

Welcome to H.A.T.C.H.

An Introduction Handbook of Policies and Procedures for Clients, Parents, Guardians and  
Administrators



H.A.T.C.H.

Help Another Toward Creative Happiness

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(This handbook supersedes and replaces all earlier client handbooks)

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Dear Program Participant, Parent/Guardian/Caretaker or Home Administrator:

This Manual was developed to provide you with important information about H.A.T.C.H.'s services, how it operates, the services available to you and your rights and responsibilities as a program participant. It is important to us, and to your success in the program, that you understand the information it contains. Therefore, please let us know if at any time you have questions, difficulties, suggestions, or if you are interested in more information regarding the program.

Sincerely,

Phyllis Kaplan, Ph.D.  
Director

Heather Manes  
Program Manager

In this handbook you will find information concerning clients, parents, guardians and facilities. We welcome your input and support. H.A.T.C.H. appreciates the opportunity to provide services to those clients who would benefit from receiving unique and individualized services. If you find information within this handbook which needs further addressing please feel free to contact us. If you feel we have omitted any of your concerns, please also contact us and we will attempt to address them. Thank you for your interest in the H.A.T.C.H. program.

The Regional Center of the East Bay and Golden Gate Regional Center serve children and adults with developmental disabilities and their families. H.A.T.C.H. is a vendor of these two Regional Centers.

H.A.T.C.H. is a non-profit organization 501 (c) (3) which is a separate entity from the Regional Center. H.A.T.C.H. is responsible for the oversight of the Respite Providers, In-Home Day Program Providers and other direct care staff, dependent on the specific services for which the client is designated to receive. It is important to know that H.A.T.C.H. is a client focused and activity-based program. H.A.T.C.H. does not perform behavioral therapy or any other services that would be viewed as a medical service.

The employees of H.A.T.C.H. are expected to follow all policies and procedures. These policies and procedures apply to the employee even if the client, family member, guardian or facility refers the potential employee to H.A.T.C.H. We maintain the right to terminate employment if the employee fails to follow all policies and procedures that are in place.

The Regional Center oversees the client contracted services. Case Managers and the client's Interdisciplinary Team (IDT) determine the services and hours for which the client is eligible to receive. H.A.T.C.H. does not have the ability to change this amount.

When the Case Managers send in a referral to H.A.T.C.H., we receive the client's Individual Program Plan (IPP), Annual Review (AR), and Health Care Checklist (HCC). We also may receive the client's Individual Educational Plan (IEP) (see glossary of terms). H.A.T.C.H. then reviews this information and shares the relevant information with the employee, who will be working with the client.

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# Client's Rights According to The Lanterman Act:

1. To be accorded dignity in personal relationships with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment.
3. Not to be subjected to corporal or unusual punishment, humiliation, mental abuse, withholding of monetary allowances or punitive interference connected with the daily functions of living, such as eating or sleeping.
4. To be informed by the licensee of the provision of law regarding complaints and of procedures of registering complaints confidentially, including, but not limited to, the address and telephone number of the complaint receiving unit of the Department of Social Services, Community Care Licensing.
5. To leave at any time, except for minors and others from whom legal authority has been established. It is vital and very important you inform your H.A.T.C.H. worker you absent and know you've left and are not missing!

Your rights also include the following:

- ◆ You have the right to take a leadership role in planning your future.
- ◆ You have the right to say 'NO' to something that you do not want for yourself.
- ◆ You have the right to make your own decisions.
- ◆ You have the right to receive the support and assistance needed so that you can make informed choices.
- ◆ You have the right to succeed and to make mistakes.
- ◆ You have the right to receive information in your own language.
- ◆ You have the right to give input regarding your level of satisfaction with your program.
- ◆ You have the right to positive interventions before restrictive measures are used.
- ◆ You have the right to invite people that you choose to your meetings.

