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15th Edition 2003

Approved by Independence Center Community Government August 13, 2003

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Introduction

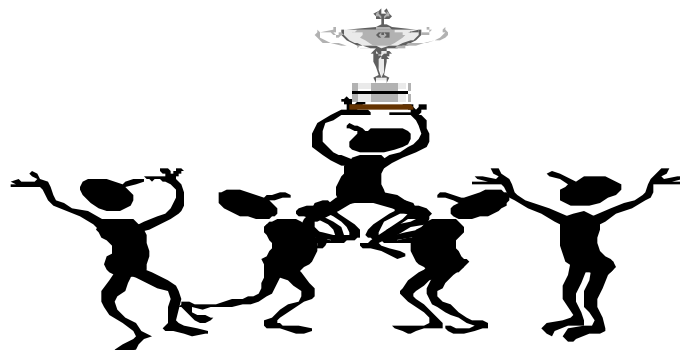
The Independence Center was founded in September 1987 as a separate entity by the National Alliance for the Mentally Ill of Lake County. Our doors opened to the first members in July 1989.

Our Mission

The mission of Independence Center is to enhance the quality of life, to promote independent functioning, and to facilitate personal growth for adults in Lake County, Illinois with a history of mental illness. To achieve this, the “clubhouse model” is used to provide ongoing social, educational and vocational and housing opportunities.

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

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



Core Values

The Core Values that serve as roots for our Codes of Ethics are:

Respect for Each Other

Staff/board members will exercise thoughtful consideration of the needs of others—staff person, board members, persons served.

Conciliation

Staff/board members act in a spirit of compromise and agreement. Each individual will hear and respect the other person's point of view and be open to constructive discussion.

Honesty

All staff/board members will deal honestly with other staff, board, customers, and those served. The value of honesty cannot be compromised. We must be honest without being harmful.

Trust

Each of us will be non-judgmental on issues that do not pertain to us. We will be supportive in time of need.

Code of Ethics:

Treatment of persons served

1. The following questions will serve as principles, which will guide my actions in dealing with those individuals served/employed by Independence Center.

Do my actions...

promote self-esteem in those we serve/supervise?

demonstrate empathy and a willingness to use insights thus gained in such a way as to improve the situation?

enlist the involvement of those we serve/supervise by increasing the "personal capital" of these individuals?

2. Persons served must always be treated with respect and dignity, regardless of disability or other potential deficit areas.
3. The input of persons served into the rehabilitation process is not only important but it is paramount. That input should always be accepted in a respectful manner.
4. Persons served give up no legal rights when they join Independence Center. Hence, an individual's legal rights must be respected at all times.

5. An atmosphere must be maintained in which those served may learn/develop.
6. The agency must be ever mindful of the attitudinal, architectural, and communications barriers that may exist in the agency. Where barriers exist, the agency must consider corrective action.

Staff members

1. I will do my best to see that Independence Center meets the needs of persons served.
2. I will respect the value and dignity of all individuals.
3. I will do my best to create/maintain a climate of loyalty, trust, and mutual respect.
4. I will support a work atmosphere where the work of each individual is respected as important.
5. I will recognize excellent work done by other staff and persons served.
6. I will strive to speak to everyone in a friendly, positive, enthusiastic, and courteous way.
7. I will support a work atmosphere that is open and non-secretive while being mindful of the need for confidentiality.
8. I will support the decisions of management. I may state my position. Ultimately staff must follow management's decision.
9. I will be loyal to the agency. I will refrain from doing anything that might bring discredit to the agency.
10. I acknowledge that enthusiasm and a positive attitude always make for a better work place.
11. I will uphold all applicable laws and regulations, to protect and/or enhance Independence Center's ability to meet its mission.
12. I will be a responsible steward of Independence Center's resources.
13. I will strive for personal and professional growth to improve my effectiveness.
14. I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have on Independence Center's reputation in my community and elsewhere.

Board of Directors

1. I will do my best to see that Independence Center is operated in a manner that upholds the agency's integrity and merits the trust and support of the public.
2. I will strive to uphold all applicable laws and regulations to protect and/or enhance the Independence

Center's ability to meet its mission.

3. I will treat others with respect, treating others as I would like to be treated.
4. I will be a responsible steward of Independence Center's resources.
5. I will take no actions that could benefit me personally at the unwarranted expense of Independence Center, avoiding even the appearance of a conflict of interest.
6. I will carefully consider the public perception of my personal and professional actions, and the effect my actions could have, positively or negatively, on Independence Center's reputation in my community and elsewhere.
7. I will strive for personal and professional growth to improve my effectiveness as an Independence Center Board member.
8. I will refrain from unwarranted intrusion into the responsibilities of Independence Center's operational management.

Financial practices

1. All financial practices of Independence Center shall be handled in accordance with the applicable federal, state, and local laws.
2. All financial matters shall be conducted within the standards of commonly accepted, sound financial management practices.
3. All financial matters that fall within the purview of the agency's financial management policies shall comply with those policies.
4. All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.

Agency marketing activities

5. Marketing activities are part of Independence Center's accountability to the public.
 1. Marketing activities/efforts shall always respect the dignity and privacy rights of those served.
 2. Marketing activities will never knowingly mislead/misinform the public or misrepresent Independence Center.
 3. Marketing activities will uphold the integrity of Independence Center so as to merit the continued support and trust of the public.

Independence Center Evaluation

Independence Center's personnel help identify individual talents and capabilities and provide appropriate services within our different programs. New members to the clubhouse meet with our staff to jointly assess the member's service needs. Then, staff and members jointly develop and sign an individualized treatment plan. All parties involved decide what programs are needed for each individual in order to strengthen their capabilities. All Independence Center members are expected to participate in the Independence Center's outcome measurements to ensure the efficacy of services provided. Outcome measures will be done during orientation, treatment planning and after participation ceases.

Orientation

The Engagement Unit is the first opportunity a potential member has to get involved at the Center. The responsibilities of the Engagement unit include the following:

- Welcoming new/ potential members to the clubhouse community.
- Providing an explanation of the clubhouse philosophy.
- Giving tours of the clubhouse to guests and potential members.
- Gathering all necessary information from potential members to open file. This information includes:
 - Financial information
 - Assessments of Potential Members
 - Medical History
 - Goals and general information
 - Emergency information

During the assessment the Engagement team, will discuss treatment needs and concerns potential members may have. Family members or significant others may participate if desired. After an assessment is completed, an individualized treatment plan is developed with the participation of the member. All parties involved decide what services and or programs are needed to strengthen their skills. Upon completion of orientation, new members begin working in the psychosocial program and are assigned into a unit of their choice.

