

# CONSUMER HANDBOOK



*We believe in your child's potential!*

**1010 E. Garrison Boulevard, Gastonia, NC 28054  
P.O. Box 6035, Gastonia, NC 28056  
[www.dreamweaversnc.com](http://www.dreamweaversnc.com)  
Phone: 704-868-8551  
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Emergency: 704-460-5947**

*To share a comment, compliment or concern, please contact us at  
704-868-8551*

# DREAMWEAVERS UNLIMITED, INC.

## Consumer Handbook

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### WHAT IS A DREAMWEAVER?

A dream weaver is someone who takes an idea, goal, or fantasy and intertwines it with planning, hard work, and reality. We at Dreamweavers Unlimited, Inc. believe that in order to achieve goals, we must first have a dream. Often, parents of children with developmental challenges are so busy dealing with reality that they stop dreaming. They forget that miracles do happen. At times, we all need to be reminded that, with God, all things are possible. We believe in your right to dream and are committed to helping you achieve those dreams.

At Dreamweavers Unlimited, Inc., we know how to write goals for service plans, how to access community resources, and how to advocate for our consumers' rights and needs. But, more importantly, we know how to dream. We believe that all human life is valuable and has a purpose. We believe that everyone has gifts and talents, and can impact the community in a positive way. We want to encourage our consumers and their families to dream and to believe in all the possibilities. We want to help you weave your dreams into reality, and ultimately into happy, fulfilling lives.

### OUR MISSION

Dreamweavers Unlimited, Inc. is dedicated to serving individuals and families with respect and kindness and is committed to helping people achieve their dreams.

### OUR VISION

Dreamweavers Unlimited, Inc. will have a positive impact on the community of the consumers it serves. We will provide professional, quality services in the natural environments of the consumer's choice. We will influence our community's regard for people with physical and developmental challenges by highlighting the talents and uniqueness of people with different abilities. We will lead our industry in demonstrating that our consumers actively and naturally participate in their community. We will see our consumers' dreams transformed into reality.



Thank you for choosing Dreamweavers Unlimited, Inc. to be your service provider. We are dedicated to providing the best services possible. If you have any suggestions, comments, questions or concerns regarding our services or supports, please do not hesitate to contact us.

The Dreamweavers Unlimited Inc. Consumer Handbook was developed to give our consumers important information about our agency. If you have any questions about the contents of this handbook, please let a staff member know and they will assist you by answering your questions, or by directing you to someone who can provide you with answers.

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### **ABOUT THE OWNER**



Dreamweavers Unlimited, Inc. started as a dream in response to a harsh reality. On July 23, 1997, I was told my 1-year-old son was “probably autistic, possibly mentally retarded, and definitely developmentally delayed.”

My life changed that day, but my love and commitment to my child did not. After a few days of crying and feeling very desperate, I realized that my precious little boy had not changed at all. I could not have loved him any more or less no matter what his diagnosis had been.

When I first heard the words autistic, mentally retarded, and developmentally delayed, all my dreams for my son were shattered. I was told my son would never do the things I had once dreamed about: saying mommy, hugging and kissing me, going to school, playing with friends, all the things little boys do.

It wasn't too long before I started to dream again. What I want most for both my children is to be happy, healthy, loving, contributing citizens of their community. Do I want my son to speak? Of course! Do I want him to read? Naturally! Do I want him to have friends? You bet! I refuse to give up on my dreams. I embrace hope. I believe God's promise that He would never burden me with more than I can handle; and that He will always be with me and give me the strength to do the things I need to do for my son and the families we serve.

Someday I believe my son will share his dreams with me and together we will reach for them. Robert Browning said it best, “A man's reach should exceed his grasp, or what's a heaven for?”

With God, all things are possible. What is your dream? We are anxious to hear it! You can reach Betsy Short, Executive Director of Dreamweavers Unlimited, Inc., at 704-868-8551 between 8:00am and 5:00pm Monday through Thursday.

### **COMPANY ACHIEVEMENTS & ADVOCACY EFFORTS**

Dreamweavers Unlimited, Inc. received an initial 3-year CARF accreditation for its CAP-MR/DD Services in August 2009, and a 3-year re-accreditation in October 2012, and 2016. CARF is an international accrediting organization that provides rigorous standards of practice to ensure best practices for companies and best services for consumers. You can visit the CARF website at [www.carf.org](http://www.carf.org) to learn more.

Dreamweavers also sponsors and is involved with many community events and organizations including Autism Awareness activities and participation in Autism Speaks' Walk Now for Autism. We have provided a Sib-Shop for siblings of children with Autism. We support the Rotary Community Garden, the Down Syndrome Society, Special Olympics, The Autism Society of North Carolina – Gaston County Chapter, Gastonia Civitan Club, and The ARC of Gaston County.

