

COURAGE KENNY REHABILITATION INSTITUTE

Vocational Services

Courage Kenny Rehabilitation Institute – Golden Valley
3915 Golden Valley Road
Golden Valley, MN 55422
Phone: (612) 775-2571

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COURAGE KENNY REHABILITATION INSTITUTE

Vocational Services

Point of Contact

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Vocational Evaluation

Tami Sibben, LSW, Vocational Evaluator, BS - Social Work

Lynn Vincent, CVE, Supervisor, BS Vocational Rehabilitation

EMPLOYMENT SERVICES

Sara Laughlin, Vocational Placement Counselor, BA – Social Work

Tom Birbeck, MS, CRC, Employment Vocational Specialist,
MS – Rehabilitation Counseling

Mary Carter, CDMS, Employment Vocational Specialist-Rehabilitation
Counseling

Management Team

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TABLE OF CONTENTS

CLIENT SERVICE MANAGEMENT	2
COURAGE KENNY REHABILITATION INSTITUTE AND THE VOCATIONAL SERVICES DEPARTMENT	3
VOCATIONAL SERVICES DEPARTMENT GOALS.....	4
A CONTINUUM OF VOCATIONAL SERVICES	5
MAKING EMPLOYMENT CHOICES.....	6
WHEN COMMUNITY EMPLOYMENT HAS BEEN SECURED.....	7
EMPLOYMENT AT ALLINA HEALTH.....	8
DISABILITY RESOURCES AND RELATED BENEFITS	9
INDIVIDUAL SERVICE PLANNING PROCESS.....	11
TRANSFERRING TO ADDITIONAL OR ALTERNATIVE SERVICES	12
PARTICIPATION GUIDELINES	13
GUIDELINES FOR REMAINING A CLIENT.....	15
DISCHARGE PLANNING PROCESS.....	16
RE-ENTRY TO SERVICES.....	17
CLIENT BILL OF RIGHTS.....	18
WE CARE ABOUT YOUR PRIVACY (SUMMARY OF ALLINA’S NOTICE OF PRIVACY PRACTICES).....	20
TENNESSEN WARNING	24
CLIENT GRIEVANCE AND APPEAL PROCESS	25
EMERGENCY TREATMENT PROCEDURE	26
COURAGE KENNY REHABILITATION INSTITUTE NO SMOKING POLICY.....	27
VOLUNTEER POLICY	28

CLIENT SERVICE MANAGEMENT

Upon choosing Courage Kenny Rehabilitation Institute to provide your determined vocational services a Service Provider will listen to your goals and discuss the plan you would like to work on while at Courage Kenny. You are the person planning your goals, and your planning team may include your referral source, other service providers, and any family or friends you name.

Your Service is: _____

Service Provider: _____ Telephone #: 612-775- _____

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COURAGE KENNY REHABILITATION INSTITUTE AND THE VOCATIONAL SERVICES DEPARTMENT

Our Goal

Courage Kenny Rehabilitation Institute maximizes the quality of life for people of all ages and all abilities. We help people achieve health and wellness by offering excellent services, innovative programs, ground-breaking research, and barrier-shattering advocacy.

Our Vision

We are guided by our vision that one day all people will live, work, learn and play in a community based on abilities, not disabilities.

Our Guiding Principles

- Clients and patients as partners
- Integrating mind, body, and spirit
- Quality and innovation
- Accessibility
- Integrity
- The generous spirit
- Financial stewardship
- Diversity

The Vocational Services Department provides comprehensive services to assist each individual in achieving their vocational potential. Vocational Services can draw upon Courage Kenny's expertise in medical and independent living rehabilitation to provide comprehensive, high-quality services.

The Courage Kenny Rehabilitation Institute's Vocational Services Department has an annual contract with Minnesota's Vocational Rehabilitation Department which sets fees and expectations for services.

Commission on Accreditation of Rehabilitation Facilities (CARF)

Courage Kenny Rehabilitation Institute has been accredited by CARF for the following vocational rehabilitation services programs:

- Vocational Evaluations
- Work Readiness
- Placement
- Extended Employment



VOCATIONAL SERVICES DEPARTMENT GOALS:

The goals of Courage Kenny Rehabilitation Institute's Vocational Services department are rooted in the philosophy that every person has the right to equal employment opportunities that:

- Provide people with physical and cognitive disabilities and sensory impairments with a variety of career training and employment opportunities.
- Provide comprehensive, individualized, goal-oriented vocational services in a coordinated manner.
- Improve people's employability skills so that they may compete in the employment market and become more personally independent.
- Improve people's ability to advocate for themselves through advocacy, mentoring, and provision of community information and resources.
- Educate the community about the dignity and ability of people with disabilities and work towards breaking down the attitudinal, architectural, and economic barriers to employment.

A CONTINUUM OF VOCATIONAL SERVICES

- Evaluation Services
 - Vocational Evaluations
 - Work Readiness

- Employment Services
 - Job Seeking Skills Training
 - Job Placement
 - Job Coaching
 - Job Retention
 - Job Analysis
 - Job Site Analysis (Modification)

- Other Services Available
 - Assistive Technology Assessment
 - Assistive Technology Training

Persons Served

Referrals for all programs are accepted from the Minnesota Vocational Rehabilitation Services, school districts, Veterans Administration, companies, and self-referrals. The program accepts patients from the age of 16 on up.

