certain behavior is not allowed: including criminal or violent behavior or unauthorized use of alcohol or drugs.
8. Special Incidents, such as an accident, injury, or missing clients must be reported to your DSP or Service Manager immediately. First Aid is available.

## WHAT TO DO IF YOU HAVE A PROBLEM

Resolving conflicts means working problems out with someone. It means solving arguments and accepting differences in ideas or opinions. Your DSP can help you resolve a conflict.

- 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 you feel you have been bothered you should tell your assigned DSP or Service Manager immediately so the matter can be resolved.



**Sometimes clients have a conflict.**

# CLIENT RIGHTS

## **Clients Rights Policy of The Arc of San Francisco**

You have many rights, including rights that are not listed in this policy. We will review your rights with you at least once every year. We will help you enforce your rights or find someone else who will help you, including helping you find a lawyer.

Having rights also means having responsibilities. Your rights may conflict with someone else's rights. Your rights can be different depending on different situations.

You have the right to dignity, self-determination, and quality of life.

You have the right to be treated with courtesy and respect, and to be protected from humiliation or exploitation.

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

You have the right to know about all services that are available to you.

You have the right to receive all the services that are appropriate for your needs within a reasonable time.

You have the right to confidentiality and privacy. You own the information about you that you give us and the records we keep about you. You can see any information or records we have about you whenever you want to.

Your right to confidentiality and privacy means we will protect the information and records we have and only use them to provide you with services. We must have your written permission to give out any information about you.

You have the right to make decisions and attend meetings about the services you receive.

You have the right to ask to change your services and to schedule a meeting about services you receive.

You have the right to file a complaint and to ask for a hearing if you are not satisfied with services you receive. We do not have the right to punish you if you file a complaint.

You have the right to feel safe and to be protected if you do not.

You have the right to be protected from being hit or physically abused.

You have the right to have or not to have relationships with whomever you choose.

You have the right to have and to spend your own money, and to be protected from having your money taken away unfairly. You have the right to keep someone you don't want from spending your money or from spending it in a way you don't want.

*Approved by the Board of Directors October 23, 2007*

## Client Rights From California's Lanterman Act



### **Californians with disabilities advocate for their rights.**

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.

## **Client Rights From U.S. Americans with Disability Act (ADA)**

ADA 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.

ADA 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 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 Service Manager, and review with your assigned DSP the ADA booklet from The Arc of the United States.

# EMPLOYMENT SERVICES

## **Finding a Job!**

Employment Services will help you find paid work opportunities matched to your strengths and desires. Job placement focuses on your individual choice. You will have a DSP to help you learn and succeed.

The Arc believes everyone should have a chance to keep paid employment in the community. A regular job helps you to become as independent as possible.

## **How Long Will It Take?**

The time it takes to get a job will vary. The Arc will help you find the right employer for you. It could take many months to find paid employment.

## **Job Exploration**

Your DSP will ask about your work interests and take you to some job sites. This will help you learn about different jobs, so The Arc can help you to find a job you want.

## **Situational Assessments**

This is an opportunity to try a job for one to two weeks. This opportunity will help you make more informed work choices.

A DSP will be assigned to help teach you the job. You will be paid by The Arc for each hour you work.

At the end of the assessment, you and your DSP will discuss your performance, interests and recommendations about future job opportunities. This information will go into a report.



## **What Help Will I Get?**

Clients enrolled in Job Placement Services and Integrated Work Services work in the community with support from a DSP.

You will have a DSP assigned from The Arc who will teach you the job and give you support while you learn the work.

After you learn the job, the DSP will spend less and less time helping. Finally, your DSP will stop by your worksite a few times per month to see that things are going well for you.

Some clients work together with a DSP in a group as employees of The Arc. The Arc has group employment sites with employers such as Economy Restaurant Fixtures and San Francisco Department of Human Services.

## **How The Arc Can Help You With Paid Employment**

- Help you with the best job match suited to your strengths and weaknesses, encourage your career growth and advancement.
- Help you learn the job and become part of your new work environment.
- Help you review the company handbook, wages and benefits, sexual harassment laws, and safety practices.
- Help you to feel comfortable and confident of your job duties.
- Help and encourage you to communicate your choices.



- Help you to have an opportunity to share your opinions, thoughts and issues related to work or other topics. Participate in Job Club, as available.
- Help you learn about work opportunities, opportunities for new responsibilities, and advancement.
- Help you identify your work strengths.
- Help you become prepared for work with activities to inform you about general work practices.
- Help you return to work if you lose your job.
- Help you to 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 to become as independent as possible.
- Help you to achieve your yearly goals and assist you with your ISP meeting.

## **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 DSP will tell you what you earn per hour.



## **Benefits**

Some clients with paid employment get benefits such as health insurance, vacation, sick time benefits, but it depends on the company.

Most employees in San Francisco are eligible for paid sick leave, this equals 1 hour of paid sick leave for every 30 hours you work. If you work

over 10 hours a week, the company may help you get health insurance from the City & County of San Francisco.

Benefits vary from company to company. Company benefits may include the following: health, vision and dental insurance, profit sharing, retirement, employee assistance programs, sick leave, and vacation leave. Your company representative can explain your benefits; ask your assigned DSP or Service Managers for help.