Orientation Schedule

Day One: Prospective members will meet with an engagement staff person. They will

9. Describe program.
 1. Determine what member sees as program needs.
 2. Member and Engagement staff person will complete preliminary intake.
 3. Member and a tour guide/buddy will go on tour of clubhouse.
 4. Tour guide will help new members set up vocational assessment with our Vocational Coordinator and housing assessment with the Housing case manager.
 5. Rest of morning new member will meet with tour guide/buddy to go over member handbook and schedules, review videotapes.
 6. If there is any time remaining, member and buddy should spend the remainder of the morning in unit of choice.
 7. Tour guide should plan on eating lunch with new member.
 8. After lunch, tour guide should make sure new member attends unit meeting and knows when and where groups take place. Any questions should be brought to our Engagement unit or appropriate unit staff.

Day One through Five:

The description of the Independence Center services will include the following information:

- 1 Member Rights and responsibilities.
- 2 Grievance and appeal procedures.
- 3 Input from members regarding quality of care.
 1. Member satisfaction surveys
 2. Outcome measures (Multnomah Community Ability Scales).
 3. Post discharge outreach surveys.
 4. A detailed description of all Independence Center programs and services/activities provided within each program.
 5. Expectations within each program
 6. Hours of operation (printed schedules will be provided).
 7. Access to after hours services (Crisis Care Program 847-377-8088)
 8. Code of Ethics
 9. Confidentiality including HIPAA policies
 10. Explanation of financial and fee obligations for services provided
 11. Familiarization with facility including emergency exits and shelters, location of fire suppression equipment and first aid kits.
 12. Familiarization with programs policies regarding the use of:
 - a. Seclusion and restraint
 - b. Smoking
 - c. Illicit or licit drugs brought into the program
 - d. Weapons brought into the program
 13. Identification of persons responsible for service coordination
 14. Provision of a copy of program rules to the person served that identifies:
 - e. Restrictions the program may place on the person served
 - f. Events behaviors or attitudes that may lead to the loss of rights or privileges for the

person served

- g. Means by which the person served may regain rights or privileges that have been restricted.

15. Education regarding advance directives
16. Identification of the purpose and process of the assessment.
17. A description of how the individual plan will be developed and the person's participation in it.
18. Information regarding transition criteria and procedures.
19. New members of the Independence Center will be given information to facilitate decision-making. Specifically, engagement staff will review group schedules and describe information covered in the various skill-building groups at the Independence Center. Descriptions of housing services, vocational services and health and wellness services will also be provided. Independence Center members will be introduced to housing, vocational and health and wellness staff to discuss those needs. Housing, vocational and health and wellness staff will describe how those services can be accessed. Members of the Independence Center have the right to participate as much or as little as they want. Members can refuse to participate in any services they do not wish to participate in. If a member's case is closed due to lack of attendance he or she may have his or her case reopened by scheduling an intake with engagement staff. Engagement staff will refer members to other agencies whenever needs can't be met by Independence Center services. An "agency referral list" will be provided to members at intake and at discharge. This list contains phone numbers and addresses of agencies with various services, including agencies that offer similar services to that of the Independence Center. This list will be reviewed, along with the discharge summary, at intake, at discharge, and during each treatment planning session.

Day Two: Member spends a second day with a tour guide/buddy in the unit of his/her choice. At the end of the morning on day two (about 11:45) tour guide should help new member set up a time to complete paperwork with Engagement personnel.

Day Three: If new member is comfortable with this, he or she may work in unit of his/her choice on own. Tour guide/buddies should still eat lunch with new members for their first week in our programs.

PSR Program

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

Food Service Unit

The food service unit, located on the lower level, involves daily participation in the culinary aspects of the Independence Center. The Independence Center, through a city and county inspected kitchen, serves lunches to members and staff working side-by-side. Some tasks include working to coordinate and plan menus, shop for groceries, maintain supplies, practice food preparation techniques, implement food service sanitation procedures; complete inventory of supplies, set up dining room, bus tables; learn proper dishwashing techniques, and perform outreach to those unable to attend. Through the food service unit, members utilize previously learned skills and gain new skills that are needed in the food service industry and ultimately needed in preparing members for employment.

Business Unit

The business unit, located on the upper level, provides a format and introduction to business skills for members of the Independence Center. The unit carries out daily essential skills needed to keep the Center running. Members who participate in the unit develop positive work skills needed for all jobs. In the business unit, members and staff work side by side in an effort to enhance the members' quality of life through independent performance of office procedures such as compiling attendance statistics, preparing mailings, developing computer skills, typing, copying, and maintenance of the unit. Participation in the business unit prepares members for basic clerical and office work by providing work and the opportunity to utilize skills learned at the Independence Center.

Vocational Unit

The vocational unit is located upstairs. The coordinator of the vocational unit oversees the transitional employment program and provides support for members who are interested in furthering their education.

Transitional Employment Placement

The transitional employment program was developed in the late 1950's at Fountain House in New York City and has been replicated at the Independence Center. To combat the difficulties of returning to work, the Independence Center has established the Transitional Employment Program. Through this program the center helps members who wish to re-enter the work force. Hospitalization, medication problems and many other problems may be difficult to explain on job applications and during interviews. The Transitional Employment Program places members who are ready in paid part-time positions mainly (15-20 hours a week). These positions are time-limited jobs for approximately 6 months, (see Characteristics of the Transitional Employment) that are offered to the center's members as a integral part of their rehabilitation program. Participants in this program typically hold a series of placements which develops interpersonal skills and provides job references needed to secure and maintain full-time, independent employment. In the event that a member is not successful, the member is actively encouraged to try again, as soon as he/she is ready. Support services are provided by the center in the form of job coaches and group counseling to work out issues with the members. Such supports are long-term in nature and are maintained even after independent employment is achieved. There is also a dinner every Thursday evening from 4:00 p.m. till 6:00 p.m. for all members involved in the transitional employment program. The dinner allows members to share their experiences in working. Maintaining such support provides the members with immediate contact with the program. Therefore, should there be a recurrence of psychiatric symptomatology, proper intervention can be taken. The unit also helps

members fill out job applications, create resumes, find job listings, and formulate short and long-term employment goals.