Courage Kenny Rehabilitation Institute's Vocational Services provides services to clients who have a documented disability. Examples are Stroke, Brain Injury, Spinal Cord, Neuro, Ortho, Amputee, Arthritis, Cardiac, Pulmonary, Pain, Multiple Trauma, Mental Health, etc. Clients must be medically stable at admission and of the medical acuity that allows them to participate and benefit from services.

MAKING EMPLOYMENT CHOICES

Because finding a job is the ultimate goal of nearly all persons who enter the Vocational Services Department, you need to know about Employment Services. The service offers three components designed to help people to obtain and maintain employment:

- **Job Placement** uses Placement Specialists to assist in job exploration, job seeking, and securing. Trained volunteers are used to assist in job development to create placement networks through their corporate contacts and provide mock interviewing opportunities. Additional services include job analysis, job site analysis (modification), and employer education.
- **Job Coaching** uses a trained Employment Specialist at the worksite to ensure a smooth transition into the workplace and job satisfaction.
- **Job Retention Services** uses Employment Specialists, through the Supported Employment service, to provide at least twice a month face-to-face contact with placed clients, to aid them in retaining their employment by guiding clients through conflict resolution, transportation issues, etc. This may be handled confidentially if the client prefers.

WHEN COMMUNITY EMPLOYMENT HAS BEEN SECURED

Courage Kenny Rehabilitation Institute's Employment Services are available to provide assistance and support after employment has been secured. Any new employee experiences nervousness, and uncertainty, and generally will not know all of the expectations of their new employer. It is important to ask questions of your supervisor and co-workers. In addition, the Placement Specialist who assisted in finding this position for you will be happy to answer questions you may have or provide you with guidance as to who within your company you should contact. Some basic areas are similar in all companies:

- When you have accepted a position the Placement Specialist will answer your questions regarding your wage and how your wage compares to others working in the same position. The Placement Specialist will be available to answer your questions regarding benefits and work rules and customs. If you accept a position that may involve union membership, they will assist you in accessing information regarding the union and how to fill out the necessary paperwork.
- An employee is expected to perform his/her job successfully. As a person with a disability, the expectation is the same. If accommodations are required to make it possible for you to perform tasks in a manner acceptable to the employer, these should be agreed upon before accepting the position. However, you may recognize additional needs after you have been on the job for some time. Your supervisor or employer needs to be aware of this. If you are not sure how to go about requesting these accommodations, contact your Placement Specialist. Another resource for assistance and advice is ADA-Minnesota (651) 603-2015 or toll-free (888) 630-9793.
- Every employer has health and safety policies and procedures that apply to their particular work environment. A part of an employer's responsibility is to keep the work environment safe and healthy for all employees. You must understand what is expected in these areas. If you have questions about and/or need assistance in following these procedures speak to your supervisor.

EMPLOYMENT AT ALLINA HEALTH

There are numerous opportunities for regular employment at Allina Health. Each week a current list of job openings is posted on the Allina Health website (www.allinahealth.org). The posting list contains the job title, the department where the opening exists, skills required for the position, and hours (FT, PT). If you have an interest in applying for an open position at Allina Health:

Complete an Allina Health employment application form – they are available in the Human Resources Department or online at www.allinahealth.org.

The balance of the hiring process is similar to the hiring process in other businesses. You will be contacted for an interview if the person in charge of hiring for the position feels that your skills and experience are a match for the open position.

If you are interested in applying for a position at Allina Health, your Placement Specialist is available to assist you in completing applications and contacting the appropriate individuals just as they would in any other employment application process.

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DISABILITY RESOURCES AND RELATED BENEFITS

Being employed can impact disability and other benefits you may be receiving. Typical benefits, which can be impacted, are Social Security Disability Insurance, Supplemental Security Income, and Medical Assistance.

In all cases, there are guidelines regarding how the amount of income you earn will affect your benefits and incentives for continuing to work despite the changes which may occur in your benefits. The Vocational Services staff has written materials and will work with you to identify and understand the potential effects of income on your benefits so that you can make the best decisions regarding your employment income.

If at any time you have questions or concerns regarding the impact of employment on disability and related benefits, Vocational Services staff will help you to get the information you need or refer you to the appropriate resource.

