



# Programs

“Nurturing the Growth of Exceptional Abilities”

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[www.thefarmershouse.org](http://www.thefarmershouse.org)

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**Mission/Vision**

The mission of Farmer's House is to provide programs which embrace, enhance and support the lives of youth and adults with developmental disabilities. Our vision is to provide a place where exceptional Farmers live, work, play and grow.

**Program Highlights**

The Farmer's House provides a variety of programs for our Farmers (adolescents and adults with developmental disabilities) in both rural and metropolitan settings. A supportive, positive environment is the foundation of our structured programs which emphasize meaningful activities that support the acquisition and retention of daily living skills, vocational skills, recreational skills, social skills and academic skills. The goal of The Farmer's House Programs is to empower our Farmers to live a purposeful, engaging life and encourage positive interactions throughout surrounding communities.

**Non-Discriminatory Policy**

"No Person in the United States shall, on the basis of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

If you feel you have been discriminated against in the provision of services and/or to obtain a copy of The Farmer's House Title VI Complaint Form, please contact Kelly Cogan 816/431-6892.

**Confidentiality/HIPAA Policy**

The Farmer's House has a strict confidentiality policy and maintains compliance with HIPAA. Confidentiality is defined as the non-disclosure of private, personal information. Staff will share information about the person served with involved parties on a need to know basis. Information will only be disclosed to medical professionals, other service providers and family as needed upon notification and knowledge of the person served. Release of information forms will be signed prior to sharing information. Persons served or guardians can say no if they prefer information not be shared.

Staff and volunteers will not share personal information about individuals or their issues to outside persons without authorization. The confidentiality policy will be reviewed with new staff and volunteers upon joining the team and on an annual basis thereafter.

## Programs offered at The Farmer's House

Persons must meet the following criteria to participate in The Farmer's House Programs:

- Diagnosed with a developmental disability prior to the age of 18
- Have been eligible for a free, public education
- Demonstrates basic communication skills
- Motivated to learn skills to increase independence
- Possess sufficient emotional maturity and stability to participate in all aspects of the program
- Demonstrate the ability to accept and follow reasonable rules and expectations
- Interact respectfully with peers and staff
- Capable of maintaining behavior which does not impede oneself or others from fully participating in all aspects of community activities
- Does not pose a danger to oneself or others

The Farmer's House is open to applicants meeting the above criteria regardless of socioeconomic status, race, gender, sexual orientation, religion or national origin.

### Community Integration

- Community Integration assists and/or teaches skills required for participation in community activities while individuals interact with the broader community on a regular basis, including community activities that enable individuals to engage directly, throughout the day, with people who are not paid to provide them with services. Activities are organized for the benefit of the individuals to foster relationships with the broader community and develop natural supports while engaging in a meaningful life full of personal choice.
- Programming is provided throughout local communities Monday - Friday from approximately 9:00 am - 3:00 pm. Time may flex due to Farmer's House transportation.
- Individuals meet the eligibility requirements to receive Medicaid funding through the Missouri Department of Mental Health Division of Developmental Disabilities.

### Social Programs

- Weekend and evenings include social outings to plays, movies, recitals, movies, the zoo, sporting events, and all types of other such events. We host Flour Sack Baking, game days and many family fun opportunities at all our locations. The goal is to develop independent living skills and friendships while engaging in typical lifestyle activities and classes throughout local communities.
- No fee required for Flour Sack Baking and Planning and Preparing Meals on a Budget, funded through private donation.
- Weekend and evening social outings fees are based on specific cost of event.

### Employment Services

- To facilitate competitive work in a community integrated work setting which promotes the greatest degree of independence and autonomy.
  - Employment services includes:
    - Application completion assistance with the individual
    - Job interviewing activities with the individual, Completion of task analysis with or without the presence of the individual based upon individualized need
    - Negotiation with prospective employers and education of prospective employers of their role in promoting full inclusion with or without the presence of the individual based upon individualized need.
- Programming is provided throughout local communities during times which best meet individualized services. Staff is available to support persons served evening and weekend hours.
- Individuals meet the eligibility requirements to receive Medicaid funding through the Missouri Department of Mental Health Division of Developmental Disabilities.
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#### **Early Work Experience**

- Provide junior high and high school student the opportunity to explore and engage in hands-on experiences in a variety of vocations which include our retail markets, gardens, commercial kitchens and property maintenance. The goal of the vocational experience is to increase the likelihood of obtaining competitive employment.

#### **Application Process for Services**

When a person is interested in gaining more information about the programs offered by The Farmer's House the first step is to review the Admission Criteria located on page 3 of the Programs Handbook. Next, fill out the Program Interest Form located on the website, [www.thefarmershouse.org/program](http://www.thefarmershouse.org/program). A Director of the program the individual is interested will make contact within two weeks to setup an Informational Meeting.

If you require a printed copy or alternate format, please contact [info@thefarmershouse.org](mailto:info@thefarmershouse.org). The Program Interest Form does not guarantee a spot for enrollment it simply guarantees a spot for the Information Meeting.

Procedure:

- In addition to meeting the preliminary criteria, a release of information form is required.
- The current Person Centered Plan along with other pertinent information including physician reports, school evaluations, and private evaluations will be collected.
- The individual will be interviewed and the individual's parents/caregiver will be interviewed.
- Information will be gathered from the individual's service coordinator and support staff.
- If the person appears to meet the eligibility criteria then the appropriate application materials will be obtained. Required information includes, but is not limited to:
  - Application Form.
  - Current evaluation that supports the person's psychological, psychiatric, medical and educational needs and conditions.