Characteristics of the Transitional Employment

1. All job placements are located in normal places of business. All T.E. placements are allocated to the Center by the employer. The selection process to fill T.E. placements rest with the facility and the individual served.
2. All job placements are essentially entry level employment, requiring minimal job skills. The primary vocational problem for the mentally ill is not job skills, but rather a long history of unemployment, lack of confidence, recurring psychiatric issues, and a history of job failure. Entry level jobs enable members to overcome these problems.
3. All placements are “transitional” in design, ranging in duration from as little as three months to as long as nine months. However, many members require, over a career at the center, a number of “transitional” jobs, experiencing success in some and failures in others. The objective of the T.E. is gradually to enable our members to build their capacity to work in industry, and regain self-confidence and earn real job experience and references.
Job placements are maintained only if the individual meets the work requirements of the employer. No adjustments or lowering of work standards is made by the employer. Job failure on a T.E. is viewed as a learning experience for many members in the eventual achievement of a successful work adjustment.

Supported Employment

Another vocational alternative for members is supported employment. Supported employment differs from transitional employment in that supported employment involves full or part time placements at jobs in the community. No job coaching is provided, but members are assisted with filling out job applications, preparing resumes, searching for jobs on the internet and in the newspaper, and developing interview skills. Qualified members may in some cases receive references from staff at the Independence Center. Members in supported employment are also encouraged to attend the employment support dinner and to continue participating in activities at the clubhouse for additional support.

Supported Education

The Independence Center works in conjunction with the College of Lake County to provide supported educational program for members. A staff member works with the college to assist members in registration for educational courses such as G.E.D. and entry-level courses.

Housing Unit

The Independence Center Housing Unit is located on the lower level. The responsibilities of the Housing Unit include: helping members search for an optimal living arrangements in the community, working with landlords when difficulties occur, developing a monthly Housing Newsletter, housing assessments, running of the Center Snack shop, case management, and peer support for all housing members.

Snack Shop

The snack shop stocks snacks, coffee and soda available for purchase by members and staff. The snack shop is a simulating work environment and is operated by members of the clubhouse. Members who work the snack shop gain experience in job skills such as customer relations, cashiering, stocking, and cleaning.



Skills Building Groups

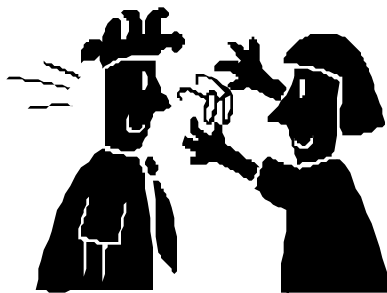
Services provided to members, focusing on adaptive functioning deficits, which may be social, emotional, cognitive, interpersonal, and behavioral. The activities are intended to result in members developing or maintaining his or her best possible functional level. Areas of functioning to be addressed include interpersonal communication, dating and sexual appropriateness, peer interactions, self regulating behavior, problem-solving, communication and interaction, self-care and hygiene, use of public transportation, money management, cooking, and home improvement.

Government Council/

The government council, ideally, is a bridge from individual member to the voice of the community. The government council consists of four elected members. The government council members each hold a six-month term in office. The President is responsible for running the meetings in an orderly fashion; the Secretary keeps minutes of the meetings; the Treasurer is responsible for certain financial reports; and the Vice President has the responsibility for delegated tasks given from the President. During weekly government meetings issues are settled that effect the clubhouse as a whole. This is achievable by organized preparation and the running of orderly meetings. To be thorough, committees are set up in the government meetings to research the possible resolutions to resolve certain issues. After a committee is assembled, they report back to the government meetings until the assigned issue is resolved. This helps to eliminate complications from information blocks to hated deadlines.

Case Management

Case Managers assist members by providing counseling, linkage and advocacy services within the community. The Independence Center can refer members to various housing options and locations. Every member has a staff person who is his or her case manager. Case managers help members access needed services in the community (e.g. Social security, Public Aid, Food stamps, etc.) as well as daily living assistance. Members in orientation at the Independence Center are encouraged to express their preference in terms of which staff person they would like to be their case manager. Engagement Unit staff will make every effort to assign members their preferred caseworker.



Housing Program

Since Independence Center opened its doors, finding decent, safe, and affordable housing has been one of the program's largest challenges. The Center assists members in several ways. These include:

Independence Center Apartments

Independence Center has constructed a nineteen-unit apartment complex in Waukegan, providing Northern Illinois with the first independent complex for the mentally ill. This project is in response to the needs of individuals with mental illness in our community to have safe and affordable housing.

The apartments are located on the Grand Avenue bus line, across from a park, and near downtown Waukegan. This provides the residents with an excellent location for commuting and recreation.

There are eleven studio apartments and eight one-bedroom units in the complex. Each unit has an outside entrance giving residents privacy, yet also a sense of community. Each unit apartment is individually furnished down to the linens.

Independence Center Shared Living Arrangements

Independence Center has secured group homes scattered throughout the Waukegan area. These homes are designated as men and women's houses ranging from 2 to 4 roommates per house. All homes are located along the PACE bus lines which provide access to local community resource centers, shopping and recreation. As in the apartment program, all homes are fully furnished and evening case management is provided.

Support Services

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

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

Clubhouse Standards

Membership

1. Membership is voluntary and without time limits.
2. The clubhouse has control over its acceptance of new members. Membership is open to anyone with a mental illness, unless that person poses a significant and current threat to the general safety of the clubhouse community.
3. Members choose the way they utilize the clubhouse and the staff with whom they work. There are no agreements, contracts, schedules, or rules intended to enforce participation of members.
4. All members have equal access to every clubhouse opportunity with no differentiation based on diagnosis or level of functioning.

5. Members at their choice are involved in the writing of all records reflecting their participation in the clubhouse. All such records are to be signed by both member and staff.
6. Members have the right to immediate re-entry into the clubhouse community after any length of absence, unless their return poses a threat to the community.
7. The clubhouse provides an effective reach out system to members who are not attending, becoming isolated in the community or hospitalized.

Relationships

8. All clubhouse meetings are open to both members and staff. There are no formal member only meetings or formal staff only meetings where program decisions and member issues are discussed.
9. Clubhouse staff are sufficient to engage the membership, yet small enough in number to make carrying out responsibilities impossible without member involvement.
10. Clubhouse staffs have generalist roles. All program staff share employment, housing, evening, weekend, and unit responsibilities. Clubhouse staff do not divide their time between clubhouse and other major work responsibilities.
11. Responsibility for the operation of the clubhouse lies with the member and staff and ultimately with the clubhouse director. Central to this responsibility is the engagement of members and staff in all aspects of clubhouse operation.

Space

12. The clubhouse has its own identity including its own name, mailing address and telephone number.
13. The clubhouse is located in its own physical space. It is separated from the mental health center or institutional settings and is impermeable to facilitate the work-ordered day and at the same time be attractive, adequate in size and convey a sense of respect and dignity.
14. All clubhouse space is member and staff accessible. There are no staff only or member only spaces.

