

**Renaissance Community Homes Inc.
& Renaissance House Inc.**



Consumer Handbook

Revised: 2014

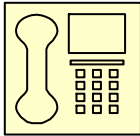
CONSUMER HANDBOOK

Name: _____ Mental Health Agency: _____

Advocate: _____

Case Manager: _____

Phone #: _____ FAX: _____



Introduction

Welcome to Renaissance Community Homes Inc. We are pleased to have you as a consumer. This handbook is designed to help you be successful with your services from us. We urge you to read it or have someone help you go through it. This handbook should help answer any questions you may have about your services.

If you have any questions about the services you are receiving, please see _____.

If you have other issues and do not have an assigned Case Manager/Service Coordinator, you can contact your Mental Health Agency at _____. You may call the District Manager for Renaissance Community Homes Inc. by dialing _____. Once again, welcome to Renaissance Community Homes Inc. We look forward to working with you.

Respectfully,

Scott Brown

Operations Manager

Our Mission:

Quality Services for Quality of Life

Our Purpose:

Our purpose is to work with contractual agencies to provide residential services, and assistance with, and emphasis on people with mental illness and/or developmental disabilities, who also may have co-occurring disorders, to facilitate successful transition into the community.

Our Vision:

Renaissance Community Homes Inc. is committed to being recognized for providing quality assisted living services. We will accomplish this by listening to and advocating for the people we serve.

Our Core Values:

Renaissance Community Homes Inc. believes in the following core values:

- All people have the right to be treated with dignity and respect.
- All people should have access to needed services that achieve optimum outcomes.
- All people should be empowered to exercise informed choice.
- All people we serve will have their protected health information kept private.
- To advocate for consumers who cannot advocate for themselves.
- To assure consistent quality care in all our programs by:
 - a. Communication with consumers, stakeholders and employees
 - b. Comprehensive staff training
 - c. Providing a therapeutic environment
 - d. Proposing realistic, relevant, and measurable goals for the people we assist
 - e. Consistent site review and monitoring

Renaissance Community Homes Inc. engages in activities that are conducted in accordance with these core values and with the utmost integrity.

In addition, Renaissance Community Homes Inc. is committed to:

- The continuous improvement of organizational management, service delivery and fiscal accountability.
- Diversity and cultural competence in all Renaissance Community Homes Inc. activities and associations.
- Adapting to budgetary process changes while maintaining the same high quality care.

What is Renaissance Community Homes Inc.?

Since 1973 Renaissance has provided quality care for the citizens of Michigan. Beginning with Renaissance House, specialized residential has been the main focus of the services provided. Over the years we have expanded this focus to include Supported Independent Living Programs.

Assisting people either with developmental disabilities or mental illness, we primarily contract with local Community Mental Health Agencies. We currently provide services in six counties in Southeast Michigan.

The goal of Renaissance Community Homes Inc. is customer satisfaction. The administrative office of Renaissance Community Homes Inc. is located at 25 East Main Street, Milan, Michigan 48160. Phone Number is (734) 439-0464



Responsibilities of Renaissance Community Homes Inc.

It is the responsibility of Renaissance Community Homes Inc. to provide you with Personal Care and Community Living Supports consistent with your person centered plan and in accordance with all rules and guidelines established by applicable licensing, accreditation and certification agencies. These agencies shall include, but not be limited to: Michigan Department of Community Health, Federal Medicaid, Adult Foster Care Licensure and the Commission on Accreditation of Rehabilitation Facilities (CARF).

Responsibilities of Consumers

Consumers of Renaissance Community Homes Inc. are responsible for service participation in accordance with the rules, guidelines and regulations established in this handbook.

How Do I Get Into Renaissance Community Homes Inc.?