- Current medical conditions.
- Complete Release of Information Forms.
- Guardian/Conservator documentation.
- Within two weeks of receiving all required information, including additional evaluations and additional requested meetings have been completed, the applicant and referral source will be notified about the decision to accept or deny admittance. The Director of Community Services or the Director of Employment Services will make the final determination based on the criteria and policies of The Farmer's House.
- If the decision is to accept, an entry date will be set or, if space and/or funding are unavailable, the individual will be placed on the Admission Waiting List. Addition to the Admission Waiting List is based on the date of notification of acceptance. The individual will be notified as to the number on the waiting list and the anticipated number of slots in the program which will be added within a 12 month period with Board of Directors approval. When a slot is available, the individual and service coordinator will be notified based on the Admission Waiting List (first notified will be individual on the list for the longest period), if no response occurs after two attempts by the Director to contact the individual the next individual on the waiting list will be notified.

### **Individual Plans**

An individual plan is called the Individualized Service Plan (ISP) or Person Centered Plan (PCP). Each person served is key in developing his or her own person centered plan annually. The plan indicates personal goals, strengths, health considerations, and the way for staff to support the individual. The service coordinator of the county SB40 Board schedules and compiles the data shared by the team in the Person Centered Plan.

The plan is developed with the individual's input as well as family members, guardians, county service coordinators, other representatives and staff. The individual has every opportunity to provide information and be a vital part of goal development. The Farmer's House provides a self-assessment for program participants and parent/guardian to be completed prior to the team meeting. Farmer's House staff who work directly with the participant is provided with a questionnaire also completed prior to the planning meeting.

Daily progress notes are completed on the individual's goals and events of the day. The notes are detailed and descriptive. The notes may be completed during the day or at the end of the shift. The notes contain important information about a person to help maintain the health, safety and welfare of the person, and to support them in making their life meaningful.

A monthly summary is created by The Farmer's House Directors based on daily progress notes and submitted to the county service coordinator. A copy of the monthly summary is kept in the Farmer File.

### **Orientation**

The Farmer's House staff will assure that each person has an orientation to each of the programs he/she are participating in, in addition to receiving information about what staff will do to support them.

Participants are asked to sign emergency release forms in case of injury or illness so staff may obtain medical treatment, if necessary. Rights of person served, grievance procedures, abuse and neglect definitions and reporting will be reviewed on admission and then annually.

The Farmer's House Handbook will be distributed during orientation and any concerns and questions are responded to at that time.

### **Observed Holidays and Staff Training 2019**

New Years January 1-4	Fourth of July 4-5
Training March 15	Labor Day September 2
Easter April 22	Training September 20
Memorial Day May 27	Thanksgiving November 27-29
Training June 14	Holiday Break December 23-January 4

### **Inclement Weather Policy**

Your safety is most important so please use your discretion on days we remain open and travel in your area may be questionable.

When the Platte County School District is closed due to inclement weather all Farmer's House Programs provided in Platte County are closed.

Includes:

Early Work Experience (Schools)  
 ROOTs Community Integration and Employment Services  
 Evening and Weekend Social Outings  
 The Farmer's House Market Weston, MO

When the Shawnee Mission School District is closed due to inclement weather all Farmer's House Programs in the KC metropolitan area are closed.

Includes:

ROOTs Community Integration and Employment Services  
 Evening and Weekend Social Outing  
 The Farmer's House Market Westwood, KS

Your safety is most important so please use your discretion on days we remain open and travel in your area may be questionable. Tune to the local news channels for school closings.

### **Illness and Injury:**

Handbook updated 10/15, 1/17, 8/17, 2/18, 8/18, 10/18, 1/19

An individual should not be in attendance and will be sent home with any of the following:

- Temperature 100.4 degrees or greater, or with incidents of vomiting and/or diarrhea. Student may return to programs when free of above symptom(s) for 24 hours without any fever-reducing medication or other medication to relieve symptom(s).
- Symptoms related to possible communicable diseases (skin rashes, redness of eyes, swollen glands, etc.)
- Excessive drainage from eyes, ears, persistent earache, constant cough or painful sore throat accompanied by enlarged lymph nodes
- Students with or having the potential to transmit an acute infectious disease or parasite (e.g. live head lice)

Individuals excluded from programs for health reasons may return once the reason for the exclusion is no longer present. An individual must be fever free for 24 hours.

Individuals returning to CI or ES programs after injury or surgery, and who are thereby temporarily incapacitated (e.g. crutches, casts or slings), should present a physician release to return to programs.

Parents/guardians or emergency contact individuals of students who become seriously ill or injured during programs will be notified. Emergency telephone numbers must be kept current by parent/guardian. In the event of a serious accident or illness where the parent/guardian or other emergency contact individuals cannot be reached, an ambulance will be called, and the individual will be transported to the nearest hospital emergency room. When advisable, the individual will be accompanied by a staff member. Additional staff will continue to attempt to reach the student's parent/guardian. Parent(s)/guardian(s) are held responsible for any costs involved.

