

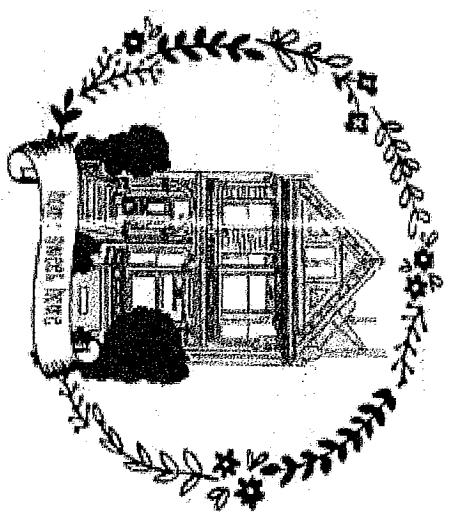
Everest, Inc.
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[Facebook.com/everestinc80](https://www.facebook.com/everestinc80)

*An Advocate of "Gentle Teaching",
Using positive supports to Help People Feel
"Safe", "Loved" and "Connected"!*



Everest, Inc.

A Nonprofit Corporation Specializing In;
Licensed Residential Services
Unlicensed Residential Services
Supported Independent Living Services
Staffing Agent Support Services

PROVIDING A TRADITION OF EXCELLENCE

This booklet is designed to give you an idea of what Everest, Inc. is all about and to explain the types of support and service you can expect from us.

Everest, Inc.

Mission

To provide excellence in care, development, and growth of the individuals we support, their families, and staff enabling each to be the best they can be.

Vision

Everest will be a recognized leader of quality residential services that is known for supporting vulnerable adults in personal choice, opportunities, responsibilities and healthy living.

Everest, Inc. Code of Ethics

A Code of Ethics serves to remind employees of the moral principles they embrace in their shared activity. Some employees of Everest, Inc. are also bound to a Code of Ethics with their membership and/or registration or certification with their specialized professional organization(s). The Everest, Inc. Code of Ethics is not intended to supersede or conflict with any professional professional code of ethics, but to complement and enhance these specialized codes and to unify Everest, Inc. under a single guide to insure the proper moral environment for work at Everest Inc., Our Code of Ethics is to be understood and practiced by all employees of the organization.

The Everest, Inc. Code of Ethics

- We are committed to improving community health through providing residential support, education, training, and advocacy for people with disabilities.
- We make the desires and needs of the people we support primary in all business decisions.
- We will not practice discrimination on the basis of race, color, age, creed or religion, national origin, sex, sexual orientation or economic status for admission or provision of services.
- We understand that financial resources available to us are limited and shall manage them in a prudent manner.
- We will consider the funding sources and explore additional possible sources during the screening process of new consumers.
- We will make recommendations and referrals based on standard clinical decisions making regardless of funding/financial constraints to avoid the potential appearance of a conflict of interest.
- We will not seek retaliation against anyone who identifies and reports suspicion of a violation of the rights of an individual being supported, violations of this Code of Ethics or misuse, waste or fraud regarding the funding provided to those we support.

- We will conduct our business in an atmosphere free of unlawful harassment, discrimination, and conflict of interest.

- Any marketing efforts will be done with respect of the privacy of the persons we serve.

- All third party billing will be done within 90 days and any direct billing for services will be done through provision of an itemized listing of services being billed to the person.

- We will exercise care in our hiring practices to assure that our employees both at the time of hire and for the duration of their employment meet the expectations of our "Good Moral Character" policy.

- We will operate our business in such a manner as to exercise due diligence to prevent and/or detect criminal conduct and take immediate action to resolve any issues that are identified.

- We will promote an organizational culture that expects ethical conduct by everyone working for our and with our organization.

- We will provide training to all staff so as to reasonably assure that they are equipped to perform all of the responsibilities of their job assignment.

As An Employee Of EVEREST, INC.

