



*Ark Regional Services*



*Client Handbook*

2024

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Welcome to Ark Regional Services! If you are reading this handbook, then there is a good chance that you have chosen Ark to be one of your service providers. Thank you for choosing us, and for trusting us to provide the best services possible.

This handbook is intended to outline Ark’s philosophy, policies, and procedures, as well as your rights and responsibilities as our client. If you have questions that are not answered here, or if you would like to receive this information in a different format, please contact your Client Services Manager (CSM).



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## **About Us – Our Vision, Mission, and Values**

Ark Regional Services is a community service provider. To us, that means that our job is to help you do the things you enjoy and find the things you need in Laramie. Ark isn’t a place you live or go, but Ark will provide the staff assistance you need to help you live the life that you want to live. Our job is to help you live in, participate in, and be a contributing member of the Laramie community.



*The vision of Ark Regional Services is a world that is equitable, respectful, and values the diverse perspectives of all people.* We believe every person should be able to experience all that life has to offer, from the most wonderful to some of the most challenging things that happen in all of our lives. We will encourage you to explore new things and take a risk or two, and will help you to handle those new, exciting, interesting, and sometimes frustrating events.

*The mission of Ark Regional Services is supporting people with intellectual and developmental disabilities to actively engage in their life through new opportunities, healthy relationships, and lifelong learning.*

**LIVE**  
**LEARN**  
**WORK**  
**PLAY**

**Ark Regional Services values: relationships, integrity, communication, diversity, innovation, choice, and safety.**

The employees that we hire have received specialized training and are highly qualified to help you every day. They have a set of values and an ethical code of conduct that they are expected to follow the entire time they work with you.

If you would like to see the value statement and ethical code of conduct, you can find them on the Ark website at [www.arkregionalservices.org](http://www.arkregionalservices.org), or you can ask for a copy. Any staff person or your CSM can get a copy for you.

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## The Home and Community Based Waiver Process

The process for applying for funding through the Home and Community Based Waiver can be complicated. Below is a brief outline of the steps that you have probably already completed, as well as what you can expect from year to year.

You may have a guardian. Your guardian's job is to help you make decisions and protect you. Your guardian should always check with you, listen to what you have to say, and respect the things that you want in your life. However, your guardian will probably make the final decision in certain areas of your life, including where you live, who will provide your services, and what those services will be. If you don't have a guardian, you may still wish to have your family or people you trust help you make decisions.



Any time you need help or services from a provider like Ark Regional Services, you have to have a way to pay for that help or service. The waiver is the way most people pay for the type of services you need. You will need to contact the State of Wyoming Home and Community Based Services Section (HCBS) to apply for waiver services. They will help you through the application process. You may also be asked to complete assessments such as an Inventory for Client and Agency Planning (ICAP) and psychological evaluation.

The HCBS will provide you with a list of case managers. You need a case manager in order to receive funding from the waiver. For more information on what your case manager does, you can go to <https://health.wyo.gov/healthcarefin/hcbs/> or call (307) 777-7531.



The HCBS will review your application, the assessments, and your financial information to determine if you are eligible. Once you have been determined eligible, you may be placed on a waiting list. This means that funding isn't available to pay for your services, but you are in line to receive funding.

Once funding is available, you will receive a letter stating that you have received funding, the date the funding will be available, and the amount of funding you will receive, which is called your Individual Budgeted Amount (IBA).

The IBA is Medicaid money that you can use to pay for your services, based on a formula that takes into account your identified needs. The money in your IBA pays for the staff people who work with you and transportation (within Albany County), as well as some of the supplies that are used while providing services to you. The IBA does not pay for rent, food, utilities, personal hygiene supplies, or recreational activities. For more information on what your IBA covers you can contact your case manager.

## CHOICE

Now it's time to choose providers!

Based on your wants and needs, you will choose a provider that you feel will be able to best help you. You will probably be asked to complete an application for each provider. You can choose from any provider that is authorized to provide services in Wyoming; however, the provider will need to determine if they can provide the services that you are requesting.

Your case manager will make sure you have a list of all of the people and organizations that provide the services you need. You may request a meeting with each one you are interested in so you can meet them, ask questions, and have an opportunity to introduce yourself.

Once you have chosen your providers and been accepted into their services, your case manager will schedule a team meeting. You are encouraged to invite anyone you want (friends, church members, your boss), because it is your meeting! If you have a guardian, they should be at your meeting. It is important that people from the provider(s) you have chosen attend as well. The people at this meeting are your team, and their job is to help you develop a Plan of Care so that you get the best services possible.



Your Plan of Care outlines the services you will be receiving, any special medical concerns or supervision needs, and any restrictions you will have on your rights. You and your team will also develop goals that you will be working toward during the year. The Plan of Care is a legal contract between the State of Wyoming and your providers, and your providers will use it as a guide while supporting you. We will discuss many services throughout this handbook, but we can only assist you with the services you have been approved to receive according to your Plan of Care.

Once you are receiving services, a team meeting will be held at least every six months to discuss your achievements, as well as any concerns your team may have. Your case manager should talk with you on a regular basis to make sure that you are happy with the services you are receiving.

If you still have questions about the waiver process, please call or call (307) 777-7531 or your case manager. You can also go to <https://health.wyo.gov/healthcarefin/hcbs/> for a list of definitions that might help answer some of your questions.

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### **Choosing Ark Regional Services**

Ark provides an array of services that are defined by the HCBS waiver. How those services are utilized will be determined by your plan of care and your team.

If you choose Ark Regional Services as one of your providers, we will ask you to complete an application and if possible, come in for a face to face meeting. The Admissions Committee, which consists of members of the Ark leadership team, and a representative from each service area you have requested, will review your application and the information that was discussed during the face to face meeting.

1. Do you live in or plan to move into the area in which we provide services?
2. Do you have a funding source to pay for services?
3. Will Ark be able to meet your needs?
4. Does Ark have an appropriate placement for you?

If the Admissions Committee says yes and accepts you as a client, the recommendation will go to the CEO, who will make the final decision. Once your application is approved by the CEO, services will be provided as soon as the Plan of Care is completed and staff people are available.

If the Admissions Committee does not accept you as a client, you or your guardian will be notified in writing. We will also provide you with information on other resources for services.



## Your Rights and Responsibilities

The Constitution of the State of Wyoming states: “in their inherent right to life, liberty, and pursuit of happiness, all members of the human race are equal.” People have basic human rights, which means that you have certain rights simply because you are human.



With rights come responsibilities. Because you are part of the human race, and because you are part of a community, you will be expected to do certain things and act a certain way. These will be your responsibilities because you are an adult living in the community.

If you choose not to meet the expectations or follow through on your responsibilities, there are natural and logical consequences that you might face. As an example, if you choose to eat all of your food in one day rather than eating typical portions throughout the week, you may end up with a stomach ache, you may gain weight, and you may not have enough money to buy food until the next week.

**It starts with you!**

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## Your Right to Choice

Choice is the act of making a decision or selecting between options. Informed choice means that you have correct information and know what all of your choices are. Your team should work with you to make sure that you know all of the choices that are available to you. At Ark Regional Services you will make many choices. Remember, you have the right to make many choices (sometimes with the help of your guardian), but you also have responsibilities that come with each choice you make.

***You have a right to choose the services you receive and the providers of those services. You have the right to make all of your own choices.***

There are many providers in Wyoming, and Ark Regional Services is one of your choices. If you choose Ark, you can choose other providers as well. You can have different providers help you with different things.