The entire Lanterman Act is available online at this web link:

[https://www3.dds.ca.gov/Statutes/docs/LantermanAct\\_2019.pdf](https://www3.dds.ca.gov/Statutes/docs/LantermanAct_2019.pdf)

# Mission, Vision and Core Values:

**Mission:** The mission of H.A.T.C.H. is a 1:1, quality of life, heart-driven, non-profit program focused on meeting the specific goals, needs, dreams, and desires of children and adults facing challenges within the scope of various developmental disabilities.

**Our Vision:** All individuals with developmental disabilities will have opportunities to live life to the fullest, to the best of their abilities.

**Core Values:**

1. **Enhanced Quality of life:** Focusing on all aspects of their needs and abilities related to their goals, desires, and interests.
2. **Integrity and Excellence:** All services will be delivered to our clients, families and employees, based upon the highest standards and reflecting our mission.
3. **Community Inclusion:** Activities, based upon goals and objectives, will include the client's full participation in any and all community-based interactions when possible and appropriate.
4. **Diversity:** Welcoming all clients, families and employees who represent a wide range of diverse populations.

**As a Client Receiving Services, They Shall Have Freedom From:**

## **Abuse**

While enrolled in receiving services through H.A.T.C.H., clients will be safe from verbal, mental/emotional, physical, or financial abuse. No one can hit, yell, or borrow money from our clients. If any of things occur, please contact the office immediately.

**Financial or Other Exploitation,** no one can tell our clients to give them money or how to spend their money.

## **Retaliation**

If a client sees something wrong and you need to contact staff, clients will not be punished for speaking out.

## **Humiliation**

Clients have the right to be treated well and with respect. No one should make our clients feel negatively about themselves. No one can make fun or tease about choices our clients make. No one can tease our clients about their disability, race, religion, sexual orientation, or the things you like to do.

## **Neglect**

Clients have the right to a safe, healthy and comfortable place to live, work and/or attend program. Clients have the right to humane care. Clients have the right to be listened to and have the help of others to get the help needed.

# Informed Consent:

What “Informed Consent” toward client means: Any time anyone asks you to make a decision about your daily life, program activities, where you want to live, who you want to live with, how you will spend your money or anything similar to those questions, you have the right to get all the information you need to make your decision. You should always get as much information as you can, from different people, so you have the facts before you agree to something or sign something or make a decision. You should be told if there are any risks or special concerns you need to think about before making an informed decision. That’s the “informed” part.

No one can make a decision for you without your okay. No one can sign your name to something without your okay\*. That’s the “consent” part. H.A.T.C.H. is committed to help you make informed decisions with your consent.

If you want us to help you, we will:

1. Make sure you completely understand the decision you have to make and the consequences.
2. Give you as many healthy choices that can help you.
3. Give you examples of what might happen if you make one choice over another.
4. Help you get information from other places.
5. Support you in the choices you make, as long as it will not hurt yourself or others.
6. To the best of our ability, make sure the choice you make happens the way you want it. If at any time you feel that you are not being told everything that you need to know or you feel that you are being made to do something that you do not want to do, you should tell your staff person, the Program Manager or Director right away and let your RCEB Case Manager know. If you do not understand any of the steps or how to proceed, please contact any H.A.T.C.H. staff.

\*The exception would be if you are conserved



# Program Description:

1	Child or adult with a developmental disability who has numerous strengths and specific needs.
<u>+1</u>	Adult with a heart of gold and a desire to use their strengths and abilities to support another human being.
2	Incredibly special people who will share, grow, and experience life while working on together as a team!

H.A.T.C.H. provides:

- **In Home Day Program** for those who are unable to attend an out of home day program due to medical conditions listed under Title 22 or if deemed appropriate by client's ID team.
- **Respite** services for children and adults with developmental disabilities, which can take place in their home or out in the community.
- **Socialization** training for children and adults.

H.A.T.C.H. clients have specific individual needs, which are the result of a variety of challenging conditions. H.A.T.C.H. clients have been referred by their Regional Center Case Managers and may need specifically trained workers in certain social and emotional areas, in order to maximize their success in family/community/school/general life experiences. Other H.A.T.C.H. clients are more seriously affected by their disabilities and need more basic support and survival life skills.