### **Guidelines**

- Grooming and Appearance—Since you are participating within the community, it is important that you look clean and neat.
- Cleaning—Everyone will be asked to help clean and or put away what they have used throughout the day.
- Meals—You are responsible for bringing a sack lunch daily. We do have microwaves available to warm food. When going into the community, a cold lunch is most convenient to travel with, so whenever possible a cold lunch is preferred, however if a warmed lunch is necessary/preferred, we will accommodate to the best of our ability.
- Money—You are responsible for paying for community outings, such as plays, restaurants, Worlds of Fun, Bowling, etc. Money will remain in the possession of the individual and once purchases are made the change and receipt will remain with the individual to be taken home.
- Personal Conduct—You will be expected to respect all other individuals while participating in programs. Yelling, cursing, hurting others and breaking things will not be tolerated.
- Medication—Staff will receive training as Certified Level 1 Medication Aides as needed.
- Office Hours of operation—Office hours are provided from 9:00 a.m. to 3:00 p.m. Monday through Friday. During the winter months when inclement weather prohibits safe transportation to our participants, you will receive a phone call as early as possible to notify you the program



will be closed for the day. There may also be occasions of early dismissal due to inclement weather.

- Community integration/Employment Services—On a daily basis, participants might be participating in various community and volunteer activities in Platte County and the Kansas City metropolitan area. We will also participate in special activities that require limited travel.
- Attendance—Due to the planning involved in our daily activities, we do request that whenever possible, as much advance notice is given if you will be arriving late, leaving early or absent.
- Integration Activities— Staff will help you get receipts for things you spend your money on. A request for money will be sent home prior to the activity.

### **Transportation**

It is important that the rules be followed and each person respect the rights and property of others. For your safety, The Farmer's House Programs has an established set of rules for staff and individuals served riding in the agency vehicles. A list of these rules will be discussed with you upon entry of the program and will be reviewed with you on a regular basis.

Specific rules for transportation services are as follows:

- All passengers must stay seated and wear seatbelts while the vehicle is in operation.
- Food and drink consumption will not be allowed in agency vehicles at any time.
- Tobacco use is not permitted in agency vehicles.
- Drivers and passengers are responsible for keeping the vehicle free of trash and personal belongings.
- Passengers will follow the directions of the driver at all times.
- Passengers will not argue or fight with the driver or other passengers.
- Passengers will use appropriate language at all times.
- Passengers will not make loud or disturbing noises.
- All passengers are expected to maintain proper social behavior.
- All passengers must have current release forms to be transported.
- Cell phones are to listen to music and used in emergencies only.
- The volume of MP3, cell phones, and other music players must be kept at a minimum level that others can't hear.
- Failure to follow the above rules may result in suspension or termination of this service.

Extensive absences, (20% of individual served scheduled programming) is a valid cause for dismissal from the pickup and dropoff transportation schedule.

### **Consumer Rights Policy**

It is the responsibility of the staff to ensure that consumers have access to their legal rights as citizens and as participants in a program for people with developmental disabilities. Staff members shall be familiar with these rights and be available to explain them to persons served. A list of rights will be posted at each facility owned or operated by The Farmer's House. Rights are explained to each person

served and their families and/or guardians at admission, and are reviewed annually at the person centered planning meeting.

Every individual receiving services has the same Constitutional Rights as anyone else. Missouri state law dictates the right of consumers receiving DMH services. The Individual Rights brochure explains it in easy to understand language. If the person is unable to read or understand the written description of his/her rights, a delegate will read the rights and assist them in understanding.

Persons served through The Farmer's House Programs shall be entitled to the following rights without limitations:

- To be free from humiliation.
- To be treated with respect and dignity as a human being
- To have the same legal rights and responsibilities as any person unless otherwise limited by law
- To have the right to due process review when any limitation to rights is proposed or is alleged to have taken place
- To receive services regardless of gender, race, creed, marital status, national origin, disability, or age
- To be free from physical, verbal, mental, and sexual abuse and neglect
- To receive appropriate humane and high quality services and supports as determined by the person's support team, which may include, but not be limited to, the person, parents, guardian, or authorized representative.
- To receive these services and supports in the most integrated setting appropriate for the person's particular needs
- To have access to Division rules, policies, and procedures pertaining to services and supports
- To have access to personal records
- To have personal records maintained confidentially
- To have services, supports, and personal records explained so that they are easily understood
- To the extent that the facilities, equipment, and personnel are available, to medical care and treatment in accordance with the highest standards accepted in medical practice.
- To not participate in non-therapeutic labor.
- To attend or not attend religious services.
- To receive prompt evaluation and care, treatment and habilitation about which they are informed insofar as they are capable of understanding, and to which they or their guardian must give informed consent.
- To participate in program planning, decision making, and implementation.
- To not be the subject of experimental research without their prior written informed consent or that of their guardian, if applicable.
- To receive evaluations, treatment, or habilitation in the least restrictive environment possible.
- To an impartial review of alleged violations of rights.
- To offer complaints, free of retaliation and barriers to services, and receive timely and appropriate responses.
- To purchase property with their own money.

There will be a signed and dated document in the individual's file to show there has been an annual review of rights. If the individual is not able to read or understand the written description of rights, the agency will assist them to understand rights in the manner most appropriate for them and document

this review in individual files. When the individual has a legal guardian, the rights review must also be signed annually by the legal guardian. Staff will routinely provide opportunities for individuals to learn about rights and responsibilities and support them to participate in each right.

