



Consumer Handbook & Orientation Guide

Welcome

The purpose of this handbook is to provide all residents of ReNu Life with a basic understanding of house rules, policies, procedures, and what ReNu Life's mission, goals, and philosophy is all about as a home and facility for brain injured individuals. There is a lot of information. If you need any assistance in understanding this guide, please ask any staff at ReNu Life for assistance.

If you would like to suggest any changes, a good time to do so is the Residents' Peer Group Meeting or you may contact your QP/Resident Manager. Changes can be made to this handbook at any time. This handbook is your guide to ReNu Life.

We hope that your experience at ReNu Life helps you to be the best that you can be!

Introduction

ReNu Life was co-founded by Pat Bevell and Diane Harrison. They were the mother and stepmother of a daughter who is a brain injury survivor. The daughter had graduated shortly before her accident. In a few seconds on her way home from work, her life and those close to her were changed forever.

The focus of the change became a desire and plans to prepare and provide a home directly related to the special needs of brain-injured survivors. The home became a success and families of brain-injured survivors for services made more requests.

Our homes offer a family atmosphere and the staff is dedicated to helping each individual reach their maximum level of independence. Many of our residents come directly from acute rehabilitation following their injury. As a post-acute residential facility, we provide residentially-based, 24-hour rehabilitation, improving cognitive, physical, emotional, and psychosocial abilities to facilitate better independent living skills. Our homes have direct care staff (life-skills trainers) who provide "hands-on" daily training and assistance. We provide the full spectrum of professional services needed either on site or as a linked service. Treatment time can vary from weeks to years. Discharge is optimally made when the individual is ready to function in society with minimal assistance, however at maximum function level many need lifetime support services.

Brain injury support groups began to rise up across the state. This led to discussions, ideas, and plans to provide a specialized facility that would provide cognitive retraining activities for survivors. They would be enabled to regain their maximum capacity and resume as near a normal lifestyle as they could achieve. Trained and skilled staff provides all services and they are given a warm home-like environment. The ReNu Life family was established to provide a high quality of services and training for those who in assessment showed potential for a significant level of recovery.

The ReNu Life Leadership Team is comprised of the following individuals: Diane Harrison, CEO; Anna Gardner, Director of Finance & Facility Services; Jeff Henderson, Administrator; Tamara Toner, Director of Program Management.

ReNu Life is dedicated to our stakeholders and work closely with them to achieve our goals. We are committed to supporting family members throughout the journey of rehabilitation. Visits are always welcome and we offer many activities for family participation.

Mission

ReNu Life's mission is to assist the brain injury survivor in attaining the maximum level of functioning, emphasizing the quality of life in the most normal and least restrictive environment.

And how we accomplish it:

- The focus of ReNu Life services will be to assist each brain injury survivor to achieve their highest level of independence.
- All programs and services will cover a broad area in order to provide therapies and training that focus on relationship skills in family life and independent living.
- Each program will be designed to provide the brain injury survivor with opportunities to practice newly acquired skills and cognitive recovery.
- All programs in ReNu Life will be under the supervision of an integrated treatment team and led by a qualified professional (resident manager), who will focus on the brain injury survivor as a whole person.
- The outcomes of the treatment teams will be collected and evaluated by the resident managers in order to determine the positive outcomes from services provided for the brain injury survivor.
- All programs will recognize the rights and dignity of the survivor and acknowledge the survivor as the most important member of the team.

Philosophy

Persons who sustain a brain injury and live are survivors.

Brain injury survivors are valuable members of society. They can and should add value to their communities through their service and location.

Brain injury is life-long; however, you can improve your life after brain injury and that improvement can be continued and sustained over your entire life.

Brain injury survivors can be diverse and have diverse needs. The programs that serve them can be diverse as well.

Across the country there are many wonderful brain injury programs however some of these programs cannot be accessed by all brain injury survivors. Therefore, providers should exist that can provide similar services at a much lower cost. These programs should strive to provide the highest level of care possible.

Brain injury survivors belong in their natural community.

All brain injury programs should provide and measure outcomes.

ReNu Life will enhance your ability to overcome existing barriers to maximum independence.

ReNu Life's programs and services will cover a broad area in order to meet your rehabilitation needs.

Each program is designed to provide you with opportunities to practice newly acquired skills and recovery.

All programs in ReNu Life are under the supervision of an integrated Treatment Team that will focus on you as a whole person.

All programs will recognize your rights and dignity and acknowledge you as the most important member of the team.

The community at large should be aware of the prevalence of brain injury and the importance of brain injury rehabilitation.

The government and leadership of North Carolina should be aware of the needs of brain-injured survivors and should provide legislation and support for brain injury programs.

Program Goals

ReNu Life will be the provider of choice for brain injury survivors in North Carolina.

ReNu Life will provide positive outcomes for our consumers including an improved quality of life.

ReNu Life will continually improve its leadership, facilities, services, and programs.

ReNu Life will provide a safe, healthy, and therapeutic environment for consumers, staff, and visitors.

ReNu Life will protect the personal information of those it serves.

ReNu Life will raise awareness of brain injury in its local community and beyond.

Community Awareness

By making presentations to community organizations, allied health professionals, legislative bodies, public education, and involvement in and with head-injury support groups, we will seek to increase community awareness of the causes and consequences of head injury.

Programs/Services Available

ReNu Life offers Brain injury Rehabilitation Services. These services are designed to meet your needs.

All Rehab service programs include the following:

- initial and ongoing assessments
- treatment planning and discharge planning
- services tailored to meet the individual plan
- coordination of residential needs, services, third-party therapies, and overall case management

Each resident has a case manager (also referred to as Resident Manager) who is a Qualified Professional (QP) on staff. The QP leads the treatment team and facilitates the person-centered plan for each person. With input from the entire treatment team, they ensure their plan includes the necessary structure to accommodate the distinct needs of the resident. The treatment plan may include an array of services to accommodate goals regarding a variety of needs such as self-care, understanding and use of language, memory, mobility, self-direction, and many other issues that are a result of the brain injury.

Residential Program: ReNu Life operates five group homes and a day program. These facilities are licensed by the State of North Carolina and follow the appropriate state rules. However, the difference between ReNu Life and other licensed facilities is that the leadership and staff are experienced in brain injury care and provide rehabilitation within the license rules. Specific rules and procedures for residential facilities is located later in this Handbook.