Additional resources available to you are:

Social Security Administration

Sandra Burciaga, Work Incentive Liaison
1811 Chicago Avenue South
Minneapolis, MN 55404
1-(800) 772-1213

Minnesota Health Care (Medical Assistance)

Contact your County Agency or Medical Assistance directly at:
(612) 596-1300 or 1-844-803-8466

Minnesota Department of Human Services

Medical Assistance/Appeals and Regulations
444 Lafayette Road
St. Paul, MN 55155-3813
(651) 431-3600

MN Work Incentives Connection

2200 University Avenue West #240
St. Paul, MN 55114
Metro: (651) 632-5113
Greater Minnesota: 800-976-6728
TTY: (651) 632-5110
FAX: 651-632-5121

Pacer Center

8161 Normandale Blvd.
Minneapolis, MN 55437-1044
(952) 838-9000 Voice
(952) 838-0190 TTY
(952) 838-0199 Fax
1-800- 53-PACER toll-free in Minnesota
E-Mail: pacer@pacer.org
www.pacer.org

Minnesota Brain Injury Alliance

2277 West Highway 36, Suite 200
Roseville, MN 55113
(612) 378-2742
1-800-669-6442
www.braininjurymn.org

Metropolitan Center of Independent Living, Inc.

530 Robert St. N.
St. Paul, MN 55101
(651) 646-8342
(651) 603-2001 TTY
www.mcil-mn.org

Minnesota Disability Law Center

430 First Ave. N, Suite 300
Minneapolis, MN 55401
(612) 334-5970
1-800-292-4150
www.mylegalaid.org

Citizens Consortium of People with Disabilities (CCD)

1660 L Street NW, Ste 700
Washington D.C. 20036
(202) 783-2229
(202) 534-3731 Fax
E-Mail: Info@c-c-d.org

INDIVIDUAL SERVICE PLANNING PROCESS#

Once you have completed the intake process, have been accepted into a specific service of Courage Kenny Rehabilitation Institute's Vocational Services Department, and have completed the orientation process you and your Service Provider will develop a service plan specifically for you. The following list is the typical process that takes place to develop the plan. This process will be adapted for you if necessary.

1. Individuals will be assigned as your primary Service Provider and work with you to fully explain the service you are entering and to identify who you would like to be involved in planning the services you receive. These people will become your Service Planning Teams and may include a family member, friend, or other service providers.
2. A Vocational Services staff person will review the information provided from other services you may have received before coming to this service. This may include vocational evaluation reports, psychological and neurological reports, rehabilitation service reports, medical reports, and other relevant documents. Staff will discuss this information with you and any others on your planning team.
3. If more information is needed, further assessment will be requested and completed in a timely fashion. This may include gathering information about your interests, skills, and abilities, or how you learn best. Staff will explain this process further if it appears necessary.
4. You and the staff will then identify a list of your strengths, needs, abilities, and preferences. This helps us to be sure that we know enough about you to assist in short and long-term planning for your work, school or training efforts.
5. You will have an opportunity at any time to ask questions about the services you are entering.
6. You will identify in your own words what you hope to gain from the services you are entering.
7. During your first in-person meeting, you and the staff will develop a service plan just for you which includes your job goals and the objectives needing to be met, when you plan to complete them, and who is responsible for implementing or assisting in the implementation of each goal.
8. It is important that you understand your plan and feel comfortable with the goals developed with you, so be sure to ask any questions and provide as much input as you would like. These goals and objectives will be reviewed regularly based on the Service Provider's recommendations but can be reviewed or modified at your request or your referral source's request at any time.

9. Your staff will identify any short and long-term supports, which may help you to achieve your goals.
10. If you feel you are having a conflict with service providers, department staff, and/or other clients you are interacting with, the first and most positive step to take is to attempt to resolve the issue with whom you are having a conflict. Often the best first step in resolving a conflict is to approach the individual and say "I don't like it when you . . ." You may ask any staff member for assistance in resolving a conflict. If you are unable to resolve the problem this way, please follow the Grievance and Appeals Process on page 25.

TRANSFERRING TO ADDITIONAL OR ALTERNATIVE SERVICES

You may move from one service to another while you participate in the Vocational Services Department. The Service Provider with whom you are currently working will assist you in the transfer to additional services. The transfer process is initiated based upon your having been accepted for additional services and funding is secured. The new services will begin within 90 days of completing your previous service and meets one or more of the following guidelines:

- You have met or exceeded the goals of your current service.
- You and your referral counselor choose to pursue alternative services.
- Your medical or personal needs necessitate alternative services.

PARTICIPATION GUIDELINES

Courage Kenny Rehabilitation Institute's Vocational Services Department, you will be receiving services to prepare you for your future vocational plans. Because of this, we ask that you treat the experience as an employment situation. Staff will be providing you with guidance as well as observing and supporting your employment skills.

By following the guidelines listed below we hope you will have a positive opportunity to make progress toward your vocational goals.

- Before beginning your service, it is your responsibility to:
 1. Make your **transportation** arrangements.
 2. Arrange for the assistance you may need during your time here (i.e., use of the restroom, eating, medication administration). Please note: Courage Kenny staff are unable to assist with care needs.
- Once your service begins, consider yourself an employee whose employer will expect that you will follow these guidelines.
 1. **Attendance** for all scheduled services and appointments is important. As the ultimate goal of our respective clients is employment, the clients must become responsible for their attendance.

Poor attendance behavior has a domino effect:

- You are not receiving consistent services.
- Your service schedules are repeatedly extended putting off the next step in your service plan.
- Other clients requesting services are not able to receive them as time is reserved for you even if you are absent.