If you choose Ark, you agree to participate in monthly safety trainings and drills.

This is your life, and your choices should always be taken into account. You should be able to make decisions about the things that are important to you. You should be able to decide what you want in your life and what you don't want in your life.

You have the right, if of legal age, to use tobacco and vaping products and drink alcohol. These habits are proven to be bad for your health; therefore, you must be responsible for the health consequences associated with tobacco, vaping and alcohol use. You cannot use tobacco or vaping products in Ark's buildings. There are areas where you can use tobacco and vaping products and they should always be used. You have a responsibility to be careful with lit cigarettes and dispose of cigarette butts in an appropriate ash tray or container. Due to possible safety concerns, you cannot have alcohol or illegal drugs in Ark's shared living environments. Consumption of alcohol is not permitted in non-residential buildings owned or operated by Ark unless proper permits have been obtained. We will strongly discourage you from drinking alcohol if you take medications that may have negative interactions with alcohol. If you choose to drink, you will be responsible for your actions and anything that may happen because of your drinking, including medication interactions. Ark staff members reserve the right to contact law enforcement if we believe you are a danger to yourself or others after drinking alcohol or taking illegal drugs.



You will come into contact with different staff people while receiving services from Ark. Ark will hire and train people to work with you. We will encourage you to help us teach staff members about your likes, dislikes, medical information, and goals. They will be working with you, so you should let them know how you want them to help you.



You may have a favorite staff member, and there may be some staff members who you don't like as much. We will do our best to team you up with staff members of your choice, but cannot promise that you will always work with your favorite staff members. If you have a complaint about a staff person, please refer to the section of this handbook on filing a complaint (Pages 36-38.)

Staff availability at Ark Regional Services is based on people's schedules and plans of care. If you, your guardian, or your family members have made plans for you to visit someone or be away from Laramie, staff availability will be changed based on when you leave and come home. We will have staff available up to the time you are scheduled to leave, and at the time you are scheduled to return. Although we will do our best to work with last minute changes to schedules, if you leave late, or arrive early, we cannot promise that your staff members will be available.



Remember, if you have a guardian, he or she will help you make the bigger decisions, such as who your provider will be, but your thoughts and feelings should be considered in that decision. Also, every choice you make will result in a consequence. Most of the time those consequences should be good, but sometimes you might have to face a consequence that you don't like because of a choice that you have made.

***You have the right to choose and plan your own meals, and have access to your food whenever you want it. You have a responsibility to communicate your wants and needs, make choices that fit within your budget, and follow dietary guidelines that promote health.***

If you live alone, you will be able to choose what you want to eat every day. However, if you live with others, you will have to work together so that everyone has a chance to choose.

## **What's for dinner?**

If you live with roommates, you will contribute a set amount to a monthly budget that is used to purchase food for you and your housemates. If you receive Snap benefits those benefits will be combined with your housemates benefits and used in the grocery budget. Your staff members will work with you and your roommates to determine how much you can afford to buy. If you or your roommates have guests over for a meal, Ark will ensure that the amount that you pay for the grocery budget does not increase and that there will be ample food available for everyone. You and your roommates will need to decide what you want to eat each day. You might take turns choosing meals each



day, or you may get to choose the meals for an entire week. If you would rather not eat what your roommates eat, you may choose to buy your own groceries and make your own meals. If you want additional snacks that will cost more than what you have for your grocery budget, you will need to pay for those with your own money.

Often, roommates eat together, like families usually do. You may choose when and where you eat, so if you would rather eat alone, you can eat when and where your roommates do not. If you choose to eat in your room, you will have the responsibility of cleaning your dishes when you are done and keeping your room free of crumbs and old food.



You might live in a home where the refrigerator and pantry are locked for the safety of one of your roommates. If this is the case, you can have a refrigerator in your room so you have snacks and food available at all times. You can also ask someone to open the refrigerator or pantry for you. If you have your own key, you will have the responsibility of locking things when you are done so that your roommate can be safe.

Staff members who work with you will do everything they can to encourage you to eat healthy foods and reasonable portions. If you have dietary guidelines, such as a low calorie or gluten free diet, staff members will remind you of and help you follow your diet; however, we cannot make you follow your diet. Therefore, if you choose to eat in a way that is unhealthy, you must know the consequences of that decision, including being sick and weight gain.

***You have the right to wear your own clothes and choose the clothes you want to wear.***

You get to choose, buy, and wear your own clothing. Unless specifically restricted in your Plan of Care, you can keep your clothing in your room and have access to your clothes at all times.



You also have a huge responsibility regarding your clothing. You need to take care of your clothes, which means that you need to make sure they are clean and not torn or stained. You also need to make sure your clothes fit properly. As a member of the community you are responsible for making sure that your clothes are correct for the weather and the activity or occasion. If you choose to wear clothing that is not appropriate, consequences may include you getting sick or being asked to leave an activity. The staff members that work with you will encourage and help you to make choices that are going to help you be safe, comfortable, and appropriate.

In addition to your responsibility regarding clothing, you are expected to shower, brush your teeth, comb your hair, and use deodorant every day. If you choose not to complete these tasks, you could become sick, have dental issues, and not be accepted into activities because of your body odor.



***You have the right to participate in decision making throughout all waiver services and support offered by a provider. You also have the right to choose whether you participate or not in any activity within your home or community.***

You will have lots of options in how you spend your day. You can choose the things you want to do and where you want to do them. Staff members will sit down with you to talk about the activities that are available, based on the services you receive and how much money you have, so that you can make your choices.

Choices may include classes or activities offered by Ark Regional Services, UW/LCCC or other community-based classes, volunteering or a job, other activities available in Laramie, time with friends and people who are important to you, or events and activities in other towns like Ft. Collins or Denver. Sometimes you might choose something Ark staff members aren't able to help you with. If you do, we will tell you know right away and work with you and your case manager to help you find someone who can help you.

It is important for you to tell your staff members what you want to do. Once you choose to participate in an activity, you have a responsibility to follow through on your commitments. If you change your mind and don't want to participate in an activity, you need to tell people so they don't expect you to be there. You also need to pay for activities in which you want to participate (i.e., UW class, movie, concert). You need to know that not following through on a commitment you make may mean that you don't get invited to participate the next time.



If you choose to live in a group home or apartment that is owned or operated by Ark, you and your guardian (if you have one) will need to sign a lease agreement. Your lease agreement will allow the same responsibilities and protections as any other renter under landlord tenant law in the State of Wyoming. It is important to understand that Ark properties are only available for individuals who receive Community Living Services from Ark. Pets are not allowed in group homes or apartments that are owned or operated by Ark.

***You have the right to choose with whom and where you live. You have the right to choose how you furnish and decorate your bedroom within the limits of your lease or other agreement.***



You can make choices about your roommate, but you need to know that the roommate you choose may not want to be your roommate. You also have choices about where you will live, but your provider might not be able to give you exactly

what you want. You must make your choice based on the services you have been approved to receive. If you received residential funding, you may receive those services in a group home, an apartment, or other setting. You will need to choose someone that can provide the services you want with the money you have to pay for them. If you choose Ark, we will do all we can to provide the services you want, but will be limited by things like the payment we receive, the number of roommates you choose, and the location of the home or apartment you want.

If you choose to live in one of Ark's group homes, your choices about your roommates will be limited based on the rooms that are available. If you receive supported living services from Ark Regional Services, we can provide the service to you as long as your apartment is in an area we operate.

