



# **CONSUMER HANDBOOK**

## **PROFILES ENRICHMENT CENTER**

**A DIVISION OF INDEPENDENT LIVING SERVICES**

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**AND**

## **PROFILES PRODUCTIONS**

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## **Profiles Consumer Handbook**

### **A Division of Independent Living Services**

#### **What is Independent Living Services (ILS):**

ILS is a private non-profit entity that was established in 1970 to provide services to adults with developmental disabilities in the Faulkner County area. Our mission is to assist in making a better life possible for people with developmental disabilities within their own home or ILS's residences within the communities of Faulkner County. ILS recognizes each person is different and provides an array of services to best meet individual needs.

ILS will strive to:

- Provide services in an atmosphere of dignity and respect as people work toward reaching their life goals while living in the community.
- Provide a safe, healthy, caring environment where people can live a good quality of life.
- Provide training and assistance that will enable the person to perform well within the community
- Assist in establishing a network of friends and family connections that will assist the individual through the adventures of daily living.

Services offered by ILS include: Residential Services such as group homes and apartments, and an intermediate care facility. Waiver Services including: supported living, community integration, transportation, case management, and respite services. Adult Development Services, Therapy Services, Personal Care, and Transportation Services

#### **What Services are offered at Profiles and who is eligible for those services:**

Profiles was established in 1996, and is a division of Independent Living Services, Inc. Profiles is a day time program that provides adults with developmental disabilities the opportunity to further their learning either in a classroom type environment or in a pre-vocational setting.

Profiles offers adult development and vocational maintenance programs for adults 18 years of age and older who had a developmental disability before the age of 22. When an individual applies for services at Profiles there is an admission committee that meets with the individual to gather all necessary information and discuss the program in depth to assure the individual understands what to expect from Profiles and what will be expected from the individual if they choose to enroll in the program. Profiles does not discriminate based on a persons age, race, sex, or national origin.

Individuals can attend Profiles once they have submitted a completed application. At this time there is not a waiting list for services at Profiles. At Profiles Production we do maintain a waiting list due to limited space and staffing ratios. The average wait time for Profiles Productions is three month.

**Profiles Enrichment Center** provides adult development services and is a place where you can increase your daily living skills, academics, learn new crafts and hobbies, have opportunities for socialization and community integration, and receive any needed therapies. At Profiles Enrichment center a variety of classes are offered ranging from Arts, Home Economics, Crafts, Music, Computer, Media, Safety Skills, Money Skills, Self Advocacy, and Health and Fitness, as well as other areas. Profiles' also offers a variety of social activities, such as Bingo, dances, and parties throughout the year during evening and/or weekend hours. We work in conjunction with UCA ACTS program on a very special arts program each semester. The participants then perform at Reynolds Performance Hall at the end of each semester. ACTS is made possible in part through funding provided by the central office of VSA arts, under an award from the U.S. Department of Education.

The vocational training program offered at Profiles is **Profiles Productions.** This is a work setting where individuals have the opportunity to work on vocational skills and earn a paycheck. Profiles Production offers positions in recycling as well as contract work from various companies. Individuals who work at Profiles Production are paid on a piece rate basis for all production work they perform. All jobs have a different pay rate. For each job a time study has been completed and the pay is based on the percentage of industrial standard completed. Profiles Production possesses a current certificate from the Wage and Hour Division of the United States Department of Labor. All time studies and payment of wages adhere to the regulations of the Department of Labor. Individuals are paid every 2 weeks. Any and all necessary safety equipment is provided for you.

Working in conjunction with the Faulkner County Council on Developmental Disabilities, the Conway Housing Authority, volunteer groups from Conway Universities and high schools, Faulkner County Supported Work and other adult service providers in the county, Profiles programs offers the supports necessary for all individuals to take advantage of the potential for gainful employment and for successful community integration.

**Therapies Services are also offered at Profiles Enrichment Center.**

**Speech Therapy** is provided by contract Speech Therapists. They provide evaluation of communication skills, direct intervention for articulation/language deficits, and development of alternative/augmentative communication systems, in order for the individual to effectively communicate with others at work, home, and in the community.

**Occupational Therapy** is provided by 2 full time OT's. They provide assessment and treatment of fine motor skills, activities of daily living, and sensory integration. Intervention focuses on improving the individual's ability to function as independently as possible.

**Physical Therapy** is provided by a part time PT. They provide assessment and treatment of gross motor skills including ambulation, range of motion, balance, and muscle tone. Recommendations may be made for assistive devices such as wheelchairs, walkers, and orthotics.

