



PROGRAM POLICIES AND PROCEDURES

**Arc Special Projects
Arc Comprehensive Service
Arc YESS Program**

The Arc OF SEDGWICK COUNTY

Program Policies and Prodecures

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A. The Arc MISSION STATEMENT

The mission of The Arc of Sedgwick mission is to improve the quality of life for individuals with intellectual and developmental disabilities and their families, providing educational and social opportunities to enhance development of individual potential while advocating for supports and services in the community.

The Arc PROGRAM STATEMENT AND PURPOSE

The Arc Programs were created and are maintained to provide unique and safe community educational and socialization opportunities for citizens who have intellectual and developmental disabilities ages 5 and over. The daily achievement of our program statement is the daily achievement of The Arc’s Mission. Along with adding to the lives of the participants who have IDD, The Arc programs provide much needed respite to family members, awareness opportunities for many volunteers and allows our community to be a better place for all citizens to live.

B. The Arc Glossary of Terms

(The following terms will be found throughout these Arc procedures and rules.)

- Programs: The Arc sponsors 17 major programs throughout the year.
- Activities: The Arc’s 17 programs annually produces more than 800 activities.
- Special Projects: Official name for most of The Arc’s programs.
- Comprehensive Services: One of 5 major sections of The Arc.
 (The other 3 are: Targeted Case Management, Y.E.S.S., Special Projects - -
 - Programs and Activities in Comprehensive Services that are included in these
 Program Rules and Procedures are:
 The Self Advocates, Awareness Through The Arts in The Schools, The Pride
 Performers and Circle of Friends
- Ratio: The number of participants for every Arc staff/volunteer
- Trips/Overnight Opportunities:
 Some of The Arc program activities include several overnight opportunities. Many of
 these opportunities are found in the Arc Mini Tour, YESS, YAC, Showdeo, Self Advocate
 and Youth Discovery Day programs.

- Fully Staffed Activities: The Arc events that are totally ran by staff/volunteers. Ratio for these events will not exceed 1 – 5.
- Partially Staffed Events: A Staff member or more coordinates the event that is assisted by agency, school staff members and other community volunteers.
- Participants: Individuals who are eligible for and who attend The Arc activities are also referred to as clients, students, consumers and persons served.
- Volunteers: Citizens who meet the age, other requirements and who strive to make a positive difference in theirs and others lives.
A volunteer at The Arc can also serve in the role of a Staff member.
- Staff: Professional individuals who are governed by The Arc Employee Policies
- Parent(s)/Guardian/Payee/Care Giver/Volunteer Friend: Individuals who assist participants in signing up for and attending Arc Program Activities.

C. CONTACTING The Arc

Phone: 943-1191 If calling on weekends, holidays and after 4:30P.M. you will get the automated voicemail. To access up-to-date program information dial 2 anytime during the message. This information will include cancellation or any activity changes that may have been recently made.

Online: www.arc-sedgwickcounty.org For calendar of events and activities go to Programs Tab then Schedules and Forms.

In Person: Arc office hours: Monday – Friday 8:30A.M. – 4:30P.M.
2919 West Second, Wichita, Kansas 67203

Receive Schedules for all the following programs by calling 943-1191.

D. Arc Programs and Ages Of Participants SPECIAL PROJECTS:

- Mini Tours: Ages 16 and over
Travel Opportunities Year Round
- Orchard Park Evening of Activities: Ages 13 & Over
Every Tuesday night Sept. – May
- Adult Activity Days: Ages 13 & over
Two Wednesdays a month
- Youth Activity Days: Ages 5 – 21
One Tuesday a month for Special Education Classes
- Young Adult Club (YAC): Ages 13 – 24
- Youth Discovery Days: Ages 5 – 12
- Special Dances: Ages 13 & over
Valentine, Halloween & New Year’s Eve

- Lunch Bunch: Ages 16 & over
- Camp Pride Residential Summer Camp: Ages 13 & over
1st week of August
- Y.E.S.S. PROGRAM: Ages 5 – 21
All day educational and recreation activities.
Sibling Week for ages 5 – 12 is held once a summer.

A volunteer work program for ages 14 – 18, allows youth to gain volunteer experience with a chance to someday gain employment.

Each Y.E.S.S. participant has supervised overnight opportunities throughout the summer.

COMPREHENSIVE SERVICES:

Self-Advocates/ Socialites: Ages 16 and over. A year round social and volunteer opportunities that allow for individual community growth.