Day Program: ReNu Life's Day program, the TBI Rehab Center, is part of ReNu Life's overall program and is attended by persons in the residential program. Some consumers may choose to live in their own home and attend the Day program.

The TBI Rehab Center is licensed under North Carolina to provide Psychosocial Rehabilitation and Day Activity services. The Center is set-up with classrooms, a computer lab, and a rehab therapy suite. Programs are tailored to the individual person-centered plan.

Therapies: Many brain injury survivors require ongoing therapies, such as Individual Counseling, Physical Therapy, Occupational Therapy, Speech Language Therapy, etc. ReNu Life coordinates all therapies through community providers.

Some services may be funded through programs offered by the State of North Carolina and the Federal Government. When the person served receives these services, the service definition (requirements and rules for the services) will be followed. This means that some procedures may be different and the name of the services may be different. However, ReNu Life staff will explain any differences if they occur. In addition, all normal ReNu Life practices will be followed unless specifically prohibited by the service definition. For more information on these services visit: www.ncdhhs.gov/mhddsas.

Linked Services

The Qualified Professional & Resident Care Coordinator will link residents with the external services they need. These include medical appointments, physical, speech or occupational therapy, community resources, volunteer programs, etc. Our trained staff will execute the treatment plan on a daily structured routine, which has been ordered by the doctors, therapists, etc. to help ensure successful outcomes.

Admission Criteria

All prospective residents must meet the following admission criteria.

- a. Must be at least 18 years of age
- b. Must demonstrate a need for 24 hour supervised level of care due to issues that are a result of the brain injury
- c. Must have a TBI or ABI diagnosis
- d. Must have a Social Security number
- e. Must have a Birth Certificate
- f. Must be medically stable and not require a level of care beyond the expertise of our staff.
- g. Must be willing to participate in a treatment plan endeavoring to reach and maintain their maximum potential.
- h. Must have proof of all current funding sources

After an initial phone interview with the Admission Coordinator, an Admission Referral Packet will be mailed. This will give the referring party more detailed information about our services and programs. The packet also includes an application to be returned, which gives the ReNu Life admissions team information to review in order to carry the process forward. A face to face interview with the survivor is also often done before final acceptance. A letter of

acceptance or denial is mailed when a decision is reached. The letter of acceptance is dependent on approved funding.

Funding Resources

Payment for room and board and rehabilitative services can be a combination of funding sources or an all-inclusive rate. Other than private pay, we partner with four major resources for payment for services beyond room and board:

- Medicaid
- MCO (LME)
- Veterans Administration
- Workers Comp/Insurance

ReNu Life partners with insurance companies responsible for the care and rehabilitation of brain injury survivors. Other insurances covering long term care are also acceptable.

Contracts for services are approved prior to admission. Most contracts are renewable on an annual basis with some services authorized for only six months. Annual audits are performed by the MCO and Medicaid as well as self-audits are done to insure the integrity of our program. More details are included in our Admissions Referral packet.

Settings

ReNu Life believes all of our residents deserve to be treated with respect and dignity. Our goal is for the facility they live in to become their home. Our resident's homes offer each resident a private room which can be decorated with personal items according to their style. Living and dining rooms are spacious and each home offers an outside area for relaxation, cookouts, etc. Families and friends are welcomed visitors. Each home has cable television and wireless internet access. In this home-like atmosphere, the staff provides twenty-four-hour assistance and supervision. While independent living is the goal for many, often long-term services are needed to ensure their safety and well-being. All aspects of coordinated healthcare are provided on an individual basis.

Transition and Discharge

Once a resident has reached a level of independence that allows for a less supervised environment, they are ready to transition back to their own home or a place of their choice.

The goal for discharge is that the resident has met their treatment goals and no longer needs the structured program at ReNu Life. If at any time, ReNu Life feels it cannot meet the needs of an individual, keeping them in a safe environment or if the safety and well-being of other residents is problematic, a discharge to another facility would be in order. Our treatment team would work closely with the resident to find the best placement possible and begin the process of transferring information to support a successful transition or discharge.

Resident's Rights Policy

It is the policy of ReNu Life to assure basic human rights, including the right to dignity, privacy, humane care, and freedom from mental and physical abuse, neglect and exploitation. Further, each consumer shall have other rights in accordance to GS 122C. The following list of rights is guaranteed to all individuals in a 24-hour treatment facility and shall not be restricted by the facility:

The right to have his/her personal and medical records kept confidential and not disclosed without the written consent of the individual or guardian, which consent shall specify to whom disclosure may be made, except as required by applicable state or federal statute, regulations, or third-party contracts. In the case of an emergency, disclosure can be made to agencies, institutions or individuals who are providing the emergency medical services.

The right to be treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy.

The right to receive care and services which are adequate, appropriate, and in compliance with relevant federal and State laws and rules and regulations.

The right to receive age appropriate treatment for traumatic brain injury, mental health, or disability.

The right to receive upon admission and during his or her stay a written statement of the services provided by the facility and the charges for these services.

The right to have an individual written treatment plan implemented by the facility within thirty (30) days of admission.

The right to be free from unnecessary medication or excessive medication as a means of punishment, discipline, or staff convenience.

The right to refuse or withdraw from treatment (for minors, the legal guardian would exercise this right).

The right to exercise all civil rights in accordance with Federal Laws and State Statutes.

The right to be free of mental and physical abuse, neglect, and exploitation.

The right to be free from corporal punishment.

The right to be free from chemical and physical restraint or seclusion unless there is imminent danger of abuse or injury to him/herself or others, when the restraint or seclusion is necessary as a measure of therapeutic treatment authorized for a specified period of time by a physician according to clear and indicated medical need.

The right to receive necessary treatment for and prevention of physical ailments based upon the resident's condition and projected length of stay.

The right to an individual discharge plan.

The right to not be transferred or discharged from a facility except for medical reasons, the resident's own or other residents' welfare, nonpayment for the stay, or when the transfer is mandated under State or federal law. The resident shall be given at least 30 days advance notice to ensure orderly transfer or discharge, except in the case of jeopardy to the health or safety of the resident or others in the home. The resident has the right to appeal a facility's attempt to transfer or discharge the resident. The resident shall be allowed to remain in the facility until resolution of the appeal.

The right to communicate and consult with parents or guardians, agency, or individual having legal custody of him/her.