The attendance policy is as follows:

Clients are expected to call the staff members they are working with 48 hours in advance of their scheduled appointment to inform the staff members if they are unable to attend their session. We understand that there are times when a 48-hour notification is not possible, but we do ask that clients call as soon as possible if they will be late or have a sudden emergency and are unable to attend that day's session. In any case, clients are expected to be prepared to re-schedule their session when they call in.

Absenteeism may be indicative of a lack of work readiness, a lack of commitment to the training process, or some other issue needing to be addressed so that the client can be successful in meeting their vocational goals.

- The referring counselor will be notified when the client fails to call to cancel services the second time.
- The third time a client fails to call in to cancel services their services will be postponed until a meeting which would include the client, referring counselor, and service provider can be held to discuss the absenteeism issue and a decision is made regarding the continuation of services.

- If the service provider perceives repetitive last-minute (same day) cancellations as a pattern of behavior, that will ultimately affect the client's ability to retain employment or a lack of commitment to the training process. The service provider will contact the referring counselor. The next occurrence of the last-minute cancellation will result in the postponement of the client's services until staffing, including the client, referring counselor, and service provider can be held to discuss the absenteeism issue and a decision is made regarding the continuation of services.
2. **Be on time** and ready to work at the session start time.
 3. **Bring your supplies** back supports, eyeglasses, communication devices, mouthsticks, etc., to all sessions and meetings.
 4. **Courage Kenny Rehabilitation Institute** is a **fragrance-free facility**. This is to protect the many people who have a sensitivity or allergic reactions to fragrances.
 5. **Attend your session alone**, except for a PCA attendant when necessary. Family and other individuals involved in your vocational plan are welcome to attend the staffings if you wish.
 6. **Smoking** is not allowed inside Courage Kenny Rehabilitation Institute. There are designated smoking areas outside the building. If you smoke, ask your assigned staff member to show you where these areas are.
 7. **Breaks** will be scheduled during your session. If you need more frequent breaks inform your assigned staff member.
 8. **Telephone calls** may be made from Courage Kenny Rehabilitation Institute during your break time.
 9. A **cafeteria and lunchroom** with vending machines are available for your use. You may bring your lunch, snacks, and beverages if you prefer. There is a refrigerator and microwave available. Beverages, with covers, are allowed in the service areas. Food, only if necessitated by your disability, may be eaten in the service areas; otherwise, snacks and lunches must be eaten in the cafeteria.
 10. **Behavior** that could cause harm to yourself or others will jeopardize your continued participation in the service. Any suspicion of the use of **illegal drugs or alcohol** including the appearance of use including the smell of alcohol, glazed eyes, or abnormally slurred speech will jeopardize your continued participation in services.

GUIDELINES FOR REMAINING A CLIENT

1. Funding must be secured for all planned service provisions before services are provided.
2. Be actively involved in your services. Attend all sessions and appointments. Follow-up on requests made of you. Make your needs and goals known. If you feel that the service plan is not working the way you anticipated, speak with your service provider or your referring counselor.

DISCHARGE PLANNING PROCESS

Before completing your final service in Courage Kenny Rehabilitation Institute's Vocational Services Department, or if for some reason your service has been discontinued, you and a staff person will develop a Discharge Plan specifically for you. The following is the typical process that takes place to develop the Discharge Plan and will be adapted to meet your needs.

1. A primary staff person will work with you to fully explain the reasons for your discharge and identify who you would like to be involved in planning for your discharge from services.

Typical reasons clients leave a service are:

- Individuals meet or exceed goals.
 - Individuals choose to discontinue services.
 - Individuals did not actively participate in their service plan.
 - Funding is no longer available.
 - Referral to more appropriate services.
2. Whenever requested by you, your referral source, or Service Provider, a meeting will take place to plan for your discharge from the service. Vocational Services Department staff as well as the individuals you choose will be a part of your discharge planning team at the staffing. The discharge planning will include a review of your goals and accomplishments throughout your service, the development of a plan regarding future services, and a designation of who will be involved in those services.

Remember that if at any time you feel that you would like to change or adapt your service or have questions regarding your service or the services you receive, contact the Employment Services Supervisor or any staff person at any time. They will be happy to answer your questions and assist you in any possible way to ensure you successfully work toward your vocational goals.

RE-ENTRY TO SERVICES

You may re-enter the Courage Kenny Rehabilitation Institute's Vocational Services Department after being discharged if the re-entry requirements are met. Those requirements are:

- Your ability to meet or maintain service entrance criteria
- Your ability to meet Vocational Services health and safety requirements
- Your funding sources have been ascertained and confirmed
- You can actively participate in the service plan
- You can identify further goals that can be achieved with available services
- Others, specific to your Discharge Plan

In addition to meeting these requirements, you will need to complete the Admissions and Service Planning Process. If re-entry to Employment Services is desired and there is a waiting list, an individual who has lost their employment will be given priority as openings occur.