You may decorate your bedroom, and if you live alone, the rest of your home however you wish, as long as you follow the rules of your lease. If you choose to hang up decorations that are disrespectful or make other people uncomfortable, visitors and staff who are supposed to work with you may decide not to come into your home. If you live with roommates or in a group home, the shared rooms like the living room, dining room, and kitchen, may be decorated based on the tastes of the landlord and all of the people who live in the house.







***You have the right to choose your own medical services.***

You get to choose the doctors, dentist, and other medical professionals you want to help you. More information on this can be found in the medical section of this handbook (pg. 33.)

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## **Your Right to Be Part of the Community**

Ark Regional Services is a community services provider, which means that our job is to help you access your community. Our goal is for you to be an active, participating, and responsible community member. We will do our best to help you get involved, be a positive influence, and meet the expectations of community members.

***You have the right to make choices about your daily living routine, your leisure activities, and how you spend your day. You have the right to participate in activities, meet new people, and have fun. You have the right to hold a valued role in the community, and should be accountable for spending public dollars in ways that are life enhancing.***

Once you have committed to an activity, class, or opportunity, we will help you meet your obligation. If you choose not to attend, or not meet the obligation you agreed to, that is your right and we will respect that. However, we will still strongly encourage you to follow through on the commitments you have made. A logical consequence of not meeting an expectation or following through on an obligation is that you may not be invited to participate in that activity next time. As an example, if you choose to be on a bowling team, and then choose to quit half way through the season, your team may not invite you to participate next season.

If you wish to make changes to the activities you've chosen, let a staff member know and they will work with you to identify other activities you might enjoy. If you register for a class, but then decide you don't want to participate, you may be asked to drop the class so another person can participate.

It's exciting to make last minute decisions to do something fun. We will do our best to help you with last minute plans, but can't promise that we will be able to help you. Unplanned activities will depend on how much money you have and if there is a staff person available.

The services that Ark provides are paid for with Medicaid money, which is funded through employment taxes. You and your team need to make sure that the services you receive are the same as the services agreed upon in your Plan of Care.

***You have the right to live on your own or in the least restrictive environment possible with services and supports. You have the right to move freely in and outside of your residence in accordance with the services and supports page of your Plan of Care.***

Your Plan of Care will say what services you receive, where those services are provided, and what support you will need when receiving those services. Ark will provide the services that are outlined in your Plan of Care.



***You have the right to work in a job you choose and to earn a decent wage.***

Most people take great pride in having a job and earning money. Ark believes that work is an important part of adult life, and your staff will remind you of how day-to-day skills might help you in a work environment.

You may ask us to help you find a job. If this is a service that we provide for you, we will work with you to find a job that you want. We will work with you and your employer to make sure that you have what you need to be successful in your job, and to follow the rules and guidelines set up by your employer.

You need to work with and talk to your job coach, and let her know if you need help. If you and your job coach have agreed to meet, it is important that you attend the meeting. If you choose not to attend meetings, then your job coach cannot help you. It is your responsibility to meet the expectations and do the job you were hired to do. You need to go to work, be on time, and work while you are there. If you won't be at work, you need to make sure that you follow your employer's rules for calling in sick or taking vacation, and cancel your transportation if you have that set up.



If you don't follow your employer's rules, don't go to work or are late, or don't meet the expectations of the job, your boss has the right to fire you from your job.



***You have the right to attend church and practice the religion of your choice. You also have the right to abstain from practicing any religion.***

Your religion and spiritual beliefs are very personal, and need to be respected by your family, your guardian (if you have one), and your team. If you want to go to church, we will work with you and members of that church to find ways for you to go to church as often as you wish. We believe it is important for church members to help you during church services and events, and will provide them all the information they will need to help you when you are with them. If church members are unable to help you, we will do everything we can to make sure you can attend church.

Just as church may be important to you, it is important to other people as well. When you go to church, you will have a responsibility to behave in manner that is acceptable in a spiritual setting. Others will expect you to be kind and polite, to participate, and to dress appropriately.

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### **Your Right to Communicate**

Communication is an essential part of life. Communication is how you make and keep important relationships. It is how you show people your abilities. Communication is how you tell people what you want and need, and how you say that something is wrong or needs to be changed. Communication is how you connect with your peers, your community, and your world.

***You have the right to communicate with your friends of your choice in any reasonable manner you choose.***

We will encourage you to stay in contact with your friends, family, and other people who are important to you. Depending on your needs, Ark will help you use communication tools. We will help you make phone calls, and send email, text messages, or letters. If you need help with reading, we will read your mail to you. If you use an adaptive device to communicate, we will encourage you to use the device, make sure you get the help you need to learn the device, and help you take care of your device.



If you receive mail at the Ark administration building, we will send it to you unopened. If we are your representative payee, we will open bills, bank statements, and other mail that relates directly to assisting you with your money. If you want to make a phone call using the phone at your house, you can take the phone to your room for privacy.



You have the responsibility to communicate in a way that is respectful of others. If you choose to be disrespectful, other people may choose not to listen to you. You also have a responsibility to communicate in a manner that is polite, which means that you shouldn't call a person too often, or visit people at meal times, late at night, or if you are not invited. We will encourage you to make safe choices about the people with whom you communicate. You shouldn't invite someone into your home unless you know who they are and are sure they are safe. If you invite a stranger into your home, your safety, as well as the safety of others, may be at risk.

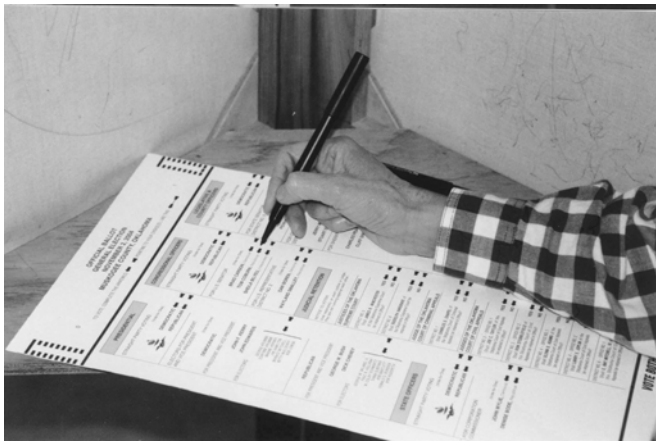
You will need to pay for your cell phone (if you have one), stamps, and internet access, unless it is included in your rent.



***You have the right to express your opinions, disagree with others, or choose not to communicate. You have the right to be communicated with in a respectful manner.***

Your opinions should always be taken into consideration when it comes to your life. Even if you have a guardian or a representative payee, they should listen to your thoughts, feelings, and what you want in your life. If you would like help, Ark will do what we can to help you express what you want and work out disagreements or misunderstandings. You can also file a complaint about the services you are receiving at Ark. For more information on this, refer to the complaint section of this handbook (pages 36-38).

# RESPECT



### ***You have the right to vote.***

We will help you get to your polling site if you choose to vote in elections. You have a responsibility to learn and understand the issues. Staff members will not help you with the actual voting, nor will we provide advice or personal opinions.

Some people have their right to vote restricted. We will adhere to all legally imposed rights restrictions but will assist you in understanding the restriction and assist you if you want to pursue restoring these rights.

