



Consumer Handbook

*Things you should know about us
And the ways we want to help*



*This booklet has been designed to provide you with
helpful information about Community Alliance services
and our commitment to you.*

Table of Contents

Letter from the Executive Director	3
Hours of Operation/After hour	4
Important Phone Numbers.....	5
Services We Provide.....	6
Your Rights.....	7-10
Grievance /Complaints.....	10-15

Our Mission

To provide persons with disabilities living options, life choices and control of their futures. We believe all people with developmental disabilities can live successfully in their communities.

Dear Community Member,

In 1986 our agency was created by a group of parents who wanted to be sure their adult children found the right place to live when they were discharged from Michigan's psychiatric hospitals. They were dedicated to ensuring all persons with developmental disabilities found stable housing and the highest level of self-determined independence possible! Today, we continue the dream of those parents that wanted the best for their children. Community Alliance staff are committed to ensuring that the people we help lead the very best lives they can in their own homes in their our communities.

The lives of those we help are enhanced everyday thanks to long time staff members who coordinate arts and crafts, music therapy, and community outings designed to integrate them into the larger community. We provide vehicles to ensure the consumers under our care have access to reliable safe transportation to medical appointments, grocery shopping and community outings.

Thank you for your interest in Community Alliance and the support services we provide. We would be happy to answer any questions you may have. Please find a list of the Community Alliance staff on the next page.

Sincerely,

Katherine Grant , Executive Director



Hours of Operations/After Hour Services

Administrative Office

1851 Washtenaw Avenue, Ypsilanti, MI

Monday thru Friday

8:30 am-4pm

Office number: 734-482-3300

Fax: 734-482-3894

All of our Supported Living and AFC homes have a Site Supervisor who is on call 24/7.



Important Phone Numbers

Katherine Grant
Executive Director ext 215

Jason Medeiros
Director of Finance ext 202

Alton Smith
Operations Support Coordinator ext 207

Karmen Coleman
**Supported Living Program Coordinator
ext 213**

Lori Cater
Human Resource Generalist ext 206

Office of Recipient Rights
Phone: 734-544-3000, TDD 800-649-3777



Services We Provide

Since 1986 Community Alliance has been providing **community living support** for people with disabilities. We provide assistance for simple activities of daily living including laundry and grocery shopping, to more involved 24 hour care. Community Alliance's staff provide basic companionship care with minimal activities of daily living to the most advance care for people with who rely on feeding tubes.

Community alliance is incorporated as a non-profit, charitable organization. Our stakeholders consist of parents and guardians, mental health professionals, advocates, citizens of the larger community, and friends and extended family members of persons with developmental disabilities. Funding is provided by Washtenaw Community Health Organization (WCHO), and the Michigan Department of Community Health, and the Michigan Department of Human Services. Our programs are designed to support the highest level of independence possible for those we serve.

Residential Services

We provide community placement to one Licensed Group Home in Pittsfield Township, Washtenaw county. We provide 24-hour staffing to six (6) residents living at this licensed site.

Our supported living program (SLP) serves individuals who live in their homes and apartments. These locations are scattered throughout the Ann Arbor-Ypsilanti area. The program provides a variety of support to meet each individual's life-style. We provide community living support services (CLS) to 45+ clients across 24 homes in Washtenaw County.

Your Rights

Every one has the **same rights!**

You have the right to be **respected** for the unique and important individual that you are.

You have the right to be **free from discrimination** because of your race, religion, the color of your skin, your sexual orientation, your age, your ethnicity, your gender or your disability.

You have the right to exercise your **Constitutional Right to vote** in all local, state and federal elections.

You have the right to **practice the religion**

of your choosing. And you have the right to **not participate in a religious practice** if you want to.

You have the right to **live where you want to live** provided you can afford it in your budget.

You have the right to **hang out with people** that believe in the same things that you do and who want to **achieve the same goals** that are important to you.

You have the right to **send and receive mail privately** without anyone opening it or asking you about it.

You have the right to **make and receive phone calls in private.**

You have the right **to visit with your family and relatives** in your home **privately.**

You have the right **to choose your own doctor, lawyer, dentist** and other professionals and to communicate with them in **private.**

You have the right **to refuse treatment or services** that are offered to you by a doctor, dentist or other professional.

Community Alliance wants you to know that if **you are not happy** with the way you're treated by **ANYONE** you come in contact with, or with your living arrangement, or with a member of our staff or **ANYTHING** that happens in your life you have the **right to say so!**

You have the right to expect that the things and ideas that are important to you will be respected and considered and that Community Alliance staff will help you **find a way to make things right for you.**



As a Community Mental Health service provider we are mandated reporters when we suspect abuse and neglect under the Michigan Mental Health Code. Our job is to protect you and your rights! We take our job seriously and will help you in any way we can to be free from abuse and neglect.