The right to receive a reasonable response to his or her requests from the facility administrator and staff.

The right to contact and consult with, at his/her own expense or that of his legal guardian and of no cost to ReNu Life, legal counsel, private physicians, private mental health, developmental disabilities, or substance abuse professionals.

The right to contact Disability Rights NC, the statewide agency designated under federal and state law to protect and advocate, should one be assigned.

To be notified when the facility is issued a provisional license or notice of revocation of license by the Carolina Department of Human Resources and the basis on which the provisional license or notice of revocation of license was issued. The resident's responsible family member or guardian shall also be notified.

The right to contact and consult with a resident advocate should be assigned.

Accessing Your Records: Consumers and their guardians have un-restricted access to their service files. Any consumer wishing to review his or her record may do so by making a request to review the record to his or her Resident Manager. The Resident Manager will arrange a mutually agreeable time for the review, or if the individual insists upon the review immediately, the Resident Manager will make arrangements for the immediate review. As with the records of staff members, the review will be conducted in the presence of another individual, preferably the Resident Manager. The individual reviewing the record is not allowed to remove any materials from the records. No records will be released to third parties without a properly signed release from a consumer or their guardian.

The right to treatment, including access to medical care and habilitation, regardless of age or degree of MH/DD/SAS disability.

The right to be encouraged to exercise his or her rights as a resident and citizen, and to be permitted to make complaints and suggestions without fear of coercion, retaliation, or humiliation.

The right to receive upon admission to the facility a copy of this section.

The right to be free from retaliation and humiliation.

All residents in a 24-hour treatment facility in North Carolina have the following rights (these rights can be restricted in accordance to GS 122C):

To have access at any reasonable hour to a telephone where he or she may speak privately (at his/her expense for long distance calls).

Receive visitors.

To associate and communicate privately and without restriction with people and groups of his or her own choice on his or her own or their initiative at any reasonable hour.

Make visits outside the facility.

Be out of doors daily and have access to facilities and equipment for physical exercise.

Keep and use personal clothing and possessions.

To have freedom to participate by choice in accessible community activities and in social, political, medical, and religious resources and to have freedom to refuse such participation.

To manage his or her personal needs funds unless such authority has been delegated to another. If authority to manage personal needs funds has been delegated to the facility, the resident has the right to examine the account at any time.

Retain a driver's license, unless prohibited by Chapter 20 of the General Statutes.

To have and use his or her own possessions where reasonable and have an accessible, lockable space provided for security of personal valuables. This space shall be accessible only to the residents, administrator and supervisor-in-charge.

To send and receive mail promptly and unopened, unless the resident requests that someone open and read mail, and to have access at his or her expense to writing instruments, stationary, and postage.

Group homes only:

Have the access code to the key box to gain entry to the home at any time, or to have a key to the house, if preferred; and to have a locked bedroom for privacy.

Residents are given the choice at admission, or at any time thereafter, to have access to the home in which they live. A lock box containing the key to the house is located on the doorknob of the main entry door. The residents are given access to the code to the box, or if preferred, a personal key to the house as well as being issued a key to their bedroom.

Residents are taught how to operate the lock box and properly use their keys.

Residents are informed that all residents living in the home may have key access.

A spare bedroom key is kept with the medication keys to be used by the staff only in the event of an emergency.

Residents who choose not to carry a key or to utilize the lock box will always have access to their home with 24-hour on-duty staff.

Residents who choose not to lock their bedrooms have the right to full privacy with their door closed, with staff and visitors knocking before entering.

Residents will have access to any potential vocational training that may be available through ReNu Life or a third-party provider such as North Carolina Vocational Rehabilitation, Wayne Community College, or other provider.

EVERY RESIDENT SHALL HAVE THE FOLLOWING RIGHTS:

- (1) To be treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy.
- (2) To receive care and services which are adequate, appropriate, and in compliance with relevant federal and State laws and rules and regulations.
- (3) To receive upon admission and during his or her stay a written statement of the services provided by the facility and the charges for these services.
- (4) To be free of mental and physical abuse, neglect, and exploitation.
- (5) Except in emergencies, to be free from chemical and physical restraint unless authorized for a specified period of time by a physician according to clear and indicated medical need.
- (6) To have his/her personal and medical records kept confidential and not disclosed without the written consent of the individual or guardian, which consent shall specify to whom disclosure may be made, except as required by applicable state or federal statute, regulations, or third party contracts. In the case of an emergency, disclosure can be made to agencies, institutions or individuals who are providing the emergency medical services.
- (7) To receive a reasonable response to his or her requests from the facility administrator and staff.
- (8) To associate and communicate privately and without restriction with people and groups of his or her own choice on his or her own or their initiative at any reasonable hour.
- (9) To have access at any reasonable hour to a telephone where he or she may speak privately.
- (10) To send and receive mail promptly and unopened, unless the resident requests that someone open and read mail, and to have access at his or her expense to writing instruments, stationary, and postage.
- (11) To be encouraged to exercise his or her rights as a resident and citizen, and to be permitted to make complaints and suggestions without fear of coercion or retaliation.
- (12) To have and use his or her own possessions where reasonable and have an accessible, lockable space provided for security of personal valuables. This space shall be accessible only to the residents, administrator and supervisor-in-charge.
- (13) To manage his or her personal needs funds unless such authority has been delegated to another. If authority to manage personal needs funds has been delegated to the facility, the resident has the right to examine the account at any time.
- (14) To be notified when the facility is issued a provisional license or notice of revocation of license by the Carolina Department of Human Resources and the basis on which the provisional license or notice of revocation of license was issued. The resident's responsible family member or guardian shall also be notified.
- (15) To have freedom to participate by choice in accessible community activities and in social, political, medical, and religious resources and to have freedom to refuse such participation.
- (16) To receive upon admission to the facility a copy of this section.
- (17) To not be transferred or discharged from a facility except for medical reasons, the resident's own or other residents' welfare, nonpayment for the stay, or when the transfer is mandated under State or federal law. The resident shall be given at least 30 days advance notice to ensure orderly transfer or discharge, except in the case of jeopardy to the health or safety of the resident or others in the home. The resident has the right to appeal a facility's attempt to transfer or discharge the resident. The resident shall be allowed to remain in the facility until resolution of the appeal.