## **THE EMPLOYEE'S RESPONSIBILITIES**

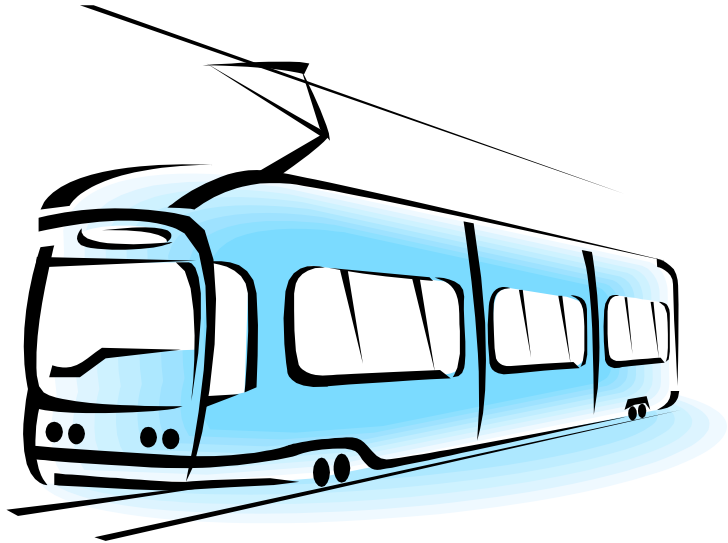
Positive work habits will help you keep your job!

### **Looking Good**

Come to work clean and neat. It is important to wear appropriate clothes.

### **Getting To Work And Home**

You will get help in learning how to get to work. If you can't ride the bus your DSP, Service Manager, or Regional Center case manager will help arrange transportation.



### **Arriving On Time**

Be sure to arrive at your job on time, no more than 15 minutes early but never late. Call your assigned DSP or company supervisor if you will not arrive on time.

### **Taking Breaks**

Your assigned DSP or company supervisor will let you know your break time. Be prompt returning to work from your break.

### **When You Are Sick**

Call your company supervisor to report if you are sick and can not go to work.

### **When You Want Time Off**

Tell your company supervisor in advance if you want time off. 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 appointments when you are not working. If this is not possible, try to schedule your appointments at the beginning or end of work so you can go to work after or before your appointment. Ask your company supervisor the best time for your appointments.



## **Holidays**

Your company supervisor will inform you of your holidays. For The Arc group employment, your assigned DSP will inform you of your holidays.

## **Following Company Policies and Procedures**

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

## **Safety On The Job**

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

## **If You Lose Your Job**

- The Arc will set up a team meeting with you, your Regional Center case manager, and anyone you request.
- The meeting will be a time to share experiences you learned and to discuss your plan for the future.
- At the meeting, the team will work with you to identify 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 to Social Security regularly. Ask your Regional Center case manager questions about how your wages may affect your SSI or SSDI.

## KEY CONTACTS

Intake .....	Jacy Cohen 415-255-7200 x151 JCohen@TheArcSF.org
Donations .....	Laura Repke 415-255-7200 x119 LRepke@TheArcSF.org
Facilities .....	Mark Kirk 415-255-7200 x118 MKirk@TheArcSF.org
Chief Operating Officer .....	Alan Fox 415-255-7200 x121 AFox@TheArcSF.org
Chief Executive Officer.....	Tim Hornbecker 415-255-7200 x111 THornbecker@TheArcSF.org

### **Frequently Called Numbers**

Golden Gate Regional Center.....	415-546-9222
.....	650-574-9232 (San Mateo)
California Department of Rehabilitation .....	415-904-7100
R & D Transit.....	800-966-7114

## SERVICES CONTACTS

Independent Living Services .....	Susan Suomi 415-255-7200 x134 SSuomi@TheArcSF.org
Developmental Services .....	Joanne Rolle 415-255-7200 x136 JRolle@TheArcSF.org
Job Placement .....	Terry Goodwin 415-255-7200 x148 TGoodwin@TheArcSF.org
Housing Advocacy .....	Valerie Gold 415-255-7200 x157 VGold@TheArcSF.org
Health Advocacy .....	Sandra Grijalva 415-255-7200 x121 SGrijalva@TheArcSF.org
Senior Services .....	Wendy Ginther 415-268-0135 WGinther@TheArcSF.org
ArtReach .....	Marg Olsson 650-355-5258 MOlssen@TheArcSF.org

Welcome 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 joining with us.

Thank you!

## CLIENT COMPLAINTS

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

The Arc has rules we follow to resolve client complaints. First we try to resolve client complaints informally, just by working things out.

You can resolve a complaint 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. Meetings regarding complaints will be documented by staff in Progress/Incident notes.

If that does not work, you have access to The Arc of San Francisco Fair Hearing procedures. (See page 31.) Your assigned DSP will assist you.

If you make a complaint, we will not hold it against you. You will not be denied services if you file a complaint.

All formal client complaints and their resolution are reported to the Board of Directors and to the Client Advisory Committee.



## FAIR HEARING POLICIES AND PROCEDURES

1. If you have a complaint, you should let your assigned DSP or Service 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 DSP or Service 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 Chief Executive Officer and Chief Operating Officer.
4. The Chief Executive Officer or Chief Operating Officer 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 Chief Executive Officer or Chief Operating Officer. A receipt will be given to you. Within 10 working days the Chief Executive Officer or Chief Operating Officer 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 Chief Executive Officer. You can accept or reject the proposed resolution.
9. If you disagree with the Chief Executive Officer's proposal, within 30 days you may make a request for a second fair hearing to the Arc's Board of Directors. The Chief Executive Officer 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 2<sup>nd</sup> 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: Chief Executive Officer, Chief Operating Officer	

**CLIENT 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 Handbook and give it to your assigned DSP or Service Manager.