Work-Ordered Day

15. The work-ordered day engages members and staff together, side-by-side, in the running of the clubhouse. The clubhouse focuses on strengths, talents and abilities; therefore, the work-ordered day must not include medication clinics, day treatment or therapy programs within the clubhouse.
16. The work done in the clubhouse is exclusively the work generated by the clubhouse in the operation and enhancement of the clubhouse community. No work for outside individuals or agencies, whether for pay or not, is acceptable work in the clubhouse. Members are not paid for any clubhouse work, nor are there any artificial reward systems.
17. The clubhouse is open at least five days a week. The work-ordered day parallels typical working hours.
18. The clubhouse is organized into one or more work units, each of which has sufficient staff, members and meaningful work to sustain a full and engaging work-ordered day. Unit meetings are held to foster

relationships as well as to organize and plan the work of the day.

19. All work in the clubhouse is designed to help members regain self worth, purpose and confidence; it is not intended to be job specific training.
20. Members have the opportunity to participate in all the work of the clubhouse, including administration, research, intake and orientation, reach out, hiring, training and evaluation of staff, public relations, advocacy and evaluation of clubhouse effectiveness. All work in the clubhouse is designed to help members regain self-worth, purpose and confidence; it is not intended to be job-specific training.

Employment

21. The clubhouse enables its members to return to paid work through Transitional Employment and Independent Employment; therefore, the clubhouse does not provide employment to members through in-house businesses, segregated clubhouse enterprises or sheltered workshops.

Transitional Employment

22. The clubhouse enables its members to return to paid work through Transitional Employment and Independent Employment; therefore, the clubhouse does not provide employment to members through in-house businesses, segregated clubhouse enterprises or sheltered workshops.
 - a. The desire to work is the single most important factor determining placement opportunity. Placement opportunities will continue to be available regardless of success or failure in previous placements.
 - b. Placement opportunities will continue to be available regardless of success or failure in previous placements.
 - c. Members work at the employer's place of business.
 - d. Members are paid the prevailing wage rate, but at least minimum wage, directly by the employer.
 - e. Transitional Employment placements are drawn from a variety of job opportunities.
 - f. Transitional Employment placements are part-time and time-limited, generally 15-20 hours per week and from six to nine months in duration.
 - g. Selection and training of members on Transitional Employment is the responsibility of the clubhouse, not the employer.
 - h. Clubhouse members and staff prepare reports on Transitional Employment for all appropriate agencies dealing with member's benefits.
 - i. Transitional Employment Placements are managed by clubhouse staff and members and not by TE specialists.
 - j. There are no TE placements within the clubhouse. TEP at an auspice agency must be off-site from the clubhouse and meet all of the above criteria.

Independent Employment

23. The clubhouse assists and supports members to secure, sustain and upgrade independent employment.
24. Members working full time continue to have available all clubhouse supports and opportunities including advocacy for entitlement, and assistance with housing, clinical, legal, financial and personal issues as well as participation in the evening and weekend programs.

Functions of the House

25. The clubhouse is located in an area where access to local transportation can be assured, both in terms of getting to and from the program and accessing TE opportunities. The clubhouse provides or arranges for effective alternatives wherever access to public transportation is limited.
26. Community support services are provided by members and staff of the clubhouse. Community support activities are centered in the work unit structure of the clubhouse. They include helping with entitlements, housing and advocacy, as well as assistance in finding quality medical, psychological, pharmacological and substance abuse services in the community.
27. The clubhouse is committed to securing a range of choices of safe, decent and affordable housing for all members. The clubhouse has access to housing opportunities that meet these criteria, or if unavailable, the clubhouse develops its own housing program. Clubhouse housing programs meet the following basic criteria.
 - a. Members and staff manage the program together.
 - b. Members who live there do so by choice.
 - c. Members choose the location of their housing and their roommates.
 - d. Policies and procedures are developed in a manner congruent with the rest of the clubhouse culture.
 - e. The level of support increases or decreases in response to the changing needs of the member.
 - f. Members and staff actively reach out to help members keep their housing, especially during periods of hospitalization.
28. The clubhouse assists members to further their vocational and educational goals by helping them take advantage of adult education opportunities in the community. In addition, clubhouses provide in-house educational programs that significantly utilize the teaching and tutoring skills of members.
29. The clubhouse has a method and takes responsibility for objectively evaluating its effectiveness.
30. The clubhouse director, members, staff and other appropriate persons participate in a three-week training program in the Clubhouse Model at a certified training base.
31. The clubhouse has recreational and social programs during evenings and on weekends. Holidays are celebrated on the actual day they are observed.

Funding, Governance, and Administration

32. The clubhouse has an independent board of directors, or if it is affiliated with a sponsoring agency, has a separate advisory board comprised of individuals uniquely positioned to provide fiscal, legal, legislative, consumer and community support and advocacy for the clubhouse.

33. The clubhouse develops and maintains its own budget, approved by the board or advisory board prior to the beginning of the fiscal year and monitored routinely during the fiscal year.
34. Staff salaries are competitive with comparable positions in the mental health field.
35. The clubhouse has the support of appropriate mental health authorities and has all required licenses and certifications. The clubhouse seeks and maintains effective relationships with family, consumer and professional organizations.
36. The clubhouse holds open forums and has procedures which enable members and staff to actively participate in decision making, generally by consensus, regarding governance, policy making, and the future direction and development of the clubhouse.

Bill of Rights

The following is the Independence Center's Bill of Rights. The purpose of the bill is to ensure that you know what your rights are as a member of the Independence Center.

1. You have the right to be informed of the Independence Center's Bill of Rights. All members' rights will be protected in accordance with Chapter 2 of the Mental Health and Developmental Disabilities Code (ILL. REV. STAT. 1991, Ch. 91½, Par.2-100 et seq.)
2. You have the right to equal treatment and equal opportunity within the Center's program, regardless of your age, race, gender, sexual orientation, nationality, religion, political persuasion, beliefs and/or disability. You have a right to receive treatment that's responsive to your unique needs, abilities and preferences.
3. You have the right to confidentiality of conversation and personal records. The Center will not discuss or send any information regarding a member to any person or organization outside of the Center without the member's and/or the member's guardian's written permission to do so, except as authorized to do so by law. Only those persons who are working with the member or persons responsible for the quality of service to that member are allowed to access their case record. The rights of members to confidentiality shall be governed by the Mental Health and Developmental Disabilities Confidentiality Act (IL. Rev. Stat. 1991, Ch. 91½, Par.2-100 et seq.) Except in the following situations, where confidentiality is excepted by law:
 - a. When there is a clear and present danger to self or others (i.e. when someone is homicidal, suicidal), or unable to care for their basic needs.
 - b. When there is a report of child abuse, records, and communications may be disclosed under the provisions of the Abuse and Neglected Child Reporting Act.
 - c. When there is a Court Order in a civil, criminal administrative or legislative proceeding that meet the disclosure provisions in the Mental Health and Development Disabilities Act.
4. You have the right to examine your records at the Independence Center. Members have the right to request

access to their mental health record.