The clients referred to H.A.T.C.H. range from those who are semi-independent to those who are dependent upon others to meet their most basic needs. Often, a one-to-one team format is the only successful way to meet specific and desired goals.

# Program Description Continued:

H.A.T.C.H. began more than 40 years ago as a way to meet unique and individual needs of persons with developmental disabilities and other challenges. The history and expansion of this Organization reflects the changes in attitudes, legal rights, and specific goals and objectives.

The list of services provided is as varied as the needs of the human beings involved. A few of the areas addressed by the H.A.T.C.H. team include, but are not limited to:

- In Home Day Program
- Respite
- Self-Esteem
- Independent Living Skills
- Socialization Experiences
- Community Involvement
- Self-Help Skills
- Survival Skills- Safety Skills
- Verbal and Non-Verbal Communication
- Role Modeling
- Physical Exercise
- Sharing/Caring Companionship
- Positive Behavior Intervention
- Travel Training
- Follow-up on programs designed by designated advisors (i.e. a behavior modification consultant designs a program for all involved parties to utilize consistently when working with the client; a nutritionist develops a certain diet for the client, etc.).

Case Managers, parents, H.A.T.C.H. staff and other care providers establish the client's individual goals as a team. H.A.T.C.H. receives other pertinent information from the referring Case Managers. Prior to formalizing a team, H.A.T.C.H. will receive background information, as well as the list of goals and challenges to be addressed. Additional training and support are continually available to H.A.T.C.H. employees in order to facilitate a positive experience for all.

# Assistance from H.A.T.C.H. office staff:

## **H.A.T.C.H. office staff can help with the following:**

- Client intake coordination.
- Find a direct care staff if requested and as needed.
- Handle payroll, payroll taxes, and worker's compensation.
- Assist with developing goals for clients and make recommendations for activities as requested.
- Follow up on any service concerns brought to our attention by involved others.

H.A.T.C.H. staff's primary purpose is to provide the specific services for which the clients are designated to receive. This can include, but is not limited to, the following: Maintain supervision of the client, participate in events and activities in which the client has an interest in, and numerous other client related activities.

H.A.T.C.H. staff is responsible for cleaning up after an activity that they participated in with the client and/or assisting the client with cleaning up anything that was used while in their care. Since it is important to focus on the supervision of the client, H.A.T.C.H. staff should not be requested to do housework or any other activity that would divert their attention from the client. The assigned employee can assist the client with cleaning or organizing their room, but it should not be their "ultimate" responsibility. Remember that H.A.T.C.H. is client focused at all times.

If the staff is providing respite care, staff can prepare meals for the client if requested, but staff is not responsible for the cost. Also, staff is not responsible for the grocery shopping, unless it is used as an activity to show the client how to make purchases. H.A.T.C.H. employees are not to be held financially responsible for such activities. If the client is on any special diet or has any allergies to food, it is important to disclose this information. For example, if the client has trouble swallowing and requires a pureed diet which is normally overseen by trained personnel, our staff cannot be responsible for this task as they are not trained to perform any specialized feeding tasks or medical interventions.

# Assigned Employees:

Typically, there is one employee assigned to each client; we do not have a rotating or on-call staff. H.A.T.C.H. makes an effort to identify the best match for the client given the specific client needs to be addressed, the location and the availability of the employee and other service-related requirements. The experiences that our employees possess vary as much as the specific needs of each client. If you feel that the employee is not a good match for the client, please let H.A.T.C.H. know and we will continue to work on supporting the existing employee within reason or work toward identifying another employee.