Rights Notification

Within 24 hours of admission, the consumer will be apprised of his/her rights in accordance with this policy, and other ReNu Life policies and procedures related to consumer rights. This will be done through the Resident Manager. Updates will be provided to consumers and guardians yearly or as needed.

At any time during the course of stay, a consumer may discuss rights, or exercise of rights with any member(s) of the ReNu Life Treatment Team.

All consumers will be assisted in the exercise of rights through the Resident Manager and any other Treatment Team Staff.

Any consumer that suspects a violation of his/her rights should report the suspected violation to the Resident Manager, who will then report the suspected violation to the Administrator.

Right to Confidentiality

Each consumer has the right that no confidential information acquired be disclosed by the facility. There are some exceptions to this right to confidentiality, which include:

Consumer/LRP Request:

A facility may disclose confidential information if the consumer or legally responsible person consents in writing to the release of the information to a specified person.

A facility may disclose the fact that a consumer has been admitted or discharged to the consumer's next of kin whenever the responsible professional determines that the disclosure is in the best interest of the consumer.

Upon request, a consumer or legally responsible person shall have access to confidential information in his/her record unless the attending physician or facility director determines the information would be detrimental to the consumer's physical or mental well-being. In this case, the consumer/legally responsible person may request that the information be sent to a physician or psychologist of his/her choice.

An internal consumer advocate (employed by or working under contract with the facility or with DHHS) shall be granted access to routine reports and other confidential information necessary to fulfill monitoring and advocacy functions.

An external consumer advocate shall have access to confidential information only upon the written consent of the consumer or legally responsible person. The external consumer advocate may use the information only as authorized by the consumer and his legally responsible person.

A 24-hour facility shall notify the appropriate individuals upon the escape from and subsequent return of consumers to the facility.

Upon the request of a consumer or legally responsible person, a facility shall disclose to an attorney confidential information relating to that consumer.

Abuse Reports and Court Proceedings:

A facility shall disclose confidential information in order to comply with N.C. laws that require the reporting of suspicions of the abuse or neglect of a disabled adult.

A facility shall disclose confidential information under court order compelling disclosure.

If an individual is a defendant in a criminal case and a mental examination has been ordered by the court, the facility shall send the results to the clerk of court, to the district attorney or prosecuting attorney, and to the defendant's attorney.

A facility may disclose confidential information for purposes of filing a petition for involuntary commitment or filing a petition for the adjudication of incompetency.

In the cases of consumers voluntarily admitted or involuntarily committed and facing district court hearings related to the consumer's admission or discharge to a facility, the written results of physician examinations and records shall be furnished to the consumer's counsel, the attorney representing the State's interest, and the court.

After receiving notice of any of the following judicial findings, the clerk of superior court in the county where the finding was made shall transmit a record of the findings to the National Instant Criminal Background Check System (NICS):

A finding that a consumer shall be involuntarily committed for inpatient mental health or substance abuse treatment because he/she is mentally ill or a substance abuser and a danger to self or others.

A finding that a consumer shall be involuntarily committed for outpatient mental health treatment because he/she is mentally ill and in need of treatment to prevent further deterioration that would predictably result in a danger to self or others.

A finding that a consumer is not guilty of a crime by reason of insanity.

A finding that a consumer is mentally incompetent to proceed to criminal trial.

A finding that a consumer lacks the capacity to manage his/her own affairs due to intellectual disability, mental illness, or other cause of incompetency.

A determination to grant a petition to an individual for the removal of disabilities pursuant to G.S. 122C-54.1 or any applicable federal law.

A facility may disclose confidential information to an attorney who represents that facility/an employee of the facility if the information is relevant to litigation or to the operations of the facility. An employee of the facility may discuss confidential information with his attorney/an attorney representing the facility.

A facility may disclose confidential information to the Attorney General's office when the information is necessary to the performance of the statutory responsibilities of the Attorney General's office.

Care and Treatment:

A facility may share confidential information regarding any consumer with any other facility when necessary to coordinate appropriate and effective care, treatment or habilitation of the consumer, including the referral of a consumer from one facility to another.

A facility may share confidential information regarding any consumer with the Secretary of NC DHHS, and LME/MCO, or the Community Care of North Carolina Program (CCNC) when necessary to conduct quality assessment and improvement activities or to coordinate appropriate and effective care, treatment or habilitation of the consumer. This may include case management and care coordination, disease management, outcomes evaluation, the development of clinical guidelines and protocols, population-based activities relating to improving or reducing health care costs, and the provision, coordination, or management of mental health, intellectual/developmental disabilities, and substance abuse services and other health or related services.

A facility may share confidential information regarding any consumer with any other area/State facility when necessary to conduct payment activities relating to an individual served by the facility.

Whenever there is reason to believe that a consumer is eligible for benefits through a program of NC DHHS (or a federal, state or local government agency), an area/State facility may share confidential information regarding any consumer in order to establish initial eligibility for benefits, determine continued eligibility over time, and obtain reimbursement for the costs of services provided to the consumer.

A facility may share confidential information regarding any consumer with the area authority or county program, when the area authority or county program determines the disclosure is necessary to develop, manage, monitor, or evaluate the area authority's or county program's network of qualified providers. These activities include quality assessment and improvement activities, provider accreditation and staff credentialing, developing contracts and negotiating rates, investigating and responding to consumer grievances and complaints, evaluating provider performance, auditing functions, on-site monitoring, conducting consumer satisfaction studies, and collecting and analyzing performance data.

A facility may share confidential information with any other area facility regarding an individual requesting services when necessary to determine whether the individual is eligible for area facility services.

A facility may share confidential information with one or more HIPAA covered entities/business associates to conduct quality assessment and improvement activities or to coordinate appropriate and effective care, treatment or habilitation of the consumer. Before making disclosures under this subsection, the facility shall inform the consumer or legally responsible person that the facility may make such disclosures unless the consumer/legally responsible person objects in writing or signs a non-disclosure form that shall be supplied by the facility.

A facility, physician, or other individual responsible for evaluation, management, supervision, or treatment of consumers examined or committed for outpatient treatment may request, receive, and disclose confidential information to the extent necessary to enable them to fulfill their responsibilities.

A facility may furnish confidential information to the Division of Adult Correction of the Department of Public Safety when requested when an inmate has been determined to be in need of treatment for mental illness, intellectual/developmental disabilities, or substance abuse. Confidential information disclosed pursuant to this exception is restricted from further disclosure.

