

# Kaleidoscope Community Adult Program Handbook

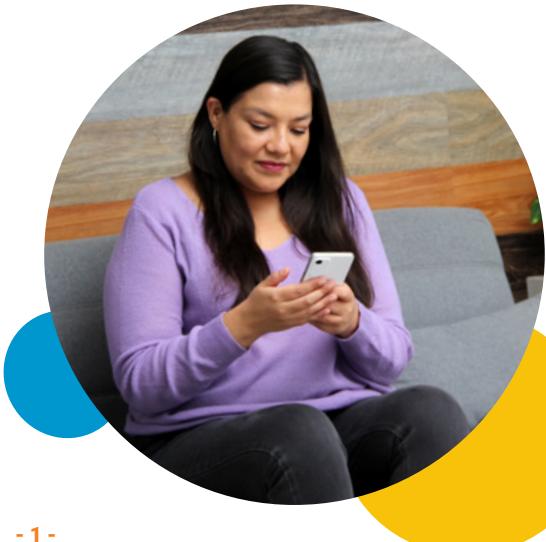


*We're creating a more equitable world so people with developmental disabilities can choose their path. We do this by reimaging how care and support can be better connected to fill gaps in human services across an individual's lifespan.*



# TABLE OF CONTENTS

Welcome .....	2
What's Next? .....	3
Kaleidoscope Guiding Principles .....	4
Program Goals .....	6
Our Professional Staff .....	7
Program Eligibility and Enrollment Process .....	8
Lost and Found .....	22
Emergency Operation Plan .....	22
Inclement Weather Plan .....	23
Dress Code .....	23
Code of Conduct .....	24
Participant's Rights .....	26
State Regulations .....	27
Important Contact Information .....	28
Grievances or Complaints .....	28





## WELCOME

Welcome to the Easterseals Northern California Kaleidoscope Community Adult Program. This handbook is provided to you as a resource, giving you information about your rights and responsibilities while receiving services from us and providing an overview of our program. We believe that the partnership between you and the Easterseals Northern California team is essential to meet the needs of you or your loved one.

### OUR PURPOSE AND VALUES

At Easterseals Northern California (ESNorCal), we're creating a more equitable world so people with developmental disabilities can choose their path. We do this by reimagining how care and support can be better connected to fill gaps in human services across an individual's lifespan.

Values shape the culture and define the character of Easterseals Northern California. Values guide how we, as an organization, behave and are the standards by which we make decisions. As an organization, our values are:

**BOLD**

**EQUITY-INFORMED**

**COMMUNITY-CENTERED**

**WELLBEING-DRIVEN**

### WHO IS A CAREGIVER?

We use the word "caregiver" for anyone who provides regular care to someone. For example, a caregiver might be a grandparent, aunt, legal guardian or authorized representative. At Kaleidoscope Community Adult Program, in some cases, the caregiver can also be the individual themselves.

### OUR PROMISE TO YOU

We will provide exceptional, person-centered services to empower individuals with intellectual or developmental disabilities to achieve their goals and live independent, fulfilling lives. Our services are voluntary and at any time you can refuse, decline or withdraw from them.

### ANTI-DISCRIMINATION STATEMENT

Easterseals Northern California believes that everyone should be treated equally. We provide the same level of care to our participants regardless of their race, gender expression, religion, national origin, sex, sexual orientation or any other factor that makes them uniquely themselves.



**Set aside quiet time to review the handbook.** The information in this handbook is important. Please take time to read all of the information.

### **DO YOU HAVE QUESTIONS?**

If you have any questions, please contact a member of the management team. We want to make sure all participants, caregivers and the community in a participant's life understand how Easterseals Northern California can improve the lives of people with disabilities. Contact information can be found towards the end of this handbook.

## **WHAT'S NEXT?**

**STEP 1:** Review the content of this handbook.

**STEP 2:** Review, sign, date and return the following forms.

- Consent to Services
- Application Packet (see section later in the handbook for forms that make up this packet)

### **OUR NAME**

At Kaleidoscope Community Adult Program, we often refer to ourselves as Kaleidoscope or KCAP. Our handbook reflects these different names for our same program.