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### INTERPRETING SERVICES

Dreamweavers Unlimited, Inc. provides interpreting services to consumers of the agency at no cost. Dreamweavers Unlimited, Inc. provides spoken language interpreting services via a phone call or in-person interpretation. American Sign Language interpreters are also available to provide services as needed.

### AGENCY HOURS OF OPERATION

The Dreamweavers Unlimited, Inc. administrative office is open for business Monday through Thursday 8:00am to 5:00pm, excluding the following Holidays:

- ❖ New Years Day (January 1)
- ❖ Good Friday (Last Friday before Easter)
- ❖ Memorial Day (Last Monday in May)
- ❖ Independence Day (July 4)
- ❖ Labor Day (First Monday in September)
- ❖ Thanksgiving day and day after (Fourth Thursday and Friday in November)
- ❖ Christmas Eve and Christmas Day (December 24 & 25)

Staff may work with consumers at different times, including weekends and holidays, based on the Individual Service Plan.

### AFTER HOURS MESSAGE SERVICES

After hours message service is available on an emergency basis 24 hours a day 7 days per week. The 24-hour on call number is 704-460-5947.

### SERVICES PROVIDED

Dreamweavers Unlimited, Inc. strongly believes in early intervention. We serve individuals with developmental delays and/or disabilities, their families, and groups from birth to adult. We offer habilitative and rehabilitative services at home or in the community in the areas of:

- ❖ **Innovations Waiver** – is a Medicaid Waiver service for people who qualify for institutional level of care. This service allows people to be served in their home and community rather than an institution. Services address goals for socialization, mobility, recreation, self-help, daily living skills, and training for families and caregivers. Dreamweavers offers the following Innovations Waiver services:
  - Community Networking
  - Community Living and Supports
  - Respite
  - Specialized Consultative Services
  - Community Navigator
- ❖ **Infant-Toddler CBRS** - This service focuses on the overall developmental growth of children birth to age 3. Services are provided in the child's natural environment (home, daycare, preschool, park, church, etc.) and address goals defined in the child's Individual Family Service Plan (IFSP). Parent involvement is required and crucial to the success of these services. Staff providing this service meet or exceed the NC Infant-Toddler Certification requirements.

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- ❖ **Speech Therapy** - Speech Language Pathologists help children develop the skills necessary for effective communication with adults and peers. Rehabilitation efforts focus on oral motor competence, language understanding and processing, and social skills that facilitate communication.
  
- ❖ **Lil' Dreamers Language & Learning Preschool**  
This program is for children age 2-6 with delays in speech and language. They may also have delays in the following areas: social/emotional development, fine/gross motor skills, socialization, sensory integration, and/or intellectual delays.

For more information about Dreamweavers Unlimited, Inc. and the services we offer, please call 704-868-8551 or visit our website: [www.dreamweaversnc.com](http://www.dreamweaversnc.com). We are also on Facebook, Twitter, and LinkedIn.

### **YOUR CONSUMER RIGHTS**

As a provider of services to consumers receiving treatment for developmental disabilities, Dreamweavers Unlimited, Inc. is required by law (NC General Statutes Chapter 122C and NC Administrative Code Title 10) to inform you of your rights as a consumer. The Consumer Handbook is one way we will inform you of your rights. Other ways include discussing your rights with you before your services begin and answering questions you may have about your rights at any time thereafter. Dreamweavers Unlimited, Inc. has a consumer rights policy in place to insure that all consumers are treated fairly, with dignity and respect, free from abuse, neglect, and exploitation.

The following are consumer rights, which will be adhered to by Dreamweavers Unlimited, Inc. staff at all times:

#### **CONSUMER RIGHTS:**

Consumers are informed of their rights, rules to follow, and possible penalties for not following rules, at the time of admission and annually thereafter. Dreamweavers explains how consumers may access their treatment plan and their right to participate in the development of the plan.

- A. All persons receiving services from Dreamweavers Unlimited, Inc. shall retain all rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law.
- B. Persons served have the right to live in the community of their choice without restraints on their independence, except those restraints to which all citizens are subject.
- C. Persons served have the right to be treated with courtesy and dignity, and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determinable on the basis of a psychiatric diagnosis.
- D. Persons served have the right to be notified of all rights accorded them as recipients of services at time of admission or intake, and in terms that he or she understands.
- E. Persons served have the right to be treated in the least restrictive setting to meet their needs. Dreamweavers Unlimited, Inc shall employ only behavior management techniques, which are in accordance with Dreamweavers Unlimited, Inc.'s procedure and therapeutic approach.
- F. Persons served have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice, and shall be apprised of the organization's code of ethics/conduct.
- G. Persons served have the right to receive services, including medical care and habilitation without discrimination based on race, color, sex, sexual orientation, age, religion, national origin, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental/developmental/ substance abuse disability.
- H. Persons served have the right to be treated in an environment free from physical abuse, sexual abuse, physical punishment, or psychological abuse by threatening, intimidating, harassing, or humiliating actions on the part of staff.