Limitation of an individual's right(s) will occur only when the person is posing a danger to self or others. The Farmer's House will provide comprehensive training to assist individuals to understand any proposed limitation of rights. External advocates will be available along with Support Coordinator when a rights limitation is being proposed or implemented, and the appeal process will be accessible to the individual and his/her support team. Examples of external advocates include:

- Missouri Protection and Advocacy 1-800-392-8667
- Clients Rights Monitor 1-800-364-9687
- Regional Office providing service coordination 816/891-0990

### **Leave of Absence from the Program**

The Farmer's House recognizes that individuals served may be absent from programs for medical, health, vacation and other personal reasons. Due to the demand for programming slots, extended time from the program may affect the ongoing procurement of a slot.

When absence is due to hospitalization or extenuating medical circumstances, a medical release is due prior to returning to programming.

If absence is due to vacation or other pre-planned personal reasons, written communication is required to be submitted to The Farmer's House case manager and director of the program.

Extended absences (over 2 weeks) for vacation or other personal reasons may affect ongoing programming procurement and consideration of past absences from programming.

Extensive absences, (20% of individual served scheduled programming) is a valid cause for dismissal.

### **Due Process Policy**

Individual rights as citizens are not limited except through legal proceedings such as guardianship, when the individual is posing immediate danger to themselves or others, or if the support team has agreed to the limitation of the consumer's rights and all limitations have gone through due process.

#### *Procedures:*

If it is deemed necessary to propose any limitation of rights to an individual, the following procedure and appeal process will be followed:

- The agency will contact the person, the Regional Center, the person's family guardian, and/or advocate, and The Office of Constituent Services to meet as a team to determine if a rights restriction is warranted in lieu or in conjunction with positive behavior supports.
- The individual and his/her guardian shall receive written notification of the rights restriction to include specific rights which will be limited, the length of time they will be limited, how
- Frequently it will be reviewed, the actions the person must demonstrate or eliminate in order to no longer have these limitations, and the process for appealing the decision.
- Signed documentation is present that the individual was involved with the decision to limit rights.

- The agency shall make every effort to make sure the individual is aware to the proposed limitation of their rights. The agency shall use available assistive technology to ensure the individual can comprehend to his/her ability, the proposed limitation of his/her rights.
- Within seven (7) working days after notification of the proposed limitations, the individual will meet with a review panel to present his/her response to the proposed limitation of rights. (The review panel will include the Board President, Director of Programs, and Support Coordinator from Regional Center.) The review panel, as needed will utilize available resources (Attorney, People First Chapter, DMH Client Rights Monitor (1-800-364-9687), MO Protection & Advocacy, etc.) for in-service training or for additional information.
- In the event the individual and his/her advocate disagree with the proposed limitation of rights and cannot reach a resolution with the panel, he/she may appeal in writing to request a meeting with the Board of Directors of The Farmer’s House at their regularly scheduled meeting during the month which follows the request. The agency will assist the individual and his/her advocate with any questions pertaining to the appeal and inform them as to when and where the appeal will be reviewed.
- The length of time on limiting the rights of an individual shall be reviewed on a quarterly basis, and shall be formally approved by the review panel on a yearly basis.

*The following is an explanation of your rights in people first language. It is important for every person to know his or her rights. These are the rights of individuals who receive services from the Missouri Division of Developmental Disabilities:*

*Due Process*

- When you apply for services, the regional office or habilitation center must give you, your parents, your guardian, or any other person you choose a written of your rights. If any changes in your services are made, you will receive a new copy of your rights.
- Regional offices, habilitation centers and provider agencies that have staff who work with you have rules to provide you good help. They have rules to make sure you learn and understand your rights, and that no one takes your rights away before you have a chance to speak for yourself or have someone you choose speak for you. This is called due process.
- You have the same legal rights and responsibilities as any other person unless the court says you do not.
- You have the right to get help. You cannot be denied help because of your race, your religion, your disability or your age. It does not matter if you are a man or woman, married or single.
- Before your rights or services can be limited or taken away, you have the right to be heard or to have someone you choose speak for you. This is called due process.
- Any proposed limitation of rights must be reviewed by DMH Regional Office or State Operated Programs Human Rights Committee to ensure that a person’s rights are adequately protected.

**Accessing Advocacy Services**

The Farmer’s House promotes personal advocacy through daily activities and personal choice.

Avenues for accessing advocacy services follows:

Alliance for the Mentally Ill of Greater Kansas City.....816/931-0300

ARC--Clay/Platte.....816/

421-1704

Metropolitan Council on Developmental Disabilities.....816/889-3422 TTD 816/889-3326  
 Missouri Commission on Human  
 Rights.....816/889-2491  
 Missouri Planning Council on Developmental Disabilities.....573/751-8611  
 Down Syndrome  
 Guild.....913/384-4848  
 Mental Health Association of the  
 Heartland.....913/281-2221  
 Mid-America Regional  
 Council.....816/474-4240  
 Legal Aid of  
 Missouri.....816/474-6750  
 If you do not find appropriate info, please ask for additional resources.