A responsible professional may disclose confidential information when in his opinion there is an imminent danger to the health or safety of the consumer or another individual or there is a likelihood of the commission of a felony or violent misdemeanor.

A responsible professional may exchange confidential information with a physician or other health care provider who is providing emergency medical services to a consumer.

A responsible professional may disclose an advance instruction for mental health treatment or confidential information from an advance instruction to a physician, psychologist, or other qualified professional in order for treatment to be provided in accordance with the advance instruction.

A facility may disclose confidential information to a provider of support services whenever the facility has entered into a written agreement with the provider of support services and the agreement stipulates that the recipient of the information will safeguard and not further disclose the information.

Within a facility, employees, students, consultants or volunteers involved in the care, treatment, or habilitation of a consumer may exchange confidential information as needed for the purpose of carrying out their responsibility in serving the consumer.

Upon specific request, a responsible professional may release confidential information to a physician or psychologist who referred the consumer to the facility.

Upon request of the next of kin or other family member who has a legitimate role in the therapeutic services offered (or other person designated by the consumer/legally responsible person), the responsible professional shall provide the next of kin, or family member, or the designee, notification of the consumer's admission to the facility, transfer to another facility, decision to leave the facility against medical advice, discharge from the facility, and referrals and appointment information for treatment after discharge, after notification to the consumer that this information has been requested.

Research and Planning:

The Office of the Secretary of NC DHHS may require information that does not identify consumers from State and area facility for purposes of preparing statistical reports of activities and service and for planning and study.

The Secretary may access confidential information from private or public agencies for purposes of research and evaluation in the areas of mental health, intellectual/developmental disabilities, and substance abuse. No confidential information shall be further disclosed.

A facility may disclose confidential information to persons responsible for conducting general research or clinical, financial, or administrative audits if there is a justifiable documented need for this information. A person receiving the information may not directly or indirectly identify any consumer in any report of the research or audit or otherwise disclose consumer identity in any way.

Your Responsibilities and Expectations:

Your treatment success will be enhanced by how much you are involved in developing and implementing your person-centered plan. You are encouraged to assume some reasonable responsibility for the success of your treatment. Your increased involvement in your care increases the likelihood of achieving the best results. Things you can do include:

- Being on time for all activities and notify someone if you cannot attend.
- Let the staff know about any change to your health
- Treat staff and other consumers with respect and consideration
- Follow the rules of the program where you receive services
- Respect the confidentiality and privacy of other consumers
- Be very involved in developing and reviewing your person-centered plan
- Talk to your Resident Manager, counselor or others on your planning team often about your needs, preferences, and goals and how you think you're doing at meeting your goals
- Tell someone when you are experiencing problems

Person-centered planning:

What is person centered planning? The process used to design your individual plan of supports, services, or treatment is called person centered planning or PCP and includes the following important points.

- Your planning meeting occurs at a time and place that is convenient for you.
- You can invite the people you want to your meeting.
- You can get the information you need and ask for from the people at your meeting.
- The people at your meeting listen to you and respect your opinions and wishes.
- The people at your meeting work together so that you can be more independent and more involved in your community.
- Consider the team's suggestions if you do not agree with the plan.
- You are satisfied with the final plan.
- You sign and receive a copy of the plan.

Treatment Team & Coordination of Care

The Treatment Team is responsible for developing your plan of care (PCP).

The Treatment Team is made up of the following individuals:

You

The most important person on the treatment team is the person served. During treatment team meetings make sure that you pay attention and ask questions when you are unsure of what is being talked about. You have the right to know what is going on with your treatment. Make sure that you tell the team what you are trying to accomplish at ReNu Life.

Stakeholders

This group of people can be composed of family members, legal guardians or friends (if applicable). These people are a vital part of your team because they have an emotional investment in your care and rehabilitation progress.

QP/ Resident Managers – Rhett Green or Doug Harrison

Develop and implement the plan, and make sure that services are provided according to service definitions and state requirements. Coordinates the residential and treatment activities of ReNu Life. They ensure that your case is being managed appropriately and will make sure that your family members are part of your treatment. This is your primary contact at ReNu Life other than the Direct Care Staff that work with you daily.

Recreational Therapists – Janine Blackwell, LRT/CTRS, CBIS and Maggie Powell, LRT/CTRS

Assists the Team with goal creation, and work with residents on therapy goals.

Therapy Professional

This professional will assess you and determine if you need skilled or unskilled therapy. They will monitor your progress to determine any additional needs.

Resident Care Coordinator – Cari Cruse

Manages the medical aspects of ReNu Life including medication administration, basic medical care, and coordinating medical appointments and services.

Facility Lead Staff

Each residential facility has someone who is the leader for that facility. In our Group Homes there is an overall Group Home Manager, Tamara Toner, and also each Group Home has a House Leader. If you do not live in our residential facilities, they will not be part of your Team.

Direct Care Staff

You will have someone assigned to you that will provide the first level of services. This person is trained to read your PCP and help you meet the goals in it. This person may provide you with guidance, verbal prompting, or physical assistance based on your needs.

Every person on the Treatment Team gives input into your plan and your treatment activities. Take the time to get to know them. Ask for information when you need it. They are all here for you.

To know the cost of services:

Consult your Resident Manager or review your written disclosure statement.

To make advance instructions:

You have the right to a written plan called Advanced Directives. This plan describes how you want to be cared for if you ever become unable to decide or speak for yourself. ReNu Life has available more information about Advanced Directives. You may decide at any time to add, change, or remove Advanced Directives. Speak to your Resident Manager for more details.

Privacy

The Health Insurance Portability and Accountability Act of 1996 also called HIPAA is the federal law that protects your health information. The law states that medical records, treatment plans, and any other information about you must be kept private. Anyone not involved in providing your care including family members must first obtain you or your guardian's permission before this information is provided to them.

Informed Consent

When you're making a decision about your treatment, you should have the chance to know the most likely results of your decision and what other choices you have. Making decisions after considering all available options is called informed consent. Except during an emergency informed consent is always your right. Before you give your approval for any service or treatment, be sure you have all of the information you need. This right is the idea that you are the best person to know what works for you.

