



Consumer Handbook

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Introduction to ICON

ICON was established in 1985 as a private non-profit corporation. Our mission is to broaden public awareness and improve access to opportunities in the community for people who have historically been excluded because of disability.

Some of ICON's services help people to get and keep jobs in the community. Other services help people learn to live on their own and take part in activities in their communities. We also provide training to businesses, schools, and families about how to work effectively with people who have different kinds of disabilities.

ICON is led by Executive Director Lisa Morgan. The staff includes administrative personnel, Program Directors, Employment Specialists, and Community Living Specialists. ICON currently serves about 200 people each year.

What We Believe

ICON believes ...

- People with disabilities can be valued members of the community.
- People with disabilities should share the typical experiences of other members of the community.
- People with disabilities should have friends.
- People with disabilities should learn new skills and have the chance to work.
- People with disabilities should be able to make decisions about their lives.

ICON has a written Code of Ethics and a Policy on Human Rights. We would be happy to provide you with a copy of either or both of these documents. If you are interested, please let us know.

ICON Employment Services

ICON Employment Services will give you the chance to work in a community business. You will choose the kind of work you want to do by being an active participant in your own individualized service plan. As the result of what you learn about yourself, the skills that you achieve, and the work that you do, you will be seen by family and friends as someone who makes a contribution to the community. With the money that you earn, you will also be able to make more choices about how you spend your free time.

ICON Employment Services are divided into 5 main categories. They are:

- Individual Service Planning
- Situational Assessments
- Job Development
- Placement and Training
- Follow Along Services

This manual will help you to understand these services.

Individual Service Planning

Your plan is a list of your goals and objectives which will help you to make choices and build on your strengths. We will use it to get a job for you that is a good match with your interests and abilities. We will also use it to list the kinds of things you will need to do if you lose your job. If you already have a job, you may want to use your plan to help you get a better job.

Situational Assessments

In order for you to learn about the kind of work you would like, you will be able to try out jobs in different places. These places will include various business in the community. These "try outs" or assessments may be arranged for as little as one hour, or as much as a full day, or even several days. The length and number of these assessments will be outlined in your Individual Service Plan. ICON staff will go with you in order to provide you with the support you need.

Job Development

This service begins after you have chosen your employment goals. You will make these decisions with the assistance of ICON staff and the other important people in your life. The people who are helping you should be very clear about your preferences and what it may take for you to be successful. This will include the kind of help you will need on the job and how you will get to work. ICON staff will then approach the business community. When an employer says that he wants to hire someone through ICON, your

Employment Specialist will study the job to see if it matches your goals. He or she will then help you to apply and interview for the job. Your Employment Specialist will also provide information and help to your new employer.

Placement and Training

This service begins when you have been hired and includes whatever training you need to be successful. Your Employment Specialist may directly provide you with job training or help your new supervisor to teach you the skills you will need.

Follow-Along Services

Your Individual Service Plan will include information about how much help you will need to keep your job. This help may include visits from your Employment Specialist at your place of work or at your home.

ICON Community Living Services

ICON's Community Living services will help you learn the skills you need to live on your own and become a valued member of the community.

It's up to you to decide what skills you want to work on. You may want to learn to get around on the bus, or join a health club or a civic organization, or learn to cook, or manage your checkbook, or make the most of your money at the grocery store, or take a pottery class. Whatever you decide to work on, you and your team will come up with a plan to help you meet your goals, and that in turn will shape the services you receive from ICON.

It's also up to you when you want to receive the services - daytime or evening, or on the weekend. The number of hours per week you receive services will be determined by you and whoever is paying for the services (typically the Community Services Board).

If you need emergency assistance during the hours that ICON's office is closed, you may page an ICON staff person using the emergency response number: 703-629-2006. We do ask that you be considerate of the "on-call" staff and don't use this pager number for things that can wait until you can contact your regular staff person.

ICON Life Skills Training Services

ICON's Life Skills Training services focus on helping people develop everyday living strategies to compensate for the effects of brain injury or other disabilities.