### **Abuse and Neglect Policy**

The Farmer’s House Programs strictly prohibits abuse or neglect. It is the policy of all staff to report to the Department of Mental Health any occurrence of abuse/neglect as defined by CSR 10-8.200. All agency personnel are mandated reporters trained in recognizing abuse and neglect and will report immediately any alleged or suspected abuse of an individual to the Department of Mental Health. Failure to do so may result in disciplinary action, criminal prosecution, or both. Upon a report of suspected abuse or neglect of an individual, the Director of Programs and all other personnel will fully cooperate with the Department of Mental Health, Division of Social Services, Department of Health and Senior Services, law enforcement officials or any other agency authorized to investigate the complaint. The Director of Programs shall forward the complaint to Children’s Division if the alleged victim is under the age of 18; or the Department of Health and Senior Services if the alleged victim is over the age of 18 and the incident occurred within the natural home or an entity contracted with the Division of Mental Health.

#### *Abuse and Neglect Definitions:*

##### **Neglect:**

Failure of an employee to provide reasonable and necessary services to maintain the physical and mental health of any consumer when such failure presents either imminent danger to the health, safety, or welfare of a consumer or a substantial probability that death or physical injury would result. This would include, but is not limited to, failure to provide adequate supervision during an event in which one consumer causes serious injury to another consumer.

##### **Misuse of Funds/Property:**

The misappropriation or conversion for any purpose of a consumer’s funds or property by an employee or employees with or without the consent of the consumer, or the purchase of property or services from a consumer in which the purchase price substantially varies from the market value.

##### **Sexual Abuse:**

Any touching, directly or through clothing, of a consumer by an employee for sexual purpose or in a sexual manner. This includes, but is not limited to:

- Kissing
- Touching of the genitals, buttocks, or breasts,

- Causing a consumer to touch the employee for sexual purposes
- Promoting or observing for sexual purpose any activity or performance involving consumers including any play, motion picture, photography, dance, or other visual or written representation; or
- Failing to intervene or attempt to stop inappropriate sexual activity or performance between consumers and/or
- Encouraging inappropriate sexual activity or performance between consumers.

**Physical Abuse:**

An employee purposefully beating, striking, wounding or injuring any consumer. In any manner whatsoever, an employee mistreating or mistreating a consumer in a brutal or inhumane manner. An employee handling a consumer with any more force than is reasonable or apparently necessary for a consumer's proper control, treatment or management.

**Verbal Abuse:**

An employee making a threat of physical violence to a consumer, when such threats are made directly to a consumer or a consumer in the presence of a consumer.

**REPORTING PROCEDURES - ABUSE AND NEGLECT:**

If at any time a consumer is dissatisfied with the way he/she is being treated or a staff member hurts a consumer in any way, he/she should report this immediately. Consumers should report any mistreatment immediately by contacting the Director of Programs who will assist them in the reporting process. Consumers may also contact the Abuse and Neglect hotline number 1-800-392-0210 (TDD 800-669-8819) to report any mistreatment.

The Director shall immediately report to local law enforcement officials any alleged or suspected A) sexual abuse, B) abuse or neglect which results in physical injury, C) abuse, neglect or misuse of funds/property which may result in a criminal charge.

Kelly Cogan  
 Senior Program Director  
[kelly@thefarmershouse.org](mailto:kelly@thefarmershouse.org)  
 816/431-6892 office  
 816/807-0756 cell

**Limitation of Rights Policy**

Participants shall be entitled to the following rights unless it is determined by the interdisciplinary team that exercise of a specific right is detrimental to the individual's habilitation. If any of the following rights are limited, it shall be with informed consent and a program shall be developed to facilitate the return of full exercise of rights as soon as possible.

- To wear their own clothes and keep and use their own personal possessions.
- To keep and spend a reasonable sum of their own money and to direct the expenditure of all of their own funds.
- To receive visitors of their own choosing at reasonable times; and to associate with people of their own choice.
- To have reasonable access to a telephone to make and receive phone calls.

- To have access to their psychological and medical records and to receive information on the results of evaluations, examinations, and treatments.
- To have opportunities for physical exercise and outdoor recreation.
- To have reasonable, prompt access to current newspapers, magazines, and radio and television programming.

If an informed consent is implemented it will be reviewed on a quarterly basis and will be discontinued once the concerns have been addressed and corrected. Guardians or persons served may request a meeting to discuss the need for, or possible discontinuation of, an informed consent at any time.

### **Individual Grievance Policy**

It is the policy of The Farmer's House Programs to encourage program participants to express concerns arising during the course of receiving services. The Farmer's House is committed to resolving all complaints and grievances in a prompt and fair manner. Consumers should be assured that expressing a concern, complaint, or grievance will not result in retaliation or a barrier to service. The consumer should feel free to talk with staff and the Director of Programs any issue or concern.

In accordance with 9 CSR 45-5.030, all participants shall be provided a grievance procedure to ensure any concerns or problems he/she may have can be dealt with in order to have the concern or problem resolved. Should the participant have a concern or problem, contact the Director of Programs or staff. If the outcome is not satisfactory, and the concern or problem still exists, follow the procedures listed below. The Farmer's House ROOTS staff will make every effort to resolve any disputes immediately.

If a participant/parent/guardian feels services are not being provided in a professional manner, a complaint can be registered with the Director of Programs. The Director will facilitate resolution of the issue personally or by assigning an advocate to assist the individual with the concern. The Director will conduct an investigation and make a written report to be included in the participant's file. If the resolution does not meet the satisfaction for the participant, advocate, parent/guardian, an appeal should be made to an outside agency.