5. You have the right to the best services available in the least restrictive setting. You have the right to participate in the development of your individual program plan. Members have the right to an individualized written treatment plan, treatment based on this plan, periodic review and re-assessment of needs and revisions of the plan with their participation.
6. You have the right to withdraw from the Independence Center's service. Members have the right to refuse or terminate treatment.
7. All T.E. members are paid the same as persons on the same job. You have the right to receive wages for work performed in compliance with the U.S. Department of Labor. You have the right to receive prompt and adequate treatment in compliance with the U.S. Department of Labor.
8. You have the right to a humane psychological and physical environment. You have the right to be safe and treated with respect. Members have the right to be free from abuse and neglect.
9. Members have the right to refuse medication.
10. Members have a right to a referral to other providers of mental health services during the course of treatment or upon termination of treatment.
11. Members or guardians shall be permitted to present grievances and to appeal adverse decisions of the Center. See section on Grievance Procedures.
12. Members have the right to be free from psychological abuse, including humiliating, threatening, and exploiting actions and use of physical punishment.
13. Members or guardians have the right to contact the Guardianship and Advocacy Commission, Protection and Advocacy INC., and the Department of DCSF, as appropriate, and the Illinois Department of Mental Health and Developmental Disabilities. Staff shall offer assistance to clients in contacting these groups, giving each client the address and phone number of such agencies, as needed.
14. Members shall not be denied, suspended, or terminated from service, or have services reduced for exercising any of their rights.
15. You have a right to indicate consent for your treatment goals and objectives by signing each page of your treatment plans and initialing each page indicating whether you wish to receive a copy of your plan.
16. You have a right to examine any financial records regarding your money and to be assured that the Center is not abusing your money. Your case manager will help you find and use legal services if you want to take legal action.
17. All Independence Center members will receive treatment only by their consent in writing. Members will sign a "Consent for Treatment" document at intake. Refusal to sign the form will indicate a refusal for

any Independence Center services on the part of the prospective member.

Independence Center Rules

To ensure that everyone in the Clubhouse is respected and is safe, the following issues may result in disciplinary action.

1. Violence or threatening of any sort. Any conduct endangering or creating an unsafe environment for self, member, or staff.
2. Intentional damage to Clubhouse or other property.
3. Theft of property of employees, members or of the agency.
4. Use of alcohol or illicit drugs at the Clubhouse, or coming to the Clubhouse under the influence of alcohol or illicit drugs.
5. Possession or use of weapons on Clubhouse.
6. Inappropriate sexual behavior, physical or verbal abuse will not be tolerated.
7. Use of abusive language, racial slurs, profanity, and or improper language.
8. Smoking in non-designated areas.
9. Harassment of any type.
10. Unauthorized use of phones.
11. Begging.

Appropriate Clothing

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

Personal Belongings

Members have access to lockers to secure their belongings. Please use the available lockers to lock up any personal items. Independence Center will not be responsible for lost or stolen items.

Restrictions

Independence Center may restrict members from attending and participating in the Independence Center's programs due to violations of any of the above rules. Such restrictions may last for durations of one day up to indefinitely, depending on the severity of the violation. Independence Center reserves the right to restrict participation in order to maintain a safe environment for all of our members. Members must meet with their caseworker in order to petition to have such restrictions lifted. Petitioning to have restrictions lifted constitutes

the beginning of the grievance procedure. See the Independence Center policy regarding grievances.

Grievance Procedure

1. Members or their family can initiate an internal investigation of any complaint, grievance or staff decision by informing their case managers of their desire to do so.
2. The case manager will explain the investigation procedures to the member in a manner that is understandable. The member will also be directed to the written procedure in the Member Manual.
3. If the complaint or grievance is about an alleged violation to an individual's rights or to the Center's Code of Ethics, the allegation will be handled as an "Incident".
4. For persons making a complaint or filing a grievance, there will be no retaliation or barriers to service as a result of requesting an investigation.
5. Every effort will be made to resolve a complaint, disagreement, issue or concern through discussion and mediation with the case manager before the more formal grievance procedure is initiated. The case manager will assist the member in determining an appropriate course of action.
6. If the complaint involves allegations of abuse or neglect or death, then the Office of the Inspector General will be notified immediately. In such cases, the staff person designated as the OIG Investigator will use the "Investigative Protocol for Community Agencies" which is detailed in a separate policy.
7. If the nature of the complaint is a dispute between members or members and staff or if a group discussion of the issue would help members learn "problem solving" skills or if it would help reinforce community values, the member will be asked to complete a complaint form for the Community Problem Solving Group (CPSG). This group meets weekly to discuss and resolve complaints and grievances occurring within the clubhouse.
8. If the allegation is considered to be inappropriate for a CPSG resolution or if the Community Problem Solving Group is unable to resolve the complaint to the member's satisfaction, then the matter will be referred to the Assistant Director who will attempt to resolve the complaint.
9. If the allegation cannot appropriately resolved to member's satisfaction by the Assistant Director, the Executive Director will attempt to resolve the grievance. The Executive Director will make a determination within 24 hours
10. If the allegation is not resolved to a member's satisfaction using the above steps, a complaint can be filed by the member to the Corporate Compliance Committee.
11. The Corporate Compliance Officer will convene a meeting of the Corporate Compliance Committee within ten working days in order to review the allegation, determine its merits and recommend a course of action.

12. The persons involved in the allegation will be informed of this decision of the Corporate Compliance Committee as soon it is made and will be informed of the outcome of the investigation. Care will be taken that this communication is made in manner that is understandable to the member.
13. Each party involved has a responsibility to act in a civil manner toward the other parties involved. Discussion of the complaint outside of the investigation process is discouraged.
14. If the person making the allegation is a member or family member, that member's case manager will advise the member of advocates and other assistance available outside of the agency.
15. If the complaint is made against an individual's case manager, a new case manager can be assigned to that individual by the Assistant Director if this indicated.
16. This Member Manual has information on external agencies who address such allegations in order to assure that the individual has every opportunity to resolve their complaints and grievances.

