**Charles W. McDowell Rehabilitation Center**

**CONSUMER GUIDE**

****

**Commonwealth of Kentucky**

**Education and Workforce Development Cabinet**

**Department for Workforce Investment**

**Office of Vocational Rehabilitation**

**Division of Blind Services**

**8412 Westport Road**

**Louisville, Kentucky 40242**

**502-429-4460**

**1-800-346-2115**

**TABLE OF CONTENTS**

Welcome 4

History 4-5

McDowell Center Mission Statement 5

McDowell Center Vision Statement 5

McDowell Center Code of Ethics 5-7

McDowell Center Code of Conduct 8-13

Release of Consumer Records 13

New Consumer Information 14

Days of Operation 14

Training Courses 15-17

Supports Services 17

Consumer Meetings 17

Confidentiality 17-18

Guardianship 18

Telephones 18

Mail/Packages 18-19

Food Services 19

Health 19

Community Involvement 20

Guide Dogs 20

Money/Valuables 20

Security 21

Fitness Room 21

Personal Vehicles 21

Emergency Procedures 21

Prohibited Behaviors 22

Tobacco Use 22

Alcohol and Drug Use 22-23

Dress and Hygiene 23-24

Class Attendance and Participation 24

Consumer Satisfaction Survey 24

Graduation 24-25

Dormitory Living 25-27

Visitors 27-28

Curfews and Quiet Time 28

Leave 28

Abandoned Property 29

**WELCOME!**

On behalf of all Staff, we welcome you to the Charles W. McDowell Rehabilitation Center. We hope your time here will be productive and that we can assist you in planning for your future employment. We are here to support you in your efforts to develop skills that will allow you to live and work independently.

Staff at the McDowell Center are committed to informed choice. The purpose of this guide is to provide you with comprehensive information about the McDowell Center and the services offered, in order for you to make the most informed choices concerning your plan for successful competitive employment.

The Consumer Guide of the McDowell Center, including procedures that involve consumers, is subject to change by the McDowell Center Manager without prior notice.   This includes the procedures contained in this guide and in supplemental operating manuals/publications.

All policies and procedures are subject to modification in regard to due process and to accommodate the needs of our consumers.

**HISTORY**

The McDowell Center is named for Charles W. McDowell, a former leader of the agency. The McDowell Center is a 44,000 square foot facility located in Northeast Jefferson County, and includes classrooms, a dormitory wing, a cafeteria, an auditorium, and a recreation room. The McDowell Center was formally part of the Office of the Blind, however in October 2018 the Office of the Blind merged with Office of Vocational Rehabilitation and now the McDowell Center falls under the Blind Services Division.

**MCDOWELL CENTER MISSION STATEMENT**

The mission of the McDowell Center is to empower individuals who are blind and visually impaired to achieve greater education outcomes, become more effective in the workplace and enjoy participation in community life.

**MCDOWELL CENTER VISION STATEMENT**

The vision of the McDowell Center is to provide high quality services and resources to Kentuckians who are blind or visually impaired to prepare for employment, economic self-sufficiency and independence with complete integration into society.

**MCDOWELL CODE OF ETHICS**

**Purpose**

The McDowell Center is committed to maintaining an environment that is safe and contributes to individuals’ ability to learn, develop positive attitudes about blindness, and grow personally. The training opportunities at the McDowell Center are designed to promote independence, family education, problem solving techniques, and employability, which assists individuals in achieving their highest potential in career and personal goals.

**Procedure**

It is the policy of the McDowell Center to encourage and engage in ethical behaviors in all aspects of business, including, but not limited to, business practices of marketing, admission, retention, discharge, billing practices, relationships with other health care providers, educational institutions, and payers and potential conflicts of interest in contractual relationships. The McDowell Center conducts consumer care and all other business operations in an ethical manner consistent with its mission, philosophy, values, strategic plan, and those guiding principles referred to in the following sections. All admission, treatment, and billing practices are provided in an equitable manner based upon needs without discriminating on the grounds of race, religion, gender, age, or disability, within eligibility guidelines established by the Office of Vocational Rehabilitation, and within the policies established for the McDowell Center. Policies mentioned in this publication apply to all persons who represent the McDowell Center in their dealings with others, including employees, contract providers, and volunteers.