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- I. Persons served have the right to be fully informed of the services to be provided, the right to consent to services, and the right to refuse services (with the exception of legally mandated services) without fear of retribution or loss of rights.
- J. Persons served have the right to privacy and unwanted invasion of privacy.
- K. Persons served have the right to confidentiality. Information may not be released without the consumer's written permission, except as law permits or requires.
- L. Persons served, or the consumer's legal guardians, have the right to review the consumer's record at any reasonable time upon written request, including prior to an authorized release, and shall be afforded the assistance of an appropriate clinical employee in cases where a reasonable concern exists of a possible harmful effect to the consumer through the misinterpretation of information in the record.
- M. Persons served, along with family or significant other(s), when appropriate, have the right to participate in their treatment and treatment planning. Persons served have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.
- N. Persons served have the right to medical care and an individualized, written treatment plan to maximize development or restore capabilities that is to be developed promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.
- O. Persons served have the right to request and receive outside (other than Dreamweavers Unlimited, Inc. employees) professional consultation regarding their treatment at their own expense.
- P. Legally competent persons served have the right to refuse treatment, except in emergency situations or other circumstances required by law. Persons served shall not be denied treatment, services, or referral as a form of reprisal, excepting that no individual provider shall be obligated to administer treatment or use methods contrary to his or her clinical judgment.
- Q. Persons served shall have access to written information about fees for services and their rights regarding fees for services.
- R. Persons served have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility, and have the right to appeal such decisions.
- S. Persons served have the right to informal complaint and/or formal grievance regarding practices or decisions that impact their treatment or status without fear or concern for reprisal by the organization or its staff, and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.
- T. Persons served have the right to refuse to participate in research without loss of services, and participate in research on a voluntary basis only with full written informed consent.
- U. Persons served have the right to access guardians, self-help groups, advocacy services and legal services at any time. Access will be facilitated through the person responsible for the consumer's service coordination.
- V. Persons served have the right to be treated in the least restrictive environment, be provided evidence-based information about alternative treatments, have access to their records, and have equal access to treatment regardless of race, ethnicity, gender, age, or sexual orientation.
- W. Persons served have the right to be informed of appeal procedures, initiate appeals, have access to grievance procedures (including timeframes), receive a grievance appeal decision in writing, and appeal a grievance decision to an unbiased source.
- X. Persons served have the right to use an advocate to assist with the filing of a grievance. Persons served will be given information on how to locate and contact an advocate, agency, or attorney to help with filing a grievance, if assistance is requested.
- Y. Goods and services shall not be sold to or purchased from consumers.
- Z. Persons served have the right to be protected from the behavioral disruptions of other persons served.
- AA. Persons served have the right to be protected from financial exploitation and any other exploitation including personal fundraising by staff.

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Certain rights may be limited or restricted, for no more than 30 days, by the qualified professional responsible for the consumer's treatment plan. If the consumer's treatment plan specifies a limitation or restriction of rights for therapeutic reasons, a detailed statement must be recorded in the consumer record. An evaluation of each restriction will be documented in the consumer's record as well. Restrictions on rights will be renewed only by a written statement by the qualified professional at least every seven days, at which time the restriction may be removed. The parent/legal guardian will be notified of each instance of an initial restriction or renewal of a restriction of rights and of the reason for it. This notification will be documented in the consumer's record.

If at any time you are not satisfied with the services you are receiving or feel your rights have been violated, please contact Betsy Short, Executive Director, Dreamweavers Unlimited, Inc. or any staff member. If you are not satisfied with the resolution to your complaint, you will be encouraged to file a grievance using the procedure explained in this handbook.

### **CONSUMER RESPONSIBILITIES/ GRIEVANCES & COMPLAINTS**

**Consumer Responsibilities:** In order for treatment to be effective, we must operate as a team. As a member of the team, you, the consumer, are expected to comply with any program rules that have been established. If applicable, these rules will be explained to you and you will be given a written copy. You will be expected to participate in the treatment and services outlined in your treatment service plan. Dreamweavers Unlimited, Inc. does not allow any consumer to engage in illegal activities. If you are dissatisfied with our services at any time, please discuss issues with the primary staff or staff supervisor, and follow the grievance procedure if warranted. A grievance/ complaint form is provided at the end of this handbook. Should you need to file a grievance or complaint, please complete this form and return it to the address on the front of this handbook.