### ***You have the right to access your records and information in a timely manner.***

Your records contain information about you, and you can see them if you want. If you want to see your files, you need to follow Ark's rule for asking for your file. You can contact Angela Mosley, Ark's Privacy Officer, and she will help you complete the necessary paperwork. We have 30 days after you ask for the information to let you know if we will be able to help you with your request. Please see our "Notice of Privacy Practices" for a complete description of your rights and how to access your information.

## **Your Right to Privacy**

Privacy, simply stated, is the ability to be left alone when you want to be alone, to make personal decisions about intimate matters, and being able to live life without interference or intrusion by others. Giving people privacy is one important way to show respect and trust.

***You have the right to privacy during services and care of your personal needs, such as when you use the bathroom or complete typical hygiene tasks.***

If you are receiving services from Ark, there is a chance that staff members are helping you in your home. It is your home, and staff members should always knock and get your permission before entering your home or your bedroom. People should leave the door closed when you are using the bathroom, showering, getting dressed, or completing other activities in which privacy would be expected.



You need to tell someone if you need help, and call for help if necessary. You also have a responsibility to complete these tasks thoroughly. If you are unable to do so, your right to privacy may be restricted by your team so that someone can come in and help you do these important tasks.

***You have the right to make and receive private phone calls, and send and receive unopened mail.***

Please refer to the communication section of this handbook for more information (pg. 18.)



***You have the right to confidentiality of your information and records. You have the right to be informed about how your information is released. You have the right not to be photographed and choose how photographs of you are used.***



Ark will keep important information about you in a file. Staff members who help you will have access to this file so they can do their jobs. We may also share information about you with other people who will help you in your treatment, for payment purposes, and for purposes listed in our “Notice of Privacy Practices”. All other information about you is confidential, and we will not share it with anyone unless you say that it is OK. If we share information that we should not have shared, we will tell you about it and do everything we can to fix our mistake.

You can ask that we communicate health information to you in a private way, and you can ask for a list of what information we have given to other people. You can ask that we only give your information to certain people, although we are not required to agree to your request. Please see our “Notice of Privacy Practices” for complete description of your rights and how to get your information. You can also contact Colby Chisholm, Ark’s Privacy Officer.

If you are participating in an activity, friends may want to take pictures of you. If you don’t want to have your picture taken, you need to say no. If someone has taken your picture and you don’t want them to have it, talk to a staff member and ask for help. Remember, if you are at a public event, other people have the right to take your picture.

***You have a right to private personal space. You have the right to keep your things in a private place and get to them when you want.***

Your house and bedroom door should have locks. If you would like a key to those locks, you can get one. You will need to pay a \$10 deposit in case you lose your keys, but you will get the money back when you return your keys.



You need to keep your door locked and keep track of your key. We will encourage your roommates to stay out of your bedroom, but the only way to make sure that no one goes in your room is to keep it locked. Staff members will only go in your room if you say it is OK, unless they are worried about your health or safety.

Sometimes, people need extra assistance, especially if they have seizures. If it is written in your Plan of Care, we may check on you while you sleep to ensure you are safe. If this is the case, your right to privacy will be restricted. Staff members will be trained on the monitoring equipment, and only the staff members who are working will check on you or use the equipment.

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## **Your Right to Personal Relationships**

Healthy relationships are an important part of health and happiness.

Relationships help you have a long, healthy, and happy life. You should be treated fairly and respectfully by all staff members at Ark. They are here to support you in living your life. They are not authority figures and cannot force or require you to do anything you don't want to do. However, you have a responsibility to treat other people, including staff members, with respect as well. Because they are here to provide the help that you and your team have decided you need, you should cooperate and be willing to work with them.



***You have a right to choose your friends, and see your friends, family, and girl/boyfriend when you want. You have the right to be alone with your friends and have visitors.***

We will encourage you to spend time with people you like, and will do our best to help you participate in activities that you like so you can meet other people who like the same things. You will be encouraged to invite people over to visit or make plans with them outside of your home.

If you have visitors, they need to be with you. They can visit you in your bedroom, or you can use other areas of the house, as long as you have checked with your roommates. If you have roommates, your visitors should not hang out in your house while you are not there. Staff members will not provide support to your visitors. Visitors should be respectful of you, your roommates, and the staff members that work with you. You will need to follow any rules on visiting hours that are outlined in your lease.

You will have a responsibility to make sure that your guests treat people respectfully. You also have the responsibility to be safe if you are going to be alone with your friends.



***You have a right to participate in recreation and exercise activities***

We will encourage you to participate in lots of different activities. It is your responsibility to let your staff members know what you like to do and to participate in the things you choose. You also have the responsibility to behave in a way that is appropriate for the activity.

We will typically support people if they want to swim. However, if you have an active seizure disorder, Ark staff members will not help or support you with swimming or other recreational water activities. If you have a documented seizure disorder, but have not had a seizure in the last five years, Ark staff may provide assistance under the following circumstances:

- A signed liability waiver indicating your family’s understanding of the risk associated with swimming must be present in the file.
- If assistance is needed, no more than three people can swim with an Ark staff member at the same time.
- A lifeguard must be present and available at all times.

Ark retains the right to refuse assistance during recreational water activities if circumstances are present that would contribute to a risk in your health or safety.



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## Your Right to Your Money and Personal Possessions



Having choice in how you spend your money is one of the most important rights, but it also comes with huge responsibilities.

***You have the right to keep and decide how to spend your money.***

You need to be able to pay your bills and meet your financial obligations. Taking care of your money, budgeting, completing financial forms, and paying bills can be very complicated. Your team, your guardian, or you may decide to appoint someone to help you with these tasks. This person or organization is called a representative payee. Ark Regional Services can serve as your representative payee, or you can choose someone else to help you with your money.

If you choose Ark to be your payee, we will help you complete paperwork for the different assistance programs for which you might qualify, such as your Medicaid application, subsidized housing application, and food stamp application. We will also help you budget your money, pay your bills, and plan for bigger expenses such as a new TV or a vacation. If you choose someone else to be your payee, they will need to help you with these things.

If Ark is your payee, it is extremely important that you let us know about all of your income, as well as any assets you might have (trust accounts, savings accounts, etc.). This information has to be reported correctly when we help you complete various applications. If you don't give us all of the information about your income and assets, you could lose your eligibility for different services, which means you might not be able to get food stamps, obtain monetary help with your rent, or be able to receive support from Ark Regional Services.

You must have some kind of personal income in order to pay your bills. This money will typically come from Supplemental Security Income (SSI) or Social Security. You may also have income from a job, a retirement account, or a trust. This money will pay for items including, but not limited to:

- Rent
- Board, or groceries, utilities, phone, and cable bills
- Personal possessions (i.e., clothes, electronics, furniture)
- Hygiene supplies
- Computer maintenance performed by Ark technical support
- Medications
- Medical/vision/dental bills not paid by insurance
- Repairs for damages you may have caused



- Vacations (you may want to contract with friends or a favorite staff member to help you during a vacation)
- Transportation that isn't included in the services you receive (outside of Albany County)
- Key deposit (deposit returned when keys are returned)



Transportation is provided as part of residential, community integration, supported living, and employment services, as well as any other service on the Home and Community Based Waiver which includes transportation as part of the service rate. If you are riding in a vehicle driven by an Ark employee, you will be expected to wear your seatbelt and behave in a way that does not distract the driver. If you want to go someplace that is outside of Albany County such as Denver International Airport, vacations, or traveling around Wyoming, Ark will charge you mileage using the rates established by the U.S. General Services Administration (<http://www.gsa.gov/portal/content/100715>). If you would like to know what the current rate is, you can contact Ark at (307) 742-6641. Although we can often provide transportation that is out of the ordinary, we cannot guarantee this service. If you have extraordinary transportation needs, you will need to contact your Client Services Manager to see if we will be able to provide the transportation you request.

