

Consumer Activity Policy

The Arc Downriver provides various activities and programs to its consumers such as recreational programs, sports, monthly dances, Adventure Club, and Art at the Arc.

Purpose:

Activities are selected where emphasis can be placed on the development of the following areas:

1. Participation and Cooperation
2. Responsibility
3. Building Pride and Dignity
4. Independence
5. Health Interpersonal Relationships / Socialization
6. Community Integration

Rules of Conduct:

1. Dress and act in a manner that is a credit to The Arc Downriver.
2. Treat others with respect.
3. Communicate to others in a courteous manner.
4. Respect The Arc Downriver facilities as well as our host facilities.
5. Refrain from alcohol, illegal substances, and smoking during any Arc Downriver activity. No smoking on property at host facility during Adventure Club/Art at the Arc. It is the policy of The Arc Downriver to have smoke free facilities. This includes electronic cigarettes.
6. All persons attending Arc Downriver events must be **current** Arc Downriver members.
7. When dropping off a member for Adventure Club, Art at the Arc, or dances, you must enter the building to sign the member in and provide an emergency contact phone number. It is imperative that any emergency phone number listed can be reached during the time the member is at the event.
8. Cell phones are not permitted during Adventure Club/Art at the Arc programs unless there is an emergency.
9. An Emergency Card must be on file for each participant. Emergency Cards need to be updated each year at your time of membership renewal.
10. A signed Consumer Activity Policy must be on file for each participant and will be renewed annually as part of your membership renewal.
11. All members must be picked up promptly at the end of an event. Staff/volunteers are not responsible to wait for a participant to be picked up. Please be considerate of staff and volunteers and be prompt.
12. Consumers attending Adventure Club/Art at the Arc are not permitted to leave the premises and return to the host facility **at any time**.
13. Parents, guardians or caregivers who consistently arrive late picking up the consumer

are required to make arrangements in writing with The Arc Downriver. A late fee can be assessed by The Arc Downriver at its own discretion.

14. As the legal parent, guardian, or caregiver, you release, absolve, indemnify and hold harmless The Arc Downriver, its Board, staff, volunteers and operators, from any and all liability, claims, demands, and causes of action whatsoever, arising out of or related to any loss, damage, or injury, including death, that may be sustained by the consumer while in or upon the premises or any premises under the control and supervision of The Arc Downriver.

Consumers, parents, guardians or care givers who do not conduct themselves according to the above responsibilities can be subject to the following actions:

1. **Official Warning:** Consumer will be notified of an undesirable behavior and requested to remedy the situation for continued participation.
2. **Excluded:** Consumer will be excluded from an activity for a certain period of time as determined by the Program Coordinator.
3. **Suspended:** Consumer will be suspended from any future Arc Downriver activity.
4. **Direct Threat:** A consumer who poses a direct threat – a substantial risk of serious harm to the health and safety of others or himself/herself – does not have to be admitted to an activity.
5. **Discharge:** If at any time a consumer poses a danger to self or others or cannot otherwise tolerate a group environment, The Arc Downriver can discharge the consumer immediately.
6. **Termination:** If the danger to self or others or if consumer cannot tolerate the group environment, consumer can be permanently terminated.

Consumer behaviors and risks will not be based on speculation, stereotypes, or generalizations about individuals with developmental disabilities nor will there be discrimination based on gender, race, sex, color, age, national origin, religion, disability, marital status, pregnancy, veteran status, language barriers, socioeconomic status, or any other characteristic protected by law.

An Incident Report will be completed by an Arc Downriver representative (staff or volunteer) for any action taken. The above actions may be appealed by the consumer representative to The Arc Downriver Executive Board.

Appeal Process / Grievance:

This procedure represents intent to offer a dispute resolution mechanism to the consumers/families of The Arc. Failure by Arc to exactly follow this procedure shall not subject The Arc Downriver to a breach of contract claim.

Step One:

To address an appeal or complaint, Arc gives consumers/families the opportunity to seek internal resolution of concerns. Whenever people work and/or play together, differences will

occasionally arise. When this happens, consumers/families are to talk frankly and early with the individual who is the source of the concern. If the problem cannot be resolved after a good faith effort, the consumer/family is to attempt to resolve the problem informally with the Program Coordinator as soon as possible. If the issue involves the Program Coordinator, the consumer/family is to attempt to resolve the problem informally with his/her Program Coordinator by talking frankly and early regarding the issue. If the issue does not get resolved informally with the Program Coordinator, a written appeal and/or grievance is to be filed with the supervisor attempting to resolve the complaint within 10 working days from the informal meeting. The Program Coordinator has 10 working days to respond in writing to the consumer/family. If the consumer/family and Program Coordinator cannot come to resolution, follow Step Two.

Step Two:

In exceptional cases where a solution cannot be reached, the consumer/family may file a formal, written appeal or complaint with a committee of three individuals who are representatives of the standing program. The consumer/family should do this within 10 working days from the meeting date with the Program Coordinator. The appeal or complaint needs to outline clearly the nature of the issue. The consumer/family must give a copy of the written appeal or complaint to the Program Coordinator. The Program Coordinator (or authorized designee) will set up a meeting to discuss the complaint. As necessary, he or she may also meet with others who are named in the complaint or who may have knowledge of the facts set forth in the complaint. The committee will give the consumer/family a written response to the complaint within 10 working days from the meeting. If it is resolved at this level, the terms of the resolution will be recorded and signed by the consumer/family and the Committee (or designee). If not, follow Step Three.

Step Three:

In exceptional cases where a solution cannot be reached, the grievance is to be given to the Board Chairperson who will appoint a committee of the Board for resolution. The committee will provide written resolution within 10 working days from the formal board committee meeting. The board committee's decision will be binding.

Consumer Name (Printed): _____

Consumer Signature: _____

Parent/Guardian/Representative Name (Printed): _____

Parent/Guardian/Representative Signature: _____

Date: _____