- A. Persons served have the responsibility to treat other persons served and employees with courtesy.
- B. Persons served have the responsibility to behave in such a way as to protect themselves and others from exposure to or transmission of any infectious or communicable disease, including diseases that are sexually transmitted.
- C. Persons served have the responsibility to make their concerns known to Dreamweavers Unlimited, Inc. staff and to ask questions when they require information from staff.
- D. Persons served have the responsibility to follow all of Dreamweavers Unlimited, Inc.'s safety rules and posted signs.
- E. Persons served have the responsibility to keep scheduled appointments.
- F. Persons served have the responsibility to attend services without the use of alcohol or illicit drugs.

**Grievances:** If you file a grievance with Dreamweavers Unlimited, Inc., the Executive Director will meet with you and attempt to resolve the issue collaboratively. Upon completion of the meeting and any necessary investigation the Executive Director will issue a written response within 5 working days. If you are dissatisfied with the response, you can appeal the decision within 5 working days to the Dreamweavers Unlimited, Inc. Corporate Compliance Officer, Blayke Turrubiarres, at 704-865-5981. Upon completion of an investigation, the Corporate Compliance Officer will issue written findings and recommendations within 5 working days of the appeal. If you are still dissatisfied, further action may be taken by contacting the Partners Complaint Line (888-235-HOPE) or NC Disability Rights (877-235-4210).

**Complaints:** If you believe your HIPAA privacy rights have been violated, you may file a complaint with Dreamweavers Unlimited, Inc., Partners BHM, or with the Secretary of the Department of Health and Human Services. If you file a complaint, it will not change the way you are treated.

To file a complaint with Partners BHM, please visit: <https://partnersbhm.alertline.com>, call the Alert line at: 1-866-806-8777, or mail your written complaint to Partners Behavioral Health Management, Attn: Privacy Officer, 901 S. New Hope Rd., Gastonia, NC 28054.

To file a complaint with Dreamweavers, please visit: [www.dreamweaversnc.com/contact-us-referrals.html](http://www.dreamweaversnc.com/contact-us-referrals.html), fax complaint form to Corporate Compliance Officer at 704-868-8552, call the office at 704-868-8551, or mail written complaint to Attn: Corporate Compliance Officer, 1010 E. Garrison Blvd., Gastonia, NC 28054



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NC Disability Rights: 877-235-4210

Secretary of the Department of Health & Human Services: 919-855-4800

North Carolina Board of Examiners for Speech Language-Pathologists and Audiologists: 336-272-1828 or <http://www.ncboeslpa.org>.

### **INPUT FROM STAKEHOLDERS**

Dreamweavers Unlimited, Inc. provides a consumer/family satisfaction survey to each individual/family in the fall of each year, when the consumer is discharged, and at the annual review each year, as well as a survey on the consumer's staff performance. This survey provides a means of measuring the quality of services being delivered as well as collecting suggestions for the improvement of services. Comments on the quality of services provided and recommendations for improvement may be provided verbally to staff at any time, or may be made anonymously by placing a suggestion card in the Suggestion Box at our office. Dreamweavers Unlimited, Inc. also receives ongoing feedback regarding the quality of services provided via stakeholder and staff surveys, as well as from the Quality Assurance/Quality Improvement Committee.

### **CODE OF CONDUCT**

It is the policy of Dreamweavers Unlimited, Inc. that all full and part-time employees, contractors, students, volunteers (collectively referred to as "staff"), and members of the governing authority are expected to perform their designated functions in a manner that reflects the highest standards of ethical behavior. Dreamweavers Unlimited, Inc. Code of Conduct shapes the culture and norms of our administrative operations and clinical practices, and both staff and members of the governing authority are held fully accountable to these standards. The code of Conduct exists to ensure that all employees' actions reflect a competent, respectful, and professional approach when serving our consumers, their families, and/or representatives, working with other providers of services, and interacting within the communities we serve. It is expected that staff will perform their duties in compliance with all federal, state, and local regulations. Violation of guidelines within the code of Conduct Policy can lead to disciplinary actions, including termination of employment. If you feel a staff at Dreamweavers Unlimited, Inc. has violated the agency Code of Conduct, you may file a complaint with the agency Corporate Compliance Officer.

A copy of the Dreamweavers Unlimited, Inc. Code of Conduct is on our website or available upon request.