Circle Of Friends: In the schools program that matches non-typical students with normal typical students in a year long social program that promotes awareness through friendship.

Pride Performers: All ages of groups/individuals with musical talents will perform throughout the community.

Awareness Through The Arts In The Schools: Program featuring Arc Pride Performers and other The Arc participants who share their stories and talents.

Family Events: Events held 3 times a year to promote family interaction and communication.

E. ELIGIBILITY FOR The Arc PROGRAMS

- Participants must have an Intellectual and or a developmental disability;
Autism – Epilepsy – Down Syndrome, Cerebral Palsy
- Participants must have all needed forms completed and on file at The Arc (see M for list)
- Participants must pay all required fees .
- Participants must adhere to all rules and procedures contained in this document.

F. PROGRAM REGISTRATION PROCEDURE

(To register for any program activities please call 943-1191.)

- Almost all program activities require registration by calling The Arc office. Many of The Arc activities have participation limits and fill up on a first call first on the list basis.
- Failure to make an activity reservation may result in not being able to attend the activity due to ticket, transportation, crowd and or food limitations.
- The Arc staff will not give out names of those on activity lists.
- The Y.E.S.S. program and a few other Arc activities require written Registration that must be completed by the deadline. A first received first to come process will occur for written registration.

- As outlined in H your phone or written activity registration is your promise of full fee payment. Your registration also assures that all needed forms will be in The Arc's files prior to the activity.

G. PROGRAM CANCELLATION AND POSTPONEMENT POLICY

- The Arc may cancel or postpone program activities for the following reasons:
 - A. Bad Weather
 - B. Not enough participants registered by deadline
 - C. Not enough staff/volunteers available for the activity
 - D. Problems with transportation
 - E. Cancellation of activity by event officials. (example: A concert is cancelled due to illness of performer)
- In the case of an activity cancellation, Arc will try to contact all those who have registered for the event. If you have questions as to the status of the activity call 943-1191 and ask an Arc staff or dial 2 during the recorded message for activity updates.
(For cancellation refund please refer to section H.)

H. PROGRAM FEE AND PAYMENT PROCEDURES

- The following Arc Programs offer FREE activities:
Orchard Park Evening of Activities, Youth Activity Days & Adult Activity Days. Some of these programs activities do have fees from time to time to help pay for food or activity cost.
- Most Arc program activities have a registration fee. This fee covers the following: when needed transportation from Arc to activity and back, meals, activities, snack, housing and staffing.
- *Participants who have HCBS funds pay a reduced Arc program fee. To receive this reduction The Arc must be listed as an approved Supportive Home Care Provider for the appropriate number of monthly hours on the HCBS plan of care. To calculate the numbers of hours needed for each Arc program please call The Arc at 943-1191. This reduced fee covers the activities and the support funds cover the staffing. The funding is based on the staff to participant ratio the individual participant has and is explained in section L.*
- For some activities the fee may be paid at the time of the activity. This information will be on the event flyer.
- Some activity fees must be paid prior to the event. Fee payment deadline will be listed on the event flyer.
- Your phone or written registration saves you a spot for the activity. **YOUR REGISTRATION IS YOUR AGREEMENT TO PAY THE FEE IN FULL!**
- If for any reason you cancel the fee still needs to be paid! (The Arc has to

- pay for tickets, rooms and activities long before some activities.)
- EXCEPTION TO PAYMENT: If the activity has a waiting list and we can replace you with another person then you will only have to pay the HANDLING FEE: 20% OF ALL FEES OVER \$50.00
 - On Mini Tour Trips if you have an emergency situation and cannot go after the trip is over we will try to reimburse you for the items such as admission fees and food we did not have to buy for you. This reimbursement will be after the above handling fee has been deducted.
 - On program activities that are 5 days long (Y.E.S.S. & Camp Pride) participants must pay the entire weekly fee whether they attend part or all of that week. (The Arc must pay for staff whether the participant is at the program or at home.) Does not include Friday only participants,
 - FAILURE TO PAY FEE'S may result in the participant being excluded from programs until payment is made or an agreeable payment plan is established.
 - If an activity is totally cancelled, we will refund fees or transfer payments to other upcoming Arc activities.
 - *The Arc will not accept checks for spending money for activities and Trips. All spending money must be sent in cash on the day of the activity.*

I. Participant Activity Check In

- For each Arc Program Activity there is a time for check in. PLEASE BE ON TIME. For activities other than Mini Tours check in is 15 minutes prior to start of program.
 - Mini Tours check in is 30 minutes before the trip leaves.
- Do not arrive for events early hoping you can leave participants with staff.
- Participants must be accompanied by a Parent/Guardian/Care Giver/Friend and must be checked in with the appropriate staff member for that activity. (Read in section K the responsibilities of this person.)
- Check in is not complete until the appropriate Check In staff tells you that you may leave.
- For many activities you will be asked to leave phone numbers in case staff needs to reach you during an event.
 - Many of our events are time sensitive and if the flyer says we leave at a certain time, chances are we will leave at that time.
 - Call 943-1191 and let staff know how late you will be.
 - No guarantee we can wait.
- No refunds if you miss the leave time.