If you want to be in a Renaissance Community Homes Inc. program, you will be referred by your Community Mental Health Case Manager or Placement Coordinator who will help you to apply. The Case Manager will collect information about you, such as reports from schools, hospitals, or other residential programs you've participated in. The Case Manager/Placement Coordinator may give you a tour of the program and an interview. You will be told during your tour if any of our programs are full and you would have to be placed on a waiting list. If you are interested in the program, a referral will need to be filled out by your Case Manager/Placement Coordinator and turned in. This information will be given to the Renaissance Community Homes Inc. District Manager, which will decide (with your Case Manager/Placement Coordinator) if you meet clinical & compatibility requirements. The District Manager will work with your Case Manager/Placement Coordinator on Care Needs Planning that is consistent with your Person Centered Plan. You will be notified by your Case Manager/Placement Coordinator about the decision. If you are accepted, a starting date will be set. If you are not accepted, you will be given the reason why and will be given suggestions for other programs to apply to.

Entrance Criteria for Renaissance Community Homes Inc. (Admission Policy)

ADMISSION CRITERIA

1. All consumers of our programs shall be diagnosed with a mental illness, developmental disability or be dually diagnosed (mental illness with developmental disability)
2. Acceptable behavior will include any and all, that can be addressed through a individualized treatment plan as developed by the treatment team except for any behavior which requires a restraint or isolation or may be harmful to others.
3. Acceptable secondary characteristics are any which do not require 24 hour nursing care.
4. This facility shall not deny admission to an individual because of his race, religion, color, sexual orientation or national origin.
5. A written assessment plan and a resident care agreement must be completed at the time of admission.
6. The physical plant of this facility is:
 - a. The home is not physically capable of accommodating wheelchairs. We cannot accept individuals who require the use of a wheelchair.
 - b. This facility is wheelchair accessible and can accept persons requiring adaptive equipment to assist ambulation.
7. The Renaissance Community Homes Inc. District Manager (in consultation with the Operations Manager) shall determine if admission criteria has been met, and allow admittance into the program.

DISCHARGE CRITERIA

1. Any person shall be discharged upon his own request if he is seen as an autonomous individual who needs no guardian.
2. Anyone who has a guardian will be discharged upon the request of the guardian.
3. Any resident who becomes unsafe to himself and/or others will be discharged.
4. Any resident whose condition requires intensive nursing care will be discharged.
5. Any resident whose behavior has changed such as to make this facility an inappropriate placement will be discharged.
6. Any resident who absent from the program for more than thirty days in a one hundred and eighty day period, or when services are no longer needed or authorized, may be discharged. This programs funding is based on residents being in the facility and receiving treatment. Extended absences cause a loss of funding as well as a loss of opportunity for other consumers of mental health services who may need to live in this setting.
7. We shall provide a resident and his/her designated representative with a 30-day written notice before discharge from the home. The written notice will state the reasons for discharge. A copy of the written notice shall be sent to the resident's designated representative and responsible agency.
8. Only in emergency situations shall a 24 hour discharge notice take place. Very specific criteria (as described in the

Michigan Adult Foster Care licensing rules) must be met for this to occur.

RESIDENT FUND POLICIES

1. It is the policy of Renaissance Community Homes Inc. to keep all entrusted resident funds locked at all times. The manager and assistant manager will have the keys while in the home.
2. Records will be kept in accordance with the policies of the responsible mental health agency and the Michigan Department of Human Services.

REFUND FOR UNUSED MONTHLY CHARGES

It is the policy of Renaissance Community Homes to return the unused portion of prepaid monthly charges as follows:

1. Determined from the official date of discharge.
2. Discharge may be for any reason.
3. Refund to be mailed within five (5) working days of discharge.
4. Only days in the home, using 12 o'clock midnight, will be charged for.
5. Daily charges will be factored by: monthly charge x 12 divided by 365.
6. Refunds will be to the person or organization from which they were received, or to the person or organization designated by original payer.

VISITATION POLICY

Guardians may visit the facility at anytime during waking hours. Friends of the residents may visit the home between 12 noon and 7 p.m. daily. Any other visit times are available by prior notification to the home or by appointment.

GRIEVANCE PROCEDURE

The company grievance procedure is covered later in this handbook.