Vacations are great! If you want to go on vacation, you have to save the money to pay for the trip. Unfortunately, Ark may not be able to provide the support you need during your vacation. If we determine that we cannot help you during a vacation, we will encourage you to choose a friend, family member, or staff person who can help you during your trip. Please understand that, in most cases, if you need help during a vacation, you will probably have to pay the expenses for the person that goes with you. You may also need to pay them a fee for their time. Ark will help you work through the details.



If you want to see a movie, attend a sporting event, etc. and you need help from a staff member in order to do so, then you will be responsible for paying for the entry fee and/or ticket so that the staff member may accompany you. If you go with other people that Ark serves, the cost of the staff ticket will be split between you.

***You have the right to keep and use your personal possessions. You also have the right to decide how you will maintain your possessions.***

Your belongings are yours, and you should be able to keep them how and where you'd like to keep them. This means that you can keep your belongings in your room, or any other area that has been secured for that purpose, and no one should touch them without your permission. You can lock up your belongings, and will be encouraged to do so.

You are responsible for your possessions. You will be encouraged to take care of your things, and we will do our best to help you keep track of your belongings. The natural consequence if you don't take care of them is that they get broken or ruined. You will be encouraged to keep your belongings neat and orderly, and may be required to do so if it is indicated on your lease.

If you choose to give your things to a friend or roommate, we will talk to you and encourage you not to give your things away or let other people borrow them. Once you give something away, you may not be able to get it back. It is important that you understand that if you give something away or let someone borrow your things, they can get lost or damaged, and you may not get them back.





If you feel that someone has touched or taken your possessions without permission, you need to tell someone immediately. If an item of your is lost or stolen at no fault of your own, Ark will work with you to ensure that the item is replaced.

If you break or damage someone else's property or possessions you may be asked to pay to replace that property or possession.

To ensure that you are treated fairly, staff members cannot buy things from you or sell anything to you. Staff members can choose, but do not have to help you with fundraising activities.

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## **Your Right to be Safe**

Your safety is one of our highest priorities. However, we believe that there is dignity in risk as well. We will encourage you to be safe, and will provide you with opportunities to learn how to be safe at home, in the community, and in relationships, but we cannot guarantee that you will be safe 100% of the time.

It is the policy of Ark Regional Services to provide a safe and healthy environment for everyone who receives services from, works for, or visits our organization.

Keeping dangerous weapons, whether concealed or unconcealed, on Ark property, in Ark vehicles, or your own vehicle when on Ark property, is not allowed. A dangerous weapon is any object that can hurt someone or damage property, including guns, ammunition, explosives, knives, and any other item that could cause death or serious injury to yourself or others. If you are in possession of a dangerous weapon, it may result in the immediate termination of services, with approval from the Wyoming Medicaid.



***You have the right to be free from abuse, neglect, mistreatment, intimidation, and exploitation.***

You should be always be treated respectfully by staff members, and others in the community. If a staff member or someone else hurts you, forces you to do something you don't want to do, takes your money or possessions, or threatens you in any way, contact your CSM or Ark's CEO, immediately.

There may be a time when another person supported by Ark struggles with a challenging behavior. If you are involved in this situation, there is always a chance that you could be injured. We will do everything we can to keep you safe. You must follow directions from staff in order to keep things as safe as possible.

You have a responsibility to let someone know if you aren't being treated well. You have a responsibility to treat others respectfully as well.

## **REPORT ABUSE!**

***You have the right to receive services from staff members who are trained and educated on abuse and other issues.***

All staff members at Ark Regional Services receive extensive training upon hire and then each year thereafter on how to identify and report potential abuse, neglect, and mistreatment. We pay close attention to changes in your behavior, report suspicious activity, and pay attention to things that you say.

## ***You have a right to say “No”***

No one should ask you to do something that is dangerous. No one should intentionally hurt you for any reason, especially if they are trying to change the way you act. If someone, especially a staff member, hurts you or encourages you to do something that could hurt you or get you into trouble, you have a responsibility to tell someone immediately. You can contact your Client Services Manager, another staff person, or Ark's CEO.

## **Your Right to Medical Care**

If your Plan of Care indicates that you need help with medical issues, we will help you get to the doctor, monitor your health and medical condition, and support you in taking your medications at the correct time.

## ***You have the right to receive medical treatment***

Doctors, dentists, and medical specialists are available to help you if you are sick, are hurt, or if you need their assistance. If we have agreed to help you in these areas, we will help you schedule necessary appointments, and will make sure you have transportation to get to and from your appointments. If you would like, we will help you communicate your needs and concerns during the appointment.



You have a right to choose your doctors, dentist, and other medical professionals. We will do all we can to assist you in visiting the medical professionals of your choice. However, the medical professionals you choose can decide not to accept you as a patient. If that is the case, we will help you find another medical professional to address your medical needs.

If you are scheduled for a medical appointment, you have a responsibility to attend the appointment. If you refuse to attend, the doctor may charge you anyway, or may choose not to be your doctor any longer. You have a responsibility to follow the advice of your medical professional. If a doctor tells you that you need to get more exercise or get more sleep, we will encourage you to do so. If you choose not to, you may not get better, and your doctor may decide not to keep you on as a patient.

***You have the right to get help with your medications. You have the right to have your health and medication levels checked regularly by a doctor to address any medication side effects or changes in your condition.***



If we have agreed to help you with your medications, your Plan of Care will indicate the kind of assistance you need. We will follow your Plan of Care to help you with your medications. We will also help you keep track of any blood work that you may need to ensure that you have the correct level of medication in your system. Although we will encourage you to take your medications, we cannot require you to take your medications. If you refuse to take your medications, we will document that you refused and notify your doctor and guardians if requested. In addition, refusing to take medications may result in very harmful consequences to your health.

***You have the right to be informed of possible risks and give your consent regarding medical treatment. You have the right to say “No” to any medical procedure, such as medications, sterilization, electric shock therapy, or surgeries.***

Your medical professionals should talk to you about your medical condition, medication they have prescribed, or treatments they have suggested. You and your family or guardian should talk about what you want and don't want, as well as any questions, concerns, or fears you may have. You should have the final say in what happens to your body.



### **Your Right to Be Free from Seclusion, Coercion, and Restraint**

Involuntary seclusion is the act of shutting a person out or keeping a person apart from the rest of society. Coercion is the use of force or intimidation to obtain compliance. Ark Regional Services does not believe in the use coercion or seclusion. Ark Regional Services is a restraint free organization. Ark uses The Mandt System<sup>®</sup> as a relationship building and crisis intervention strategy. The use of chemical or mechanical restraints by Ark staff is prohibited.

***You have a right to be free from coercion and seclusion. You have the right to be free from undue mechanical, physical, or chemical restraints.***

You will not experience seclusion or coercion while working with staff members employed by Ark Regional Services. If you do, please refer to the section on filing a complaint found in this handbook (pages 36-38).

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## **Your Right to File a Complaint**

You have many rights. If you feel that your rights have been violated or you don't like something about the services you receive, you should tell someone.