J. Participant Activity Check Out

- PLEASE BE ON TIME to pick participants up. Arrive a few minutes prior to the return time on the activity flyer.

- If we are going to be over 20 minutes late for in town events and an hour or more for out of town events we will TEXT You our NEW arrival time.
- Before leaving with participant you must:
 - Check with staff to make sure someone knows you're leaving
Check with staff if you think participant may have some extra medications or spending money.
If you turned in an ID, drop it off at checkout.
 - Double check and re-check to make sure you have all bags and items participant had at check-in.
 - If a participant is not picked up on time (15 minute grace period) and we have to call to remind you to pick up the participant, The Arc can charge a late pick up fee that will be no less that \$10.00. If Arc staff or volunteers have to take a participant home because no one can be contacted a fee of \$25.00 - \$50.00 can be charged. (The Arc would only take a participant home if we were sure they would be okay and if they had a way into their home.)
 - Continued abuse of being late may result in The Arc's inability to allow participant to attend certain activities and may be turned into SRS for review.

K. Responsibilities of Parent(s)/Guardian/Care Giver/Payee/Participant in Preparation for Activities and Trip

- Register participants for activities in a timely manner
- Make sure all forms (section M) are completed correctly and on file at The Arc.
- Make sure all fees are paid in full and on time.
- If paying a reduced activity fee, provide Arc with a Plan of Care that shows the number of billable hours participant has each month.
- If requested, provide Arc with a behavior plan.
- Have participant arrive on time and be picked up on time.
- Make sure participant has all needed items for activity including spending money, ID, feminine hygiene products, personal items, pull-ups etc. (For overnight activities make sure all items are packed in a duffle bag type of case and not in a hard suitcase.)
- Always leave phone numbers with staff in case of emergencies
- Participants should dress appropriate for the activity and weather.
- For each activity, all medications need to be pre-packaged for each time they are to be given. **MAKE SURE PARTICIPANT HAS WITH THEM OR HAS BEEN GIVEN ALL NEEDED MEDS!**
- Give staff information about participant which will help make sure they have a fun and safe activity.
- Assist The Arc whenever possible with Arc fund raising activities and activity donations such as water, pop, snacks etc.

- Attend Arc Parent Advisory Committee, Arc Learning Series, Open Houses and Arc Family Fun Activities whenever possible.

L. Arc Program Ratios

- Each Arc program activity has different Staff/Volunteer to Participant ratio. Those activities that feature large groups (Youth Activity Days, Adult Activity Days, Orchard Park Evening of Activities, Special Dances) will have no fewer than 2 Arc staff members. Staff/volunteers from other agencies who bring participants to these events are expected to stay with their participants.
- Each participant in the following programs has a ratio that has been assigned by Arc Staff, participants parent and or the participants Case manager that will not exceed 1 – 5: Y.E.S.S. program, Youth Discovery Days, YAC and Camp Pride. A sliding fee scale is established to determine what the costs arc for each participants ratio.
- All other Arc Program Activities including Mini Tour maintain at least a 1 to 5 ratio.
- Although The Arc has some activities that feature 1 to 1, 1 to 2 and 1 to 3 staffing ratio's, all of our Arc Activities are in a group Respite setting. A participant who is one on one may have several staff supervise and interact with them throughout each activity.
- From time to time a participants ratio needs may change and that process will be coordinated with Arc staff, parents and case manager.

M. Forms That Must Be Signed And On File

- The following forms will be sent to all participants. To receive your packet call 943-1191. (Please complete entire packet!)
 - One Time Forms:*
 - HIPAA Acknowledgement of Receipt
 - Arc Program Rules and Regulations
 - Acknowledgement of Receipt
 - *Forms to be Completed Yearly:*
 - General Information,
 - Releases for Transportation and Publicity and Appointment of Agent.
 - Release form responsibility for personal and property loss.
 - *Every Two Years:*
 - Medical Form Signed by a Physician
 - Permission to give Medications Form
- Activities in which participants come with and are the responsibility of other agency or school staff do not require the signed Arc forms. (Youth Activity Days,

Orchard Park Evening of Activities and team events participant's who live outside of Sedgwick County)

- Participants who attend the above activities must have forms on file if they attend any of the other Arc program activities.