If the employee that H.A.T.C.H. has assigned does not meet reasonable expectations of the client, family and involved others, and you feel there is no way to correct this, please notify the office immediately. H.A.T.C.H. will work on finding a replacement. Be aware that H.A.T.C.H. must follow all state and federal laws that pertain to employment regulations. This includes our need to document and warn employees in writing before dismissing them from their employed position. This does not include gross negligence and breaking laws. If this situation were to ever arise, immediately contact the office. The employee will be promptly asked not to return to work. It is important to keep H.A.T.C.H. informed of any concerning issue, as we find that it is better to handle a smaller problem before it becomes a bigger issue.

If a client, family member or Administrator would like to refer someone to our agency to work with a client, if employed, the referred potential employee will become a H.A.T.C.H. employee and is required to meet qualifications and standards:

- Be over the age of 18.
- Cannot reside with the client.
- Must pass a background check (no criminal history will be accepted).
- Must have CPR/First Aid certification (can be arranged through H.A.T.C.H. and must be renewed every two years).
- Must complete Mandated Abuse Reporter Training (renewed every two years).
- Must have a recent Tuberculosis test to start employment and then have a follow up test every two years. If a chest x-ray is needed because of the initial test indicated a positive response, then an x-ray should be done every five years. H.A.T.C.H. can suggest low cost clinics to have this test completed.
- If employee takes client in a vehicle, the employee must have a valid driver license and current proof of auto insurance.
- Must have the ability to write a monthly report and timesheet.
- Must be eligible to work in the United States.
- Must be willing to follow all employment policies.

# Mileage Reimbursement:

H.A.T.C.H. employees may drive a client in their own car if they meet the following requirements: They must have a valid driver's license and current automobile insurance on file with H.A.T.C.H. If the parent/guardian or other involved persons request that the H.A.T.C.H. employee drive their car, the requesting person must also have current automobile insurance on file with H.A.T.C.H. that specifically covers secondary drivers. The parent/guardian should reimburse the staff at the recommended rate by the Internal Revenue Service if the employee uses their own vehicle for transportation. This information can be found at: <http://www.irs.gov> (use the search to find mileage reimbursement). Parent/guardians are not responsible for mileage reimbursement for the miles that are driven from the employee's home to the client's home.

# Activity Costs:

H.A.T.C.H. does not have the funding to pay for community-based activities. Activities such as going to theme parks, movies, and restaurants, should be paid for by the family or client. We do ask that our employees do not ask for money from the client and that receipts should be saved and given to the parent/guardian. H.A.T.C.H. has a yearly subscription to C.A.T.S. (Community Access Ticket Services). As we receive offers to various activities, we email our employees with the information and they can request tickets. There are times when our requests are declined. This is either because of late response to requesting the tickets or if we have a number of cancellations with no notification. When we are given approval, the tickets are free for the employee and the client but transportation and parking costs are not included.

# Meals:

Meals for the client should be provided by the family. Our staff can do a cooking project together but the food costs should be covered by family. It is important to provide adequate meals for the client.

# Family/Guardian/Administrator Input:

## Parent/Guardian/Facility Activity Suggestions

It is helpful for the parent/guardian/facility administrator to provide some direction to H.A.T.C.H. staff, as we find that it improves the interaction between the client and staff. This is especially important in the beginning of working with our clients. If the client has particular interests and preferred activities, we encourage you to list these for the staff so that the time spent together is more meaningful. We encourage educational and social activities. For example, while watching television is not always considered appropriate, some television shows or movies foster conversations and role modeling opportunities. Our employees are always encouraged to expand any activities utilizing all teaching and learning methods.

# Feedback and Open Communication with Employees:

H.A.T.C.H. employees should have the opportunity to openly communicate with the client's parent/guardian and facility administrators. Employees are required to write a monthly report that includes activities participated in and any notable difficult behaviors that were encountered throughout the month. Parents/guardians/facilities or involved others are encouraged to read these reports or talk directly with the worker. Any serious incidents or concerns should be reported immediately to all involved persons and to the H.A.T.C.H. staff. Special Incidents Reports are also required by the Regional Center within 24 hours of a reportable incident. H.A.T.C.H. employees are given these reports at the initial meeting and are responsible for filling these reports out. Employees are then required to turn the reports to the H.A.T.C.H. office and the office staff will forward the reports to the client's Case Manager. Special Incident Report Forms (SIR) can be found on the Regional Center's website ([www.RCEB.org](http://www.RCEB.org)) or at this web link: <https://hatch4help.org/forms/> .