***You have a right to make a complaint about the services you receive, and have someone address that complaint.***

If you don't like something about the supports you receive from Ark Regional Services or don't like a decision that has been made on your behalf, you should talk to your Client Services Manager. Your CSM will do everything possible to help you understand why things are happening or why the decision has been made. If you don't feel you have the answer you need, or a change hasn't been made to your satisfaction, you can file a grievance, which is a formal way of reporting that you are unhappy about something and asking someone to talk to you about it. You can have somebody you trust help you at any time during the grievance process.

The steps for filing a grievance are:

1. Contact your Client Services Manager. They will help you set up a meeting to talk to the staff person who made the decision and try to have the decision changed. The meeting should take place within three working days unless the person you want to talk to is out of the office. Once the meeting takes place, you will receive a response within three working days.
2. If you still have concerns, you can set up a meeting to talk to the person in charge of the service area. That will be your CSM, Director of Residential, Director of Education, Director of Equestrian Services, or the COO. The meeting will take place within three working days. The CSM or Director will provide you with a response within three working days.
3. If you still have concerns, you can set up a meeting with the CEO. The CEO will meet with you within 10 working days and provide you with a response within 10 days after your meeting.

The decision of the CEO is final. If you are unhappy with how the grievance was handled, you may contact the Wyoming Medicaid Home and Community Based Services (HCBS) Section with your concerns. HCBS contact information is available in the resource section of this handbook (pg. 38)

You have a responsibility to let people know if you are unhappy about a decision or how you have been treated. You will not be treated differently or punished in any way because you bring up a concern or make a complaint. You should never be afraid to tell someone if you are unhappy.

***You have the right to advocate and file a complaint if someone violates your right to safety or violates any of your other rights.***

If you have a complaint that isn't addressed by Ark's grievance process, or if you are reporting abuse, neglect, or some other violation, you can file that complaint on-line, over the phone, or in writing. The following agencies are available to help you:

Wyoming Medicaid Home and Community Based  
Services (HCBS) Section  
Complaint Form

<https://wyoimprov.com/ComplaintSubmission.aspx>

Department of Family Services, Adult Protective Services

1-800-457-3659

In state only, 8:00 a.m. – 5:00 p.m. MST

[dfsweb@wyo.gov](mailto:dfsweb@wyo.gov)

Protection and Advocacy

7344 Stockman St.

Cheyenne, WY 82009

1-800-624-7648

Home and Community Based Services (HCBS) Section

122 W. 25th Street, 4 West

Cheyenne, WY 82002

(307) 777-7531

(800) 510-0280

Department of Family Services, Child Protective Services

1-800-457-3659

In state only, 8:00 a.m. – 5:00 p.m. MST

[dfsweb@wyo.gov](mailto:dfsweb@wyo.gov)

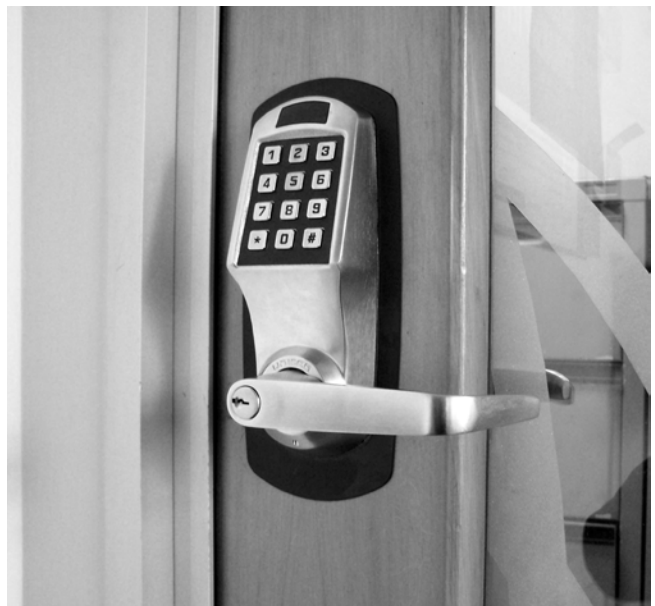


## Rights Restrictions

In some circumstances, certain rights can be restricted. If you have a guardian, he or she might make some decisions for you. Before your rights can be restricted, your team must meet the following requirements:

1. Identify a specific and individualized assessed need.
2. Document the positive interventions and supports used prior to any modifications to the person-centered service plan.
3. Document less intrusive methods of meeting the need that have been tried but did not work.
4. Include a clear description of the condition that is directly proportionate to the specific assessed need.
5. Include regulation collection and review of data to measure the ongoing effectiveness of the modification.
6. Include established time limits for periodic reviews to determine if the modification is still necessary or can be terminated.
7. Include the informed consent of the individual.
8. Include an assurance that interventions and supports will cause no harm to the individual.

Restrictions to your rights will be specifically outlined in your Plan of Care. If any of your rights are restricted, a plan of how to restore your rights will be noted in your Plan of Care. We will help you learn the skills you need so you can work toward having your rights restored. You have a responsibility to work with staff members to learn what you need to learn so you can have your rights restored.



There may be instances in which you will always need support and assistance. As an example, you may always have physical limitations that require you to have assistance in the shower. If this is the case, this assistance may be noted in the support section of your Plan of Care, and not specifically noted as a rights restriction.

If a restriction is not specifically listed in the rights or supports section of your Plan of Care then your right cannot be restricted in any way.



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## **Rights Review**

You and your team should review your rights at your Plan of Care meeting and your Six-Month Review meeting. In addition to these meetings, Ark will issue this handbook every year, with a list of any changes from the previous year. If you would like this manual in a different format, or if you would like assistance reading it, please let your Client Services Manager know.



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## Discharge

If you are moving from the area, no longer need Ark's services, or decide that you want to choose a different provider, you will be discharged from Ark's services. Additionally, the CEO may terminate your services for any reason, including refusing to meet your responsibilities or becoming a danger to yourself or others. If it is decided that Ark is no longer able to support you, you will receive a 30-day written notice and a list of other providers that may be able to provide services to you. You will need to work with your case manager, who will coordinate with you, your new providers, and your family to set up a meeting to ensure that the transition goes smoothly.



We will check in on you one month after you transition to your new situation, and again at six months after you transition.



Ark Regional Services

## NOTICE OF PRIVACY PRACTICES

Effective: 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.**

This notice will tell you how we may use and disclose protected health information about you. Protected health information means any health information about you that identifies you or for which there is a reasonable basis to believe the information can be used to identify you. In the header above, that information is referred to as "medical information." In this notice, we simply call all of that protected health information, "health information."

This notice also will tell you about your rights and our duties with respect to health information about you. In addition, it will tell you how to complain to us if you believe we have violated your privacy rights.

### **How We May Use and Disclose Health Information About You.**

We use and disclose health information about you for a number of different purposes. Each of those purposes is described below.

#### **For Treatment.**

We may use health information about you to provide, coordinate or manage the services, supports, and health care you receive from us and other providers. We may disclose health information about you to doctors, nurses, psychologists, case managers, direct support staff and other agency staff, volunteers and other persons who are involved in supporting you or providing care. We may consult with other health care providers concerning you and, as part of the consultation, share your health information with them. For example, staff may discuss your information to develop and carry out your individual plan of care. Staff may share information to coordinate needed services, such as medical tests, transportation to a doctor's visit, physical therapy, etc. Staff may need to disclose health information to entities outside of our organization (for example, another provider or a state/ local agency) to obtain new services for you.