### **IMPORTANT:**

Throughout this handbook, you will see "Tip" sections. Tips offered in the handbook include helpful information and proven caregiving strategies.

# KALEIDOSCOPE GUIDING PRINCIPLES

ESNorCal offers a Community Adult Program in Dublin and Walnut Creek for adults with developmental disabilities, aged 18 and above. The program is designed to provide community-based recreational and social activities for individuals with developmental disabilities, to support independence, positive self-image and social awareness, and to facilitate self-determination and development of critical life skills. Services are provided in safe, caring and accepting environments, which are beneficial to learning and full participation. To accomplish this mission, our program employs the following approaches and guiding principles:

## **SELF-SUFFICIENCY**

Program participants increase independence, self-sufficiency and self-determination through emphasis on generalization, integration and development of critical life skills. Making choices and understanding consequences are key areas of focus. Activities take place in the community to promote integration and independence.

## **RESPECT**

Each participant is viewed as a unique individual and treated with respect and dignity in an age-appropriate manner. The program works to enhance participant self-esteem, identify choices to promote individual decision-making and validate feelings.

## **ENVIRONMENT**

Services are provided in a suitable community-based environment that is physically and emotionally safe for participants and staff. Learning and modeling appropriate behavior, with special emphasis on socialization and skill building, are the focus of staff-participant interactions and activities. Realistic expectations are established; opportunities and support required for learning, participation and achievement are provided. Professional staff also serve as facilitators, teachers, coaches and mentors.



## COMMUNICATION

Our professional staff initiate and maintain consistent, respectful and positive communication with caregivers to identify and build participant strengths. Staff-to-caregiver feedback is honest and timely. Working closely with participants, caregivers, schools, Regional Centers and other key stakeholders, staff identify and develop specific, measurable objectives for participants, assuring a coordinated, mutually supportive effort to meet participants' present and future goals. Communication is constructive in nature and solution oriented.

## COMMUNITY INTEGRATION

Recreation, leisure and community integration are central to the program. Participants engage in community-based learning experiences that help support their individual goals. Learning experiences, within the community, are enjoyable and stimulating. Community integration is emphasized through activities such as:

- Walks to local grocery stores, eateries and shops
- Training and guidance to support development of vocational, independent living and social skills
- Team sports
- Use of public transportation

## PROGRAM GOALS

At ESNorCal, we believe adults with disabilities flourish when they are provided experiences in community settings comprised of ordinary life activities as well as providing new opportunities. Independence and self-esteem are increased for participants when they have opportunities for meaningful engagement that can build a sense of connection to their community and form relationships with community members.

The program design supports participants' ability to care for themselves and self-advocate, increase the quality of life for the participant, and help participants reach their individualized goals.



# OUR PROFESSIONAL STAFF

## PERSONNEL

ESNorCal seeks employees who meet high standards of performance and demonstrate interest in personal and professional growth and development. Our skilled professional staff are committed to providing you with services in a comfortable, safe environment. Our team members have been selected for their creativity and enthusiasm, and have been recruited based on the following criteria:

- Education
- Work and life experience
- Ability to relate and interact positively and effectively with individuals with special needs or developmental disabilities
- Positive responsiveness to supervision
- Acceptance of and willingness to try new ideas
- Ability to nurture those placed in their care
- Acting in a manner that reflects our organization's core values

## FINGERPRINTING

In accordance with State and local laws and regulations, background checks, including a criminal record check and fingerprinting through the Department of Justice, are performed for each new employee prior to their first day of employment.

# PROGRAM ELIGIBILITY AND ENROLLMENT PROCESS

## PRE-ENROLLMENT EVALUATION

### **Entrance Criteria**

An enrolling participant (“applicant”) must be able to safely participate in community-based activities at appropriate staff-to-participant ratio of 1:3. The requirements and needs of existing participants are considered during the evaluation of an applicant.