**Shared Value Statements (Code of Ethics)**

We value the consumer as the McDowell Center’s most important resource.

We value the right of all individuals to seek and receive the highest quality of services and are committed to providing that level of service.

We value attitudes and behaviors that demonstrate respect for all individuals.

We value individualized service delivery that places the consumers’ needs first.

We value the interdisciplinary team approach to consumer services.

We value ongoing, open, honest and constructive communication.

We value a positive, results-oriented work environment.

We value personal and professional commitment to the mission, goals, and objectives of the organization.

We value fiscal responsibility and efficiency.

We value individual responsibility and achievement.

We value innovation and creativity.

**Reporting and Resolution of Ethical Issues**

Should an applicant, person served, staff member or other individual believe an action has occurred which may be unethical and wishes to report the incident or behavior in question, they should contact the McDowell Center Manager’s office as soon as possible in order for the Manager or their designee to investigate the matter. The McDowell Center Manager may recommend disciplinary action be taken against employees subject to Kentucky Department of Personnel regulations if the incident involves a merit system employee, or, may take other actions if the situation involves a representative who is not a merit system employee (private contractor, volunteer, etc.).

# **MCDOWELL CENTER CODE OF CONDUCT**

### The purpose of this information is to inform consumers of their rights and responsibilities (both on and off McDowell Center grounds) during their enrollment. Consumers are expected to learn and to comply with the policies and regulations of the McDowell Center regarding their behavior. The application signed for admission represents a voluntary decision to participate in the training offered by the McDowell Center. Approval of the application represents the McDowell Center’s decision to extend the privilege to attend and be a part of the McDowell Center. Consumers retain this privilege as long as they fulfill their obligation to participateand to comply with the McDowell Center policies and regulations regarding behavior.

State and Federal laws guarantee certain rights to all citizens. In order to operate in an efficient and orderly manner, the McDowell Center must maintain a structured environment for both consumers and staff. To preserve and extend the benefits of the McDowell Center services to all persons served, the rights and behavior of the individual served must be subject to reasonable regulation and constraint. Individual rights may not interfere with the rights of other persons served, staff, or the operation of the facility.

The Code of Conduct explains the rights and responsibilities, definition of terms, specific grounds for disciplinary action, consequences which may result if policies are not followed, and the appeal process.

Specific questions regarding rights and responsibilities, or the McDowell Center’s code of conduct policies and practices, should be directed to the McDowell Center Manager or Consumer Services Coordinator.

### 

**Consumer Rights**

Persons served at the McDowell Center have the same basic rights and responsibilities as do other citizens. To the maximum extent possible, the McDowell Center will attempt to safeguard individual rights and freedoms of citizenship. Consumers have the following rights;

To be provided reasonable accommodation as required by ADA laws. All reasonable accommodation should be discussed with Consumer Service Coordinator.

To be free from financial exploitation and abuse including; sexual, physical, emotional, verbal, and psychological.

To be informed of consent/refusal or expression of choice regarding service delivery, concurrent services, composition of the service delivery team, and involvement in research projects (if applicable).

To access or referral to legal entities for appropriate representation, self-help support services, and advocacy support services.

To be informed prior to or during admission of the services available at the McDowell Center.

To have a written plan developed that includes details of the planned services and anticipated completion dates.

To have the rehabilitation plan reviewed on a regular basis.

To receive prompt, considerate and respectful care and to be treated with dignity.

To have reasonable access to the McDowell Center’s resources and facilities.

To inquire, express, and enjoy, the essential freedom of learning.

To receive consideration, respect, and recognition, of dignity and individuality, free from humiliation and provided with reasonable privacy in medical treatment or care for personal needs.