#### **For Payment.**

We may use and disclose health information about you so we can be paid for the services we provide to you. This can include billing a third party payor, such as Medicaid or other state agency (for example, the Wyoming Developmental Disabilities Division), or your insurance company. For example, we may need to provide the Wyoming Developmental Disabilities Division information about the services we provide to you so we will be reimbursed for those services. We also may need to provide Medicaid/Medicare/Social Security or the Wyoming Department of Family Services with information to ensure you are eligible for the Home and Community Based Waiver or other financial benefits.

#### **For Health Care Operations.**

We may use and disclose health information about you for our own operations. These are necessary for us to operate Ark Regional Services and to maintain quality for our clients. For example, we may use health information about you to review the services we provide and the performance of our employees supporting you. We may disclose health information about you to train our staff and volunteers. We also may use the information to study ways to more efficiently manage our organization, for accreditation or licensing activities, or for our compliance program.

#### **How We Will Contact You.**

Unless you tell us otherwise in writing, we may contact you by either telephone, mail, or through your case manager. If you want to request that we communicate to you in a certain way or at a certain location, see "Right to Receive Confidential Communications."

**Appointment Reminders.**

We may use and disclose health information about you to contact you to remind you of an appointment for treatment or services.

**Treatment and Service Alternatives.**

We may use and disclose health information about you to contact you about treatment and service alternatives that may be of interest to you.

**Health Related Benefits and Services.**

We may use and disclose health information about you to contact you about health-related benefits and services that may be of interest to you.

**Marketing Communications.**

We may use and disclose health information about you to communicate with you about a product or service to encourage you to purchase the product or service. This may be:

- To describe a health-related product or service that is provided by us;
- For your treatment;
- For case management or care coordination for you;
- To direct or recommend alternative treatments, therapies, health care providers, or settings of care.

We may communicate to you about products and services in a face-to-face communication by us to you. We also may communicate about products or services in the form of a promotional gift of nominal value.

All other use and disclosure of health information about you by us to make a communication about a product or service to encourage the purchase or use of a product or service will be done only with your written authorization.

**Fundraising.**

We may use and disclose health information about you to raise funds for Ark Regional Services. We may disclose health information to a business associate of Ark Regional Services or a foundation related to Ark Regional Services so that business associate or foundation may contact you to raise money for the benefit of Ark Regional Services. We will only release demographic information, such as your name and address, and the dates you received treatment or services from Ark Regional Services. If you do not want Ark Regional Services or its foundation to contact you for fundraising, you must notify Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072, in writing.

**Disclosures to Family and Others.**

We may disclose to a parent/guardian, personal representative, family member, other relative, a close personal friend, or any other person identified by you, health information about you that is directly relevant to that person's involvement with the services and supports you receive or payment for those services and supports. We also may use or disclose health information about you to notify, or assist in notifying, those persons of your location, general condition, or death. If there is a family member, other relative, or close personal friend that you do not want use to disclose health information about you to, please notify Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072.

**Disaster Relief.**

We may use or disclose health information about you to a public or private entity authorized by law or by its charter to assist in disaster relief efforts. This will be done to coordinate with those entities in notifying a parent/guardian, personal representative, family member, other relative, close personal friend, or other person identified by you of your location, general condition or death.

**Required by Law.**

We may use or disclose health information about you when we are required to do so by law.

**Public Health Activities.**

We may disclose health information about you for public health activities and purposes. This includes reporting health information to a public health authority that is authorized by law to collect or receive the information for purposes of preventing or controlling disease. Or, one that is authorized to receive reports of child abuse and

neglect. It also includes reporting for purposes of activities related to the quality, safety or effectiveness of a United States Food and Drug administration regulated product or activity.

#### **Victims of Abuse, Neglect or Domestic Violence.**

We may disclose health information about you to a government authority authorized by law to receive reports of abuse, neglect, or domestic violence, if we believe you are a victim of abuse, neglect, or domestic violence. This will occur to the extent the disclosure is:

- a) required by law;
- b) agreed to by you or your personal representative; or, (c) authorized by law and we believe the disclosure is necessary to prevent serious harm to you or to other potential victims, or, if you are incapacitated and certain other conditions are met, a law enforcement or other public official represents that immediate enforcement activity depends on the disclosure.

#### **Health Oversight Activities.**

We may disclose health information about you to a health oversight agency for activities authorized by law, including audits, investigations, inspections, licensure or disciplinary actions. These and similar types of activities are necessary for appropriate oversight of the health care system, government benefit programs, and entities subject to various government regulations.

#### **Judicial and Administrative Proceedings.**

We may disclose health information about you in the course of any judicial or administrative proceeding in response to an order of the court or administrative tribunal. We also may disclose health information about you in response to a subpoena, discovery request, or other legal process but only if efforts have been made to tell you about the request or to obtain an order protecting the information to be disclosed.

#### **Disclosures for Law Enforcement Purposes.**

We may disclose health information about you to a law enforcement official for law enforcement purposes:

- a. As required by law.
- b. In response to a court, grand jury or administrative order, warrant or subpoena.
- c. To identify or locate a suspect, fugitive, material witness or missing person.
- d. About an actual or suspected victim of a crime and that person agrees to the disclosure. If we are unable to obtain that person's agreement, in limited circumstances, the information may still be disclosed.
- e. To alert law enforcement officials to a death if we suspect the death may have resulted from criminal conduct.
- f. About crimes that occur at our facility.
- g. To report a crime in emergency circumstances.

#### **Coroners and Medical Examiners.**

We may disclose health information about you to a coroner or medical examiner for purposes such as identifying a deceased person and determining cause of death.

#### **Funeral Directors.**

We may disclose health information about you to funeral directors as necessary for them to carry out their duties.

#### **Organ, Eye, or Tissue Donation.**

To facilitate organ, eye or tissue donation and transplantation, we may disclose health information about you to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs, eyes or tissue.

#### **To Avert Serious Threat to Health or Safety.**

We may use or disclose protected health information about you if we believe the use or disclosure is necessary to prevent or lessen a serious or imminent threat to the health or safety of a person or the public. We also may release information about you if we believe the disclosure is necessary for law enforcement authorities to identify or apprehend an individual who admitted participation in a violent crime or who is an escapee from a correctional institution or from lawful custody.

#### **National Security and Intelligence.**

We may disclose health information about you to authorized federal officials for the conduct of intelligence, counter-intelligence, and other national security activities authorized by law.

**Protective Services for the President.**

We may disclose health information about you to authorized federal officials so they can provide protection to the President of the United States, certain other federal officials, or foreign heads of state.

**Inmates; Persons in Custody.**

We may disclose health information about you to a correctional institution or law enforcement official having custody of you. The disclosure will be made if the disclosure is necessary: (a) to provide health care to you; (b) for the health and safety of others; or, (c) the safety, security and good order of the correctional institution.

**Workers Compensation.**

We may disclose health information about you to the extent necessary to comply with workers' compensation and similar laws that provide benefits for work-related injuries or illness without regard to fault.

**Other Uses and Disclosures.**

Other uses and disclosures will be made only with your written authorization. You may revoke such an authorization at any time by notifying Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072, in writing of your desire to revoke it. However, if you revoke such an authorization, it will not have any effect on actions taken by us in reliance on it.

**Your Rights With Respect to Health Information About You.**

You have the following rights with respect to health information that we maintain about you.