The following criteria are typically used during the pre-enrollment evaluation:

### **Behavior**

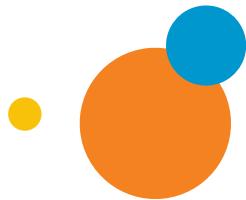
We understand at times that participants may need additional support managing behaviors and interactions. If participants need more individualized vs. group support in the following areas, they may not be able to safely participate in community-based activities:

- Physically aggressive behavior
- Self-injurious behavior
- Behavior that may be injurious to others
- Yelling that is disruptive to group activity

If behavior and safety are a concern, a discussion with the caregiver and participant will be recommended. The safety of all participants is a priority while in the community.

### **Schedule**

Our current schedule is Monday through Friday. There are 2 days throughout the year for staff development and training when the program is closed. Details submitted to caregivers annually.



## **Transportation**

Participant drop-off and pick-up at the program center are the responsibility of the caregivers. Transportation during program hours to community activities based on participant goals and interests is coordinated by the program, and when applicable, the participant. Transportation utilized during programming may include public transportation, ride share services, or program vans.

## **Toileting Needs**

Supervisor is provided during the restroom routine. Minimal assistance can be provided during programming when program ratio can be maintained.

## **Regional Center**

Background information provided by the Regional Center Case Manager, including the *Individual Program Plan (IPP)*, *Consumer Development Evaluation Report (CDER)*, *Program Plan Review Report*, *Annual Review*, and other information are available for an assessment. If caregivers are seeking a private pay option, all relevant information related to evaluations of the participant's social, emotional, and educational development, including relevant diagnoses, must still be provided.

## **Review of Regional Center Documents**

The Program Manager will work directly with the Regional Center Case Manager and the caregivers in private pay situations to evaluate the applicant's needs and review the applicant's *Individual Program Plan (IPP)*, *Consumer Development Evaluation Report (CDER)*, *Annual Review* and *Program Plan Review Report*. Additional information for review may include *Behavior Plan*, *Person Centered Planning information*, medical records and any other documents and/or information relevant to the applicant's enrollment in the program.

## **Observation at the Program Site**

After the Regional Center documentation has been reviewed, a tour and an observation will be scheduled for the applicant to visit during program hours. The objective of this observation, which is documented on our observation form using standard criteria, is to evaluate the applicant's needs, their ability to participate in program and to determine agreement from both perspectives, applicant/caregiver and program that ESNorCal is an appropriate program.

## **Evaluation Results**

The Program Manager will contact the applicant's caregivers to review the observation form, describing the results and will inform the Regional Center of the evaluation results.

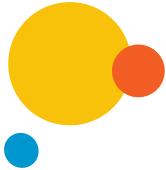


## ENROLLMENT

### Applicant Packet

The applicant packet must be completed and submitted by caregivers prior to a participant's entrance into the program. Forms and documents that must be completed and/or reviewed include:

- Admissions Agreement
- Alternative Services Assessment
- Application
- Artwork Release Form
- Authorization for Animals
- Authorization for Community Outings
- Authorization for Participant-to-Participant Contact
- Authorization for Release of Participant
- Authorization for Sunscreen
- Caregiver's Report
- Client Participation Consent
- Consent for Medical Treatment
- Contract for Optional Payment of Activity Fees
- Dress Code
- Emergency Action Plan
- Emergency Contact Information
- Enrollment Contract
- General Liability Release
- Handbook Agreement
- Intake
- Interest Inventory
- Medication Information and Authorization
- Medical Information and Release
- Medication Policies and Procedures
- Notification of Caregiver's Rights
- Observation Agreement
- Participant Handbook Acknowledgment
- Personal Rights
- Physician's Report
- Photo Release
- Preadmission Health History
- Private Pay Agreement
- Purchase of Services from Regional Center
- Release of Information
- Rights of Developmentally Disabled Adult
- Rights of Individual
- SPCA Waiver
- Suspected Abuse Reporting Procedures



## TERMINATION OF ENROLLMENT

A participant's enrollment in the program may be terminated because of safety concerns or other reasons as described below.

### Addressing Behavioral Concerns

Safety of all participants and staff is a priority. When appropriate, staff will attempt to address a participant's behavioral concerns for continued enrollment, if possible. Any participant whose behavior threatens the safety and/or well-being of themself, another participant, staff member, or a member of the community, will be disenrolled from the program.