STAFFING RATIOS

There will be no less than 1 staff person for every 8 residents at any time during waking hours. There may be up to two (2) staff on duty during sleeping hours.

The routine staffing ration for this program is:

PURPOSE/OBJECTIVE/GOALS

This home will provide a safe and structured environment for clients, staffed in accordance with the person centered plans of consumers served.

It is the purpose of this facility to aid clients in achieving maximum ability in all areas of daily living and social communication skills, and to aid in the client's progress toward a less restrictive living situation. This is accomplished by raising clients' self-worth and feeling of confidence in dealing with life's everyday stressors. Inclusion in all house activity programs provide clients with all aspects of everyday life in a structured setting.

Individual Planning

Each person who attends Renaissance Community Homes Inc. will have a “Person Centered Plan” which is developed by the Case Manager/Service Coordinator or Local School District. Renaissance Community Homes Inc. is part of your “Circle of Support” and will provide input into your plan. Renaissance Community Homes Inc. staff may also participate in your planning meetings with your permission.



Services Available

Since 1973, Renaissance has provided quality care for the citizens of Michigan. Beginning with Renaissance House, specialized residential care has been the main focus of the services we provide. Over the years, we have expanded this focus to include supported independent living programs through Community Living Supports services. Assisting people either with developmental disabilities or mental illness, we primarily contract with local Community Mental Health Agencies. We currently provide services in six counties in Southeast Michigan.

Renaissance currently assists people with Developmental Disabilities or Mental Illness in Washtenaw, Lenawee, Jackson, Livingston, & Hillsdale Counties. We operate Specialized Residential Adult Foster Care homes and provide Community Living Support services in apartment settings. Renaissance also works with people with Co-occurring disorders.

Staff Qualifications

All staff members who are employed by Renaissance Community Homes Inc. meet, at a minimum, the requirements for Direct Care Staff as defined by the Michigan Adult Foster Care Rules. In addition, all employees are subject to background checks and employment screenings. CPR and First Aide training is provided to all staff members who work directly with consumers.

The People Who Assist Me

- Staff Role~ The employees of Renaissance Community Homes Inc. are there to assist you in reaching your goals. They also have the responsibility to assure and advocate for your health and safety. This is accomplished by following your Person Centered Plan. The staff are trained to meet the needs of the people they assist. This training includes CPR and First Aid, their role as Support Staff, Recipient Rights, Environmental Emergencies, Mental Illness and Developmental Disabilities, Maintaining Health, Interacting with People and Passing Medications.
- Corporate Leadership Committee~ In an effort to consistently provide quality services, Renaissance Community Homes Inc. has a leadership committee. This committee's purpose is to review policies & procedures that guide our operations. This committee also looks at Quality Improvement projects, and Health and Safety procedures.
- Gifts, Loans and Selling Personal Belongings to Staff~ All employees of Renaissance Community Homes Inc. are paid for the job they do. They are not to accept gifts from the people they assist. They are also not allowed to borrow money, or buy items from the people we assist

Costs for Services

Costs for services shall be determined by the referring Community Mental Health Authority and Renaissance Community Homes Inc.

- Cost of Care~ Renaissance Community Homes Inc. accepts payment at the beginning of each month for the cost of care agreed upon among the consumer, the Responsible Mental Health Agency, and ourselves.

Please Make Checks Payable To:

Renaissance Community Homes

25 E. Main Street

PO Box 166

Milan, MI 48160

(734) 439-0464

- If We Are Your Payee~ Please feel free to discuss your personal funds with your program manager. All personal funds are accounted for either by receipts or your signature stating that you have received the funds. They are reconciled on a monthly basis. Please speak to your program manager about availability of funds outside of business hours.
- Personal Needs and Clothing~ In most programs, you are responsible for the supply of clothing and specific personal care products. In group home settings, Renaissance Community Homes Inc. will provide basic personal care products like soap, shampoo, toothpaste etc. If you are in need of clothes and are unable to pay for them, please talk to your program manager and supports coordinator.
- Medical Bills~ You are responsible for your own medical bills. If you need assistance, please talk to your program manager and your supports coordinator.
- Budgeting~ Assistance with your budgeting skills is a service that we provide, often it is directed in your person centered plan. Renaissance Community Homes can work with you in setting a realistic budget for your personal funds. Please talk to your supports coordinator, guardian/concerned other, and program manager about this subject.