N. MEDICATION POLICY AND PROCEDURE

- In order for Arc Staff/Volunteers to give participants medications while attending Arc activities, a signed permission to give medications must be on file at The Arc.
- All medications must be placed in envelopes for each time a participant is to receive meds. (These envelopes are available at The Arc.) No in the bottle pills or loose pills will be accepted. Information that must be on envelope: Participants name, Date, Day and Time meds in this packet are to be given, # of pills in Packet and any information about medications Arc staff will need to know. Please initial all med envelopes.
- If a liquid medication is to be given, that information needs to be printed on an envelope just like the ones the pills come in.
- If participant needs a snack or special drink to take meds, that must be provided by participant.
- When checking participant in for an Arc activity and leaving meds make sure staff has a phone # in case questions arise.
- Meds are given 4 times per day during Arc events: A.M. – Breakfast
Noon Lunch P.M. Dinner and Hours of Sleep 9:00P.M. – 10:00P.M.
- If participant needs ointments ,eye drops, shots and or sugar level testing and cannot do this themselves, please call Arc staff a week prior to event to discuss this issue. Arc Staff will not do or assist with suppositories or breathing machines.
 - If participant refuses to take the medication that has been provided, parent/guardian will be notified as soon as possible. If participant has any strange reactions to meds, parent/guardian will be notified.

O. Arc Program Emergency Procedures

- When an emergency of any type occurs during an program activity the following procedures are implemented:
 1. Degree of Emergency is determined by The Arc Staff/Volunteers
 2. Staff/Volunteers checks the scene and clears all other participants from the area. (Staff/ Volunteer takes other participants and tries to continue activity.) Once the scene is safe and basic first aid (if needed) is applied.
 3. Staff/Volunteer determines if 911 should be called
 4. The Arc Director of Programs is called in all emergency situations
 5. The Arc Director of Programs or the Staff/Volunteer will call

Parent /Guardian to inform them of the situation. (They may wish to come to the scene if the activity is local.)
The Arc Staff/Volunteer may feel participant needs to be checked by medical personnel and if parent/guardian can't, may transport them in an Arc vehicle to a medical clinic. The Arc Executive Director is called by Director of Programs.

6. If EMS arrives they become in charge of the emergency and Arc staff gives all needed forms and information.
7. If transporting the participant becomes an issue, the final decision to transport the participant to a hospital by ambulance is EMS. When possible, parent/ guardian will be involved in this discussion.
8. If a participant goes to a medical facility an Arc Staff/Volunteer will stay with them until Parent/Guardian arrives.
9. Staff continues to check on participants situation and completes an incident form with copies to all relevant parties as soon as possible.

P. The Arc PROGRAM SEIZURE PROCEDURES

- When a seizure occurs, the basic emergency procedure that is listed in O is followed with the following additions:
 - Staff/Volunteer begins timing the seizure
 - At 3 minutes and no signs of improving, Parent/Guardian is contacted and if time allows, the Arc Director of Programs is contacted.
 - At 4 minutes and no signs of improving, Staff/Volunteer makes the decision to call EMS. If EMS is called, once they arrive they become in charge of the situation.
 - If a participants seizure is less than 4 minutes staff/volunteer will continue observing the participant until they are stable.
 - Parent/Guardian will be called if the seizure was the first our Staff is aware of or if the seizure was unlike most of this participants seizure activity.
 - An incident report will be completed for all seizures.

SEIZURES IN AND AROUND WATER

- If a participant has a seizure around water and Staff/Volunteer is positive the head was completely out of water during the entire seizure, the above seizure procedure will be followed.
- If the participants head was submerged at anytime during the Seizure, EMS will be called immediately.
- At a public pool, when lifeguards are present they have the right to become in charge of the emergency and can use our Arc staff for information and support.
- Once EMS has been called to the emergency the Arc staff/volunteer will follow the general Arc emergency and seizure procedures.