### Suspension/Termination from the Program

A participant may be suspended from the program if they exhibit(s) behavior that has been deemed unsafe to themself or others.

Participants may be immediately suspended from the program for the following:

- Aggression toward others resulting in hospitalization; posing a danger to themselves, other participants, staff or other members of the community.
- Participant's behavior that violates the program's lease or facilities license.
- Possession or distribution of contraband.
- Theft or other illegal activities.
- Being arrested or detained by law enforcement.
- Engaging in behaviors that require constant attention of one or more staff members in order to ensure safety or successful participation.

Suspensions may be lifted after we have met in person with the participant's caregiver and the behavioral issue has been successfully addressed. When appropriate, and at the discretion of ESNorCal leadership, meetings may be conducted over the phone or via Zoom.

If a participant returns from a suspension but is unable to participate safely and effectively in the program, we may terminate their participation in the program.

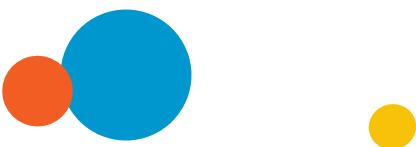
## Termination

Termination will be preceded by a written 30-day notice of intent to terminate, sent to the caregivers and the Regional Center Case Manager.

Enrollment may be terminated because of safety concerns or other reasons, including without limitation:

- Any conduct for which a participant may be suspended
- When a participant no longer benefits from the program service
- When a participant has medical needs that cannot be met by staff
- When a participant is unable to regularly attend the program for any reason
- When a participant's attendance ratio (number of days attended divided by number of days absent) falls below 50% for a period of at least 2 months, for any reason
- When an interdisciplinary team (ID team) convened by the program has determined through a participant evaluation that the Kaleidoscope Community Adult Program no longer meets the participant's needs
- When an ID team is convened and determines that the program no longer meets the participant's needs
- When the participant, or their caregiver acting on behalf of the participant, consents to an alternative placement identified by the ID team as being able to meet the participant's needs and as being more cost effective pursuant to Title 17, Section 56718(a)(5)

The participant's Regional Center Case Manager may terminate funding for a participant's placement in the program if the Regional Center issues a written determination stating that continued participation in the program jeopardizes the participant's health or safety. If the Regional Center terminates the placement, termination can be immediate, subject to participant's rights to appeal against the Regional Center under California law. The Regional Center shall provide the ESNorCal Kaleidoscope Community Adult Program with a written cancellation of the Purchase of Service Authorization.



## PAYMENT OF FEES

### Service Fees

If the participant is a Regional Center client, they will pay for services. Questions regarding funded hours should be directed to the Regional Center.

### Private Pay

Private Pay is an option for any participant who does not qualify for Regional Center services or as a supplement to the authorized Regional Center hours. ESNorCal will provide interested individuals with a current fee schedule for private pay rates. Private payments are due by the first of the month following the billing cycle (e.g., a bill for the participant's January hours will be received by the caregiver at the beginning of February and payment in full is due March 1st). **A late fee of \$25 will be applied each time a private pay payment is late.** If payment is not received after 16 days from the original due date, the individual will be denied the privilege to attend the Kaleidoscope Community Adult Program.



## **Private Pay Fee Agreement**

Caregivers will sign fee agreements prior to the individual's enrollment in the program.

## **Private Pay Fee Increase**

Caregivers will be notified in writing 30 days in advance of any scheduled increase to any fees.

## **PRACTICES AND PROCEDURES**

### **Holidays**

The Kaleidoscope Community Adult Program is closed every year on dates when the following holidays are observed:

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

In addition to the above holidays, Kaleidoscope may be closed for up to two business days per year for staff development and training. Closures will be communicated in advance.



## **Attendance and Absences**

Daily attendance is expected for staff to maintain a high level of programming and participant care. We require at least 24 hours' notice of cancellation of services, when possible. If your child is unable to attend due to illness, please let staff know as soon as possible. Advanced notice helps staff adjust their schedule and community events accordingly.

### **Absences**

Long-Term Absences are defined as 3 or more days. If you are planning to be out for 3 or more days, we require at least 5 working days' notice. If a participant is out due to illness, a physician's note must be provided upon returning to the program. A participant's attendance should remain at or above 50% for a period of at least 2 months.