To be informed of rights and responsibilities as an individual served, of policies and regulations, and of the code of conduct at the McDowell Center.

To consult with the Consumer Service Coordinator regarding any matter concerning services.

To have all information about the rehabilitation program kept confidential by the Office of Vocational Rehabilitation and other agencies/consultants with whom the agency is authorized to share information.

To be given reasonable assistance in making travel and other necessary arrangements prior to departure from the McDowell Center if transferred to another facility or otherwise discharged, consistent with the security of the McDowell Center and the safety of others.

To be given an oral or written explanation of the rule violation against you before consequences are enacted.

To file an appeal if dissatisfied regarding the way in which the McDowell Center provides or fails to provide services; or discharge from the McDowell Center.

### Appeal Rights

Refer to your Office of Vocational Rehabilitation Consumer Handbook regarding the process for an appeal. Any decision to suspend or terminate a consumer’s services may be appealed to the McDowell Center Manager. The next step in the appeal process would be to address your concern with your VR counselor and/or the Assistant Director of Field Services.

The Client Assistance Program can assist you with any concerns as well as any part of the appeal process. To contact the Client Assistance Program, call or write:

Consumer Ombudsman

Client Assistance Program

300 Sower Blvd. 4th Floor, 4CSW-20

Frankfort, KY 40601

(502)564 – 8035

1–800-633-6283

Fax: 502-564-1566

[Info.kycap@ky.gov](mailto:Info.kycap@ky.gov)

Formal complaints will not result in retaliation or barriers to service or the rights and responsibilities of each party in the complaint. Consumers will receive information regarding the resolution process and be offered assistance from available advocates.

#### Consumer Responsibilities

Persons served by the McDowell Center have the same basic rights and responsibilities as other citizens; therefore, whether on or off the McDowell Center grounds, consumers are expected to be a law-abiding citizen. Consumers are also expected to comply with all applicable policies and regulations of the Office of Vocational Rehabilitation, as an individual receiving services.

As an individual served, the following responsibilities are involved:

To participate and cooperate in receiving services deemed appropriate by the McDowell Center staff.

To follow the standards set forth by the McDowell Center Code of Conduct.

To cooperate with the McDowell Center staff in the administration of McDowell Center policies and regulations.

To respect the individual rights of others in matters of expression, assembly, health, safety, privacy, property and in the free exercise of their rights of citizenship.

To respect the right of peers to participate in receiving services.

To extend courtesy, fairness and respect to all persons served, and staff.

To accept responsibility for personal conduct and to show consideration for the rights and property of others.

To take advantage of educational experience and to put forth your best efforts.

To achieve through individual efforts.

To use the appeals process in a constructive manner.

### Intervention Committee

The McDowell Center Intervention Committee reviews rule violations of consumers. Consumers may be subject to personal review or to written agreement for improved behavior. The members of the committee include the McDowell Center Manager, Vocational Preparation Unit Manager, and the Consumer Services Coordinator. The consumer’s counselor will be notified and possibly included in the intervention. Progressive action will be taken if there are multiple rule violations by consumers.

### Staff Responsibility

## McDowell Center staff has a responsibility:

To treat consumers with dignity and to abide by the highest ethical standards.

To remain sensitive to, and respect ethnic, cultural, religious, and lifestyle diversity among consumers and colleagues.

To respect the wishes, concerns, priorities, values and rights of consumers, or their guardians to make informed decisions

about their rehabilitation program.

To avail themselves and make others aware, as appropriate, of mechanisms to resolve ethical conflicts.

To fully disclose information regarding rights and responsibilities, available services, and complaint resolution mechanisms.

To be accurate and truthful in outreach and dissemination of information about the McDowell Center.

To strive to maintain the financial integrity of McDowell Center without compromising the quality of student care.

To protect McDowell Center by avoiding conflicts of interest and managing risks appropriately.

To follow all McDowell Center policies and requirements that address issues described in this policy.