Q. The Arc Incident Reports

- The Arc incident reports will be completed for the following:
 1. Any situation that is considered an emergency
Any time a participant gives or receives aggression from another participant that is deemed serious. (Incident probably left a mark or caused bleeding)
 2. Serious aggression towards staff/volunteers or other citizens
Anytime an injury occurs.
 3. Known loss of personal items due to behaviors. (Personal or those of other participants.)
 4. Known theft.
 5. Extreme inappropriate actions.
 6. Whenever a participant is left or gets away from an activity anytime a participant does anything negative that is out of character for that participant.
- **Arc incident reports go to:**
 - The parent/guardian or all involved participants, participants case managers if requested, The Arc's Programs Manager and other legal authorities if proper request has been made.
 - Incident reports are kept at The Arc in the individual(s) file or files for at least 2 years.

R. RELEASE FROM RESPONSIBILITIES FOR LOSS OF ALL PERSONAL ITEMS AND SPENDING MONEY

- Every participant must have a signed release on file at The Arc that releases The Arc and all of our agents from responsibility for personal and or property loss while participating in The Arc programs.
 - This release includes but is not limited to the following items:
Glasses, shoes, clothes, electric shavers, spending money that the participant takes care of themselves, sleeping bags, towels, swimsuits, cell phones, any type of music player (ie, iPod, phone, mp3 player, etc.), camera's, toys, pillows etc.
 - It is highly suggested that items of value, including clothes, be kept at home. If you have two of a particular item always bring the oldest (glasses). Expensive shoes, jewelry and clothes should be kept home.
 - The Arc Staff/Volunteers will do whatever can be done to recover lost items, but at no time is The Arc responsible to replace or pay for these items. This includes items that are lost or broken due to the behaviors of other participants.

- ***SPENDING MONEY:***
The Arc Staff/Volunteers will assist with participants spending money but not to be held responsible for receipts or a list of how the money was spent. All left over spending money will be returned to the participant.

S . Program and Activities

RESTRICTIONS, REASONS AND PROCEDURES

- Although The Arc wishes we could be all things to all people, we can't. Our age restrictions on program activities represent the ages we feel can safely participate in appropriate social activities.
 - Most of The Arc's Programs have limited restrictions above those for age. Most require participants to be ambulatory and able to take care of most of their personal needs. (Ambulatory: able to walk unassisted on and off vehicles and to most activities)
 - Once a participant attends a program, Arc Staff will evaluate the level of success and experiences the participant receives from the activity. A major question is asked: Does involvement by this participant compromise program safety and or limit the positive experience of other participants? If the answer is yes, we will work with Parent/Guardian, Case Manager, participant, Arc Staff and others to see ways that we can fit our Arc programs to the participant. If efforts fail we may have to restrict participation in the program.
 - The Arc Program Restrictions can occur through the following:
 - Failure to pay program activity fees
 - Constant acts of aggression towards participants and staff/volunteers (biting, spitting, kicking and hitting)
 - Causing constant damage to personal, public and Arc facilities and equipment.
 - Sending participants to activities without proper medicine.
 - Unless an emergency situation occurs restrictions from any Arc program will only occur after written documentation has been sent to all concerned parties and a meeting of all concerned has been held.
 - The Arc realizes that each participant is an individual and we strive to serve individual needs and requirements the best we can.

T. Activity Supervision and Discipline Procedure

- The Arc Program Activities have Staff /Volunteer Supervision.

At each activity of The Arc there will a supervisor designated.

- Arc Staff will be involved in all needed discipline during activities.
- At the conclusion of each activity parent/guardian may request staff to provide verbal and or written information of participant behavior during activity. They can also request what discipline methods if any, were used.
- If there is a questions about the reason for and the type of discipline used please refer to section Z of the Arc Procedures.

U. VOLUNTEERS

The best part of The Arc team has always been and will always be the volunteers!

- Arc volunteers must be 14 years of age. Younger volunteers may apply for certain activities but can only attend through permission of The Arc Director of Programs.
- The Arc volunteers are expected to arrive 15 – 30 minutes prior to activity check -in to assist with set up and participant check in. During events volunteers assist staff where needed. Volunteers are expected to stay and help clean up the activity. During the events volunteers have numerous opportunities to visit with and assist persons with disabilities.
- Volunteers have the same responsibilities and regulations as Arc Staff:
 - Treat participants, their families, other volunteers, community members and staff with respect and dignity.
 - Involve participants in the activity as much as possible. In most cases The Arc volunteers and staff eat after all the participants have received their food.
 - Volunteers must complete and sign a volunteer information and release form to be kept on file at The Arc.
 - Mini Tour volunteers are selected by The Arc Director of Programs and The Arc Volunteer coordinator.
Volunteer Hours and years of service with The Arc is used to choose these trip volunteers.
Volunteers will be scheduled and assigned by Arc Volunteer Coordinator.
 - Volunteers are eligible for yearly awards and often have opportunities to apply for Arc program employment.
 - Volunteers will be invited to special in-service trainings and meetings throughout the year.
 - Most volunteers never have to get involved in the discipline process. Only those volunteers who have years of experience will be asked to assist in that aspect of the activities.
- Reasons for dismissal of Volunteers:
 1. Disrespect and general rudeness to participants, their families, the community, other volunteers and The Arc Staff
 2. In appropriate behavior and actions