### **Short-Term Absences**

If a participant is unable to attend one of their regularly scheduled days due to an illness or an appointment, caregivers should notify Kaleidoscope no later than 8:00 am on the date of the absence.

## **Designated Emergency Contact**

In addition to themselves, caregivers must identify two (2) individuals as emergency contacts for their participant. In designating an emergency contact, only individuals that are able to travel to the program site within 45 minutes of being contacted should be considered. In the case of an emergency, if Kaleidoscope is unable to contact the caregiver, the first designated contact will be called. If Kaleidoscope is unable to contact the first designated contact, the second listed individual will be called. If no emergency contact can be reached, Kaleidoscope will call local law enforcement.

## **Change of Designated Emergency Contact**

Caregivers must notify ESNorCal immediately of any changes to their designated emergency contact, and/or contact phone number(s).

## **Notification of Allergies or Other Conditions**

If a participant has any food or other allergies, or other health condition, caregivers should notify ESNorCal at the time of enrollment.

## **Release of Liability**

### **Liability**

Caregivers release and hold harmless ESNorCal, a non-profit corporation, from any and all claims, damages, liabilities, losses of personal property, including eyeglasses, hearing aids or other medical equipment, clothing, etc., arising from participation in programs and activities in the community, or while using public, private or ESNorCal-owned transportation.

### **General Liability Release**

By signing the General Liability Release, caregivers release all claims for injuries, damages or loss to property, real or personal, whether known or unknown, foreseen or unforeseen, patent or latent, which releaser may have against ESNorCal, arising from the participation in program and/or activities, in the community, while using public, private or ESNorCal-owned transportation.

## **Significant Support Participation and Involvement**

Caregiver involvement in program and support services, including fundraising events, meetings and advocacy on behalf of persons with disabilities, is strongly encouraged.

## **SPECIAL PRACTICES**

### **Lunches**

Caregivers are responsible for providing their participant with a balanced, nutritious lunch and snacks, including water and any other desired beverages on days unless otherwise noted on the schedule. As participants are often in the community during lunch hours, they should not bring meals that require a heating source, such as a microwave.

## HEALTH AND SAFETY

### **Sick Policy**

Caregivers must notify the program if the participant shows signs of illness, unless there is documentation provided by a medical provider stating that the participant is well enough to attend program. The participant should be free of symptoms for 24 hours before resuming scheduled in-person participation. If anyone else in the family or home is experiencing any signs of illness, we ask that a safe distance be maintained between the individual and ESNorCal staff to prevent transmission of any illness.

If the participant or anyone in the participant's home has a highly contagious disease, such as, but not limited to, COVID-19, Pink Eye, Strep, Impetigo (skin infection), or Hand-Foot-Mouth Disease, attendance must be cancelled.

A note from a medical provider may be requested by ESNorCal prior to resuming services.

If anyone in the home has head lice, please let us know and keep the individual home until it can be treated and nit-free.

### **IMPORTANT: SICK POLICY**

ESNorCal requires all participants and staff to strictly abide by the terms of the sick policy. Staff and participants should not attend in person if there is a risk of spreading illness and/or infection.

## **SURVEILLANCE CAMERAS**

To help maintain a safe and secure environment for all individuals on our property—children, families, visitors, employees, and caregivers—video surveillance is in use throughout all public areas. No audio is recorded. These cameras help us monitor activity, prevent incidents, and protect both people and property. By entering the premises, you acknowledge and give your implied consent to this safety measure.

## Notice of Injuries Occurring Outside Program

Caregivers should notify ESNorCal if their participant has experienced a significant accident or injury away from program.

## Medication Assistance

Please administer medication prior to the participant's arrival at the program. Kaleidoscope does not administer any form of medication.