# Emergency Information:

It is important to make sure that all relevant information is written on the client application regarding allergies, medications and diagnosis. If there are any changes, please inform the employee who is working with the client, and send the documentation to the H.A.T.C.H. office, so that our information is current. This information is important to disclose in case of an emergency.

If there is a specific protocol in handling a medical emergency with the client, it is important to review this with the provider working with the client and post it where it is accessible in case of an emergency. **If the client has a history of seizures, the family or facility must have a seizure plan in place. The seizure plan is the written protocols that a physician has written out specifically for the client. The protocols written by the client's doctor must be followed.**

H.A.T.C.H. employees are not allowed to provide any medical interventions but if the protocol is to call 911 after they observe a medical emergency, they need to know how to respond.

We strongly advise keeping a copy of your telephone numbers along with all other emergency contact information on the refrigerator or other designated place so that if needed, it is accessible. We also recommend that the H.A.T.C.H. employees provide parent, guardian or facilities with their emergency contact information and that parent, guardian and facilities keep the H.A.T.C.H. employees name and contact information accessible at all times.

H.A.T.C.H. encourages employees to carry a signed medical release in case of an emergency while working together. This signed medical release would authorize the employee to seek medical treatment for the client. This medical release should include the client's doctor/hospital in which to seek emergency medical treatment.

If an emergency does occur, the incident needs to be immediately reported to H.A.T.C.H. within 24 hours of an incident. All employees receive a copy of the Special Incident Report (SIR) form and this should be sent into H.A.T.C.H. within 36 hours of an incident.

If the employee does not have the SIR form available, the form can be printed off of our website at this link: <https://hatch4help.org/forms/>

# Invasive Procedures:

The law prohibits H.A.T.C.H. employees from performing any invasive procedures, or within the scope of nursing care which includes, but is not limited to the following:

- Injections
- Enemas
- Wound care
- Tube feedings
- Nail clipping
- Tracheotomy care
- Colostomy or Ileostomy care
- Urinary catheter care

# Medications:

If the client is capable of taking their own medication, H.A.T.C.H. employees are permitted to remind clients to do so. H.A.T.C.H. employees cannot administer any medication including over the counter drugs. All medications should be placed out of reach of the client and should not be accessible to either the client or employee. H.A.T.C.H. employees are not responsible for charting medications. It is important that H.A.T.C.H. employees know what medications the client is taking, so that in case of an emergency, employees can relay this information to emergency workers. Please call to discuss further if needed. Please keep H.A.T.C.H. updated on medication changes.

# Household Chores:

H.A.T.C.H. employees are not supposed to do any household chores that are not related to the client. If the team works on a cooking project or any other activity, then it would be the team's responsibility to clean up after the project. If one of the client's goals is to become more independent, work on organizational skills, then employees can help advise client on how to improve those skills.

# Client Discipline:

H.A.T.C.H. employees are never allowed to use any form of physical contact to discipline clients. Time-outs can be used by having clients sit in a chair unrestrained where they can be seen at all times by the employee. The client should never be out of the H.A.T.C.H. employee's sight. For example, the client should never be sent to another room or place where they would not be visible to the H.A.T.C.H. employee. Positive reinforcement techniques should always be in place and always used to manage behavior. If, on occasion, a reprimand and or negative comment is used, a positive redirection should be immediately explained, practiced, and reinforced. Please let the employee know if you have a positive behavior plan or motivation chart in place for the client, so that the employee can consistently support the plan that has been developed. Please advise the H.A.T.C.H. employee of any other positive techniques that you would encourage the employee to use with the client during their time together.