**Right to Request Restrictions.**

You have the right to request that we restrict the uses or disclosures of health information about you to carry out treatment, payment, or health care operations. You also have the right to request that we restrict the uses or disclosures we make to: (a) a family member, other relative, a close personal friend, or any other person identified by you; or, (b) for to public or private entities for disaster relief efforts. For example, you could ask that we not disclose health information about you to your brother or sister.

To request a restriction, you may do so at any time. If you request a restriction, you should do so to Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072 (307) 742-6641, and provide: (a) what information you want to limit; (b) whether you want to limit use or disclosure or both; and, (c) to whom you want the limits to apply (for example, disclosures to your parent).

We are not required to agree to any requested restriction. However, if we do agree, we will follow that restriction unless the information is needed to provide emergency treatment. Even if we agree to a restriction, either you or we can later terminate the restriction.

**Right to Receive Confidential Communications.**

You have the right to request that we communicate health information about you to you in a certain way or at a certain location. For example, you can ask that we only contact you by mail or at work. We will not require you to tell us why you are asking for the confidential communication.

If you want to request confidential communication, you must do so in writing to Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072. Your request must state how or where you can be contacted.

We will accommodate your request. However, we may, if necessary, require information from you concerning how payment will be handled. We also may require an alternate address or other method to contact you.

**Right to Inspect and Copy.**

With a few very limited exceptions, you have the right to inspect and obtain a copy of health information about you.

To inspect or copy health information about you, you must submit your request in writing to Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072. Your request should state specifically what health information you want to inspect or copy. If you request a copy of the information, we may charge a fee for the costs of copying and, if you ask that it be mailed to you, the cost of mailing.

We will act on your request within thirty (30) calendar days after we receive your request. If we grant your request, in whole or in part, we will inform you of our acceptance of your request and provide access and copying.

We may deny your request to inspect and copy health information if the health information involved is information compiled in anticipation of, or use in, a civil, criminal or administrative action or proceeding;

If we deny your request, we will inform you of the basis for the denial, how you may have our denial reviewed, and how you may complain. If you request a review of our denial, it will be conducted by a licensed health care professional designed by us who was not directly involved in the denial. We will comply with the outcome of that review.

#### **Right to Amend.**

You have the right to ask us to amend health information about you. You have this right for so long as the health information is maintained by us.

To request an amendment, you must submit your request in writing to Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072. Your request must state the amendment desired and provide a reason in support of that amendment.

We will act on your request within sixty (60) calendar days after we receive your request. If we grant your request, in whole or in part, we will inform you of our acceptance of your request and provide access and copying.

If we grant the request, in whole or in part, we will seek your identification of, and agreement to share, the amendment with relevant other persons. We also will make the appropriate amendment to the health information by appending or otherwise providing a link to the amendment.

We may deny your request to amend health information about you. We may deny your request if it is not in writing and does not provide a reason in support of the amendment. In addition, we may deny your request to amend health information if we determine that the information:

- a. Was not created by us, unless the person or entity that created the information is no longer available to act on the requested amendment;
- b. Is not part of the health information maintained by us;
- c. Would not be available for you to inspect or copy; or,
- d. Is accurate and complete.

If we deny your request, we will inform you of the basis for the denial. You will have the right to submit a statement of disagreement with our denial. Your statement may not exceed 2 pages. We may prepare a rebuttal to that statement. Your request for amendment, our denial of the request, your statement of disagreement, if any, and our rebuttal, if any, will then be appended to the health information involved or otherwise linked to it. All of that will then be included with any subsequent disclosure of the information, or, at our election, we may include a summary of any of that information.

If you do not submit a statement of disagreement, you may ask that we include your request for amendment and our denial with any future disclosures of the information. We will include your request for amendment and our denial (or a summary of that information) with any subsequent disclosure of the health information involved.

You also will have the right to complain about our denial of your request.

#### **Right to an Accounting of Disclosures.**

You have the right to receive an accounting of disclosures of health information about you. The accounting may be for up to six (6) years prior to the date on which you request the accounting but not before April 14, 2003.

Certain types of disclosures are not included in such an accounting:



- a. Disclosures to carry out treatment, payment and health care operations;
- b. Disclosures of your health information made to you;
- c. Disclosures that are incident to another use or disclosure;
- d. Disclosures that you have authorized;
- e. Disclosures for disaster relief purposes;
- f. Disclosures for national security or intelligence purposes;
- g. Disclosures to correctional institutions or law enforcement officials;
- h. Disclosures that are part of a limited data set for purposes of research, public health, or health care operations (a limited data set is where things that would directly identify you have been removed).
- i. Disclosures made prior to April 14, 2003.

Under certain circumstances your right to an accounting of disclosures to a law enforcement official or a health oversight agency may be suspended. Should you request an accounting during the period of time your right is suspended, the accounting would not include the disclosure or disclosures to a law enforcement official or to a health oversight agency.

To request an accounting of disclosures, you must submit your request in writing to Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072. Your request must state a time period for the disclosures. It may not be longer than six (6) years from the date we receive your request and may not include dates before April 14, 2003.

Usually, we will act on your request within sixty (60) calendar days after we receive your request. Within that time, we will either provide the accounting of disclosures to you or give you a written statement of when we will provide the accounting and why the delay is necessary.

There is no charge for the first accounting we provide to you in any twelve (12) month period. For additional accountings, we will charge you for the cost of providing the list. We will notify you of the cost involved and give you an opportunity to withdraw or modify your request to avoid or reduce the fee.

#### **Right to Copy of this Notice.**

You have the right to obtain a paper copy of our Notice of Privacy Practices. You may request a copy of our Notice of Privacy Practices at any time.

You may obtain a copy of our Notice of Privacy Practices over the Internet at our web site, [www.arkregionalservices.org](http://www.arkregionalservices.org).

To obtain a paper copy of this notice, contact Ark Regional Services.

### **Our Duties**

#### **Generally.**

We are required by law to maintain the privacy of health information about you and to provide individuals with notice of our legal duties and privacy practices with respect to health information.

We are required to abide by the terms of our Notice of Privacy Practices in effect at the time.

#### **Our Right to Change Notice of Privacy Practices.**

We reserve the right to change this Notice of Privacy Practices. We reserve the right to make the new notice's provisions effective for all health information that we maintain, including that created or received by us prior to the effective date of the new notice.

#### **Availability of Notice of Privacy Practices.**

A copy of our current Notice of Privacy Practices will be posted at 1150 N. 3rd Street, Laramie, WY 82072. A copy of the current notice also will be posted on our web site, [www.arkregionalservices.org](http://www.arkregionalservices.org).

At any time, you may obtain a copy of the current Notice of Privacy Practices by contacting Ark Regional Services.

#### **Effective Date of Notice.**

The effective date of the notice will be stated on the first page of the notice.

**Complaints.**

You may complain to us and to the United States Secretary of Health and Human Services if you believe your privacy rights have been violated by us.

To file a complaint with us, contact Colby Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072, (307) 742- 6641. All complaints should be submitted in writing.

To file a complaint with the United States Secretary of Health and Human Services, send your complaint to him or her in care of: Office for Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue SW, Washington, D.C. 20201.

You will not be retaliated against for filing a complaint.

**Questions and Information.**

If you have any questions or want more information concerning this Notice of Privacy Practices, please contact Chisholm, Privacy Officer, 1150 N. 3rd Street, Laramie, WY 82072.