Consumer Rights

A right is something everyone has. It tells how you should be treated and that right cannot be broken by anyone.

By law, people with disabilities have the right to:

- Be treated nicely at all times, and treated as a person.
- A safe and clean home.
- Get meals that are healthy and good for me.
- Go to the church of my choice or not to go to church if I do not want to.
- Go to a doctor or dentist when I need to go and to go as soon as I need to go.
- Get people to help me with the way I talk, walk, do things with my hands, help me with the way I act or the way I feel.
- Accept help and training without it being forced on me.
- Have some time to myself and a place to be by myself.
- Use the telephone, write letters or talk to anyone about anything I want to discuss as long as I do it in a responsible way and do not violate the rights of others.
- Keep things of my own that I choose to have.
- Socialize and be friends with both men and women.
- Join activities or do things that will help me grow and be the best person I can be.
- Have a job and make money.
- Be treated like everyone else under the law.
- Not to get hit, hurt, yelled at or have anyone say terrible things about me.
- Go to school or work and meet or work with other people and go out on activities.
- Help decide the things that will affect me.
- Ask someone like my family, friends, advocates or anyone else to talk with me or for me and help me do things.
- Manage and spend my own money.
- Have information in my file kept private.
- Complain if I don't agree with something. I also have the right to talk about my complaints without being threatened by others.
- Not be given medications to control my behavior, be tied up, held down or locked up unless it is needed to keep me from hurting myself or others or unless I have agreed to a written plan that everyone follows.
- Learn about how laws are made, join in on community decisions, vote for the people who make the laws and be able to tell them about the laws.
- Say no to being a part of any study or experiment. If there is a study, it will be discussed with me, my parents or guardian before being implemented.

If you believe that your rights have been violated, you should tell someone. You can talk to a Case Manager/Service Coordinator or any RCHI Staff and ask for help.

It is the intention of Renaissance Community Homes Inc. & to have a resident rights policy that is consistent to the policies and procedures as stated in Chapter 7 of the Michigan Mental Health Code. This policy does not supersede agreements with specific Responsible Mental Health Agencies concerning Recipient Rights. Employees need to be aware of all local Recipient Rights Policies that regulate the program they work in. These policies are available at each program site.

Conflicts of Interest

Any possible or potential conflicts of interest determined before or during the provision of services will be disclosed to the individual, his/her guardian and/or legal representative.

Conditions for Maintaining Services

Participation in programs at Renaissance Community Homes Inc. is dependent upon availability of adequate funding. It is expected that participants will follow the rules, regulations and guidelines associated with participation as outlined in this handbook.



DANGEROUS INSTRUMENTS AND WEAPONS – Knives, guns or dangerous instruments are not allowed at Renaissance Community Homes Inc. For everyone’s safety, if one is brought or kept at the program, it will be taken away and maintained by the District Manager until it can be safely removed from the program. If you attempt to use anything as a weapon, it will be cause for development of a behavior management plan and/or discharge from the program. Law enforcement (the police) may be involved.

SMOKING – Smoking is permitted outside of Adult Foster Care homes in designated areas. Please use ashtrays for disposing of smoking materials. Smoking is allowed at the following times:



PETS - Most programs do not have high maintenance pets (cats, dogs, etc...), and do not accept new ones into the home. Allergy considerations must be made for all people living and working at the home.

Behavior Support

Behaviors that affect the safety of a consumer or other consumers or that are inappropriate for the home will be dealt with in one of two ways.

(1) If it is determined that a behavior management program is needed, the team, with the input of the consumer, will develop a plan. The plan will not be implemented until it is approved by the local Community Mental Health Authority through their Behavior Management Committee. A Behavior Management Plan is a tool to help you learn to control a behavior that keeps you from living to your fullest potential.

