

ABILITY^{kc}

Employment Services Program Handbook

2024-2025

Welcome to Ability KC

We are pleased that you've chosen us to provide your rehabilitation services and will do our best to ensure that your time with us is productive, positive and worthwhile. Our professional staff is committed to your success and will provide the support, encouragement and education needed to help you meet your goals.

About Ability KC

Ability KC builds brighter futures for children and adults with disabilities by helping them achieve their goals. Ability KC has the reputation as the “place to go” for the most medically complex conditions, injuries and illnesses such as spinal cord injury, brain injury, stroke, amputation, cerebral palsy and other neurological disorders.

With over 75 years of experience and more than 250 medical, vocational and educational professionals on staff, we provide the most comprehensive rehabilitation services in the region. Our programs are highly individualized, goal-oriented and assist individuals at all stages in life. Whether it is achieving success at home, school or work, we have the outpatient medical services, employment programs and therapeutic preschool services in place to help build brighter futures for individuals with complex conditions, injuries and all abilities. Please visit our website AbilityKC.org for more information.

Our Privacy Practices

We are committed to protecting your personal information. Our privacy practices are described in the Ability KC Notice of Privacy Practices, a booklet that explains how this obligation will be followed by all health care professionals, trainees, students, staff, volunteers and business associates of Ability KC. To download or view an electronic version of the Notice of Privacy Practice booklet, visit abilitykc.org. If you have a privacy concern or questions regarding participant confidentiality, please contact the Ability KC Privacy Officer at 816-751-7832.

Accessibility Policy

Please refer to individual program descriptions for information concerning the services available and specific entrance criteria. We are committed to providing a barrier-free environment and accessibility to the services you desire.

Parking

Free parking is available in our parking lot on the Main Street side of our building (address on map apps is 3010 Main Street). There is a limited number of handicapped accessible parking spots in the circle drive at the Baltimore entrance. Some curbside parking is also available along Baltimore Avenue. All parking is first-come-first-serve.

WIFI

Complimentary wireless internet access is available to participants and visitors. Choose “Ability KC Guest”. No password is needed.

Safety Topics

- All visitors, including family members, must sign in and pick up a visitor’s sticker from the reception desk at the entrances and wear it while in the building.
- The involvement of family members, friends and other community supports can be a critical factor in your success. At your request, these individuals will be included in planning meetings and conferences related to your program.
- Please do not bring children with you to scheduled meetings, as staff cannot supervise them and it distracts you and others from full program participation.
- We urge you to leave valuables and credit cards at home. Ability KC is not responsible for lost or stolen items or valuables while you are in our building or on our property.
- We conduct routine safety drills which may occur during your time at our facility. Staff will instruct you on where to go and how to respond.

Smoke-Free Campus

We are committed to providing a healthy and safe environment for our participants, visitors and staff members. Ability KC is a tobacco and smoke-free campus . Use of any tobacco products is not allowed in the building or on the campus including in your car when it is on our property. The Ability KC Tobacco-Free Policy applies to all tobacco and vapor products including cigarettes, cigars, pipes, vape pens and chewing tobacco.

Service Dogs

Ability KC welcomes your service animal during your visit to our facility. However, if the service animal poses a health risk, is not housebroken, barks or growls, or is out of control, we will ask you to make other arrangements. Please clean up any mess your service dog makes.

Attendance Policy

Regular attendance is important in order for you to receive the full benefit of your Ability KC program. Please arrive on time. If you must cancel a session, please notify us by calling your case manager or team member before your appointment, but no later than 8:00 am of the day of the appointment.

You may be discharged from services for excessive absences, for lack of communication, or if a change in your condition impacts your ability to participate in your Ability KC program.

Feedback on Our Services

We welcome your feedback! You may receive a satisfaction survey via text or email or you may access the survey using the QR code on the right. We would appreciate it if you would take a few minutes to complete the survey. These surveys help us ensure that we're delivering the best possible patient care.

Scan for survey!



Approximately 90 days and 1 year after your discharge from our program, you will receive a follow-up call from your case manager. They will ask you questions about how you are doing and if you are happy with the results you achieved during your program. This information is also extremely helpful so that we can provide the best possible experience for our participants.

Our Commitment to You

Nondiscrimination Promise: It is the policy of Ability KC to provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or any other protected classifications identified under applicable federal, state and local laws, regulations or statutes.

Grievance Policy

You and your family members have the right to express concerns with your case manager or other staff about the services you are receiving. You are welcome to put your concerns in writing and send to the Director of Professional Standards at Ability KC, 3011 Baltimore Ave, Kansas City, MO 64108 or via email at peri.marquardt@abilitykc.org. For a copy of our Grievance Procedure, go to our website at abilitykc.org. A paper copy can be provided upon request.

Access to Records

All requests for copies of records will be handled by our Medical Records Department. An authorization signed by you or your authorized representative must be submitted prior to releasing records. At least 72 hours notice may be required to fulfill your request, maybe longer if records are not complete or are offsite in storage.

Rights and Responsibilities of Persons Served

Recognizing your right to quality care, we believe that our mutual respect for rights and responsibilities will contribute to an improved outcome and greater satisfaction with your program. We encourage you to speak openly with your team, be well informed, and take part in decisions and program choices.