### **OUR ASSURANCE OF CONSUMER CONFIDENTIALITY**

Dreamweavers Unlimited, Inc. will abide by the Federal and State laws governing the treatment of confidential information. Our Notice of Privacy Practices is included in this handbook and prominently displayed in our office.

### **NOTICE OF PRIVACY PRACTICES**

This notice describes how information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

If you have any questions about this information, please contact:

Betsy Short, Executive Director/ HIPAA Security/ Privacy Coordinator

Dreamweavers Unlimited, Inc.

P.O. Box 6035 Robinwood Station

Gastonia, NC 28056

[betsy@dreamweaversnc.com](mailto:betsy@dreamweaversnc.com)

704-868-8551 or 704-460-5947

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### Our Pledge Regarding Personal Information

Dreamweavers Unlimited, Inc. understands that personal information about you is private. We are committed to protecting personal information about you. We do keep records containing personal information in order to provide you with quality care and comply with certain legal requirements. This notice applies to all of the records of your care. We will describe your rights and our obligations regarding the use and disclosure of personal information. No other use of disclosure than those described in this privacy notice can be made without your written authorization.

We are required by law to:

- ❖ Make sure that personal information that identifies you is kept private;
- ❖ Give you this notice of our legal duties and privacy practices with respect to personal information about you; and
- ❖ Follow the terms of the notice that is currently in effect.

### How We May Use and Disclose Medical/ Personal Information About You

The following categories describe different ways that we use and disclose medical/ personal information.

1. **For Treatment:** We may use medical/ personal information about you to provide you with authorized treatment or services. We may disclose information about you to other personnel at Dreamweavers Unlimited, Inc. who are involved in providing services to you. We may disclose information about you to people outside this company who are involved in your care, such as family members or other support people who provide services as a part of your care.
2. **For Payment:** We may use and disclose information about you so that the treatment and services you receive may be billed to and payment may be collected from you, an insurance company, or a third party. We may need to give your health plan information about services received so your health plan will pay us or reimburse us for the service.
3. **For Service Operations:** We may use and disclose information about you for service operations. These uses and disclosures are necessary to make sure that all our consumers receive quality care. We may use information to review our treatment and services, and to evaluate the performance of our staff in caring for you.
4. **For Our Business Associates:** Some of the services we provide are contracted through other business associates. When services are contracted, we may disclose your personal or health information to our business associates so that they may perform the task that we have asked them to do. To protect your privacy, we require that the business associate appropriately safeguard your information.
5. **For Appointment Reminders:** We may use and disclose personal information to contact you as a reminder that you have an appointment for treatment or services.
6. **Individuals Involved in Your Care or Payment for Your Care:** We may release personal or health information about you to a friend or family member who is involved in your care. We may give information to someone who helps pay for your care. We may tell family or friends involved in your care about your condition. In a crisis situation, we may disclose information so that your family can be notified about your condition, status, and location.
7. **As Required By Law:** We will disclose information about you when required to do so by federal, state, or local law.
8. **To Avert a Serious Threat to Health or Safety:** We may use and disclose information about you when necessary to prevent a serious threat to your health, safety, or health and safety of the public or another person. Any disclosure would be to someone able to help prevent the threat.

### Special Situations

1. **Public Health Risks:** We may disclose information about you for public health activities. These activities generally include:
  - ❖ To prevent or control disease, injury, or disability;

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- ❖ To report births or deaths;
  - ❖ To report child abuse or neglect;
  - ❖ To report reactions to medications or problems with products;
  - ❖ To notify people of recalls of products they may be using;
  - ❖ To notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition; and
  - ❖ To notify the appropriate government authority if we believe a consumer has been the victim of abuse, neglect, or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.
2. **Law Enforcement:** We may release information if asked to do so by a law enforcement official:
- ❖ 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;
  - ❖ About criminal conduct; and
  - ❖ 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.

### **Your Rights Regarding Personal Information About You**

You have the following rights regarding information we may obtain about you:

1. **Right to Inspect and Copy:** You have the right to inspect and copy information that may be used to make decisions about your care. Usually, this includes service plans, billing records, but does not include psychotherapy notes. To inspect and copy information about you, you must submit your request in writing. If you request a copy, we may charge a fee for the costs of supplying the copy, mailing or other supplies associated with your request. We may deny your request under very limited circumstances. You may request that the denial be reviewed. We will comply with the outcome of the review.
2. **Right to an Accounting of Disclosures:** You have the right to request "an accounting of disclosures." This is a list of disclosures we made of information about you that do not involve treatment, payment, service operations, or for which you have signed an authorization. You must submit your request in writing.
3. **Right to Request Restrictions:** You have the right to request a restriction or limitation on the information we use or disclose about you for treatment, payment or service operations. You also have a right to request a limit on the information we disclose about you to someone involved in your care, or the payment of your care, like a family member or friend. **We are not required to agree to your request.** To request restrictions, you must make your request in writing. In your request, you must tell us (1) what information to limit; (2) whether you want us to limit our use or disclosure or both; and (3) to whom you want the limits to apply.
4. **Right to Request Confidential Communications:** You have the right to request that we communicate with you about personal or health matters in a certain way or at a certain location, such as at work or at home or by mail. To request confidential communications, you must make your request in writing. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.
5. **Right to Notification of Breach:** You have the right to be notified upon a breach of any of your unsecured protected health information.
6. **Changes to This Notice:** We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for information we already have about you as well as information we receive in the future. We will post a copy of the current notice.