**RELEASE OF CONSUMER RECORDS**

Consumers may receive copies of the documents in their file by contacting their VR and/or IL Counselor.

### NEW CONSUMER INFORMATION

### Admission Criteria

In order to be eligible for admission to the McDowell Center, a consumer must;

Be referred by a VR and/or IL Counselor who has provided all necessary medical documentation and application for the McDowell Center.

Be medically stable and able to administer all medication, as the McDowell Center is not a medical facility.

Be independent with all levels of self-care including feeding, bathing, toileting, hygiene, and dressing.

Be able to attend and participate in all scheduled classes.

### Arrival at the McDowell Center

New dorm consumers should arrive on Monday at 8am to move items into their dorm room. New day consumers will arrive as scheduled. The Consumer Services Coordinator or designee will conduct orientation at 9am. During orientation, you will complete paperwork and be familiarized to the building including dorm, cafeteria, and instructional areas and provided information regarding emergency procedures.

### DAYS OF OPERATION

The McDowell Center is open year round with occasional closings that are announced in advance. This includes extended closures for consumers during the holiday seasons. The closures for the McDowell Center will be provided to all consumers during orientation.

**TRAINING COURSES OFFERED**

The McDowell Center training courses are geared toward employment outcomes and the development of independence at home, out in the community, and at work. The vocational rehabilitation instructors and staff are available to assess and train in the following areas:

**Assistive Technology (AT)** – Instruction in the use of application software and assistive technology devices, such as speech access, screen magnification, and note taking devices.

**Audio Equipment** – Instruction in the use of tape recorders, talking book program equipment, personal and financial record keeping, etc.

**Basic Skill Remediation** – Provision of accommodated study materials and tutoring for literacy training, the GED, for college entrance, or to improve an academic skill (writing, math, or reading) needed for a job.

**Braille**– Instruction to learn or improve knowledge of the literacy Braille code for reading and writing, labeling, and other communication needs.

**Career Exploration and Employability Skill Training** - Identification of career interests, skills, and related educational or training requirements.  Instruction in job search methods, resume development, professionalism, networking, interviewing skills, job lead development (including use of Internet), and job search planning.

**Financial Management** – Provision of learning opportunities in the following skill areas: identifying cash money, calculating correct change, utilization and record keeping of bank accounts; knowledge of rights under Social Security.

**Health Education** – Instruction in use of diabetic devices, nutrition and diet, medications, and other health related topics.

**Home Management**– Instruction in tips, techniques and use of assistive devices for clothing management, cooking, cleaning, shopping, and budgeting.

**Keyboarding** – Instruction in personal and business typing.

**Low Vision** – Evaluation and Instruction in maximizing functional vision with different low-vision aides and devices.

**Office Technology** – Instruction in operating systems such as Windows and software programs such as Microsoft Office, and the basic computer literacy skills needed to effectively complete common functions in a work environment.

**Orientation and Mobility (O&M)** – Instruction in increasing the ability to travel within one’s environment safely, efficiently, and gracefully with the understanding of relationship to objects within that environment.

**Personal Adjustment Counseling** – Counseling on identifying psychological barriers that impede a person’s ability to adjust to their vision loss: providing necessary support and encouragement to facilitate change.

**Recreational Activities** – Offering a schedule of upcoming recreational activities to each consumer, with encouragement for all to participate. Although most activities are free to consumers, there are some for which participants are expected to pay a small fee.

**Seminar** – Facilitating group discussions about relevant concerns and issues that impact individuals who are visually impaired or blind.

**Vocational Evaluation**- Addressing specific referral questions pertaining to an individual’s education, training and employment.

**​Work Experience Program**– Following successful completion of individual training goals at the Center, a consumer has the opportunity to participate in a work experience.

**SUPPORT SERVICES**

In addition to the above training courses, the McDowell Center offers the following support services, as required:

Dormitory Housing

Dietary Consultation

Counseling

Access and guidance to Community Resources

Transportation services

### CONSUMER MEETINGS

The McDowell Center Manager meets with both dorm and day consumers to discuss any issues or concerns and to pass on needed information. A notice of the meetings and an announcement will be made in advance of a meeting in order to allow for consumers to plan to attend the meeting.