CLIENT BILL OF RIGHTS

As a client in Courage Kenny Rehabilitation Institute's Vocational Services Department, you have the right to:

1. Nondiscrimination based on race, creed, color, religion, national origin, ancestry, gender, sexual orientation, age, or disability.
2. Considerate, respectful and safe care with special consideration for privacy and individuality.
3. Confidentiality – the Notice of Privacy Practices, beginning on page 21 provides specific information regarding Courage Kenny Rehabilitation Institute's commitment to protecting clients' personal information.
4. Access your case file by asking the Service Provider. The file cannot be removed from Courage Kenny Rehabilitation Institute and staff reserve the right to review the case file with you should staff's judgment include concern over your ability to intellectually or emotionally understand the information contained in your file.
5. Information about your services and procedures, which will be used, and to ask questions about any part of a service that is not understood, confusing, or causes discomfort.
6. Accept, refuse or question any plans or services. Individuals who refuse services shall be informed, along with their guardian and referral source, of the likely effects on their vocational goals and documentation will be made in the individual's record.
7. Voice a grievance or appeal a decision relating to admission, discharge, or service planning. Clients shall be encouraged and assisted to exercise their rights as program clients. Clients may voice to staff or others their grievances or appeal free from restraint, interference, coercion, discrimination, or reprisal. (See "Grievance and Appeal Process" on page 25 of this handbook.)
8. Have access to current fee-for-service information about Courage Kenny Rehabilitation Institute's programs and services, provided in the front of this handbook.
9. Fully participate in the service planning and delivery process along with designated service planning team members of their choice including family, friends, and other service providers.
10. Service delivery with reasonable promptness, regularity, and continuity of staff assignments as far as Courage Kenny Rehabilitation Institute policy allows.
11. Request a conference or staffing at any time to discuss planning or progress with Planning Team.

12. It is your right to be free from psychological, or physical abuse, punishment, or neglect as defined in the *Vulnerable Adult Protection Act*. "Abuse" means any act, which constitutes assault, sexual exploitation, or criminal sexual conduct as described in *Section 626.557, Subdivision 2d*, or the intention and nontherapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress. Clients may voice to staff or others concerns regarding abuse, punishment, or neglect free from restraint, interference, coercion, discrimination, or reprisal. Please contact someone in Management if you have concerns.
13. Reasonable access to any available rights, protection services, and advocacy services and to understand, exercise, or protect the rights described in this section and the law. Staff shall inform clients of available advocacy services and access methods.
14. Information regarding available self-advocacy, support or self-help groups, and assistance in accessing such services.
15. Have any assessment tools, methods, or techniques adapted or reasonable accommodations made to allow you to participate in your plan. It is the policy of Courage Kenny Rehabilitation Institute's Vocational Services Department to provide quality services to all clients in a format, manner, and language that can be understood by them.
16. To be notified of any potential or possibility of a perception of a conflict of interest on the part of any service provider.

We Care About Your Privacy

As we care for your health, we learn about you. Some of what we learn becomes part of your medical record and billing records. To protect your privacy, our organization follows certain rules about handling your health information. These rules and your health information rights are summarized on this page. The attached Notice of Privacy Practices (Notice) provides more detail about these rules.

HOW WE USE AND DISCLOSE YOUR HEALTH INFORMATION

We use your health information to treat you, to facilitate payment for services, to perform our business and services, to inform you of helpful services and to meet government requirements. We may share this information with people involved in your care. We may also share limited information for fundraising and to conduct research to better serve you. And we may disclose information to law enforcement and certain government offices if there is a threat to public health or safety.

See the enclosed Notice for a complete list of ways we use and disclose health care information.

YOUR HEALTH INFORMATION RIGHTS

We fully support your right to manage your health information. A summary of these rights appears below and the attached Notice reviews these rights in more detail.

- 1) In general, you can see your health information upon request.
- 2) You can request restrictions on who can see your health information.
- 3) You can request corrections to your health information.
- 4) You can request a list of certain disclosures we have made of your health information.
- 5) We must get your written permission to share health information for purposes other than those summarized in the box on the left side of the page. If you give us permission, you may withdraw it at any time.
- 6) You may ask questions about our privacy practices. If you disagree with any decision we make about your rights, you may contact us directly or contact the federal government, as provided in the attached document.

You may call or write us at any time with questions about your privacy rights. Please write to us at the address listed on page 4 of this sheet. Fulfilling some requests may result in a cost to you. We will let you know in advance which of these requests will be charged and the approximate amount of the charges.

We are pleased you have chosen us as your health care provider, and we are committed to protecting your health information.



Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Our Health Information Responsibilities

- We have a duty to protect the privacy of your health information and to give you this Notice.
- We have a duty to follow our current Notice of Privacy Practices.

“Health information” means information about your past or present health status, condition, diagnosis, treatment, prognosis, or payment for health care. (There are some exceptions.)

Who Will Follow this Notice

This notice describes Allina Health’s practices and that of:

- all departments and units of Allina Health Providers
- all residents, medical students and other trainees affiliated with Allina Health
- all volunteers who may assist you while you receive services at Allina Health and
- all employees, staff and other Allina Health workers.