As a participant, you can expect:

Respectful and safe services:

- Be given considerate, respectful and compassionate treatment, care and services.
- Be given care in a safe environment, free from physical, sexual, or psychological abuse, physical or psychological neglect or physical punishment, humiliation, threats, exploitative actions (financial or otherwise) or retaliation from employees of Ability KC.
- Know the names and jobs of the people who work with you.
- Know when students or other trainees are involved in your program.
- Have your culture and personal values, beliefs and wishes respected.
- Discuss your concerns, questions, and needs with your program manager or other appropriate staff without fear of retaliation. Presenting a concern will not affect your ability to receive quality services.
- Be treated without discrimination based on race, color, age, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language, or your ability to pay for your care.
- Be given a list of legal representation, self-help and advocacy services, when needed. These services help certain persons (e.g. children, elderly, disabled) exercise their rights and protect them from abuse and neglect.



Effective communication and participation in your care

- Receive information in a way you can understand. Availability of language interpretive services or assistive devices such as TDD machines for the hearing impaired.
- Obtain complete current information concerning your job and outcomes of services (anticipated and unanticipated) in terms that you can reasonably be expected to understand.
- Participate in the planning of your own program. The individualized program plan developed jointly with the staff should tell you how the staff expects to help you reach your goals.
- Meet regularly with staff to talk about your program. Ask questions and get a timely response to your questions or requests
- Involve your family in decisions about your program.
- Refuse services.

Informed Consent

- Give permission (informed consent) before starting your job including risks and benefits of your job duties.
- To choose to or refuse to participate in research projects. Staff of Ability KC will adhere to research guidelines and ethics involving research projects.
- Agree or refuse to allow photos or videos.

Your records:

- To review your records and receive copies of the records at a reasonable photocopying fee. At least 72 hours notice may be required to prepare copies.
- To refuse the release of information from your records.

Privacy and confidentiality

- Have privacy and confidential treatment and communication about your services.
- Be given a copy of the HIPAA Notice of Privacy Practices.

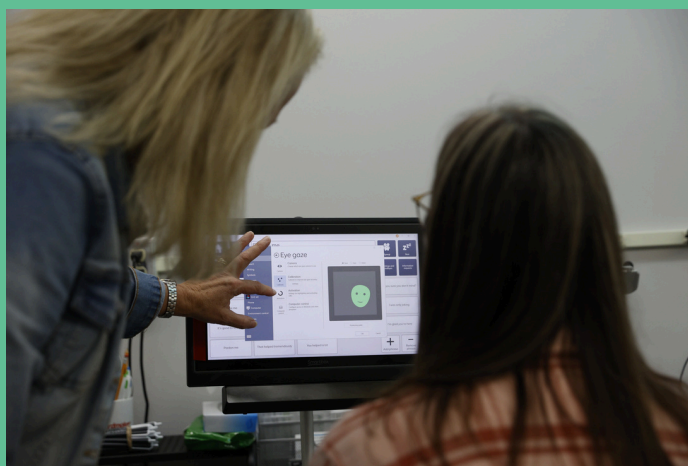
Complaints and grievances

- You have the right to complain and have your complaint reviewed without affecting your services. If you have a problem or complaint, you may talk to the program manager or other appropriate staff.
- You have the right to file a formal grievance without fear of punishment, retaliation, or barriers to services, and to expect that your grievance will be investigated and resolved to the best of our ability.

Responsibilities of Persons Served

As a program participant, you have the following responsibilities:

- Provide complete information requested by staff and related to your program. That may include medical, social, psychological, educational and vocational history. If changes occur, please let us know as soon as possible.
- Inform staff about accommodations, cultural issues or other beliefs that are important to consider in planning your program.
- Keep scheduled appointments and be on time. When appointments cannot be kept for whatever reasons, you should contact your ABILITY KC CES immediately to cancel or reschedule.
- Participate actively in developing your program.
- Comply with the program plan we develop together or, if you disagree, discuss your needs with the staff person responsible for coordinating your program.
- Accept responsibility for your decisions and consequences, if you refuse services or don't follow the agreed-upon plan.
- Follow the rules and regulations explained to you and outlined in the participant handbook.
- Be considerate of others including personal safety and freedom from abuse of any kind.
- Provide a copy of documents supporting guardianship or custody when requested.
- Respect the rights of staff members and others regarding noise, cell phone use, inappropriate language, etc.
- Do not bring valuables with you. ABILITY KC IS NOT RESPONSIBLE FOR YOUR VALUABLES.
- If you have any questions regarding these rights or wish to voice a concern about a possible violation of your rights, please contact the Director of Professional Standards at 816-751-7832.



Our Mission

- To build brighter futures for children and adults with disabilities by providing therapeutic, educational, and vocational services. We do this by:
- Providing excellent and results-driven services
- Maintaining a highly trained and effective professional staff dedicated to serving individuals with disabilities
- Offering programs that reflect a respectful, compassionate commitment to individuals served and their families/support providers
- Presenting educational and treatment environments tailored to individual client needs throughout their continuum of care
- Celebrating the successes of individuals served by creating clear, concise communication regarding the impact and outcomes of our programs
- Maintaining financial viability

Our Values

- We value the right of each individual with a disability 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 individual differences.
- We value service delivery that honors the participant's choices.
- We value the full and active participation of the participant's support network in their rehabilitation program.
- We value ongoing, open, honest and constructive communication at all levels within our organization.
- We value a positive outcomes-oriented work environment.
- We value personal and professional commitment to Ability KC's mission, goals and objectives.
- We value fiscal responsibility and efficiency.
- We value innovation and creativity.
- We value individual responsibility, empowerment and achievement.
- We value the staff as our organization's most important resources.

3011 Baltimore Avenue
Kansas City, MO 64108
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www.abilitykc.org