#### *Agencies:*

Hotline for Medicare/Medicaid Complaints	1-800-877-6485
Clients Rights MO Dept of Mental Health	1-800-364-9687
PO Box 687	
Jefferson City, MO 65102	

#### *Procedure:*

- Farmers and other stakeholders are encouraged to discuss and/or submit any complaints with the staff.
- If the concern cannot be resolved with the immediate staff, the Farmers and stakeholders may submit the concerns in writing, which is then considered a formal complaint to the Director of

Programs. The staff will assist the consumer in writing this concern if they require assistance. The Director of Programs will render a written response within five working days.

- If the concern cannot be resolved with Director of Programs, the consumer may submit an appeal in writing to the Executive Director within five working days, who then will render a written response within five working days.
- The Executive Director has five working days to meet with the aggrieved individual to seek resolution. A response will be provided in writing within five working days of the meetings.
- A final appeal may be filed with the Board of Directors within five working days of the Executive Director's response. The Board will review the grievance with relevant documentation and render a final decision to the aggrieved party within forty five working days.

If at any time a consumer is dissatisfied with the way he/she is being treated or if a staff member hurts a consumer in anyway, he/she should report this immediately. Consumers should report any mistreatment immediately by contacting their Support Services Coordinator and the Director of Programs who will assist them with the steps outlined above. Consumers may also contact the Abuse and Neglect hotline number 1-800-392-0210 (TDD 800-669-8819) to report any mistreatment.

#### **Crisis Intervention & No Restraint Policy**

The Farmer's House is a restraint free agency. Persons served in The Farmer's House Programs deserve to be treated with the same dignity and respect as all other members of the community. They have the right to supports that enhance the quality of their life.

In the event an individual poses an unanticipated physical threat to self or others the following steps will be followed:

- Move to a place of safety with other individuals and call 911 immediately.
- Tell the 911 operator a **Crisis Intervention Team** (CIT) is needed immediately and explain the circumstance. Describe the individual with specific details about disability (Autistic, Intellectual Disability, Non-Verbal, Difficulty Understanding Directions, Brittle Bones, etc).
- Upon arrival of the CIT officers, follow the lead of the officers.
- As soon as possible after the situation is stabilized, contact the guardian, The Farmer's House Director of Programs 816/807-0756, and the Director of Programs will work with staff onsite to complete and submit an event report to the Kansas City Regional Office 816/889-3400.
- A Community Event Report will be completed and submitted the next work day.
- The team will meet in a timely manner following such an event to assess the need for a plan and/or policy revision.



### **Community Event (Critical Incident) Report**

When an unusual situation takes place which warrants additional documentation, the event, which is defined as an occurrence that might have led or did lead to an undesirable outcome is accounted for utilizing The Farmer's House Event Report or the Department of Mental Health CIMOR EMT – Community Event Form for individuals receiving waiver funded services (ROOTs Community Integration and Job Preparation).

The following constitutes an event: elopement, aggression toward self or other individual, destruction of property, notification of emergency medical services, medication error, suspected abuse, assault, death.

All written event report forms will be completed by reporter or staff lead and supervisor/administrator the day of the event unless otherwise directed. The Director of Programs 24 hour notification line, 816/807-0756 will be notified of the event. The DMH reports will be emailed to service coordinator and Regional Office the next work day (unless requested sooner by the Regional Office).

Per DMH Policy, copies of Community Event Reports will not be kept in the individual's file.

### **Research Policy**

The Farmer's House will not permit individuals supported by the Department of Mental Health to participate in any research projects which does not comply with the state and federal regulations. Guidelines established under 9 CSR 60-1.010 defines research as "experimentation or intervention with or on departmental patients, clients, or residents, including behavioral or psychological research, biomedical research, pharmacological research and program evaluation. Excluded are those instances where the manipulation or application is intended solely and explicitly for individual treatment of a condition, falls within the prerogative of accepted practice and is subject to appropriate quality assurance review. Also excluded are activities limited to program evaluation conducted by staff members as a regular part of their jobs, the collection or analysis of management information system data, archival research (review or analysis of historical data generated by the department) or the use of departmental statistics." RSMo 630.192 states, "No biomedical or pharmacological research shall be conducted in residential facilities or day programs operated, funded, or licensed by the department for persons affected by mental retardation, developmental disabilities, mental illness, mental disorders, or alcohol or drug abuse unless such research is intended to alleviate or prevent the disabling conditions or is reasonably expected to be of direct therapeutic benefit to the participants. No involuntary patient shall participate in any research."

The Farmer's House shall notify the Department or Regional Office when a request to conduct research is received. The person seeking to conduct research must obtain and complete the "Application for Research with Clients of The Missouri Department of Mental Health" (DMH form 8114). The application with ten (10) copies must be forwarded to the Deputy Director of the Office of Departmental Affairs or their designee. The Professional Review Committee (PRC), a ten(10) person committee established under section 630.192 RSMo and appointed by the director, will review and recommend approval or disapproval of the proposed research project. Based on the completed application, the deputy director or their designee may exempt from PRC review those projects which do not meet criteria to be considered research.

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Statements provided in 9 CSR 60-1.010 shall not be construed to limit the rights of an individual which have been established by statute, including the right to informed consent and the right to refuse participation. Written approval from the individual, family, or guardian must be obtained prior to initiating the research project. It is incumbent that approved projects are executed in a manner to comply with accepted statutes.