Notice Of Privacy Practices

Effective Date: April 14, 2003

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Who Will Follow This Notice

This Notice of Privacy Practices describes the practices of all Independence Center staff, any volunteers that we allow to work in our facilities, and any business associates affiliated with the Independence Center.

Our Commitment To Your Protected Health Information

We understand that medical information about you and your health is personal and confidential, and we are committed to protecting that information. We create a record of each and every one of the services that you receive from the Independence Center. We need this record to provide you with quality care and to comply with legal requirements. All health records created and maintained by the Independence Center are subject to these regulations.

This Notice is required to inform you of the ways in which we may use and disclose protected health information about you. This Notice also describes your rights and certain obligations we have regarding the use and disclosure of your protected health information.

Our Legal Duty

We are required by law to maintain the privacy of your protected health information. We are required by law to provide this Notice about our legal duties and your rights regarding your protected health information. We are required by law to abide by the privacy practices described in this Notice while it is currently in effect. We do reserve the right to make changes to our privacy practices and the terms of this Notice at any time, provided that the changes are permitted by applicable law. If we should make any significant changes to our privacy practices, we will change this Notice and post it prior to the changes taking effect. We will also make any revised Notices available upon request. We reserve the right to make changes to our privacy practices and the terms of this Notice effective for all protected health information that we created or received prior to issuing a

revised notice.

How We May Use And Disclose Protected Health Information About You

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

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

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

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

Individuals Involved In Your Care or Payment For Your Care- We will discuss your treatment with any individual that you indicate provided that there is written authorization from you.

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

Fundraising- We may contact you to raise funds for the Independence Center if you provide written authorization to do so.

Research- Independence Center does not conduct (not does it allow others to conduct) research which identifies members.

As Required By Law- We will disclose protected health information about you if required to do so by federal, state or local laws.

To Avert A Serious Threat To Health or Safety- We may use and disclose protected health information about you if such disclosure is necessary to prevent a serious threat to your health or safety or the health and safety of others as authorized by applicable federal or state laws.

Special Situations

Public Health Activities- We may use or disclose protected health information about you for public health activities as authorized by applicable federal or state laws.

Victims of Abuse, Neglect, or Domestic Violence- We may disclose protected health information about you to the Department on Aging if you are sixty years of age or older and there is sufficient evidence that you

are the victim of abuse, neglect, or domestic violence within the past twelve months.

Health Oversight Activities- We may disclose protected information about you to a health oversight agency for activities authorized by the law. Health oversight agencies include government agencies that oversee health care administration and certifying organizations. These oversight activities may include audits, investigations, inspections and certification.

Judicial Proceedings- We may disclose protected health information about you in response to a court or administrative order if you are involved in a lawsuit or dispute. We may disclose protected health information about you in response to subpoenas, discovery request or other lawful process.

Specific Law Enforcement Activities- We may disclose protected health information requested by a law enforcement official under the following circumstances when permitted by state or federal law:

- In response to a court order, subpoena, warrant, summons or similar process
- To identify or locate a suspect, fugitive, material witness or missing person
- About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement
- About a death we believe may be the result of criminal conduct
- In emergency circumstances to report a crime, the location of the crime or victims or the identity, description or location of the person who committed the crime
- About crimes that occur on our premises

Workers' Compensation- We may disclose protected health information about you to comply with workers' compensation laws and other similar legally established programs.

Coroners and Medical Examiners- We may disclose protected health information about you to a coroner or medical examiner in response to an authorized request.

National Security and Intelligence Activities- We may disclose protected health information about you to authorized federal officials for intelligence, counterintelligence and other national security activities authorized by law.

Inmates- We may disclose protected health information about you if you are an inmate of a correctional institution or in the custody of a law enforcement official to the correctional institution or law enforcement official. This disclosure would be necessary for the institution to provide you with proper health care and to protect your health and safety and the health and safety of others and the institution.

Your Rights

You have the right to request restrictions on certain uses and disclosures of your protected health information. You may request that we not use or disclose any part of your protected health information for purposes of treatment, payment or health care operations. You may also request that we not disclose any part of your protected health information to family members or other representatives involved in your care. Requested restrictions must be made in writing to the Privacy Officer listed below. We will make reasonable efforts to honor all requests, however we are not required to agree to a requested restriction.

You have the right to receive confidential communications of protected health information. You may request to receive confidential communications from us regarding your protected health information via alternative means or at an alternative location. We will accommodate all reasonable requests. All requests need to be made to the Privacy Officer listed below.

You have the right to inspect and copy your protected health information. You may inspect and obtain a copy of any protected health information about you that we generate for as long as we maintain the information so long as access to that information is not prohibited by state or federal law. According to federal law you may not inspect or copy psychotherapy notes, information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, and protected health information that law prohibits access to.

You have the right to amend your protected health information. You may request an amendment of protected health information about you as long as we maintain the information. A request for amendment must be made in writing and submitted to the Privacy Officer. The written request must include a reason that supports your request. We may deny your request if it exceeds statutory guidelines.

You have a right to receive an accounting of disclosures we have made of your protected health information. You may request a list of disclosures we made of protected health information about you. You must submit your request in writing to the Privacy Officer listed below. The request must state a time period which may not exceed six years in length or include dates prior to April 14, 2003.

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

Changes To This Notice

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

Questions And Complaints

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

Who To Contact For More Information

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

Other Uses Of Protected Health Information

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

Community Problem Solving Group (CPSG)

Along with the previous grievance procedures, the Independence Center employs a democratic method of resolving disagreements and grievances that may arise in the daily activities of the Clubhouse. This method is the Community Problem Solving Group, a meeting, which takes place on Friday afternoons to discuss grievances, or disagreements that members may have. The issues are then brought before any and all members who wish to attend the group and are then discussed. The discussion ultimately leads to a solution to the problem and is then agreed upon by the majority present. The decision of the group is then final and binding.

Personal Injuries

Any member injured on Independence Center's property should report the injury, no matter how small, to a staff person immediately. Independence Center's staff will help determine what needs to be done.

Safety and Emergencies

Crisis Plan

In the event of an emergency during non-operation hours members of the Independence Center should follow these steps:

Call 911 or Lake County Crisis Care Program (CCP) 1-847-377-8088

The following emergencies should be directed to 911:

- 1 Is or becomes unconscious
- 2 Has trouble breathing or is breathing in a strange way
- 3 Has chest discomfort pain or pressure that persists for more than 3-5 minutes, or that goes away and comes back
- 4 Is bleeding severely
- 5 Has pressure or pain in the abdomen that does not go away
- 6 Is vomiting or passing blood
- 7 Has a seizure that lasts more than five minutes or multiple seizures
- 8 Has a seizure and is pregnant
- 9 Has a seizure and is diabetic
- 10 Has a severe headache or slurred speech
- 11 Appears to have been poisoned
- 12 Has injuries to the head, neck or back
- 13 Has possible broken bones
- 14 Physical assaults of any nature
- 15 Theft
- 16 Intruders
- 17 Fires

Other emergencies should be directed to **CCP 1-847-377-8088**. CCP will attempt to resolve any emergencies that occur after hours at the Independence Center.