**Transportation** is also provided if the individual cannot locate other means of transportation and they are within the ILS transportation area. If you are transported in an ILS vehicle you will be expected to follow the vehicles rules, which are:

1. Always wear your seat belt.
2. Remain seated and facing the front of the vehicle at all times
3. No yelling in the vehicle, talk in a low voice
4. Do not touch the driver while the vehicle is in operation
5. No eating or drinking in the vehicle
6. No smoking in the vehicle

**Lunch** is provided at Profiles programs', however, an individual can choose to bring their own lunch if they want to. Refrigerators and microwaves are provided for individuals to use.

**Medication Monitoring** is provided by Profiles. Prescribed medication is kept locked and must be properly labeled by a pharmacist and taken as directed. Staff will supervise/monitor individuals as they take their medications. Over the counter medications such as Tylenol, Tums, etc. can be obtained from the nurse.

**Emergency Evacuation Drills** are conducted at Profiles and Profiles Productions on a regular basis. Fire and tornado drills are held monthly and drills for earthquakes, violence in the workplace, natural disasters, nuclear disasters, etc are held or discussed on a quarterly basis.

**What are the hours of operation at Profiles Programs:**

The hours of service at the programs offered by Profiles are 8am to 4pm Monday through Friday. An individual can either attend Profiles Enrichment Center for the full 8 hours each day or they can attend the Enrichment Center for 4 hours and the Production Center for 4 hours a day. We also have individuals who work at part time jobs in the community and only attend Profiles Enrichment Center when their work schedule allows.

Each program offers a 15 minute break in the morning and in the afternoon and a 30-45 minute lunch period based on the work load and activities that are occurring.

Profiles closes for most major holidays, and a calendar is put out each year listing the closing dates.

**What to do if you are sick:**

If you are sick, running a fever, been prescribed an antibiotic, you should wait at least 24 hours before returning to work. If you have an infectious disease you should not return to work until you have a statement from your doctor stating you are no longer contagious. A contagious disease is defined as a disease capable of being easily diffused or spread through casual contact with others.

AIDS, HIV, Hepatitis B: The rights of individuals who have or who are perceived as having AIDS, HIV, or Hepatitis B or who are identified as carriers are protected and are not discriminated against. Confidentiality will be maintained for all information, concerning whether the individual admitted for services or anyone proposed for admission has been the subject of an HIV related test, has had an HIV infection, has an HIV related condition, has AIDS, has Hepatitis B or has been identified as a carrier.

**Dress Code and Hygiene for Profiles Programs:**

The programs offered at Profiles are directed toward developing acceptable behaviors and attitudes both at work and in the community. Therefore we recommend that you wear pants/jeans, a comfortable top, and enclosed shoes. If you are working at Profiles Productions, enclosed shoes are not an option. Due to safety hazards you cannot wear sandals, flip flops, or heels when you are at work. Dangling jewelry should also not be worn when you are at the work program.

Halter tops, or clothing with obscene language or pictures are not permitted at the Profiles Programs. Shirts should be long enough to cover your stomach and should not be made of mesh fabric, or be see through. Shorts may be worn as long as they are considered walking shorts.

It is expected that you be clean, teeth brushed, hair combed, and appropriately bathed before you come to class/work. Heavy perfume should not be worn in consideration of others. Individuals who come to work not appropriately dressed or groomed may be sent home. Remember you feel good when you look good.

**How are services at Profiles funded:**

The programs offered at Profiles are funded through Medicaid's DDTCS (Developmental Day Treatment Center Services), state dollars, local funds, and contract services. If you do not have a funding source, you may be required to private pay for your services. Private pay situations will be based on the Medicaid rate guidelines.

**What you can expect when you receive services at Profiles:**

Each of us has dreams for our future. Here at Profiles we refer to those dreams as your goals. When you enter the Profiles program we will want to hear more about your dreams/goals and we will develop an individualized service plan that will address your dreams/goals. We will help you to better define what steps you need to take to attain your goals and then provide support and training to assist you in taking the steps necessary to learn the skills to attain the goals. Your goals are reviewed on a quarterly basis and updated as needed to keep you on the path to achieving your dreams. Your case manager will keep your file current and you can access your files at the time of your annual IPP meeting and at other times by simply making that request to your case manager.

Our case managers will also assist you with obtaining other services that you may need that are not offered by Profiles or ILS. These may include such things locating and accessing community resources, legal representation, medical services, advocacy services, and any other services you may need.