If needed, Kaleidoscope staff will supervise or assist in the self-administration of a participant's medications. Any medication, including over-the-counter medication, the participant needs assistance with ***must be brought in a clearly labeled container from your pharmacy with participant's name, the name of the medication, the dosage, the amount that must be taken and the time it must be taken.***

## Medication Authorization Form For Self-Administered Medications

*Medication Information and Authorization Forms* are provided to caregivers at the time of enrollment. Forms must be renewed after ten (10) working days, except in cases of long-term medication. If long-term medication is taken, the participant's caregivers and/or physician must complete and sign an *Exception Form*.



## **Injury or Illness**

### **Minor Injury or Illness**

In the event a participant experiences an injury or illness while in attendance at the program, the caregivers will be notified via telephone immediately, or as soon as possible.

### **Severe or Life-Threatening Injury or Illness**

In the event of a serious or life-threatening injury or illness, employees will first contact emergency services. A life-threatening emergency is defined as a situation wherein a participant is not breathing, is experiencing severe bleeding, does not have a detectable pulse, and/or is experiencing chest pain. Caregivers will be notified via telephone immediately, or as soon as possible, of a participant's severe or life-threatening injury or illness.

### **Notification to Regional Center**

ESNorCal will inform Regional Center of any incident of severe or life-threatening injury or illness on the day of injury. ESNorCal will generate a *Special Incident Report* to caregivers and regional center within 24 hours of a severe injury or illness.

## LOST AND FOUND

Kaleidoscope is not responsible for a participant's personal belongings while in transit or in attendance at the program. Lost or misplaced items should be reported to Kaleidoscope staff as soon as possible so an attempt can be made to locate them. Participants and caregivers are encouraged to mark all personal belongings such as hats, jackets, etc., with a permanent marker or name label before bringing them to Kaleidoscope.

## EMERGENCY OPERATION PLAN

Safety is an integral part of our daily operations within the ESNorCal organization. All offices have a safety response team to direct and assist employees, clients/participants, and visitors in the event of an emergency. All employees are trained to understand the ESNorCal Emergency Operations Plan. Kaleidoscope Community Adult Program maintains an Emergency Operations Plan onsite and training is provided annually.



## INCLEMENT WEATHER PLAN

Participant and staff safety is paramount. The Kaleidoscope Community Adult Program will make every effort to remain open during inclement weather. Our goal is to make sound decisions that ensure the safety of the participants, while still meeting their needs. During inclement weather, participants will be returned to the Kaleidoscope center and will be given choices of activities that do not require being outdoors. If the Kaleidoscope Community Adult Program needs to close due to the weather, caregivers will be notified via phone call, text, email or all.



## DRESS CODE

Please provide the participant with a change of clothes every day in case of water play, toileting accidents, etc. The Kaleidoscope Community Adult Program has a limited supply of clothing which we reserve for cases of toileting issues. We are unable to provide participants with a change of clothing if they get wet or dirty during program activities. If preferred, a small bag with a change of clothing can be packed in your participant's bag. Having a change of clothing will ensure that your participant will have the opportunity to participate in any and all activities and remain comfortable all day.

If you choose to send the participant in shorts or a skirt, please make sure that the clothing item is knee length. In addition, please make sure that your participant's shirt covers the entire chest area as well as stomach (when arms are raised above head).

For our participants' safety, we ask that they DO NOT wear loose or open-toed shoes, such as slippers or flip flops.

Any individual who arrives at the Kaleidoscope Community Adult Program wearing inappropriate clothing will be asked to change. If necessary, staff will assist the participant. If the participant does not have a change of clothing, caregivers will be contacted to pick up the participant or be asked to bring in a change of clothing as soon as possible so that program activities are not delayed. If this becomes an on-going issue, it will become mandatory for your participant to have changes of clothes with them at all times.

## CODE OF CONDUCT

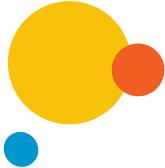
The Code of Conduct is a set of rules and expectations that guide the behaviors of participants in the Kaleidoscope Program.