3. Illegal behavior and actions
 4. Constant Failure to show for activities.
- All dismissal of volunteers will come from The Arc Director of Programs and The Arc's Volunteer Coordinator.

V. TRANSPORTATION RULES AND PROCEDURES

- The Arc's transportation begins at activity check-in and ends at activity check out. In very few instances is transportation provided at any other time.
- Only participants who have an up-to-date signed transportation form can use Arc transportation.
- All passengers must be seated in a seat while vehicles are moving.
- Drinking and eating on Arc vehicles, if allowed, is a privilege. This privilege can be taken away due to:
 1. Inability to keep vehicles clean
 2. Requirement of rental places that we not have food or drink in vehicles and items being thrown around vehicles.
 3. Drivers of vehicles will determine what the policy is prior to each activity. **SMOKING IS NEVER ALLOWED IN ANY OF OUR VEHICLES.**
- A participant may be denied Arc transportation due to:
 - Inability to stay seated
 - Continuous effort to disturb others and the driver which causes damage to vehicle.
 - Wheelchair Accessibility not available

W. OVERNIGHT OPPORTUNITIES

- The following programs provide overnight opportunities to those participants who can take care of most of their personal needs and can safely participate in the planned activities: Mini Tours, Youth Discovery Days, YAC, and Self Advocates
- Overnight participants must be willing to sleep so that their participation does not keep other participants and staff/volunteers from enjoying the activity.
- While in motels the room assignments are made by The Arc Staff and are based on 4 people per room. Any rooming requests less than 4 to a room must be approved by The Arc Director of Programs and will include additional program fee.

X OTHER RULES

- Smoking: Designated smoking areas and butt containers will be offered at all program activities. Smoking is never allowed inside of buildings and vehicles.

Y. PROGRAM EVALUATIONS

- All programs are evaluated each year through verbal and written activity critiques. Results of these evaluations are discussed with The Arc Board. To be part of this evaluation process, please call 943-1191.

Z. WHAT WILL YOU DO TO MAKE A DIFFERENCE

- Program that began in 2002 to help keep The Arc Program Activities at a low cost has had remarkable results. Hundreds of The Arc members and friends have donated water, soda, snacks, T-shirts, busses, food, meat and much more to assure our participants have quality activities. To join this positive program call 943-1191 for more information.

AA. The Arc's Program Grievance Procedure

At any time anyone can file a grievance questioning The Arc's Program Policies and Procedures; their implementation; the staff/volunteers who implement them and how they affect the participants.

The following grievance procedure will be used:

1. Contact The Arc's Programs Manager about grievance(s).
A meeting or phone conversation will be held within 3 working days of verbal or written grievance notice. After this meeting, if there are still concerns;
2. Contact The Arc's Operations Director who will set up a meeting within 3 working days. After the meeting the Operations Director will answer your concerns in a written communication within 3 working days. If there are still concerns;
3. Contact The Arc's Executive Director who will set up a meeting within 3 working days. After the meeting the Operations Director will answer your concerns in a written communication within 3 working days. If there are still concerns;
4. Contact the president of The Arc or their representative who will convene a meeting as soon as possible.
 - a. After this meeting The Arc Board Executive Committee will make the final decision on the concerns in a written communication sent within 3 working days of the meeting.

BB. Procedure For Changing Program Procedures and Policies

- From time-to-time Arc will add programs and program activities and from time-to-time Arc will eliminate some programs and program activities. As programs change these polices will be amended by the The Arc's Director of Programs and shared with The Arc's Board of Directors.
- As the need to review and change policy arises these policies will be amended by a policy committee of volunteers, advocates/participants parents/guardians and staff. To be considered for this committee please email Mike Kelly, mkelly@arc-sedgwickcounty.org Director of Programs. The changes will be brought to The Arc's Board for their input and ratification.

- As changes are made policies will be amended and printed in the policy manual.
- An updated manual will be available for review at The Arc's office.