### **FEES FOR SERVICES**

Dreamweavers Unlimited, Inc. does not charge waiver recipients or their families additional payment for services, supports, and/or equipment billed to the waiver. Dreamweavers Unlimited, Inc. accepts the Medicaid payment as

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payment in full for services rendered. Medicaid co-pays and deductibles may apply. Dreamweavers may bill private insurance upon request, but services must be paid in advance or at the time of service.

### **SAFETY AND EMERGENCY PRECAUTIONS**

Safety and Emergency Drills are conducted quarterly at the Dreamweavers Unlimited, Inc. offices located at 1010 E. Garrison Blvd. Gastonia, NC 28054. Evacuation routes indicating location of office First Aid Kits and Fire Extinguishers are posted prominently in each office. In addition, applicable staff is required to keep First Aid Kits in their personal vehicles at all times.

All Dreamweavers Unlimited, Inc. staff receive basic safety training for home and community situations. Consumers are encouraged to have working smoke detectors, First Aid Kits, and Fire Extinguishers readily available in their homes and to educate staff on the location and use of these items.

### **RESTRICTIVE INTERVENTIONS**

Dreamweavers Unlimited, Inc. guarantees consumers that it will employ fair and consistent behavior management practices which respect and maintain the basic dignity of all people. No philosophies or practices shall be employed which encourage or promote humiliation, degradation, verbal abuse, intimidation, physical abuse, the threat or infliction of pain or the denial or basic consumer rights.

Dreamweavers Unlimited, Inc shall employ only behavior management techniques, which are in accordance with Dreamweavers Unlimited, Inc.'s procedure and therapeutic approach. Dreamweavers provides services using the least restrictive, most appropriate and effective positive treatment.

Behavior problems that staff cannot effectively handle will be referred to the supervisor.

Restrictive Interventions, including therapeutic holds, may not be used by Dreamweavers Unlimited staff. Dreamweavers employees are trained to recognize signs of distress in people with developmental disabilities. Employees de-escalate situations using the techniques they learn in a state-approved de-escalation training. If a consumer requires restrictive interventions, and that need is written into the Person Centered Plan, then a different provider should be considered. Dreamweavers Unlimited, Inc. does not use planned restrictive interventions.

### **TOBACCO USE**

In keeping with Dreamweavers Unlimited, Inc.'s intent to provide a safe and healthy work environment, smoking or tobacco use in the workplace is prohibited except in those locations that have been specifically designated as smoking/tobacco areas. Tobacco use in the presence of persons served is prohibited. Dreamweavers Unlimited, Inc. staff that use tobacco products will make use of regular break times for tobacco use. In situations where the preference of tobacco users and Dreamweavers Unlimited, Inc. consumers are in direct conflict, the preferences of the consumer will prevail.

### **DRUG TESTING/CRIMINAL RECORD DISCLOSURE**

Dreamweavers Unlimited, Inc. is committed to providing a drug-free/crime-free workplace. All employees must have a criminal and DMV background check prior to hire. We also check the Healthcare Registry for abuse, neglect, exploitation and Sex Offender Registry. If reasonable cause exists or an accident occurs, a drug/alcohol test, DMV, and/or criminal background check will be required. Any employee with criminal charges pending or convictions, or ticketed with Driving While Impaired (DWI) must report the charge/conviction to the owner within 3 days.

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### **WEAPONS**

It is the policy of Dreamweavers Unlimited, Inc. to ensure the safety of persons served, staff members, and visitors by prohibiting weapons within any of the organization's facilities by anyone other than law enforcement acting in an official capacity. In addition, employees and consumers of Dreamweavers Unlimited, Inc. are prohibited from possessing weapons when services are provided.

### **SERVICE COORDINATION**

Although Dreamweavers Unlimited, Inc. staff will make every effort to assist you in locating the most appropriate supports and services, your Care Coordinator is the individual with the primary responsibility for providing service coordination activities including Individual Service Plan development. ISP's are available from the Service Coordinator or Dreamweavers upon request and with the appropriate authorizations to release/ disclose/ re-disclose information on file.