9 CSR 60-1.015 prescribes that research approved by the PRC shall be reviewed at one hundred eighty (180) day intervals, or more frequently as determined by PRC, from the date of approval until the project is completed. The person conducting the research shall submit information requested by the PRC on the status of the project and provide a report of the results of the department upon completion of the study.

Based on the information obtained during scheduled reviews or any written complaint surrounding the research, the PRC will investigate any suspected harm, or increased risk or harm, to individuals participating in the study or deviation from approved protocol. The PRC may rule to suspend or halt the project until deficiencies are corrected.

It is the policy of The Farmer's House that only Level 1 Medication Aide certified staff will administer medications prescribed by licensed physicians. No member of the staff will administer over the counter medications to individuals served. Individuals may not carry or self-administer medication while participating in programs.

Prescribed medications will be administered only when the following conditions are in place:

- The participant's health status does not require nursing assessment before receiving the medication or monitoring by a nurse for possible side effects;
- The medication is in the original pharmacy-dispensed container with proper label and directions;
- Evidence of the written or verbal order for the medication from the physician must be included in the file. The order should include the reason for the medication, the dosage, expected effects, adverse reactions or side effects and action to be taken in an emergency.

All prescribed medications must be delivered to The Farmer's House by guardian, staff or parent. When necessary, medication will be transported in a locked medication bag controlled by The Farmer's House Level 1 Medication Aide trained staff when in the community.

All unused, discontinued, outdated, or recalled drugs and drug containers with worn, illegible or missing labels shall be returned to parent/guardians or designated persons. Medications must be picked up by a parent or guardian or designated person within 3 days once contacted by Director of Programs.

Any exceptions to the stated policy require **approval by the Program Director**.

### **Smoking**

All Farmer's House properties and vehicles are smoke free.

### **Carrying of Weapons**

Because of its commitment to safety of participants and employees, The Farmer's House prohibits the carrying of weapons, including concealed firearms, by any person (except police officers), including anyone holding a concealed carry endorsement, onto the premises of any facility or property owned or leased by the agency or into any vehicles owned or leased by the agency or private vehicles used by employees while on agency business.

### **Positive Behavior Support**

Individuals who exhibit challenging behaviors deserve to be treated with the same dignity and respect as all other members of the community. They have the right to supports that enhance the quality of their life. The Farmer's House staff is trained in Positive Behavior Supports. Positive behavior support is essentially a communication-based method of addressing challenging behaviors. The use of restraint is not recognized by The Farmer's House as a valid treatment for aggressive behavior.

In the event that physical restraint becomes unavoidable, emergency personnel will be called, 911.

### **Background Check Policy updated 3/19**

In accordance with 9 CSR 10-5.190, The Farmer's House conducts criminal background checks and inquiries using the Family Care Safety Registry for all new employees and volunteers who will have contact with individuals served by the Department of Mental Health. The criminal background check shall be completed prior to the job applicant or volunteer providing supports to individuals receiving services through funding from the Department of Mental Health.

The Farmer's House shall make the following inquiries through the Family Care Safety Registry and through a private investigatory agency for persons outlined above:

- An inquiry with the Department of Health and Senior Services to determine whether the new employee or volunteer having contact with clients is listed on the Employment Disqualification List (EDL) of the Department of Social Services or the Department of Health and Senior Services.
- An inquiry with the Department of Mental Health (DMH) to determine whether the new employee or volunteer is on the DMH Employee Disqualification List (EDL).
- A criminal background check with the State Highway Patrol in accordance with requirements of the State Highway Patrol under Chapter 43, RSMo.

The Farmer's House shall require the above specified persons to disclose the following information prior to service contact with an individual:

- Criminal history including any conviction or a plea of guilty to a misdemeanor or felony charge, any suspended imposition of sentence, any suspended execution of sentence, or any period of probation or parole.
- Any listing on the Employee Disqualification List (EDL) of the Department of Social Services, Department of Health and Senior Services, or the DMH Disqualification Registry.

The Farmer's House shall implement the guidelines in 9 CSR 10-5.190. The following shall occur:

- The immediate termination by The Farmer's House of any person excluded from employment as outlined in Section Seven (7), Part B of 9 CSR 10-5.190 or whose name appears on the Department of Social Services, Department of Health and Senior Services, or Department of Mental Health Disqualification Registry.

- The Farmer’s House will not hire staff or recruit volunteers who has committed a disqualifying crime as stated in Section Seven (7), Part B of 9 CSR 10-5.190 to have contact with an individual receiving services for the Department unless the person received an exception granted by the department.
- The Farmer’s House will maintain information obtained through background checks in the strictest confidence and share only with authorized authorities.

The agency retains the discretionary authority to deny employment or volunteer positions to person who:

- Have committed crimes not identified as disqualifying
- Have received an exception granted by the Department of Mental Health
- Have received a verdict of “Not Guilty by Reason of Insanity”

### **Staff Qualifications & Training Policy**

Staff are trained in CPR, First Aid, Positive Behavior Supports, and Level 1 Medication Aide (as needed). Staff also receives training in confidentiality and HIPAA, client rights, abuse and neglect, and Person Centered Plans. During orientation, they are instructed on the mission, philosophy and values of The Farmer’s House Board of Directors, the basis of developmental disabilities, and agency policies and procedures on health and safety. There is ongoing training that is presented throughout the year.