# Hour Usage:

The client receives a set number of hours for variety of services through the Regional Center. H.A.T.C.H. can only bill the hours used. Therefore, it is important to use the hours to the fullest extent as possible. If the Purchase of Service (POS) is written for a monthly number of hours per month, please use these hours. If these hours are not used, they are unbillable and cannot be transferred to another month. If the POS is written for on a quarterly basis, it is important to keep track of the hours used as the hours can vary by month within the quarter. Any overage of hours should be reimbursed directly to the H.A.T.C.H. employee at the same rate of pay that the employee is paid by H.A.T.C.H.

# Scheduling of Hours:

Some of our clients need flexibility in their schedules, H.A.T.C.H. will make an attempt to accommodate the needs of the client however, **H.A.T.C.H. cannot provide rotating staff nor do we have a large pool of employees that are on call to provide emergency coverage.**

H.A.T.C.H. teams are set up with a 1:1 ratio unless there is a prior arrangement made. Many of our employees have other clients and/or employment so the best scenario is to set a schedule that everyone agrees upon. Please call the H.A.T.C.H. office directly if the H.A.T.C.H. employee is unable to set a regular schedule or changes their schedule with their client which makes it inconvenient to the client. There should be some allowance of flexibility for emergencies but if a pattern develops, we would like to address the situation.

# Cancellations:

If a parent/guardian or involved others needs to cancel a visit, please call the H.A.T.C.H. employee who works with the client directly at least 24 hours in advance. If there is a sudden illness or an emergency, please call the employee who works with the client as soon as possible to cancel the visit. If the H.A.T.C.H. employee becomes sick or has an emergency, we request that they call the parent/guardian or involved others directly to cancel the visit and to reschedule. Voice to voice contact is vital! From past experience, we find that texting and emailing is not reliable means of communication as there is no assurance that contact has been made.

# Absences:

If the H.A.T.C.H. employee is more than fifteen minutes late for work with the client, feel free to call the employee directly to verify that they are planning to work the scheduled visit. The H.A.T.C.H. employee has also been directed to call the parent/guardian or involved others under such circumstances. If being late or calling in sick becomes a pattern, call H.A.T.C.H. so that we can address this issue with the employee. If the employee needs to leave the visit early, we request that they notify the client, parent/guardian or the facility administration at the beginning of the scheduled visit and before they leave.

# Serious Illness Notification:

We require that if the client or employee becomes sick with a serious communicable illness immediate notification of all parties involved is mandatory. Services will need to be placed on hold until there is a full recovery.

Our clients and employees have the right to work in only safe environments. This means the physical settings must be free of contagious diseases, bug infestations and other unsanitary conditions.

## Timesheets:

H.A.T.C.H. employees send in their timesheets once a month, after they have worked the last day within that month. Please be sure to check and verify the hours. On the occasion, mistakes have been made such as the wrong date was written down. H.A.T.C.H. may call to follow up to check to make sure the dates are accurate. If the parent/guardian or responsible person agrees to the hours that were worked, please sign the time sheet. It is our suggestion to keep a calendar and/or post the time sheet in a place where visits can be tracked easily and time discrepancies can be kept a minimum. If the parent/guardian or facility administrator is unable to sign the timesheet, it is important to designate someone who will be responsible to verify the time sheet. If the client resides in a facility, board and care home or with supported living staff, H.A.T.C.H. recommends having the home or facility administrator, social worker, or a staff person in charge, sign the time sheets. However, if there is another staff person who sees the H.A.T.C.H. employee on a regular basis and you feel comfortable designating that person, please let us know. It is the employee's responsibility to turn in their time sheet to the H.A.T.C.H. office by the deadline specified so that H.A.T.C.H. can bill the Regional Center on the required day. Therefore, it is important for the designated signer to sign the timesheet in a timely manner so that the H.A.T.C.H. employee can be paid as scheduled. If the deadline is missed, the employee will have to wait until the next billing cycle to be paid.