Your Health Information Rights

Restrictions on Use or Disclosure. This Notice describes some restrictions on how we can use and disclose your health information. You may ask us for extra limits on how we use or to whom we disclose the information. You need to make such a request in writing. If you request that information about a service not be sent to your insurer and pay for the service in full we will agree to this restriction. We are not required to agree to other requests. If we do agree, we will follow the restriction except:

- in an emergency where the information is needed for your treatment
- if you give us written permission to use or disclose your information
- if you decide or we decide to end the restriction, or
- as otherwise required by law.

If you restrict us from providing information to your insurer, you also need to explain how you will pay for your treatments and you will be responsible for arranging for payment of the bills.

Alternative Communication. Normally, we will communicate with you at the address and phone number you give us. You may ask us to communicate with you in other ways or at another location. We will agree to your request if it is reasonable.

Patient Access. You may request to look at or get copies of your health information. If you request a copy of your electronic health record or other health information we keep electronically we will provide it in an electronic format upon your request. You need to make your request in writing. If you ask for copies, we may charge photocopying fees, the cost of making copies of x-rays or other images, and postage if the copies are mailed. If you ask for another format we can provide, we may charge a reasonable fee based on our costs. If your request is denied, we will send the denial in writing. This will include the reason and describe any rights you may have to a review of the denial.

Amendment. You may ask us to change certain health information. You need to make such a request in writing. You must explain why the information should be changed. If we accept your change, we will try to inform prior recipients (including people you list in writing) of the change. We will include the changes in future releases of your health information. If your request is denied, we will send the denial in writing. This denial will include the reason and describe any steps you may take in response.

Disclosure List. You may receive a list of disclosures of your health information – with some exceptions – made by us or our business associates. The list does not include:

- disclosures made for treatment, payment or health care operations (this term is defined in the next section)
- disclosures made before April 14, 2003, and
- other disclosures as allowed by law.

You need to make your request in writing. If you ask for a list more than once in a 12-month period, we may charge you a fee for each extra list. You may withdraw or change your request to reduce or eliminate the charge.

Paper Copy of Notice. You may receive a paper copy of our current Notice of Privacy Practices.

Uses and Disclosures of Health Information

To provide you the best quality care, we need to use and disclose health information. We safeguard your health information whenever we use or disclose it. We follow our notice of privacy practices and the law when we use and disclose health information. We may use and disclose your health information as follows:

Treatment, Payment and Health Care Operations. We may use and disclose your health information for:

- treatment (includes working with another provider)
- payment (such as billing for services provided), and
- our health care operations. These are non-treatment and non-payment activities that let us run our business or provide services. These include quality assessment and improvement, care management, reviewing the competence or qualifications of health professionals, and conducting training programs.

Medical Emergency. We may use or disclose your health information to help you in a medical emergency.

Appointment Reminders and Treatment Alternatives. We may send you appointment reminders, or tell you about treatments and health-related benefits or services that you may find helpful.

Patient Information Directory. We may disclose the following information to people who ask about you by name:

- location in the facility
- general condition
- religious affiliation (given only to clergy).

You may choose not to have us disclose some or all of this information. For example, if you do not want us to tell people your location, we will agree to your instructions. (In some cases, such as medical emergencies, we may not get your instructions until you can communicate with us.)

People Involved in Your Care. We may disclose limited health information to people involved in your care (for example, a family member or emergency contact) or to help plan your care. If you do not want this information given out, you can request that it not be shared. If appropriate, we may allow another person to pick up your prescriptions, medical supplies or X-rays.

Foundations/Fundraising. We may contact you or have our foundations contact you about fundraising programs and events. We will use or disclose only your name, how to contact you, demographic information, the dates we served you and other limited information about your care and services you received and the dates we served you. We may disclose this information to companies that help us with our fundraising programs. You have the right to opt out of fundraising communications.

Research. We may use or share your health information for research purposes as allowed by law or if you have given permission.

Death; Organ Donation. We may disclose certain health information about a deceased person to the next of kin. We may also disclose this information to a funeral director, coroner, medical examiner, law enforcement official or organ donation agency.

Health Care Workplace Medical Surveillance/Injury/Illness. If your employer is a health care provider, we may share health information required by state or federal law:

- for workplace medical surveillance activities, or
- about work-related illness or injury.

Law Enforcement. We may disclose certain health information to law enforcement. This could be:

- about a missing child, or
- when there may have been a crime at the facility, or
- when there is a serious threat to the health or safety of another person or people.

Correctional Facility. We may disclose the health information of an inmate or other person in custody to law enforcement or a correctional institution.

Abuse, Neglect or Threat. We may disclose health information to the proper authorities about possible abuse or neglect of a child or a vulnerable adult. If there is a serious threat to a person's health or safety, we may disclose information to the person or to law enforcement.

Food and Drug Administration (FDA) Regulation. We may disclose health information to entities regulated by the FDA to measure the quality, safety and effectiveness of their products.

Military Authorities/National Security. We may disclose health information to authorized people from the U.S. military, foreign military and U.S. national security or protective services.