(2) If it is determined that Renaissance is unable to assist in the reduction of unsafe behaviors, a discharge from the group home or termination of service provision may occur.



Grievance/Mediation Procedure



Each consumer is entitled to air their grievances. A grievance procedure can be explained as the opportunity for people to provide input to the administration and the opportunity to be heard if there is a problem.

The Grievance Procedure can be used by the consumer, a family member or a guardian/advocate, if there is a problem, if you don't agree with something or if you believe your rights have been violated. Any time there is a grievance, someone can help you fill out a Complaint / Suggestion / Evaluation form. After the grievance is resolved, then you will receive a copy of the results. If you file a grievance, it will not have any effect on your current or future services from Renaissance Community Homes Inc., Inc.

Input from all consumers is important. It is a way for consumers to change things they do not like as well as to tell administration the services they need or do not like. Once a year, you will receive a survey about the services you receive. You can complete it on your own, take it home and have someone help you fill it out, or ask someone here to help you.

Steps of Grievance Procedure

All programs will post a sign "complaint forms are located at" in a conspicuous location. A supply of complaint forms should be readily available and in a "safe zone" identified as to where they may be left. The "safe zone" must only be accessible by program management. This could be in a form of a locked box or closet.

If an employee/consumer/Responsible Mental Health Agency/Stakeholder feels that he/she has a complaint, he/she should proceed in the following manner to resolve the situation:

1. Complete complaint form
2. Submit complaint to program manager, leave in safe zone if after hours or mail to the corporate office for anonymous complaint.

After a complaint is submitted to RCH, whoever receives the complaint will review the complaint assessing the following:

- Immediate or prompt response needed – contact Program Manager or Area Supervisor
- Other Issues – forward to the District Manager or Operations Manager.

The Leadership Committee reviews all identified complaints & resolutions quarterly. All Complaints and Resolutions will be routed to the Operations Manager at the administrative office. Fax# 734.439.0258

If a complainant feels that the resolution is not satisfactory, then they can call or contact the administrative office to express the concern. At this point the Executive Director will assign a neutral unbiased employee to look into the complaint and make a recommendation. Determinations of the Executive Director are final.

HIPAA (How we protect your health information)

Our Privacy Commitment to you: We care about your privacy. The information we collect about you is private. Only people who have the right and the need to see your information may do so. Unless you give us your permission in writing, we will only reveal your information for purposes of treatment, business operations or when we are required by law to do it.

- **Treatment.** We may disclose medical information about you to coordinate your care with others. For example, we may share medication information with an emergency room that needs to treat you.
- **Payment.** We may use and disclose information so the care you get can be properly billed and paid for. For example, we may give an insurance or community health agency details of the treatment we give you so they will pay for it.
- **Business Operations.** We may need to use and disclose information for our business operations. For example, we may use information to review the quality of care you get.
- **Exceptions.** For certain kinds of records, your permission may be needed even for release for treatment, payment and business operations. For example, psychotherapy notes are protected by the therapist.
- **As Required By Law.** We will release information when we are required to do so by law. For example, for law enforcement, national security, court orders, communicable disease reporting, disaster relief, review of our activities by the government or to avoid a serious threat to the health and safety of others.

Your Privacy Rights: You have the following rights regarding the health information we keep about you.

- **Your Right to Inspect and Copy.** In most cases, you have the right to look at or get copies of your records. You may be charged a fee for the cost of copying your records.
- **Your Right to Amend.** You may ask us to change your records if you feel there is a mistake. We can deny your request for certain reasons, but we must give you a written reason for our denial.
- **Your Right to a List of Disclosures.** You have the right to a list of disclosures made after this notice takes effect. This list will not include the times we disclose information for treatment, payment or health care operations, or information that was shared with your permission.
- **Your Right to Request Restrictions on Our Use or Disclosure of Information.** You may ask for limits on how your information is used or disclosed. We are not required to agree with such request.
- **Your Right to Request Confidential Communications.** You may request that we share information with you in certain way or place, such as mailing information to a family member's address instead of your home. You do not have to give us a reason for this request.