## Expired POS:

If the Case Manager is unable to renew the POS by the end date but is working on having it renewed, H.A.T.C.H. may need to put a temporary hold on providing the services until the POS is reauthorized. You can review the start and end dates on your copy of the POS.

## Ending Services:

If services provided by H.A.T.C.H. are no longer needed, we ask HATCH is notified within a reasonable time. H.A.T.C.H. also has the right to terminate services. Although a 30-day notice is typical, situations may arise where 30-day notices are not feasible.

# Holidays Observed:

New Year's Day  
Martin Luther King's Birthday  
President's Day  
\*Cesar Chavez Day  
Memorial Day  
\*Independence Day  
Labor Day  
Indigenous Peoples Day/Columbus Day  
\*Veterans' Day  
Thanksgiving Day  
Day after Thanksgiving  
\*Christmas Eve  
\*Christmas Day

**\*If the holiday falls on a Saturday, the holiday should be observed on the Friday before. If the holiday is on a Sunday, the holiday should be observed on the Monday after.**

**These days may change in order to follow the Department of Developmental Services rules and regulations.**

If you have any questions, please feel free to contact the office. You may also check the Regional Center's website for updates on the mandatory uniform holidays. Their website is [www.rceb.org](http://www.rceb.org).

# Grievances, Complaints, And Appeals

## What Is A GRIEVANCE?:

You may have a complaint concerning an unfortunate matter which may include, but not limited to:

- If you feel you are not being treated fairly or with respect.
- A report has been written about you and your program performance.
- You have been disciplined by your H.A.T.C.H. staff.
- It could be about wanting a change in your goals or activities and not getting it.
- Additional matters/complaints.

We always want you to feel comfortable talking with your H.A.T.C.H instructor. There are steps that you have to go through, so that your concerns are heard by the right people (PLEASE SEE INCLUDED FORM “Grievance and Complaints Form”).

Steps to follow for your grievance:

1. Write down your grievance. If you are not comfortable with writing, ask a person that you trust to help you. It could be someone from your home, your parent, or your RCEB case manager.
2. As clearly as you can, write what happened; who is involved; the date it happened; where it happened; and what you want done.
3. See list of important names and numbers to determine whom to contact
4. We will make every effort to resolve the grievance as promptly as possible.
5. If you are still not satisfied, you can look to the Client Advocates’ Office, or the Area Boards. Their numbers are in your client handbook under Civil Rights and Advocacy Assistance. Additionally, you can ask a staff person to help you find the names and numbers.

If You Do Not Understand Any of The Steps, Or What to Do, Ask Any H.A.T.C.H. Staff and They Will Help You. THIS PROCESS IS YOUR RIGHT. AT NO TIME CAN ANYONE STOP YOU FROM DOING THIS OR CAUSE YOU ANY PROBLEMS FOR WANTING TO SPEAK UP. NO ONE IS ALLOWED TO HARASS YOU BECAUSE YOU HAVE A GRIEVANCE.

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# Client Grievance and Complaint Form

**From:**

**This form can be filled out by client, family members, guardian, and/other involved persons**

**Full Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephones (cell, home)** \_\_\_\_\_

**TO:**

**H.A.T.C.H. Director or Program Manager**

**1010 Versailles Ave.**

**Alameda, CA 94501**

**[hmanes@hatch4help.org](mailto:hmanes@hatch4help.org) or [pkaplan@hatch4help.org](mailto:pkaplan@hatch4help.org)**

The name of the individual receiving services: \_\_\_\_\_

Specifically, this is the complaint:

Time/Place: \_\_\_\_\_

Individuals Involved: \_\_\_\_\_

Clear Description of Incident" \_\_\_\_\_

\_\_\_\_\_

Present Outcome to date: \_\_\_\_\_

\_\_\_\_\_

Problems Yet to be Solved: \_\_\_\_\_

\_\_\_\_\_

Further Actions desired: \_\_\_\_\_

\_\_\_\_\_

Use additional pages if necessary.