This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee and/or participant welfare, and company operations also may be prohibited and will result in disciplinary action. Disciplinary action may include verbal warning, a written counseling statement, a behavior contract, suspension from program or program activities, reduction in days of attendance, probation and/or termination from program. The following conduct is prohibited and will not be tolerated by the Kaleidoscope Community Adult Program:

- Excessive absenteeism, which is defined as when a participant's attendance ratio (number of days attended divided by number of days absent) falls below 50% for a period of at least 2 months, for any reason.
- Excessive tardiness, which is defined as arriving after 10:15 am five or more times in a month, for any reason.
- Unexcused absences from program. Absences protected by State or Federal law do not count as violations of this policy.
- Failing to notify staff or obtain permission to leave for any reason.
- Unauthorized disclosure of confidential information.
- Threatening injury to persons or property.
- Exhibiting behaviors that are disruptive of program activities.
- Exhibiting behaviors that are not compatible with accepted standards of behavior in the community.
- Committing an act of intimidation, a threat of violence or an act of violence.
- Provoking a fight or engaging in fighting.

- Sexual gesturing, advances, touching or intimidation of staff, peers or members of the community.
- Destruction of program property, community property or property of an employee or participant.
- Engaging in behaviors that require 1:1 staff-to-participant care.
- Conduct in violation with the Kaleidoscope Community Adult Program Code of Ethics.
- In general, a participant's conduct in non-Kaleidoscope-affiliated online social media communities should not be subject to Kaleidoscope disciplinary sanctions. However, reported behavior will be investigated and reported to all parties. Disorderly, disruptive or aggressive social media use or behavior (such as bullying, sexual harassment, or violations of privacy) that interferes with the general comfort, safety or welfare of a Kaleidoscope participant or group will result in disciplinary action.





## PARTICIPANT'S RIGHTS

**WE ARE COMMITTED TO PROTECTING THE RIGHTS OF OUR PARTICIPANTS AT ALL TIMES.**

### YOU HAVE THE FOLLOWING RIGHTS

- To receive services in a manner free from abuse, retaliation, humiliation, neglect and financial or other exploitation.
- To receive services voluntarily and of your own free will.
- To receive services that are sensitive to age, gender, sexual orientation, race, cultural or religious preference, health status and physical ability.
- To receive sufficient information prior to the start of any services, so that you can give informed consent.
- To refuse services offered after being notified of the benefits, alternatives and consequences.
- To be an informed participant by receiving information regarding services in a reasonably prompt and confidential manner.
- To access information and records in sufficient time to facilitate decision making, as outlined in the Notice of Privacy Practices.
- To have your records protected as required by applicable privacy law, as described in our Notice of Privacy Practices. Our Notice of Privacy Practices is maintained at all times on our website, [www.esnorcal.org](http://www.esnorcal.org).
- To receive relevant information regarding the individuals providing services, to the extent permitted by organizational policies and applicable privacy laws.
- To be provided, on request, an accurate and current set of professional credentials of practitioners working with you.
- To file a complaint without fear of retaliation or the imposition of any barrier to service.
- To be provided with information on how to lodge complaints about professional practices of practitioners through the applicable professional licensing/credential board.
- To be provided with access to or referral to self-help support services, advocacy services, and legal entities for appropriate representation, when applicable.

## **PARTICIPATION IN LEGAL MATTERS**

Sometimes families who come to ESNorCal for services are involved in legal matters such as divorce or custody proceedings. While we understand that these situations can be stressful for participants and families, it is important to know that we will remain neutral and not participate in any legal matters or disputes, including those involving participants, unless required by law or court order.

If you need information sent to any party involved in a legal matter, please inform your practitioner. They will provide you with a Request for Information form, which you can present to a court official to receive the necessary details.

## **STATE REGULATIONS**

The regulations that govern Kaleidoscope's operations are kept on file. Employees are trained in adherence to all local and state regulations.

### **POSTING OF REGULATIONS**

Regulations, such as the designation of facility responsibility (lic-308) and the personnel report (lic-500), are posted at each service center in a location visible to the public, where they may be easily seen.

### **REGULATORY AUTHORITY**

Regional Center is the primary funder of kaleidoscope and as such, its authorized representatives, and law enforcement are authorized, as necessary, to:

- Interview participant(s) and/or ESNorCal employee(s), and to inspect and audit participant or facility records, without prior consent.
- Observe the physical condition of participant(s), including conditions which could indicate abuse, neglect or inappropriate placement, and have a licensed medical professional physically examine the participant(s).