If the emergency requires Independence Center staff intervention CCP staff will precede with the following protocol for contacting Center personnel:

- 1 Attempt to contact staff person on call by telephone
- 2 If unsuccessful CCP will page the staff person on call and leave call back number and message.

Staff persons on call should respond immediately to any crisis calls by doing the following:

- 1 Responding to all calls and/or pages from CCP immediately
- 2 Assessing appropriate interventions necessary for the situation at hand. Which may include making follow-up phone calls to member(s) that involved in situation. Calling any necessary emergency services (e.g. police, EMT, fire department, contractors such as plumbers, heating and cooling). After assessing situations on call staff should be prepared to make necessary clinical assessment following the crisis intervention policies. If necessary on call staff should be prepared to respond to situation in person.
- 3 All situations should be documented using an incident report. Situations requiring staff persons to respond in person should document duration of time spent responding to situation from initial call.

The responsibility of being on –call will be rotated among management staff

First Aid Plan

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

Call 911 if the victim:

- 18 Is or becomes unconscious
- 19 Has trouble breathing or is breathing in a strange way
- 20 Has chest discomfort pain or pressure that persists for more than 3-5 minutes, or that goes away and comes back
- 21 Is bleeding severely
- 22 Has pressure or pain in the abdomen that does not go away
- 23 Is vomiting or passing blood
- 24 Has a seizure that lasts more than five minutes or multiple seizures
- 25 Has a seizure and is pregnant
- 26 Has a seizure and is diabetic
- 27 Has a severe headache or slurred speech
- 28 Appears to have been poisoned
- 29 Has injuries to the head, neck or back
- 30 Has possible broken bones

B. CALL 911:

- Give the dispatcher the necessary information.
- Answer any questions they may have
 - i. The exact location and address of the emergency
 - ii. Your name
 - iii. What happened
 - iv. How many people are involved
 - v. Condition of victims
 - vi. What help is being given
- 1 Do not hang up until the dispatcher hangs up
- 2 Return and continue care for the victim

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

When to call for EMS:

If a victim is unconscious, have someone else call 911 immediately, while you provide care.

C. CARE for the victim:

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

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

Fire Drill

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

Tornado

1. Move to the lowest floor.
2. Move to inside hallways or windowless rooms.

3. Please do not panic.
4. Stay away from glassed areas as much as possible.

If You Hear a Siren Sounding

1. A loud continuous siren holding its pitch for 3 minutes or more may mean that the Public Notification System has been activated. Check it out. Is it only a test? In Illinois, siren tests occur on the first Tuesday of the month at 10:00 a.m. If you are not sure, assume it is real. A warning could mean a number of things: fire, tornado, chemical spill, or nuclear accident.
2. Tune to one of these radio stations: WKRS 1220AM or WXLC 102.3FM.
3. You will be given information and instructions, if there is a real call for concern.
4. Respond promptly to all instructions.

Infection Control/Universal Precautions

Independence Center is dedicated to the prevention of the spread of infectious conditions/diseases. If blood or bodily fluids are evident in a given area, the staff shall implement the universal precaution/infection control procedures detailed in this emergency plan.

All persons must consider the blood and bodily fluids from all persons as potentially infectious and take precautions to prevent transmission of disease to themselves and all other persons.

All personnel are responsible for complying with procedures for universal precautions as well as specific isolation procedures and for tactfully calling observed infractions to the attention of offenders. Members and visitors all have the responsibility for complying with these precautions. The appropriate precautions must be explained to all personnel, members and visitors.

The following steps will be taken.

Wash hands

- After use of restroom
- Before handling food and eating
- After contact with hair, eyes, mucous membranes and wounds
- Before and after giving first aid
- After touching organic material
- After handling contaminated equipment
- Before handling dressings or touching open wounds (latex gloves should be worn).
- Before and after performing invasive procedures (latex gloves should be worn).

Method for effective hand washing

- Keep hands and clothing away from sink surface
- Turn on water, regulating flow and temperature.
- Avoid splashing water on clothing.
- Wet hands and lower arms under running water. Keep hands and forearms below elbows during washing (hands are the most contaminated parts to be washed. Water flows from least to most contaminated areas.)
- Apply soap.
- Wash hands using plenty of lather and friction for 15-30 seconds. Friction and rubbing

- mechanically loosen and remove dirt and transient bacteria.
- Interlace fingers and rub palms and backs of hands with circular motion to ensure that all surfaces are cleansed.
 - If areas under fingernails are soiled, clean with fingernails of other hand, or an orangewood stick.
 - Do not tear or cut skin under or around nails.
 - Rinse hands and wrists thoroughly, keeping hands down and elbows up. (rinsing washes away dirt and microorganisms.)
 - Dry hands thoroughly, wiping from fingers down to wrists and forearms.
 - Discard paper towel in proper receptacle.
 - Turn off faucet with a clean, dry paper towel. (wet towels and wet hands allow transfer of pathogens by capillary action.).

Personal protective equipment:

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

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

Gloves

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

- Gloves shall be worn for touching blood and body fluids, mucous membranes, or non-intact skin of all persons. They must also be worn when handling items or surfaces soiled with blood or body fluids. While gloves reduce the incidence of contamination of hands, they cannot prevent injuries caused by sharp instruments.
- Disposable gloves such as surgical or examination gloves shall be replaced as soon as practicable, when contaminated or as soon as feasible, if they are torn, punctured, or when their ability to function as a barrier is compromised.
- DO NOT wash or disinfect sterile or examination gloves for reuse. Washing may cause "wicking", i.e. the enhanced penetration of liquids through undetected holes in the gloves. Disinfecting agents may cause deterioration.
- Use general-purpose utility gloves (rubber household gloves) for housekeeping chores and for instrument cleaning or decontamination procedures. Utility gloves may be decontaminated and reused but should be discarded if they are peeling, cracking or discolored, or if there are punctures, tears, or other evidence of deterioration.
- Gloves must be changed after contact with each person. Used gloves shall be discarded into an appropriate trash receptacle. Gloves shall be changed after contact with a persons excretions and secretions, and clean gloves reapplied if person care has not been completed. Environmental surfaces are not to be touched with contaminated gloves.
- Gloves shall be worn when cleaning or disinfecting environmental surfaces contaminated blood

or body fluids.