Please Read Our "Notice of Privacy Practices" carefully



Nondiscrimination Clause/Civil Rights Practices

Renaissance Community Homes Inc. does not discriminate in the delivery of services based on gender, race, national origin, creed, religion, sexual orientation, socioeconomic status, language, age or disability. We adhere to all regulations and rules addressing nondiscrimination.

Renaissance Community Homes Inc. shall be in compliance with the Civil Rights Acts of 1964, and all other laws, rules, and regulations dealing with Civil Rights.

Workplace Violence

Renaissance Community Homes Inc. has a zero tolerance for both workplace violence and substance abuse. Any act of violence will be dealt with severely and promptly to protect others who are served and employed. Should either be detected, corrective action will be taken.



Transportation

Renaissance Community Homes Inc. assists consumers with their transportation needs in a variety of ways. To secure transportation, you must speak to a representative from the entity funding your services (CMH) at RCHI.

Health and Safety Practices

The staff members of Renaissance Community Homes Inc. will promote safe, healthy environments for all consumers.

RCHI will insure that all reasonable steps are taken to adhere to local, state and federal laws/standards as expressed by administrative rules, legislative acts and professional or governmental agencies.

ACCIDENTS:

Renaissance Community Homes Inc. prides itself in having limited accidents. Any injury must be reported to a Supervisor immediately.

CONTAGIOUS ILLNESS:

RCHI recognizes that consumers may come in contact with minor or serious illnesses as a condition of the setting. Infection from a communicable disease can present a significant medical problem. RCHI desires to protect the health of non-infected consumers and participants as well as ensure the right of individuals who may be infected with either a short-term or a life threatening communicable disease.

The health of the individual consumer is the responsibility of the consumer, caregiver and/or guardian. It is the responsibility of RCHI staff members to ensure the safety and well-being of all consumers who receive services from us. All RCHI consumers/consumers are required to complete an emergency medical authorization upon entry into RCHI programs. This form may be updated at the time of your individual program plan.

HOUSE AND PROGRAM MEETINGS

Renaissance staff and consumer representatives hold regularly scheduled meetings to review program, safety and health related issues. The meetings also cover:

- Consultations with CMH professionals having appropriate expertise in the area of health and safety practices, treatment methodologies, etc.
- all reported or observed concerns relevant to health and safety of individuals served and personnel
- emergency drills
- staffing concerns
- recommendations for policies and practices to the Agency via the administrative channel



EMERGENCY DRILLS AND PROCEDURES

Drills will be conducted on an ongoing basis for all types of emergencies. Staff and consumers are expected to participate in all safety drills and comply with instructions given in company policies and program specific procedure.

SUMMARY

Thank you for taking the time to go through this manual. It is written so you will know the program rules and what is expected of you as a consumer. If you have any questions, please ask someone.

We hope your relationship with Renaissance Community Homes Inc. meets your expectations. If we can do anything for you, please let us know.

It is our mission to help you meet your potential. We appreciate the opportunity to assist you in your goals.



Community Resource Contact Numbers

Care Management/ Care Coordination

Community Support & Treatment Services 734-222-3400
 Lenawee Community Mental Health 517-263-8905
 Livingston Community Mental Health 517-546-4126
 LifeWays 517-789-1200
 Monroe Community Mental Health 734-243-7340

Counseling/ Mental Health Support

CSS Behavioral Health Services 734-971-9780
 Chelsea Behavioral Health Services 800-328-6261
 Community Support & Treatment Services 734-222-3400
 Health Access 800-440-7548
 Psychiatric Emergency Services 734-996-4747
 St. Joseph Behavioral Services 734-786-2300

Education

Washtenaw Literacy Program 734-879-1320
 U.S. Department of Education 202-245-7468
 Learning Resource Center (LLRC) 734-973-4380
 Michigan Department of Education 517-373-0923