### 

### CONFIDENTIALITY

The McDowell Center cannot release information about you unless:

It is necessary to carry out your vocational rehabilitation program, or

We have written consent to do so, or

It is required by law, or

It is necessary to protect your safety or the safety of others.

Communication via email or fax is welcomed but may not be a secured method of communication and confidentiality cannot be guaranteed. Social media apps are not an appropriate method for communication between the McDowell Center staff and consumers. Staff cannot use social media apps to communicate with consumers.

### GUARDIANSHIP

Guardianship is a legal tool that grants a parent or other adult the legal authority to make decisions for a legally disabled adult. If a consumer has a guardian, that person will be included in planning for services, and will complete a release for the McDowell Center training and activities. We also require a copy of the guardianship paperwork for our files.

### TELEPHONES

The McDowell Center phones are answered by a staff member 24 hours a day. Long distance calling can be made using a calling card and cannot be charged to the McDowell Center. Phone use during class time is only permitted due to an emergency. Cell phones should be placed on vibrate or turned off and not answered during class time.

### MAIL/PACKAGES

The Consumer Services Coordinator distributes all consumer mail/packages at the end of the class day after an acknowledgement form has been signed. Assistance with reading mail is available. Mail services are available weekdays only with mail being picked up from the receptionist’s area. The Center is not responsible for forwarding mail.

Mail to the McDowell Center should be addressed to:

Consumer Name

Charles W. McDowell Center

8412 Westport Road

Louisville, KY 40242

### FOOD SERVICES

The McDowell Center provides three balanced meals at no cost to the consumer. Documented special dietary needs and special diets are available once medical documentation is provided.

### HEALTH

A Registered Nurse (RN) is on duty during class hours to assist with health related issues. Please have prescriptions filled before coming to the McDowell Center. Medications must be in the original bottle from the pharmacy. Consumers are responsible for maintaining possession and administration of their own medications. Consumers with narcotic medication will be provided with a safe to ensure security of medications.

If a consumer becomes ill while at the McDowell Center, they will be responsible for seeking medical treatment. The McDowell Center will provide resources for local healthcare facilities. Once diagnosis is given, the RN and the McDowell Center Manager will review and determine if the consumer needs to return home until medically stable. If a consumer is excused from classes due to illness, the consumer will be required to rest in their room the entire day to prevent spread of illness to others.

### COMMUNITY INVOLVEMENT

Consumers at the McDowell Center are encouraged to participate in activities within the community. Events sponsored by the McDowell Center require the consumer to sign a release form.

### GUIDE DOGS

### If a consumer has a guide dog from an established training school and chooses to bring it to the McDowell Center, they must provide current vaccinations. More information will be provided during orientation regarding expectations.

### MONEY/VALUABLES

The McDowell Center is not responsible for lost, stolen, or damaged property. Spending money and other valuables can be locked in a safe by staff if desired. Restaurants, shopping, and banks with ATM machines are within walking distance of the McDowell Center. The McDowell Center cannot cash personal checks.

### SECURITY

Day consumers are required to sign in and out at the front desk in the lobby when entering/leaving. Dorm and day consumers must sign out when exiting the McDowell Center. Day consumers may arrive one hour before their scheduled class and may eat lunch or use the fitness room. Arrival earlier than one hour must be arranged in advance with the Consumer Services Coordinator.

Dorm consumers should close and lock dormitory room windows, closets, and room doors when away from your dorm room.

### FITNESS ROOM

The McDowell Center fitness room includes one treadmill, 2 stationery bicycles, Bowflex machine and an assortment of hand weights for your convenience and use. A release is required for use for the fitness room from the Consumer Services Coordinator who will also explain rules and procedures.