The main advocacy services in Arkansas consist of:

Disability Rights Center 1-800-482-1174  
 DDS Licensure 1-501-682-8697  
 Adult Protective Services 1-800-482-8049  
 Emergency Services 911

**Our commitment to your privacy:**

Our agency is dedicated to maintaining the privacy of your individually identifiable health information as protected by law, including Health Information Portability and Accountability Act (HIPPA). In conducting our business, we will create records regarding you and the treatment and services we provide to you. We are required by law to maintain the confidentiality of health information that identifies you. As part of your enrollment at Profiles and yearly review of information, you will be given a copy of the ILS Notice of Privacy Practices.

**What are the qualifications of the staff at Profiles Programs:**

Our staff is hired because they have either experience working with individuals with disabilities or the desire to work with individuals with disabilities. Our staff is trained in CPR and First Aid, Positive Behavior Techniques, OSHA, Abuse and Neglect, and your rights among many other things. Our programs are licensed by Developmental Disability Services and our staff are therefore mandated reporters. All incidents, as

described by DDS, will be reported to DDS/DHS and to the program and executive director of ILS.

**What are my rights:**

- a) Having input in to your individual plan, requesting changes to your plan, and signing your plan
- b) Aware that the program is voluntary
- c) Participating in campaigns for publicity efforts or to raise funds is on a voluntary basis only.
- d) Being informed of the rules of the program and having input into those rules
- e) Being informed of your constitutional rights:
  - Right of freedom of speech and expression
  - Right to freedom of religion
  - Right to association
  - Right to marry, procreate, and raise children
  - Right to vote
  - Right to meaningful and fair access to courts, including legal representation.
  - Right to contract and the right to own and dispose of property
  - Right to privacy
  - Right to be free from cruel and unusual punishment,
  - Right to equal protection and due process of law
  - Right to fair and equal treatment by public agencies
  - Right to equal educational opportunities
  - Right to an equal employment opportunity
  - Right to have residential and educational services provided in a humane and least restrictive environment
- f) Right to refuse any experimental or non-standard form of treatment.
- g) Aware of confidential nature of personal information and have the right to approve or deny the release of identifiable information.
- h) The right to be paid for the work you do
- i) The right to request a copy of any public report concerning ILS services done by local, state, or federal authorities or any personal information in my case files
- j) The right be informed of the discharge/exit procedures for the program
- k) The right to decide if family members and other interested parties can be involved in the planning and implementation of your services (if you are your own legal guardian)
- l) The right to services that best fit your needs and in a way that provides the most freedom possible
- m) Right to be free from restraint or seclusion except in an emergency
- n) Right to be free from abuse, neglect, humiliation, or retaliation

- o) Right to refuse services, unless that right has been taken away by the courts
- p) Ability to exercise your rights without fear of punishment, or denial of services
- q) Have all information explained to you in a manner that is understandable for you
- r) The right to be informed of the grievance procedure.

### **Individual/Parent/Guardian Grievance/Recommendations Procedure**

#### Complaints and Recommendations Procedures

ILS/CL strives to provide quality services for all individuals, however, we also recognize that there may be times when an individual/parent/guardian may not be satisfied with the services they are receiving and will want to file a complaint and/or grievance. If that situation should arise, ILS/CL will assist the individual in obtaining advocacy assistance in filing the complaint, if the individual requests such assistance. Individuals can present their grievance/complaint in good faith, without fear of reprisal, retaliation or barrier to services.

In the event that an individual wishes to voice a complaint or recommendation concerning any person/action, service, policy, procedure, or event involving ILS/CL, the following process is available:

The opportunity to discuss the complaint/recommendation with the supervising staff person on duty. If an equitable solution is not possible, fill out a complaint form or write comments to be given to the program or executive director. Arrangements will be made to enable the complainant to contact the Program Director/designee within two (2) working days.

If an equitable solution to the complaint/recommendation is not possible at this point, arrangements will be made to enable the complainant to contact the Executive Director/designee within two (2) working days.

If an equitable solution to the complaint/recommendation is not possible at this point, arrangements will be made to enable the complainant to meet with the staffing team within five (5) working days.

If an equitable solution to the complaint/recommendation is still not possible, arrangements will be made to enable the complainant to contact and/or meet with the Board of Directors within ten (10) working days.

If an equitable solution to the complaint/recommendation is still not possible, arrangements will be made to enable the complainant to write/telephone the Developmental Disabilities Licensing Division and request intervention. The DDS licensing division is the contact for such complaints. The year 2007 information is: phone: 501-682-8697. The address is Developmental Disabilities Service, Attn: Pam Fowler, P.O. Box 1437, Slot 2500, Little Rock, Arkansas

**Conflict of Interest:**

A conflict of interest can exist when a staff person is in a position to influence a decision you make that may result in personal gain for the employee or may cause you to do something you don't want to do. For instance, a conflict of interest could exist if you have a relative working for you or with you. Another example could be if a staff member is trying to sell you something or trying to get you to buy something for them. If you ever feel that there is a conflict of interest please talk to your case manager or program director immediately. You can also follow the grievance process if you wish.