### **ADMISSIONS SCREENING**

Dreamweavers Unlimited, Inc. requires a screening assessment prior to start of services. The screening includes:

1. The consumer's presenting issues and needs.
2. A statement regarding the ability of Dreamweavers Unlimited, Inc. to provide services that address the consumer's needs.
3. Disposition

A representative of Dreamweavers Unlimited, Inc. will conduct an interview with consumers/guardians to determine their commitment to the services requested. Consumers will be advised of staff availability prior to admission. Consumers will be notified if any wait time is expected and will be given options of other providers and/ or services upon request.

### **COMMUNICABLE DISEASE PREVENTION**

Staff or consumers should report illnesses in the following cases:

1. A temperature over 101 degrees
2. Diarrhea – 3 or more episodes within 24 hours
3. Vomiting
4. Unexplained rash
5. Conjunctivitis (pink eye)
6. Any other condition that poses a threat to others.

Staff must be free of all symptoms and/or on antibiotics for 24 hours before working directly with consumers. Consumers should also be free of all symptoms and/or on antibiotics for 24 hours before staff can work with consumer directly.

### **INDIVIDUAL SERVICE PLAN (ISP)**

At Dreamweavers we believe every person has unique qualities, interests, and dreams that should be the focus of the consumer's plan. We believe consumers should have choices and have the right to take risks associated with those choices. As a part of the team that formulates the plan, Dreamweavers staff help consumers understand the risks and weigh their options. Informed choice is our goal.

It is the policy of Dreamweavers Unlimited, Inc. to assist all persons served in the development of an Individual Service Plan. The ISP seeks to assist persons with maximizing their strengths and abilities, addresses their behavioral health goals, documents specific goals and objectives, outlines the criteria for achieving specified interventions, and documents individual progress in meeting specified goals and objectives. Although Dreamweavers Unlimited, Inc. is an active participant in the development of the ISP, your Care Coordinator is the

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individual who is responsible for writing the plan and submitting the plan to Medicaid for approval. Consumers/Guardians may obtain a copy of the service plan from the Care Coordinator or from Dreamweavers with a written consent to redisclose information generated by the Care Coordinator/ MCO.

### **DISCHARGE PLANNING**

It is the policy of Dreamweavers Unlimited, Inc. to discharge consumers from service upon the consumer's request, upon a change in the consumer's service needs to a type of service not offered, a significant change in consumer's level of care, agency discontinuation of the specific service being provided, discontinuation of facility operations, disruptive behaviors, excessive no-shows for appointments, and inadequate funding. Dreamweavers Unlimited, Inc. reserves the right to discharge a consumer from service for reasons other than those mentioned. Within this process, discharge planning will fully involve the persons served, will be integrated within individual plans, and will result in a written discharge plan when exiting the agency.

### **ABUSE AND NEGLECT**

Dreamweavers Unlimited, Inc. recognizes and accepts the legal, ethical, and professional responsibility to report physical, mental, or financial abuse, neglect, or exploitation to the proper authorities (e.g., Department of Social Services, Law Enforcement) in an expedient manner. Dreamweavers Unlimited, Inc. staff suspected of committing abuse, neglect, or exploitation are placed on administrative leave until a final determination is rendered by involved investigative agencies.

### **HOLIDAY SCHEDULE**

Dreamweavers Unlimited, Inc. administrative offices will be closed on the following holidays:

New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving and day after, Christmas Eve Day, and Christmas Day. Holidays falling on the weekend will be observed the following business day.

### **STAFF TRAINING REQUIREMENTS**

Basic training includes orientation to be provided by Dreamweavers Unlimited, Inc. All new employees will receive in-services on the company's philosophy, mission, vision, etc. All trainings and continuing education certificates will be recorded in personnel files. Basic training shall consist of:

1. General organizational orientation
2. Consumer rights, confidentiality, HIPAA regulations
3. Medication administration (if required by consumer's treatment plan)
4. Special populations served such as mentally ill, developmentally delayed, substance abuse, or consumers with dual diagnoses
5. Prevention of infectious diseases and blood-borne pathogens
6. Corporate Compliance Reporting
7. Incident Reporting
8. State-required core competencies and trainings.