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# Glossary of Terms:

AR	Annual Review written by the Regional Center Case Managers provides updated client focused information and services.
HCC	Health Care Checklist written by the Regional Center Case Managers and provides and updated health issues or medication changes.
IEP	Individual Educational Plan is developed at the school level often involving the Regional Center Case Managers. It identifies the specific learning expectations and outlines how the school will address these expectations through appropriate accommodations and modifications. This information often supports the development of a service request made through the Regional Center.
IPP	Individual Program Plan is written by the Regional Center Case Managers and is designed to reflect the unique and specific needs of the client.
IDT	A group of people (parents, teachers, psychologists, social workers, and others) who are involved with a client in helping him/her get the services he/she needs by developing the IEP, IPP, or IPSP.
One Time POS	This type of Purchase of Service gives the client a specific number of hours over a course of a year.
POS	Purchase of Service is the contract between the Regional Center and H.A.T.C.H. written by the Case Managers. This contract specifies the hours that are given to the client usually on a monthly basis. The renewal date is based on the policies within the Regional Center.
Quarterly POS	This type of Purchase of Services specifies hours that can be used within a quarterly basis. For example, the first quarter of the year is January, February and March. If the POS specifies 90 hours per quarter, the client can use 25 hours the first month, 35 hours the second month and 30 hours the next. The hours can vary however, it is important to keep track of these hours and not go over the limit.
SIR	Special Incident Reports are a Regional Center requirement. The form should be filled out by the H.A.T.C.H. employee and faxed into the H.A.T.C.H. office within 36 hours. SIR forms can be found on the Regional Center's website or here: <a href="https://hatch4help.org/forms/">https://hatch4help.org/forms/</a> .

# The H.A.T.C.H. Client Code of Conduct I Will:

- Be responsible for my behavior.
- Act in ways that bring respect to me, my family and friends and employees within the program.
- Refrain from any form of personal abuse towards others, including verbal, physical, sexual, financial, and mental/emotional abuse.
- Participate actively in the program and work toward meeting my goals and objectives.
- Try new activities and learn new skills to the best of my ability.
- Include others in activities only when specified and appropriate.
- Report any abuse or hurtful experiences.
- Be on time and dressed appropriately for all program activities.
- Inform the Organization prior to any changes or if I am unable to keep an appointment or participate in an activity.
- Not expect the staff to buy me gifts, give me money or take me on expensive outings.
- Ask any staff or other participants if I may call him or her. If he/she agrees, I will be reasonable and responsible about the time of day and how often I call.
- Keep contact with the Organization staff by responding to phone calls, letters and other means of communicating promptly.
- If a problem develops within my family or other circumstances occur that affects my participation in the program, I will contact the organization immediately.
- I agree to follow all established rules and guidelines of the Organization.
- I have read and agree to abide by H.A.T.C.H.'s Code of Conduct. I understand that if I violate this Code of Conduct, I will subject to a range of consequences, up to and including termination from the agency.

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Client's Signature Date

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Legal Conservator/Guardian (if client is conserved) Date

# Client/Parent/Guardian/Facility or Home Administrator Handbook Signature Acknowledgment Form

The H.A.T.C.H. Program provides a policies and procedures handbook to each of our client's parent/guardian/facilities or home Administrator. Please refer to the contents of this handbook to answer any questions you may have regarding our policies.

Final decisions on any H.A.T.C.H. policy interpretations will be determined by the Director/Board of Directors.

Should you have further questions, please contact the Program Manager, Heather Manes, at 510-814-9422 or email at [hmanes@hatch4help.org](mailto:hmanes@hatch4help.org).

Copies of this handbook will be available at the office or you may view the contents on our website: [www.hatch4help.org](http://www.hatch4help.org). Click on forms and you will find the link there.

I am aware of the information contained in the H.A.T.C.H. Policies and Procedures Handbook.

Client's Name: \_\_\_\_\_

Client's Signature: \_\_\_\_\_

Parent/Guardian/Administrator Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_