Employment

Job Accommodation Network 800-ADA-WORK
 Employment, Training, Community Service 734-544-3053

Emergency Services

Community Action Agency 734-544-6850
 CSS Emergency Food Program 734-662-4462
 Aid in Milan 734-439-8420
 American Red Cross 734-971-5300
 Department of Human Services 734-481-2000
 Salvation Army 734-668-8353
 Shelter Association of Washtenaw 734-662-2829
 S.O.S Community Crisis Center 734-484-4300
 Washtenaw County Emergency Services 734-484-7201
 Safe house Center 734-995-5444
 Pregnancy Help Center 734-975-4357
 Planned Parenthood 734-973-0710
 Domestic Violence Hotline 800-799-7233
 Suicide Prevention 800-273-TALK
 Adult Protective Services 734-481-9110

Legal Services

Legal Resource Center 734-994-0160
 Legal Services of SE Michigan 734-665-6181
 Legal Hotline 800-347-5297
 Memorial Advisory & Funeral Planning 734-665-9516
 B & B Payee Services 734-480-1347
 CSS Tax Assistance Program 734-712-3625

Housing

Ann Arbor Housing Commission 734-994-2828
 Ypsilanti Housing Commission 734-482-4300
 Department of Housing & Development www.hud.com

Information Referral & Advocacy

211
 Center for Independent Living 734-971-0277
 Alliance for the Mentally Ill 517-485-4049
 ARC/ Michigan 800-292-7851
 Michigan Disability Rights Coalition 800-760-4600
 Michigan Protection & Advocacy 800-288-5923
 United Cerebral Palsy MI 800-828-2714
 Michigan Department of Civil Rights 800-482-3604

U.S. Department of Justice 800-514-0301
 Washtenaw Association of Advocacy 734-662-1256

Meals/ Food Assistance

Jewish Community Center 734-971-0990
 Whitmore Lake 734-449-8480
 Baker 734-994-2902
 Miller Manor 734-662-7511
 Pittsfield Sr. Center 734-822-2117
 Turner Resource Center 734-998-9353
 Aid In Milan 734-439-8420
 Chelsea/ Manchester 734-475-0160
 Dexter 734-426-5397
 Motor Meals of Ann Arbor 734-998-6686
 Saline 734-429-9274
 Ypsilanti Meals on Wheels 734-487-9669

Dental Services

Community Dental Center 734-998-9640
 Hope Dental Clinic 734-480-9575
 U of M Dental School 734-763-6933

Health Services

Chelsea Community Hospital 734-475-1311
 Hope Medical Center 734-481-0111
 Medical Loan Closet 734-482-7121
 Neighborhood Health Clinic 734-544-6900
 New Hope Outreach 734-998-6085
 Packard Community Clinic 734-971-1073
 St. Joseph Saline 734-429-1500
 Washtenaw County Health Department 734-544-6700

Prescription Assistance

CSS Medicare/Medicaid Assistance 800-803-7174
 Washtenaw County Prescription Plan 734-544-6886

Medicaid Help & Information

CSS 800-803-7174
 Medicare 800-633-4227
 Michigan Peer review 800-365-5899

Social Security Administration

SSA 734-929-0054

Support Groups

Al-Anon 734-995-4949
 Arbor Hospice 734-662-5999
 St. Joseph's Grief Counseling 734-327-3400
 Jewish Family Services 734-769-0209

Transportation

AATA 734-973-6500
 Huron Valley Ambulance 800-872-1111
 People's Express 734-216-6073
 Western Washtenaw Value Express 734-475-9494

Recreation/ Fitness

Ann Arbor YMCA 734-996-9622
 Chelsea Community Wellness 734-475-4100
 Saline Recreation Complex 734-429-3502
 Washtenaw Health & Fitness 734-975-9950
 Washtenaw County Parks & Rec. 734-971-6337

Consumer Acknowledgement

This handbook was reviewed with me. I understand its contents and agree to adhere to all rules included in this handbook.

Signature: _____
Consumer/Guardian

Date: _____ **Witness:** _____