Informed consent includes being given information:

- To know about medication. You have the right to know the possible side effects of medication and to be free from unnecessary or excessive medication. Medication cannot be used as a punishment, discipline or for the convenience of staff.
- To accept or refuse services: by law you can't accept or refuse any service medication test or treatment. However, during an emergency situation treatment may be necessary without permission.
- To be involved in the service plan: it is your right to be involved in your plan of care. You have the right to be involved in the development and review your plan before you sign it.
- To make certain treatment choices: your right to be informed of the potential risks, benefits and alternatives to the treatment being offered to you.

Code of ethics

It is the policy of ReNu Life to have an ethical responsibility to the consumers and community it serves and to be committed to strong principles of integrity and ethical conduct in all of its business activities. Employees and the Board of Directors of ReNu Life shall perform their duties in compliance with all federal state and local statutes and in accordance with the guidelines set forth below. Employee conduct in violation of these guidelines become a concern of ReNu Life and may result in disciplinary action against the employee. Board member conduct in violation of these guidelines may result in dismissal from the board. Suspected violations of ReNu Life's ethical standards shall be promptly reported to the Administrator and/or the chairperson of the Board of Directors.

- Employees and board members must be alert in conducting business with non-employees to avoid even the appearance of misconduct, personal or financial gain, or conflict of interest.

- Employees and board members are prohibited from accepting personal favors and/or benefits under any circumstances which may be reasonably construed as influencing the employee's or board member's official activities. Such favors and benefits may not be accepted by the employee or board member on the behalf of other individuals.
- Employees and board members are prohibited from involvement in official activities in which a consumer of ReNu Life provides services for [relative]-in-law or personal appointments when the relationship results in a conflict of interest or perception of conflict of interest, the employee and/or director is required to report such circumstances to the Administrator, and/or chairperson of the Board of Directors.
- Employment of the staff at ReNu Life will always be considered primary, and any employment outside of ReNu Life will be considered secondary.
- Employees and board members of ReNu Life must conduct themselves in a positive and courteous manner toward consumers. Mistreatment of consumers in any form is a matter of concern and will not be tolerated.
- Misrepresentation of services or products to or for consumers or business customers will not be tolerated. The marketing of services to the general public, funding agencies, and people with disabilities must be appropriately and accurately represented.
- All visitors to ReNu Life will be treated with respect, dignity, and must also abide by socially accepted rules of appropriate behavior and conduct.
- Confidentiality will be granted for all consumers, families of consumers, and public and private recipients of services from ReNu Life.

Procedures for resolving allegations of ethical violations,

- Any suspected incidents of fraud, dishonesty, immoral, unethical, or other inappropriate behavior and conflict of interest or duality on the part of any board member, staff member, volunteer, customer or visitor must be reported immediately to the Administrator and/or chairperson of the Board of Directors.
- Any such allegation of fraud, dishonesty, immoral, unethical or other inappropriate behavior, conflict of interest or duality will be thoroughly investigated by a review team composed of the Administrator, and the chairperson of Board of Directors.
- Verification of any alleged incidences of immoral or unethical conduct could result in possible dismissal of the staff by the Administrator or Board of Directors.

Opportunities for involvement and input

The success of the services that ReNu Life provides rely on the active participation from concerned individuals. As a consumer or family member of a consumer your contribution is especially important and welcome. There are a number of ways you can be involved:

- participate on a ReNu Life committee
- participate in focus groups and provide feedback on policies and proposed rules
- participate in the development of monitoring tools measuring the quality of service outcomes
- become a peer support specialist
- advocate at local, state, and national levels either individually or with an established group

ReNu Life will assist any consumer or family member who wishes to participate on any board or committee

To request special accommodations

If you need help or accommodations to participate in services, you may request accessibility and accommodations. If you need to request an accommodation on behalf of yourself or a family member or friend you can contact the Director of Program Management.

Final tips

- Use your rights to take charge of the services that you receive in your treatment
- Try to learn about the many rights you have and use them in a way that is best for you
- Sometimes other people don't know what your rights are. But do not let that stop you from using your rights. Instead teach others about your rights.
- If you run into problems with your rights, ask someone to help you out. You do not have to go it alone. There are many people and supports that can help you with it, but sometimes you have to ask for them.
- Remember, these are your rights, they can support and protect your recovery and they can make your life better!
- **Don't be afraid to ask questions.**

Safety

ReNu Life is committed to the safety of all consumers and individuals we support and are committed to a hazard free environment when receiving services within our facilities. Exit routes, maps and emergency phone numbers are posted throughout the facilities. Fire extinguishers and suppression equipment is located in plain sight in all locations and is in working condition. First aid kits are located in designated areas. All ReNu Life staff are trained in first aid and CPR.

Outcomes

In order to ensure positive outcomes, ReNu Life has an outcomes management system. This system incorporates assessments and surveys to track consumer's progress and to analyze any areas that need improvement. The outcomes system takes into account consumer satisfaction and progress according to goals on the PCP.

Diversity

ReNu Life is committed to serving and respecting people of all cultures and preferences. To ensure that ReNu Life follows through on this commitment we have a cultural diversity committee. This committee monitors ReNu Life for compliance and seeks to improve our cultural diversity efforts. For more information on this committee or to serve on this committee please contact the Resident Manager.

Available resources

ReNu Life is committed to increased awareness and understanding of brain injury. Our facility, ReNu Life Extended, and the TBI Rehab Center each have a resource room that has information about brain injuries and related issues. Please take time to visit the resource room. Anyone will be happy to assist you in making copies of information or find you a place to view the information. If you have any

questions, ask anyone for help. All ReNu Life staff are trained to help you find the answers you need. Although the staff may not know the answer to the question, they will know who to take you to. ReNu Life provides educational opportunities to persons served and family members. These opportunities may be via e-mail, class-based opportunities, or other means of delivery. The topics of education include a more in-depth understanding of brain injury rehabilitation, community inclusion, and resources on how to provide quality care at home. Please ask for more information about these opportunities.

Visitation Guidelines

ReNu Life/ReNu Life Extended encourages visitation with our consumers. Family and friend support is vital to the treatment success of a consumer. The following are guidelines regarding visitation. If you have any questions regarding these guidelines please contact the Resident Manager.

Normal visiting hours are Monday through Sunday, 8:00 a.m. – 9:00 p.m. (Visitors should call ahead of time due to services and appointments). Any exceptions must be cleared by the Resident Manager.