### PERSONAL VEHICLES

Consumers with a valid driver’s license may bring a personal vehicle. The McDowell Center, and/or the Office of Vocational Rehabilitation, will not be held liable for any damages or injuries occurring to consumers or their passengers.

### EMERGENCY PROCEDURES

Announced and unannounced drills are held at intervals throughout the year. Consumers will be educated on evacuation process during orientation.

### PROHIBITED BEHAVIORS

The following behaviors are prohibited at the McDowell Center

Possession of alcohol, and any form of drug for which the consumer does not have a current prescription on property,

Consumers are not allowed in each other’s room for any reason,

Sexual conduct of any kind with other consumers,

Violence and/or threatening behaviors including bullying,

Sexual harassment,

Profane and derogatory language.

### TOBACCO USE

Tobacco use including cigarettes, E-cigarettes, cigars, dipping/chewing, and vaping are not allowed anywhere in or on the property. Consumers will be shown where tobacco use is permitted.

**ALCOHOL AND DRUG USE**

The possession and/or use of alcohol or drugs on the McDowell Center property is prohibited. The McDowell Center reserves the right to search dorm rooms, if there is probable cause that a consumer has alcohol or controlled substances in their possession. The McDowell Center also reserves the right to bring a K-9 drug dog unit on site to search the property. The consumer has the right to be present at the time of the search. If a consumer returns to the McDowell Center under the influence and/or intoxicated the McDowell Center reserves the right to conduct a drug test. Failure to agree to a drug test will result in dismissal from the McDowell Center. The McDowell Center Intervention Committee will review information pertaining to each incident. Once reviewed, the counselor will be contacted with recommendation from the committee that could result in a behavior contract and/or dismissal from the McDowell Center.

### DRESS AND HYGIENE

The McDowell Center expects consumers to wear clothing that is representative of a workplace environment. Consumers will not wear clothing with offensive pictures, slogans and references to sex, drugs, and alcohol. Clothing must not expose underclothing or the midsection and cannot impede the performance of work tasks or hinder mobility. Shorts should have no less than a 4 inch inseam and dresses and skirts should not be more than 4 inches above the knee. Shoes must be worn at all times. Dorm consumers must be dressed in appropriate clothing (no pajamas and robes) when outside of dorm rooms. A staff member may request that you change any clothing violating the dress code. All consumers will maintain good personal hygiene and grooming on a daily basis which includes bathing, having clean hair that is brushed or combed and groomed, brushing teeth, using deodorant and having no body odor.

### CLASS ATTENDANCE AND PARTICIPATION

Consumers are expected to attend and participate in all scheduled classes and to take advantage of independent study times outside of a formal class. Attendance and active participation are important for success in reaching goals. If a pattern of poor class attendance and/or participation develops, the McDowell Center Intervention Committee will review.

### CONSUMER SATISFACTION SURVEY

Periodically during and after services at the McDowell Center, consumer will be asked to complete a survey. This is your chance to anonymously let us know how we did. A staff member will arrange a time for you to complete this survey. Your answers, combined with the answers from all the other consumers who complete the survey, help us make needed improvements to our programs and facilities and let us know what is going well. Please be assured that this is a voluntary survey and you will not be identified because we want honest answers and suggestions for improvement.

### GRADUATION

For consumers completing training in classes, we hold a graduation ceremony complete with a framed certificate at the end of their training. Since this can be a significant occasion for the graduating individual, we encourage all consumers and their family to attend the graduation.

### DORMITORY LIVING

### The McDowell Center has availability to serve up to 26 consumers in a dormitory. The purpose of the dormitory is not a residence; however, a place to provide a consumer access to the services here at the McDowell Center. This means that our facility should not take the place of a permanent residence. Residential Aides (RA) are on duty from 4pm to 8am during the week and 24 hours on the weekends. The Residential Aides provide needed assistance and materials as well as safety and security services.