Every person who receives public mental health services has certain rights. The Michigan Mental Health Code protects these rights: (see next page)

- The right to be free from abuse and neglect
- The right to confidentiality
- The right to be treated with dignity and respect
- The right to treatment suited to condition

More information about your rights is contained in the booklet titled “**Know Your Rights**”. You will be given this booklet and have your rights explained to you when you first start services, and then once again every year. You can also ask for this booklet at any time. You may file a Recipient Rights complaint *any time* if you think staff violated your rights. You can make a rights complaint by calling in Washtenaw County phone: 734-544-3000, TDD: 800-649-3777.

Community Alliance Grievances/ Complaint Process

Policy

Our job is to be sure that all the people we work with are treated fairly with dignity and respect and feel safe in their own homes. It is our responsibility to have a way for you to make a complaint about our services and to have people in our office that can help you. It is our commitment to follow through on the things you tell us and to work with you to be sure you receive the things you want from our agency. Some things

that you want may not be possible to get from us, but we will work with you to try and find the services you want and need.

How Do I begin?

There are many ways to help you solve a problem you may be experiencing, but it all begins with you telling us what is going on!

The **first step** is to ask to meet with the Site Supervisor and tell them what your concerns are. Let them know that you are unhappy and that you would like their help resolving the complaint. The supervisor will get help from the office to try and resolve your concerns.

If you are uncomfortable talking to the supervisor or if the supervisor is part of the reason why you are unhappy, the **next step** is to call [Alton Smith at 734-619-9438](tel:734-619-9438). Alton is part of our administrative team and his job is to assist you as we try to resolve the complaint.

How long will it take to resolve my problem?

Our goal is to resolve complaints within **10 business days!** Sometimes the problem will take longer, but we promise to keep you advised of how things are

going so you don't have to wonder if we forgot. We will keep track of all the action steps we take to resolve your complaint in the *Complaint and Grievance Log* that Alton Smith keeps at his desk.

We will try to work things out with all parties involved to be sure we have a complete understanding from everyone about what your expectations are.

What if that doesn't work?

If Community Alliance staff cannot resolve the issue at the site, then Alton will get the Supported Living Program Coordinator, Karmen Coleman involved. If he needs more help he will get Kathy Grant, the Executive Director involved.

Alton may need additional time to solve the problem. Our goal is to have issues resolved within 15 business days of the time the complaint or grievance is FIRST received.

Who else can help me?

If we can't help you we will help you find an advocate in the community that has skills that we don't

have to help you. We have contacts at Legal Services of South Central Michigan, Housing Bureau for Seniors, Washtenaw Association for Community Advocacy, and 20 other non-profits in Washtenaw County that might be able to help.

The most important thing for you to remember is you can **ALWAYS** call the Office of Receipts Rights at their direct number 734-544-3000. ANY TIME YOU WANT! Don't hesitate to call them if feel you should.

What if I don't like Community Alliance as my Service Provider?

Sometimes, no matter how hard we try to get along a problem may not be able to be resolved. If you want to change to another service provider that is your right. We will have no bad feelings if you decide it's just not working out for you! We want you to be happy. You should call and complain and file a grievance to the following agency if you want to change providers:

Community Support and Treatment Services – CSTS
Washtenaw County
2140 E Ellsworth Rd, Ann Arbor, MI 48108
(734) 222-3400

How will you inform me about the process to resolve my complaint?

Community Alliance will give you a response to the complaint in writing. In addition to the decision the notification will include:

- Name of the person at the Community Alliance who addressed the complaint and grievance
- Date of decision
- A summary of steps we took to resolve the issue
- An explanation that if the person disagrees with the decision, he/she has the right to appeal.

Will you be mad at me if I complain?

No. We want you to be happy. We want you to feel like you have a better life because of the work we do together.

We want you to feel safe in your own home and in your community and we want you to trust that when you make a complaint to our agency that you won't be hurt or mistreated because of it.

At any time if you feel threatened by any Community Alliance staff especially after making a complaint you need to call Kathy Grant, Executive Director right away. It's her job to be sure that everyone plays by the rules and that no one feels threatened or unsafe.

If you feel threatened or unsafe Kathy will act quickly to make sure all systems are in place for you to be safe and to be cared for by people she hired and trained to protect you.

That's our promise to you.

For more information please visit our website at www.communityalliance.com and visit our FaceBook page.





Community Alliance
1851 Washtenaw Ave.
Ypsilanti, MI 48197
734-482-3300
Fax 734-482-3894

Web: www.communityalliance.com



Print date 1/2014



COMMUNITY ALLIANCE

ACKNOWLEDGMENT OF RECEIPT OF Consumer Handbook

I, (please print) _____,
acknowledge that I have received a copy of the Community Alliance
Consumer Handbook.

My signature below indicates that I have received the notice and that I
have been provided an opportunity to ask questions about the agency's
Grievance and Complaints process as it relates to my Care Agreement with
Community Alliance.

Signature Date

Witness Signature Date