Public Health Risks. We may disclose health information about you for public health purposes, such as:

- reporting and controlling disease (such as cancer or tuberculosis), injury or disability
- reporting vital events such as births and deaths
- reporting adverse events or surveillance related to food, medications or problems with health products
- notifying persons of recalls, repairs or replacements of products they may be using, or
- notifying a person who may have been exposed to a disease or may be at risk for catching or spreading a disease or condition.

Health Oversight Activities. We may disclose health information to government, licensing, auditing and accrediting agencies for actions allowed or required by law.

Required by Other Laws. We may use or disclose health information as required by other laws. For example:

- we may disclose health information to the U.S. Department of Health and Human Services during an investigation.
- we may disclose health information under workers' compensation or similar laws.
- we may disclose health information:
 - to social services and other agencies or people allowed to receive information about certain injuries or health conditions

for social service, health or law enforcement reasons

- about an unemancipated minor or a person who has a legal guardian or conservator regarding a pending abortion
- about an emancipated minor or a minor receiving confidential services to prevent a serious threat to the health of the minor.

Notice. We are required to promptly notify you of a breach to your health information.

Legal Process. We may disclose health information in response to a state or federal court order, legal orders, subpoenas or other legal documents.

Health Records under State Law. Release of health records (such as medical charts or X-rays) by licensed Minnesota providers usually requires the signed permission of a patient or the patient's legal representative. Exceptions include you having a medical emergency, you seeing a related provider for current treatment, and other releases required or allowed by law.

With Your Authorization

Your Authorization. We may use or disclose health information only with your written permission, except as described above. If you give written permission, you may withdraw it at any time by notifying us in writing. A form to revoke your permission is available from the Allina Health facility where you received services, or by contacting us. Your permission will end when we receive the signed form or when we have acted on your request.

Questions and Complaints

If you have questions about our privacy practices, think your privacy rights have been violated, or if you disagree with a decision about any of your rights, you may file a complaint by calling the Privacy Officer at Allina Health at 612-262-4900 or submitting a complaint in writing to the following address:

Allina Health
P.O. Box 43
Minneapolis, MN 55440-0043

For release of information questions (re: copy fees and release of records) contact 612-262-2300. You also may send a written complaint to the U.S. Department of Health and Human Services – Office of Civil Rights (OCR). We will give you the address to file a complaint upon request. Please know you will not be penalized for filing a complaint.

If you have any questions or concerns about our privacy practices and specifically this notice, please contact Health Information Management at 612-863-3664.

Organizations Covered by this Notice

This Notice applies to the privacy practices of the Allina Health providers and facilities listed below, and their related sites. These businesses are part of an organized health care system. We may share health information within our system for treatment, payment or health care operations.

Abbott Northwestern Hospital
Allina Health clinics
Allina Health Emergency Medical Services
Allina Health Home Care Services
Allina Health Home Health
Allina Health Home Oxygen & Medical Equipment
Allina Health Hospice & Palliative Care
Allina Health Pharmacy
Allina Health Laboratory
Buffalo Hospital
Cambridge Medical Center
Courage Kenny Rehabilitation Institute
District One Hospital
Edina Family Physicians
John Nasseff Neuroscience Specialty Clinic
Mercy Hospital
Metropolitan Heart & Vascular Institute
Minneapolis Heart Institute
Minnesota Perinatal Physicians
New Ulm Medical Center
Owatonna Hospital
Penny George Institute for Health & Healing
Phillips Eye Institute
Regina Hospital
St. Francis Regional Medical Center
Sharpe Dillon Cockson
Southwest Surgical Center, LLC
Sports and Orthopaedic Specialists
United Heart & Vascular Clinic
United Hospital
United OB GYN Associates
Unity Hospital
Virginia Piper Cancer Institute
WestHealth Urgent Care and WestHealth Emergency Department

River Falls Area Hospital, also part of the organized health care system, uses a different Notice because it is located in Wisconsin.

This Notice takes effect April 14, 2003. It will remain in effect until we replace it. We may change the terms of this Notice and make the new terms applicable for all health information we have. This includes health information we created or received before we made the changes to our Notice. We will make any revised Notice available in hard copy and display it in our facilities and on our web site. Also, you can request the revised Notice in person or by mail.

TENNESSEN WARNING (Minn. Statute 13.04, subd.2)

When an individual is asked to supply private or confidential data about himself/herself, the Minnesota Government Data Practices Act requires the individual to be informed of:

- Purpose for collecting the data
- Intended use of the data
 - Whether the individual possessing the data may refuse or is legally required to supply the requested information
- Any known consequences arising from supplying the data
- Any known consequences arising from refusing to supply the data
- The identity of other persons or entities authorized by state or federal law to receive the Data

The Tennesen Warning can be given orally or in writing.

It is the position of the Minnesota Department of Administration that the data may only be used following the notice or subsequent consent.

Such notice is called a Tennesen warning (named for Robert Tennesen, senate author of the original Data Privacy Act).

CLIENT GRIEVANCE AND APPEAL PROCESS

As a Courage Kenny Rehabilitation Institute's Vocational Services Department service client, staff will assist you to address any concern, grievance, or appeal regarding violation of the client's rights, admission or discharge decisions, or services provided.