### **STAFF, THERAPIST, & SUPERVISOR CERTIFICATIONS**

Dreamweavers staff is certified in CPR/First Aid, Blood Borne Pathogens, Core Competency Trainings, and a state-approved de-escalation training, if required by the staff position. Staff is also trained on an as-needed basis and per the Individual Service Plan in consumer-specific trainings such as Seizure Management, Medication Administration, Oxygen, G-tube, various equipment listed in the plan, etc. Ongoing training will be provided to all staff in the areas of health and safety, consumer rights, cultural competencies, specific disabilities and medical diagnoses.

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All CBRS staff has, at minimum, a Bachelors Degree and is a Certified Infant-Toddler Family Specialist. Continuing education requirements must be met annually in order to earn recertification.

Dreamweavers Therapists are licensed/board certified in their particular specialty.

Innovations Supervisors have, at minimum, a Bachelors Degree in a Human Services Field with 2 years post-graduation experience with the population served. Infant-Toddler supervisors also have, at minimum, a Bachelors Degree in a Human Services Field with 2 years post-graduation experience working with population served and are Infant-Toddler Certified. Speech Supervisors must have, at minimum, a Masters Degree and be fully credentialed.

### **ELETRONIC SIGNATURES**

In accordance with our Electronic Signature Policy, Dreamweavers staff and persons served may sign documents electronically. A statement regarding consent to sign electronically will be on each document. Additionally, all persons being asked to sign electronically will have the option to refuse and request the ability to sign a physical document by hand.

### **INFORMATION ON SELF DETERMINATION AND SELF ADVOCACY**

Self-determination and self-advocacy for people with intellectual and developmental disabilities:

<https://www.youtube.com/watch?v=HnmGgGjOhvY>

Self-determination and self-advocacy for people with intellectual and developmental disabilities:

<https://www.youtube.com/watch?v=h5-T1fFN5SA>

Envisioning the Future: Allies in Self-Advocacy:

<https://www.youtube.com/watch?v=zrSjL1f1LFE>

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**CONSUMER GRIEVANCE/ COMPLAINT FORM**

Consumer Name: \_\_\_\_\_ Record #: \_\_\_\_\_

Medicaid # \_\_\_\_\_ DOB \_\_\_\_\_

Grievance or Complaint: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Consumer's proposed resolution or remedy to grievance or complaint: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

**Consumer Signature/Legal Guardian** \_\_\_\_\_ **Date** \_\_\_\_\_

Dreamweavers Unlimited, Inc. proposed resolution: \_\_\_\_\_

\_\_\_\_\_

Date consumer notified of proposed resolution: \_\_\_\_\_

Consumer accepts \_\_\_\_\_ or rejects \_\_\_\_\_ proposed resolution.

\_\_\_\_\_  
**Executive Director, Dreamweavers Unlimited, Inc.** \_\_\_\_\_ **Date** \_\_\_\_\_



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### Emergency Contact Numbers

Dreamweavers Unlimited Concern/Complaint line	704-868-8551 ext. 132
Disability Rights NC – Phone	1-877-235-4210
Disability Rights NC – Fax	1-919-856-2244
TDD calls from persons who are deaf or hearing impaired	1-888-268-5535
Partners Complaint Line	1-888-235-HOPE (4673)
Shelby CDSA	704-480-5440
Mecklenburg CDSA	704-336-7100

#### **Emergency/Emergencia**

Police/Policia	911
Ambulance/Ambulancia	911
Fire/Bomberos	911
Sheriff/Alquacil	911

#### **Non-Emergency Numbers**

Gaston County Sheriff	704-869-6869
Lincoln County Sheriff	704-732-9050
Cleveland County Sheriff	704-484-4888
Mecklenburg County Sheriff	704-336-2543

Gaston County Health Department	704-853-5000
Lincoln County Health Department	704-735-3001
Cleveland County Health Department	704-484-5100
Mecklenburg County Health Department	704-336-6500

Partners MCO – Administration	704-884-2501
Partners MCO – Access Line	1-800-898-5898
Partners MCO – Concern & Complaint Line	1-888-235-HOPE (4673)

Gaston County DSS	704-862-7500
Lincoln County DSS	704-732-0738
Cleveland County DSS	704-487-0661
Mecklenburg County DSS	704-336-3000

Crisis Assistance Ministry	704-867-8901
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CITY	POLICE	FIRE
Belmont	704-825-3792	704-852-0502
Bessemer City	704-629-2235	704-629-5396
Charlotte	704-353-1000	704-336-2441
Cherryville	704-435-1717	704-435-1730
Dallas	704-922-3131	704-922-7736
Gastonia	704-866-6702	704-866-6806
Kings Mountain	704-734-0444	704-734-0555
Lincolnton	704-736-8900	704-736-8920
Mount Holly	704-827-4343	704-822-2927
Shelby	704-484-6845	704-484-6835
Stanley	704-263-4778	704-263-3473