Dorm consumers are provided with the following items in their room:

Bed

Dresser

Desk/chair

Nightstand

Locked closet

Telephone

Dorm consumers are provided with the following items in the dorm area

Washers and dryers (not coin operated)

Television in recreation area

Refrigerator in dorm kitchen

Microwave in dorm kitchen

Fitness room

Vending machines with soft drinks, candy, snacks, and change machine (bring your own money for these items)

Dorm consumers should bring the following items to the McDowell Center

Any adaptive equipment already in consumer’s possession (glasses, magnifiers, monocular, hearing aids, talking aids, digital recorder, etc)

Prescription and non-prescription medication (ie, Tylenol, ibuprofen, allergy medications) in original bottles

Alarm device to wake up for classes

$5.00 refundable key deposit for dorm key & swipe card

Laundry basket and detergent (High Efficiency)

Personal hygiene items (soap, shampoo, toothpaste, toothbrush, hair dryer, comb, brush, shaving supplies, female sanitary supplies)

Pillow, blanket, twin sheet sets, towels, washcloths

Clothing and shoes suited for the season and weather

Appropriate clothes for class and leisure time

Dorm consumers may also bring the following items to the Center

Snacks

Small refrigerator

Coffee makers with automatic shut off

Music player with headphones

Reading and Writing Materials (paper, pens, stamps, envelopes)

Musical Instruments

The following items are prohibited at the Center

Alcohol

Illegal drugs

Microwaves

Hot plates

Toasters

Electric skillets

George Foreman grills or similar cookware

Space Heaters

Candles or incense burners

Weapons of any kind

Pets

A room key and swipe card are provided upon arrival that must be returned upon departure. If a key is lost, consumer will not receive their deposit. If a swipe card is lost the consumer will pay $20.00 for a replacement.

Consumers are expected to keep their dorm rooms clean during their stay. Cleaning materials are provided and consumers must pass weekly room checks.

### VISITORS

All visitors, including day consumers remaining to visit dorm consumers after 4pm, must sign in as visitors at the RA desk and abide by visitor rules. Visitors who are present during weekday meals are welcome to eat with consumer at their own expense.

Immediate family members are allowed to visit in the dorm room with prior notification to staff. If unable to visit in dorm room, a private area will be provided. Children must be supervised at all times.

Visiting hours are:

Monday - Thursday 4pm to 10pm

Friday: 4pm to 11pm

Saturday: 8am to 11pm

Sunday: 8am to 10pm

Consumers are not allowed to visit each other in the dormitory rooms. There are public areas of the building for consumers to socialize.

### CURFEW AND QUIET TIME

In order to ensure adequate rest for training, the curfew for consumers is 11pm on weekdays (Sunday – Thursday). Quiet hours are from 12am - 6am. During this time, consumers are expected to be respectful of other consumers. It is recommended that consumers are in their rooms during quiet time to allow for appropriate rest.

For weekends, the curfew is 12am. If unable to meet curfew, consumer must contact the RA.

**LEAVE**

If a consumer plans to leave for any overnight visits during the weekend, they must notify the Consumer Services Coordinator by 12pm Thursday. When leaving, you must provide the RA with a phone number and anticipated return time. If return time changes, the consumer must contact the RA to inform them. If consumer does not return within one hour of stated return time, the RA will contact the consumer via the number left. Upon return, you must make verbal contact with the RA to sign back in from your leave.

### 

### ABANDONED PROPERTY

All property left at the McDowell Center after a consumer departs will be removed, marked, and placed in storage for two weeks. During this time, the McDowell Center will make at least two attempts to contact the consumer and/or their counselor as a reminder to remove this property. If personal property remains in McDowell Center storage after this time, staff will dispose of it.

### 

**CHARLES W MCDOWELL CENTER**

**Consumer Guide**

### SIGNATURE PAGE

I have reviewed in an accessible format the guidelines and procedures contained in the Charles W. McDowell Rehabilitation Center’s Consumer Guide, have had an opportunity to ask questions, understand them, and agree to follow these guidelines and procedures.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Consumer Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name (please print)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Signature

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_