Our consumers have all suffered brain injuries, which may impair their logical thinking abilities. Therefore, please refrain from bringing in valuable items with you during a visit. Be prepared to see and possibly hear things that may not fit into acceptable social norms.

Please understand that our consumers are here for treatment, which is governed by federal privacy acts. Therefore, if you see or hear information or incidents regarding our consumers, please refrain from sharing them with anyone, including the consumer. ReNu Life values the privacy of all our consumers.

Many people use this facility. Please do not visit if you are sick or contagious with any malady, and follow safe hand-washing procedures while visiting.

All visitors should sign in when arriving and out when leaving. Also, please let facility staff know when you are leaving. Consumers leaving the facility must be signed out, so that staff will have record of their whereabouts. If you are planning to leave with the consumer for more than part of a day, please meet with the Resident Manager and Medical Technicians regarding the consumer's medication and sign-out policies.

Treatment and/or activities may take the consumer out of the facility, therefore please call the facility ahead of your arrival to ensure that the consumer is in the facility, ready to receive visitors.

If you are not from the Goldsboro area, a listing of local shopping, dining, and recreation is available.

Tobacco use is not allowed inside the facility or on facility grounds. A designated area is available outside. Please ask for its location. Alcoholic beverages are not permitted on facility grounds.

PEER GROUP (SELF-GOVERNANCE)

It is the policy of ReNu Life to promote your input into residential governance. You are encouraged to express your ideas through an established process specific to each component of treatment or rehabilitation. You are also encouraged to become involved in monthly meetings within the facility; self-help and support groups such as peer group, AA/NA, and others, if appropriate.

1. You can discuss complaints/concerns and offer resolutions, you can suggest solutions to operational problems, develop activity schedules, and plan special events at the monthly meetings within the facility. The meetings are held two Thursdays a month following the Peer Group Meeting.
2. ReNu Life shall support and encourage the development of a Resident's Council. You can express your concerns to other consumers as well as staff; you can formulate corrective recommendations and submit suggestions to the Director of Developmental Care. The Director shall adhere to an open-door policy towards all consumers.
3. Appointments with your respective Resident Manager allow you an opportunity to express concerns and offer input into our treatment plan. A summation of this meeting shall be documented in your record, and if appropriate, communicated to your respective County Care Coordinator, if applicable.
4. You have an opportunity to express any grievances by the way of the Grievance Policy.

GRIEVANCES

If you have a complaint...

There may be a time when you feel that you have been treated unfairly and would like to file a complaint. You may express your complaint orally or in writing. You may decide that you would like some help in resolving your complaint. A regional advocate is always available to help you. You may also select anyone else of your choosing to help you with your complaint.

If you decide to file a complaint, the following steps should be taken:

1. Present your complaint, conflict, issue, or concern to your staff, Resident Manager or a supervisor. Your Resident Manager will work with his/her supervisor and try to resolve the problem within five days.
2. If the problem has not been resolved to your satisfaction at this level, then you should present it to the Administrator.
3. If you continue to feel that the problem is not resolved to your satisfaction, you may contact the local Residents Rights Committee. They will hear your problem and report back to you within five days.

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**RENU LIFE CONSUMER
COMPLAINT / GRIEVANCE FORM**

Resident Name: _____

Record Number: _____

Fill out this form and place it into one of the Resident Input Boxes. A member of staff will contact you within 48 hours about your concern.

Briefly explain the nature of this Grievance:

Resident Signature: _____ Date: _____

Received by Staff: _____ Date: _____

Resolution Notes:

Resolved: _____ Date: _____

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OMBUDSMAN PROGRAM

You have decided on the facility you want to live in, whether it is temporary or for a long time, this is your new home. You will learn to know the staff, the other residents and their families very quickly.

Upon admission, you will receive a copy of your Resident's Rights. The Long-Term Care Ombudsman Program is here to advocate for you and your Resident's Rights. These Rights include your civil rights, but more encompassing to include your rights in your new long-term care home. Congress established these rights under the Nursing Home Residents Bill of Rights in 1977.

The Ombudsman Program advocates for the rights of residents in long-term care. Your Regional Ombudsmen are assisted by County Community Advisory Committees. They work together to support you during your stay in an Adult Care Facility. They make friendly visits, negotiate concerns, and work to resolve grievances.

There are other professional agencies, including the Ombudsman Program, who work to assure you receive quality care. They are: the staff of the facility where you now reside, the NC Division of Facility Services, and the Department of Social Services.

Your Regional Ombudsman and Community Advisory Committee Members are available to advocate for you. Please feel free to contact us. We are here to serve you.

ALL CALLS ARE CONFIDENTIAL.

To Contact Your Regional Ombudsman

Call: 1-252-638-3185 (Ext 3010)

To Contact Disability Rights of North Carolina

Toll Free: 1-877-235-4210 Phone: 919-856-2195

Current List of MCOs

Alliance Behavioral Healthcare

5200 Paramount Parkway
Suite 200
Morrisville, NC 27560
Phone: 919-651-8401
24-hour Access/Crisis Number: 1-800-510-9132

Partners Behavioral Health Management

901 South New Hope Road
Gastonia, NC 28054
Phone: 704-884-2501
24-hour Access/Crisis Number: 1-888-235-4673

Trillium Health Resources

201 W. First Street
Greenville, NC 27858-1132
Phone: 866-998-2597
24-hour Access/Crisis Number: 1-877-685-2415

Vaya Health

200 Ridgefield Court
Suite 206
Asheville, NC28801
Phone: 828-225-2785
Fax: 828-225-2796
24-hour Access/Crisis Number: 1-800-849-6127

Day Program Information- TBI Rehab Center

The TBI Rehab Center is open Monday – Friday from 9:00am to 3:00pm. There is a lunch break from 12:00pm to 1:00pm daily.

The Center is located at 106-A US Hwy 117 Bypass South, Goldsboro, NC. The Center may be reached at (919) 736-8505.

The TBI Rehab Center is staffed by experienced brain injury paraprofessionals. They will assist you in accessing all the Center has to offer.

The TBI Rehab Center follows all stated policies in this guidebook except for Residential guidelines.

Upon admission to the Day Program, you will receive a schedule. It is vital that you adhere to the schedule to maximize your progress. If you would like to change your schedule, please consult the Center Director.

In case of inclement weather, the TBI Rehab Center will follow the same policy as Wayne County Public Schools. For example, if the schools are closed, the Center will be closed. In the event of any other closings, ReNu Life will notify you by phone in advance.