**What are my responsibilities at Profiles Programs(Rules of Conduct):**

While in the Profiles Enrichment or Profiles Production programs you will have certain responsibilities and rules that will need to followed. Those responsibilities and rules include:

- Always come in and report to the appropriate class or work area and let your supervisor know you are there.
- If you are sick or have an important reason for missing work, call the office or your supervisor to let them know you will not be coming in that day.
- If you know in advance that you will not be coming in on a certain day, please tell your supervisor as soon as you know you will not be attending that day.
- On the days you will not attend, please call the transportation department and let them know you will not need transportation.
- Always tell your supervisor before leaving your class/work area.
- When you are given a job/task to do concentrate on that task and do your very best until it is done.
- Do not bother others when they are working on a job or doing a project.
- Report any injuries or accidents to your supervisor immediately.
- Report any changes in medications to your supervisor.
- Always dispose of your own trash
- Adhere to the dress code at all times
- Walkman's, radios, cell phones, and walkie talkies are not allowed during class/work time, however, they can be used at break and lunch times.
- No weapons, such as guns or knives are allowed on Profiles premises.

- No smoking is allowed within any Profiles buildings. There are designated areas outside of each building
- No drugs or alcohol are allowed on Profiles premises and you should not come to work under the influence of drugs or alcohol. (See paragraph at end of section)
- No inappropriate work behaviors.
- You should not be sleeping while you are at work.
  
- Unacceptable behaviors will not be tolerated. These behaviors include:
  1. Striking other consumers or staff
  2. Using foul or abusive language
  3. Running away
  4. Destruction of materials
  5. Tantrum behaviors
  6. Stealing
- If you have a problem of any kind, discuss it with your supervisor and case manager.
- All individuals attending Profiles Programs are on a probationary period for 1 month.

Violation of any of these rules may result in disciplinary action including write ups, suspension, and dismissal from the program.

#### Drugs and Alcohol:

Individuals are prohibited from being under the influence of alcohol or illegal drugs when receiving services from Profiles and/or Profiles Productions. The sale, possession, transfer, or purchase of illegal drugs on ILS property, or while performing ILS business is strictly prohibited. Such action will be reported to appropriate law enforcement officials. The use, sale, or possession of an illegal drug or controlled substance while receiving services is cause for termination.

No alcoholic beverage will be brought or consumed on Profiles or Profiles Productions premises. No prescription drug will be brought on company premises by any person other than the one for whom it is prescribed. Such drugs will be used only in the manner, combination, and quantity prescribed.

Individuals may be required to take a test at any time to determine the presence of drugs, narcotics, or alcohol, unless such tests are prohibited by law. Testing positive for drugs or alcohol is a violation of this policy.

If off-duty abuse of alcohol or illegal or prescription drugs, results in excessive absenteeism or tardiness or is the cause of accidents or poor work, individuals may

either enter a rehabilitation program, submit their resignation, or be discharged from the program.

**What are my civil responsibilities:**

If you are 18 years of age or older you have the following responsibilities:

- If you agree to buy something, you must pay for it before it actually becomes yours
- If you buy something on credit, you must make each payment on time until all payments are made
- If you sign your name to any kind of contract, you can be held to the terms of the contract
- If you do not fulfill the terms of the contract you sign, you can be taken to court
- If you break a law, you can be taken to court, and a judgment made as to your punishment
- If you are accused of breaking a law, you will be given a trial to decide if you are guilty
- If you wish to own an automobile or motorcycle and drive it, you must get a drivers license, buy a tag, get insurance, and obey all rules listed in the drivers manual
- If you choose to possess or consume alcohol you are subject to all the laws governing drinking
- Possession of drugs except those prescribed by your doctor, is against the law
- Buying alcohol for anyone under 21 is against the law.
- If you are not 18 or not your own legal guardian you must have your parent/guardians approval by signature before you sign any contracts, buy on credit, get a drivers license, buy alcohol, or exercise other rights of majority.

**Profiles Consumer Council**

There is a 7 member council at Profiles. Members are individuals who attend Profiles. They are elected by those attending the program and serve as representatives for everyone receiving services. Their purpose is to make suggestions, and recommendations on ways to improve the services that are offered at Profiles and Profiles Productions.