The following process has been developed to help you address your concern:

1. The concern, grievance, appeal, or question should be discussed first with the staff member with whom the concern primarily rests unless it is not feasible or comfortable for you.
2. If discussing concerns with appropriate staff is not feasible, comfortable, or does not resolve the concern to your satisfaction within five (5) working days, the concern should then be discussed with the Vocational Services Supervisor.
3. If discussing concerns with the Supervisor is not feasible, comfortable, or does not resolve the concern to your satisfaction within 5 working days, the concern should then be given in writing or discussed with the Director of Community Services. The Department Director will mediate a discussion between you and the staff person(s) involved whenever possible.
4. If discussing concerns with the Department Director is not feasible, comfortable, or does not resolve the concern to your satisfaction within five (5) working days, the concern should then be given (preferably in writing) to Courage Kenny Rehabilitation Institute's Patient Representative.
5. Should a resolution remain unsatisfactory to you, or you prefer advocacy services involved in this process, staff will assist you in understanding and accessing advocacy services and welcome any involvement in resolving the matter.

THE CLIENT ASSISTANCE PROJECT

Assists individuals who have difficulty obtaining needed rehabilitation services from an agency, which receives funding under the Rehabilitation Act of 1973. Advocacy Services include information, referral, service suggestions, problem-solving, and legal advocacy. The Client Assistance Project can be reached at (651) 228-9105 and (612) 332-4668 (TTY).

GRIEVANCE AND APPEAL CONTACTS WITHIN COURAGE KENNY REHABILITATION INSTITUTE:

Employment Services Supervisor
(612) 775-2571

Patient Representative
(612) 863-5391

Community Services Director
(612) 775-2274

EMERGENCY TREATMENT POLICY

In case of a medical emergency in which you are unable to make medical decisions, Vocational Services Department staff will call “911” and attempt to contact those individuals you have identified as emergency contacts. If those contacts are not available, we will have you transported by way of an ambulance to the nearest medical facility. Any expenses incurred for such services will be your financial responsibility and not those of Courage Kenny Rehabilitation Institute.

COURAGE KENNY REHABILITATION INSTITUTE NON-SMOKING POLICY

Courage Kenny Rehabilitation Institute is dedicated to providing a healthy and productive work environment for our employees, clients, and visitors. Tobacco use is the leading preventable cause of death in this country, responsible for one in every five deaths. As a health care organization, an important part of our focus is on wellness and fitness for clients and employees. The long-term health effects of tobacco use are significant. The medical complications are magnified for people with physical disabilities, particularly those with spinal cord injury or multiple sclerosis. Heart disease, respiratory function, circulation, and skin care are just some examples of health issues for people with physical disabilities who smoke or who are around smokers.

Courage Kenny Rehabilitation Institute is committed to maintaining an organization-wide tobacco-free environment. The use of tobacco products is prohibited on all Courage Kenny Rehabilitation Institute premises. "Premises" includes owned and leased grounds, parking lots, company-owned vehicles, and employee vehicles parked on Courage Kenny Rehabilitation Institute owned and leased property. Smoking is not allowed in vehicles parked on Courage Kenny Rehabilitation Institute premises. Signs will be exhibited appropriately throughout the premises. Any client or visitor observed using tobacco on Courage Kenny Rehabilitation Institute premises will be asked to discontinue in a tactful and respectful manner. Compliance with the policy will be the responsibility of all Courage Kenny Rehabilitation Institute personnel as described below. If you need to find an off-site smoking area, please ask your service provider for instructions.

VOLUNTEER POLICY

DEFINITION OF A COURAGE KENNY REHABILITATION INSTITUTE VOLUNTEER

A Courage Kenny Rehabilitation Institute volunteer is someone who willingly performs services without compensation. To become a Courage Kenny Rehabilitation Institute Volunteer, a person must be formally registered with the Volunteer Department or must be a member of a group registered with the Volunteer Department, or a person with a specific role assigned by Courage Kenny Rehabilitation Institute. An individual who spontaneously assists with activity, having not been formally registered with the Volunteer Department, is specifically excluded from being considered a Courage Kenny Rehabilitation Institute Volunteer.

DISCLAIMER REGARDING GENERAL ENDORSEMENT OF A VOLUNTEER

Although all Courage Kenny Rehabilitation Institute Volunteers go through a screening and interview process, our acceptance of them as volunteers is not a blanket endorsement of their character or a guarantee of their behavior in circumstances outside their official volunteer role. If you are considering hiring a volunteer to provide childcare, assist with personal care, or for any other reason, they should be screened as you would anyone who was not a Courage Kenny Rehabilitation Institute Volunteer.

PROCEDURE FOR HANDLING CONCERNS ABOUT INAPPROPRIATE BEHAVIOR BETWEEN A VOLUNTEER AND A CLIENT

If you have a concern about the way a volunteer is carrying out his / her job, please inform the staff person who supervises the volunteers in that particular service. If resolution cannot be achieved through this process, the concern should be brought to the director of Volunteer Services.