Residential Facility Information

Dietary & Nutrition

Meals are served in the dining room daily.

Breakfast: 7:00 a.m. – 9:00 a.m.
Lunch: 11:30 a.m. – 1:00 p.m.
Dinner: 5:00 p.m. – 7:00 p.m.

Menus are posted in the kitchen. Consumers are encouraged to participate in meal planning. In ReNu Life's group homes, consumers may participate in meal preparation. NC State Law prohibits consumers from preparing meals at ReNu Life Extended.

Special diet needs and requirements, if written by a physician, are kept in a file card system located in the kitchen. Type of diet for each individual consumer is also posted in the kitchen.

No eating allowed in the resident's rooms, except for snacks kept in a sealable plastic container, or for medical necessity. Visitors should not bring food to the individual rooms.

If a resident is planning to eat outside of the facility, please notify Resident Manager 24 hours before, so that a meal won't be prepared for the resident.

Mail & Telephone

Residents may receive and write letters, see visitors, and receive and make telephone calls unless their physician or guardian for therapeutic reasons temporarily restricts them.

Telephones are available for residents to make and receive private telephone calls.

Telephone calls should be limited to fifteen (15) minutes. This is for the courtesy of all so that others may have telephone time as well.

Residents are permitted to have a telephone in their individual rooms, cell phones and the use of phone cards.

Residents shall receive visitors in their room, reception area and lounge.

Visitors shall sign in on the visitation log and receive a visitor's badge. Visitors shall alert the receptionist and sign out upon leaving the facility.

Alcohol & Drugs

Possession and/or use of alcoholic beverages on facility property are not allowed.

Possession and/or use of illegal drugs by consumers and/or visitors are not allowed.

All medications must be checked in at the Med-Tech office at the time of resident check in.

All medications must be prescribed by a physician including common over-the-counter medications.

Tobacco Products

All ReNu Life facilities are tobacco-free.

No smoking or use of other tobacco products, by consumers or visitors, will be allowed in any facility.

A designated smoking area is set up for consumers outside each facility.

Electronic Devices

A specific location in the facility is setup for television viewing.

Residents are allowed to bring their own electronic devices (e.g. television, radio, iPod, VCR, DVD player) for their individual bedrooms.

Residents are asked to keep the volume of these devices to a minimum in order to respect the privacy of the other residents.

Therapeutic Leave

Therapeutic Leave will be scheduled for weekdays and weekends, as requested by family members and other appropriate individuals.

Ample notice should be provided all year round to include time and date of pickup and return to ensure proper coverage, to prepare for activities and appointments.

Religious Services

Non-denominational religious services are available to all residents at the facility.

Residents have the option to attend religious services of their choice in the community.

Personal Items

Residents are permitted to have personal items such as posters, pictures, and other decorative items for their rooms.

Residents are encouraged to personalize their rooms in a non-offensive manner.

Administration may request that certain items be removed if they are considered hazardous or inappropriate.

All electrical items must be approved by Administration.

Consumers shall not sell property, goods, or services to other consumers or employees of the facility.

Resident Clothing & Valuables

Upon admission, the Resident Manager will fill out a list of all personal items and valuables accompanying the resident.

Administration does its best to assure that personal items and clothing are not lost or damaged. However, the facility is not responsible for loss or damage beyond its control. Bringing valuables to the facility is discouraged.

Each resident or his/her legal guardian, upon admission, will sign a release of responsibility for valuables not placed with Administration.

Personal Funds

Resident funds may be obtained by submitting a withdrawal slip. Normal days are on Tuesday and Friday of each week; however, personal funds are available Monday-Friday during office hours.

If circumstances arise for the immediate need of money, every effort will be made to accommodate the residents.

Residents have the right to manage their own personal funds when appropriate. Appropriateness is based on the resident's cognitive abilities to handle financial matters (budget funds, bills). Cognitive evaluations are completed to determine the degree to which resident is able to manage money.

The resident's treatment plan (if applicable) may include goals for the resident to learn money management skills.

Residents should keep in mind their monthly spending allowance and maintain a budget to have enough funds for trips and other recreational activities they would be participating in monthly.

Residential Chores

Consumers are expected to keep their rooms clean and orderly when possible. For some consumers, cleaning may be included on their PCP.

For consumers who are not able to complete cleaning activities, staff will assist the consumer as needed. Staff will also help the consumer improve their abilities to do this independently.

Linens & Laundry

Consumers are encouraged to participate in laundry, and it may be included on their PCP.

Laundry is done on scheduled days due to volume. Residents' clothes will not be mixed together in the same load.

Staff washes linens.

Bedtime

It is suggested that residents be in their individual rooms by 10:00 p.m., quietly preparing for bed. Residents should be considerate of other residents by lowering the volume of audio equipment.

Transportation

ReNu Life provides transportation for scheduled recreational activities, field trips, and physician's appointments as necessary.

Other

Any emergencies should be reported to staff, who will report it to their supervisor and take immediate action according to policy.

Each consumer has the right to wear his/her own clothing; to determine his/her own dress, hair style or other personal effects according to individual preference and to retain and use his/her own personal property in the consumer's own living as to maintain individuality and personal dignity. Consumers who willfully damage facility property may incur charges or repair costs.

At least 14 hours per week of activities are scheduled for consumers. Please see the message board for activity information.

ReNu Life Extended – Facility Specific:

The call bells in each room are provided for your emergency use. Please limit use of the call bell to emergencies only.

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RENU LIFE SIGNATURE FORM

You will be given a copy of the Handbook to keep. Staff will go over the information with you and, if you wish, your guardian/representative, so that you understand what it means. Please ask questions if you don't understand any part of the Handbook.

I, _____, received the ReNu Life Resident Handbook on
_____, 20_____.

Your signature below means that all of the information contained within the Resident Handbook has been received, reviewed, and explained by a ReNu Life staff member. I understand that the policies contained in this Handbook and their enforcement are not to be considered a contract between ReNu Life and me.

Resident Signature:

_____ Date _____

Guardian or Representative Signature: _____

Date _____

Staff Member Signature: _____ Date _____

Title _____

This form is placed in your case record.

AGAIN, WELCOME TO RENU LIFE

We are committed to providing quality services to you, to help you achieve your goals. We hope your experience here is both rewarding and enjoyable!