**Focus areas for the Council:**

- Classes offered, class activities, outside speakers
- Extra curricular activities, fields trips, volunteer activities, etc.
- Identifying problems/concerns and offering solutions
- Improving communications between individuals served and others
- Focus on rights and self advocacy

- Review of materials such as handbooks, rules, forms, etc. to assure they are easily understandable for individuals receiving services.

The council meets on a quarterly basis and the minutes of the meetings are documented and shared with all individuals in the program as well as agency staff and other interested parties.

**What if you want to leave Profiles:**

If you choose to leave Profiles we hope it is because you are going on to bigger and better things such as obtaining employment in the community, or going back to school. When you do leave the program we will ask you to do an exit survey at which time we will ask how we were able to help you, and give us ideas on how to improve our program. We will also get any final information if you are moving so we know where to send your final paycheck.

**What if you are discharged from Profiles:**

Individuals can be discharged from Profiles under certain circumstances, such as; unsatisfactory performance after repeated counseling, behavior disruptive to the program or endangering the health, safety, and welfare of the others, consistent violation of the program rules, or if the person is found to be ineligible for services by a funding/regulatory source.

Individuals will be dismissed only after efforts to assist in correcting the inappropriate behaviors have failed.

If you are discharged, we will try to assist you in acquiring alternate placement/services suitable for meeting your needs.

**Profiles Productions Only:**

Consumers who are interested in perusing employment at Profiles Productions must complete an Application for Employment and attend an interview before beginning work. Each applicant's ability to perform essential job tasks will be evaluated during their transition to work. Previous employment experience, attitude, and most importantly, an applicants desire to work will all be considered during the application process. Accepted applicants may be placed on a waiting list prior to beginning employment at Profiles Productions.

Most employees at Profiles Productions work 4-hour shifts, Monday through Friday in either the morning (8:00-12:00) or afternoon (12:00-400). Specific work schedules may differ based upon individual considerations. Individual work schedules are subject to

change without notice due to availability of work, specific job requirements and/or deadlines, or other events planned or unplanned.

Dress code requirements for employees of Profiles Productions may differ from those of other Profiles or ILS programs. All employees of Profiles Productions are expected to maintain positive, professional working relationships with co-workers and supervisors. Disciplinary action will be taken when violations of Profiles Programs Handbook rules occur. For some first-time violations, a verbal counseling will be given and documented. Second offenses will generally result in a written warning that will be documented and sent to the Director of Profiles and the individual's case manager for review. Any third offense in a ninety-day period may result in the employee being terminated from the work program.

Employees of Profiles Productions are expected to notify a supervisor in advance of a planned absence from work. Employees of Profiles Productions are expected to notify a supervisor (**call-in**) no less than one hour before their shift begins if unable to attend that day. Excessive unexcused absences may result in the termination of the consumer from the work program. If an employee of Profiles Productions chooses to leave the work program, they are required to notify the Assistant Director of the program. Employees leaving the work program are asked to give a two-week notice as a courtesy. Employees leaving the work program will be asked to complete an "Exit Interview".

**Profiles Productions:**

### Setting the Stage for Success!

- I. Consumer (preferably) initiates steps toward employment.
- II. Person-centered meeting of involved persons.
- III. Pre-Voc or Vocational Assessment.
- IV. Application for Employment.
- V. Person-centered interview.
- VI. Hire
- VII. Job Description
- VIII. Profiles Programs Handbook.
- IX. Explanation of daily work schedule, breaks, etc.
- X. Workplace Safety Training: Potential Safety Hazard Awareness
  - Safe equipment operation
  - Location of PPE's and Safety Equip.
  - Fire/Storm response
  - Injury response/Basic First Aid.
- XI. Role of Employee and Supervisor.
- XII. Professional working relationships: Supervisors
  - Co-workers
  - Customers
  - Visitors
- XIII. Explanation of wages earned under DOL Certificate.
- XIV. Person-centered employment plan: Empowerment & Employability
  - Identify target areas
  - Develop current objectives
  - Establish future goals
- XV. Thirty-day meeting and situation report.
- XVI. Ninety-day evaluation (rate adjustment?)
- XVII. Annual plan review: Updated Job Description
  - Progress report
  - Plan adjustments
  - Chart progress to future goals
  - Discuss employment options

**Contact Informatio**

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### ILS BOARD OF DIRECTORS INFORMATION

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My signature below indicates that I have received a copy of and reviewed the Profiles Handbook which contains the following information:

<b>Description of Services</b>	<b>2</b>
<b>Eligibility Criteria</b>	<b>2</b>
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**Individual/Guardian Signature**

**Date**