It is the policy of The Farmer’s House to perform criminal background investigations on all prospective and, if indicated, current employees. The purpose of such background investigations is to ensure the safety and security of persons served, staff, and property.

### **Discharge Policy**

Discharge from Community Integration and Employment Services may be initiated by the person served, his/her parents or guardian, or the agency.

Procedure:

- Discharge initiated by person served and/or parents or guardian:
  - a. When the person served or his/her parents or guardian decides he/she no longer needs or wants to participate in programs offered by The Farmer’s House he/she must first notify the Director of Community Services or Employment Services.
  - b. The Program Director will complete the Exit/Discharge Summary form. The form shall include the reason for discharge, the effective date and the programs participated in through The Farmer’s House.
  - c. A copy of the Exit/Discharge Summary Form will be sent to the person served and his/her parents or guardian. If the program was funded by the Division of Developmental Disabilities, the Support Service Coordinator will be notified and receive a copy of the Exit/Discharge Summary Form.
- Discharge may be initiated by The Farmer’s House based on lack of attendance, behaviors, loss of funding and additional discretionary actions. Discharge may be initiated immediately when individual is not compliance with admission criteria.  
Persons applying must meet the following criteria:

- Diagnosed with a developmental disability
- Have been or is eligible for a free, public education
- Demonstrates basic communication skills
- Motivated to learn skills to increase independence
- Possess sufficient emotional maturity and stability to participate in all aspects of the program
- Demonstrate the ability to accept and follow reasonable rules and expectations
- Interact respectfully with peers and staff
- Capable of maintaining behavior which does not impede oneself or others from fully participating in all aspects of on-site and community activities
- Does not pose a danger to oneself or others

The Farmer's House is open to applicants meeting the above criteria regardless of socioeconomic status, race, gender, sexual orientation, religion or national origin.

- a. When The Farmer's House initiates discharge the person and/or parents/guardian will be notified by the Director.
- b. The Director will complete the Exit/Discharge Summary form. The form shall include the reason for discharge, the effective date and the programs participated in through The Farmer's House.
- c. A list of similar support providers will be provided.
- D. A 30 day notification will be provided.

### **The Farmer's House Programs Staff**

Ashlee Haynes

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Manager, Community & Employment Services

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Senior Director, Community & Employment Services

Alece Attema

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Administrative Coordinator

Natalie Whalen

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Community Integration Coordinator

Mary Bunker

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mARTket Coordinator

### **Community Integration Specialists**

Courtney Bittner  
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Camille Howard  
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### **Employment Services Specialists**

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Thomas Pinkerton  
thomas@thefarmershouse.org

Office  
1110 Branch Street  
Platte City, MO 64070  
8:30 a.m. to 4:00p.m. Monday through Friday

### **Where To Turn With Questions**

Questions regarding staff, programming, transportation, and this handbook should be discussed with The Farmer's House Directors, 816/431-6892.

*The next two pages are supplied by Missouri Department of Mental Health*

Individual Rights of Persons Receiving Services  
from the Division of Developmental Disabilities

It is important for every person to know his or her rights. These are your rights if you receive services from a Regional Office or a Habilitation Center. No one can take them away from you.

### **Individual Rights**

#### **1. A person receiving Division services shall be entitled to the following rights without limitation:**

- To be free of humiliation
- To be treated with respect and dignity as a human being;
- To have the same legal rights and responsibilities as any other person unless otherwise limited by law;
- To have the right to due process review when any limitation to rights is proposed or is alleged to have taken place;
  - To receive services regardless of gender, race, creed, marital status, national origin, disability or age;
  - To be free from physical, verbal, mental and sexual abuse and neglect;
  - To receive appropriate humane and high quality services and supports as determined by the person's support team, which may include, but not be limited to, the person, parents, guardian or authorized representative;
  - To receive these services and supports in the most integrated setting appropriate for the person's particular needs;
    - To have access to Division rules, policies and procedures pertaining to services and supports;
    - To have access to personal records;
    - To have personal records maintained confidentially; and
    - To have services, supports and personal records explained so that they are easily understood.

#### **2. A person receiving services and/or the person's parents, guardian or authorized representative shall be informed of the person's rights in language that is easily understood.**

- At the time of enrollment and whenever changes are made to the description of individual rights, the Division shall provide to the person and/or the person's parents, guardian or legal representative a written description of the person's rights and how to exercise them.
- A representative of the Division shall read and explain the description of rights to people who require assistance because they are unable to read or unable to understand the written description.

**3. If a person receiving services has complaints of abuse, neglect or violation or limitation of rights, the person, the person's parents, guardian or authorized representative may contact the Regional Office or Habilitation Center representative, or they may contact the Department's consumer rights monitor at 800-364-9687 or TT 573-526-1201 for assistance.**

**4. The Division shall have policies and procedures that enhance and protect the human, civil and statutory rights of all persons receiving services.**

**5. The Division and each service provider shall have policies and procedures for providing positive supports to persons receiving services. Those policies and procedures shall be consistent with the enhancement and protection of human rights.**

**6. The Division shall report abuse and neglect as mandated by law. Any violation of rights shall constitute, at a minimum, inadequate care and treatment.**