### **RIGHT TO CONTACT REGULATORY AUTHORITIES**

Caregivers have the right to contact the Regional Center or local law enforcement agency if they suspect any unsafe condition(s) or practice(s) on the part of ESNorCal.

### **CAREGIVER OBSERVATION**

Caregivers have the right to observe the ESNorCal Kaleidoscope Community Adult Program activities during any regular hours of operations. Please reach out to the Program Manager to schedule a time and date.



## IMPORTANT CONTACT INFORMATION

ESNorCal's chief executive officer (CEO) and members of the board of directors may be reached through the corporate office. The corporate office is open during regular business hours, typically between 9:00 am and 5:00 pm Monday through Friday.

### **ESNorCal's Corporate Office is located at:**

2730 Shadelands Dr.  
Walnut Creek, CA 94598  
(925) 266-8400

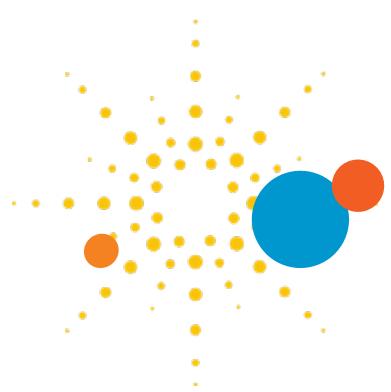
### **ESNorCal's Kaleidoscope Community Adult Programs are located at:**

5601 Arnold Rd.   Suite 102	2730 Shadelands Dr.   Building 10
Dublin, CA 94568	Walnut Creek, CA 94598
(925) 326-0072	(925) 326-0072

## GRIEVANCES OR COMPLAINTS

### **FILING A COMPLAINT OR GRIEVANCE**

Participants and caregivers may file a complaint at any time without fear of retaliation. When we receive a complaint, our staff works to remedy the concern and prevent the issue from happening again.



## IF YOU HAVE A COMPLAINT OR GRIEVANCE:

### STEP 1

**Ask to meet with a member of your loved one's supervising team to discuss your concerns.** Usually this is the only step you need to take. We are committed to resolving issues quickly. If you are not satisfied after meeting with a supervisor or manager, please move on to the second step below.

### STEP 2

If the discussion with a supervisor or manager does not resolve the issue, **talk to your Program Manager or a member of ESNorCal's clinical leadership team** by emailing them at [kaleidoscope@esnorcal.org](mailto:kaleidoscope@esnorcal.org).

### STEP 3

If the issue is not resolved by the clinical leadership team, contact our **Quality Department at Quality@catalight.org to file a complaint or grievance**. You may also bypass steps 1 and 2 above and file a grievance at any time. Our Quality Department will work with you, your treatment team, and our leadership to resolve the issue in an unbiased and ethical manner.

If the problem continues to be unresolved or if you wish to file an anonymous complaint, you may do so by contacting the following numbers provided below:

**ESNorCal Office of Risk Management Compliance Help Line:**  
**1-833-44-PROTECT**

**Regional Center of the East Bay (RCEB):**  
**(510) 618-6100**

**RCEB San Leandro**  
**(510) 618-6100**  
Creekside Plaza  
500 Davis Street | Suite 100  
San Leandro, CA 94577

**RCEB Concord**  
**(925) 692-2300**  
1320 Willow Pass Road | Suite 300  
Concord, CA 94520

**California Department of Developmental Services:**  
**(916) 654-1690**  
1600 9th Street  
Sacramento, CA 95814  
**Mailing Address:**  
P. O. Box 944202  
Sacramento, CA 94244-2020



[esnorcal.org](http://esnorcal.org)



**CORPORATE OFFICE**  
2730 Shadelands Drive  
Building 10  
Walnut Creek, CA 94598  
(925) 266-8400

**HOURS**  
M-F 9:30am – 2:30pm

**DUBLIN**  
5601 Arnold Road, Suite 102  
Dublin, CA 94568  
(925) 248-9925

*Easterseals Northern California has been awarded the highest level of accreditation by CARF International for its Kaleidoscope Community Adult Program.*



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(925) 248-9925