Protective Clothing

- Gowns and similar protective clothing are indicated if clothes are likely to be soiled by blood or body fluids of any person. Appropriate protective clothing shall be worn in occupational exposure situations. If garments are penetrated by blood or other potentially infectious materials, the garment shall be removed immediately or as soon as feasible. Gowns shall only be worn once then be discarded into an appropriated container.

Masks and protective eye ware

- Masks in combination with eye protection devices, such as goggles or glasses with solid side shields, or chin-length face shields, shall be worn whenever splashes, spray, spatter, or droplets of blood or other potentially infectious materials may be generated and eye, nose, or mouth contamination can be reasonably anticipated.
- Masks are recommended to prevent transmission of infectious agents through airborne routes. Mask protective wear from inhaling large particle aerosol (droplets) that are transmitted by close contact and small particle aerosols (droplet nuclei) that remain suspended in the air and travel longer distances.
- When masks are indicated, they shall cover both the nose and mouth. Masks become ineffective when moist; therefore, they shall be used only once and then discarded into appropriate receptacle. Masks shall not be lowered around the neck and reused. When it is necessary to wear masks for extended periods of time, they must be changed at least every hour, or more frequently if they become moist. When removing the mask, only the ties or elastic bands should be touched, because the filtering area may be highly contaminated.
- Non-disposable protective eyewear contaminated with blood or bodily fluids shall be washed with germicidal disinfectant. Disposable protective eyewear shall be discarded into an appropriate receptacle.

Surgical Caps and Shoe Covers

- Surgical caps and shoe covers and/or fluid resistant shoe covers or boots shall be worn in instances when gross contamination can be anticipated (autopsies).

Eating, drinking, smoking applying cosmetics or lip balm and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.

Decontamination procedures

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

Contaminated Garments

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

Contaminated furniture or fixtures

If an item contaminated is a piece of furniture (e.g. chair, table, computer) or a permanent fixture (e.g. wall, floor) the item should be wiped off using SaniZide Plus a hard surface disinfectant/deodorizer. For use on: glass, porcelain, ceramic, metal, polyethylene, polypropylene, vinyl, polyester, rubber, Bakelite, and many more hard surfaces. Should item be contaminated with spilled blood, urine, vomit, or other potentially hazardous wastes,

sprinkle red Z encapsulators (from universal precaution kit) on the fluid and it will be encapsulated in seconds. Just scoop-up the granulated gel and dispose in accordance with center policy. All items used must be disposed of by placing in biohazard bags. Items such as mops and brooms must be thrown directly in garbage receptacle outside. If the fixture is a carpet area, cloth chair, or a very large area that cannot be easily cleaned by staff the staff person should quarantine the item / area. To quarantine the item the staff person should take the item to the boiler room, wrap orange caution tape around item and place sign saying biohazard. To quarantine an area orange caution tape should be used (located in the Emergency command center) to mark area. Signs should state clearly biohazard. The incident commander should be notified of the need for quarantine item/ area. The incident commander will arrange for the fixture to be cleaned by the appropriate company.

Important Agencies and Numbers

DEPARTMENT OF HUMAN SERVICES
DIV. OF MENTAL HEALTH
400 STRATTON BUILDING
SPRINGFIELD, IL 62765
(217) 785-6023

DEPARTMENT OF HUMAN SERVICES
CHICAGO CENTRAL OFFICE
100 WEST RANDOLPH
SUITE 6-400
CHICAGO, IL 60601
(312) 841-1457

Carbondale Regional office
611 East College
Carbondale, IL 62901
618/785-6023

Elgin Regional Office
1972 Larkin
Elgin, IL 60123
708-931-2044

Rockford Regional Office
4302 North Main
Rockford, IL 61103
815/987-7657

**24 Hour DCFS Abuse and
Neglect Hotline**
1-800-252-2873
TDD:
1-800-358-5117
(If a minor)

Champaign Regional Office
2410 West Springfield Avenue
Champaign, IL 61821
217/333-4999

Metro East Regional Office
Concord Plaza
10251 Lincoln Trail
Fairview Heights, IL 62208
618/397-0802

South Suburban Regional Office
1010 Dixie Highway
Fourth Floor
Chicago Hgts, IL 60411
708/709-3070

Chicago Regional Office
1735 W. Taylor St.
Chicago, IL 60612
312/996-1650

Peoria Regional Office
416 Saint Mark Crt.
Suite 403
Peoria, IL 61603
309/671-3350

Springfield Regional Office
421 E. Capital Ave.
Suite 205
Springfield, IL 62701
217/785-0645

Equip for Equality
20 North Michigan Avenue
Suite 300
Chicago, IL 60602
1-800-537-2632
www.equipforequality.com

Office of the Inspector
General
Hotline
1-800-368-1463

For Legal issues contact:
Prairie State Legal Services
415 W. Washington St.
Waukegan, IL. 60085
847-662-6925

Or:
Prairie State Legal Services
Administrative Office
975 Main Street
Rockford IL. 61103
815-965-2134

General Information

Upper Level

Executive Director's Office
Assistant Director's Office
Main Desk – Service Area
Business Unit
Vocational Unit
Orientation Unit
Group Room

Program Hours

Monday-Thursday
8:30 a.m. – 4:00 p.m.

Friday
8:30 a.m. – 3:00 p.m.

Saturday
10:00 a.m. – 2:00 p.m.

The Center is open all holidays except New Year's Day

Lower Level

Looney Tune Saloon Snack Shop
Housing Unit
Off Center Bistro Dining Area
Kitchen

INDEPENDENCE CENTER STAFF

Executive Director

Michael Pierce, MSW, MBA, LCSW

Assistant Director

Lisa Johnson, MA, NCC, LCPC

Housing Director

Joyce Molette, MSW, LCSW

Engagement Coordinator

Gene Marceron, MSW, LCSW

Senior Case Manager

Ken Vick, MA, LCPC

Vocational Coordinator

Greg Eaton

Business Unit

Fritz Gelin & Melissa Wojciak

Food Service Unit

Carmen Keziah, Michael Malone, Mary Cox

Housing Unit

Kim Boast, Francisco Carias

Saturday Program & Housing

Liza Granada, Sharon Larson

Health and Well-Being

Administrative Assistant

Karina Flores

Q&A & CIS Secretaries

Thresa Griffin

Patty Lacefield

Transportation

Renato Fermin