ICON will work with you and the significant others in your life to develop a plan which targets specific areas of daily living such as housekeeping, time management, meal planning, using public transportation, budgeting and banking, medication management, or participation in social activities. Then ICON will work with you to develop strategies that will enable you to become more independent in the areas you have identified.

Life Skills Training differs from ICON's Community Living Services in that Life Skills is a more intensive, short-term program, and focuses more on specific ways to achieve independence in particular day-to-day activities.

Your Rights During Services

Human Rights

Your rights are respected by ICON. These rights include ...

- the right to be treated with dignity and respect
- the right to receive services regardless of your race, national origin, sex, age, religion, handicap, or ability to pay
- the right to decide what services you will receive
- the right to privacy
- the right to confidential handling of records
- the right to be protected from harm and abuse
- the right to receive services in a safe and clean place
- the right to ask questions and get help with your rights
- the right to have your complaints resolved

If you believe your rights have been taken away, you may take these steps:

- Call or write the ICON Program Director or Executive Director at 703-548-4048 with your complaint.
- If your complaint is not addressed to your satisfaction, you may ask for a formal hearing. Staff will tell you how to do this.
- Call Deb Lochart, Regional Human Rights Advocate, at 703-323-2098 or toll-free at 877-600-7431, or Tim Simmons, Local Human Rights Advocate, at 703-207-7217.

They make sure the human rights of consumers in community programs are respected.

In addition, if you are unhappy with any aspect of ICON's services, please call or write to the ICON Program Director or Executive Director and tell us about your concerns. If you are not satisfied with their response, you may take your concerns to the Board of Directors. The Executive Director can tell you how to do that.

Re-Entry into ICON's Programs

If you have been served by ICON and are then separated from us, because you have received all the support you need to be successful on your job, for example (or for any other reason), you will always be eligible to return to ICON if you need services in the future. The decision to receive ICON's services at a future time must be made by you and the person who is responsible for providing the money which pays for the services - typically your DRS Counselor or CSB Case Manager. If you have any questions about this please feel free to ask us about your particular situation.

About Your Confidential Records

ICON makes every effort to ensure that your confidential information is disclosed to others only in the following situations:

- With your written permission, ICON may share information with others. When this happens, ICON will advise the person who receives the information that they may not share it with anyone else without written permission from you.

- If your services are funded by The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS), which includes the local Community Services Boards, anyone employed by DMHMRSAS will have access to your records for the purposes of quality assurance and documentation of services received.
- If your services are funded by another agency, either public or private, ICON may disclose information necessary for the purpose of receiving payment for services.
- Employees of ICON and its consultants and contractors may have access your records. They may not disclose them to anyone else without your written consent.
- If you agree, ICON may share ongoing information about you with your family members or friends. ICON will not do this without signed written consent.
- In an emergency, ICON may disclose relevant facts to any person who needs the information for the purpose of preventing injury, death, or substantial property destruction.
- ICON may disclose portions of your service record if required to by a Court of Law. ICON may also disclose information to its own legal counsel.
- ICON may disclose to the Local Human Rights Committee or the State Human Rights Committee any information necessary for the conduct of their responsibilities.
- ICON may disclose information if required to by the Commissioner of DMHMRSAS, or the CSB, for the purpose of licensing, human rights, certification, or accreditation reviews; evaluation of provider performance; statistical reporting; or similar oversight and review activities.

- ICON may disclose to a protection and advocacy agency, such as Adult Protective Services or the Department for Rights of Virginians with Disabilities, any information that may establish probable cause to believe that an individual has been abused or neglected, or any information concerning the death or serious injury of an individual receiving services.

You have the right to inspect the information in your service record at any time, and to have help in reading and understanding the information. The only exception is if your physician has reviewed your records and informed us in writing that access to your records would be injurious to your health or well-being.

You may also challenge, explain, or request correction of any information in your file. If you want to arrange to see your records, please contact ICON's Program Director or Executive Director to make an appointment.