- I will uphold, respect, and protect the rights and confidentiality of the individuals we support, in accordance with current federal and state regulations.
- I will become, and remain, current in the knowledge and skills required for my job.
- I will make honest and accurate representations concerning my credentials.
- I will make a good faith effort to meet the requirements of my position, and will not misrepresent the agency's program or a person being supported situation.
- I will participate in and demonstrate understanding of materials presented during initial and ongoing training so I can assure my ability to provide the supports needs for the persons I support.
- I will respect each individual by maintaining an objective, professional relationship all times
- I will respect the personal property of those I support, work with, visitors and organizations

- I will accurately record and represent my efforts on behalf of the individuals I serve and/or the accomplishments I report.
- I will treat the individuals I serve, their families and significant others, the business partners of EVEREST, INC., and my co-workers with dignity and respect and respect.
- I will uphold the confidentiality of information regarding the individuals I serve, and hold in confidence all information I obtain while employed by EVEREST, INC. INC.
- I will seek assistance for any problem that hinders my job performance.
- I will be responsible for contributing to a professional atmosphere, free of discrimination and harassment.
- I will not use my EVEREST, INC. position or business relationships to further my own interests, and will disclose any relationships that may create or give the appearance of a conflict of interest with my position at EVEREST, INC.
- I will not financially or sexually exploit the individuals I support, or accept goods, gifts, or services from them in exchange for services.
- If I am responsible for employing staff and/or evaluating staff performance, I will do so in a responsible and equitable manner.
- I will be responsible for appropriate conduct in all personal and professional areas, including the use of alcohol or other mood-altering drugs.
- I will, when providing services, give precedence to professional responsibility and the person being supported best interests over personal and agency interest.
- I will follow the principals of Everest, In. as identified in the Code of Ethics.

About Everest, Inc.

Established in 1980, Everest, Inc. is a nonprofit organization providing 24 hour staffing supports to individuals living in Licensed, Extended or Self Determination Homes. Everest, Inc. is a CARF Accredited Corporation. We are under contract to both Community Living Services in Wayne County and Monroe County Community Mental Health Authority in Monroe County.

Governing Board

Everest Inc. is governed by a Board of Directors whose membership includes professionals within the field of Developmental Disabilities, Financial/Business and Individuals receiving services consumers. The Board is responsible for ongoing oversight and support of our operation. Our Executive Director reports to the Board of Directors.

Intake and Discharge

Everest, Inc. will accept consumers for placement in a residential site based on their ability to provide the supports and services necessary for the specific individual. We will not use race, color, nationality, religion, sex, age, disability, marital status, sexual preference or political beliefs as a basis for admission.

Under certain situations Everest, Inc. may discharge a consumer they are supporting.

Less Than 30 Day Discharge

Will occur if the following is present

1. Substantial risk to the consumer due to the inability of the home to meet the consumers' needs or assure the safety and well-being of other consumers of the home.
 2. Substantial risk, or an occurrence of self-destructive behavior
 3. Substantial risk, or an occurrence, of serious physical assault.
 4. Substantial risk, or an occurrence of the destruction of property of other consumers in the home.
- #### **30 Day Discharge Policy**
1. A change in medical condition that the home cannot accommodate.
 2. A change in behavior that the home cannot accommodate. i.e. Behavior that would require additional staffing.
 3. A change in secondary medical conditions that the home cannot accommodate.

Consumer Rights and Responsibilities

As an individual receiving support from Everest, Inc. you are guaranteed the rights outlined in the "Know Your Rights" booklet provided by your Support Coordinator or Case Manager. We take these "Rights" seriously and work to ensure that none of them are violated.

These rights include but are not limited to:

- The right to send and receive mail without anyone opening or reading it. If you need writing material or stamps and cannot afford to buy them, Everest, Inc. will give them to you at no cost.
- The right to use the telephone. However, since your home probably has more than one resident, we will ask you to respect others and try to make and receive phone calls between the hours of 8 am and 11 pm. You will be asked to pay for long distance calls made for any reason other than an emergency.
- The right to have visitors and meet with them in a private area. Because most of our residents have roommates, we ask that visitors come only between the hours of 8 am and 8 pm.

religious services, we will either provide transportation or help you to arrange private transportation.

- The right to have a place where you can go for privacy if you wish. At times this may be affected by the fact that you have a roommate, but staff will do their best to give you privacy if that is what you want. Privacy may be limited by concerns identified in your Personal Plan.
- The right to live in a clean and safe environment where you will be treated with dignity and respect.
- The right to watch T.V., buy and read magazines, newspapers and books of your choice, unless in some way limited by your Personal Plan.
- The right to purchase and wear your own clothing and be provided with a place to keep along with your personal possessions, and not have anyone search through them without your permission, unless in some way limited by your Personal Plan.
- The right to move freely around your home and property and anywhere else you wish, unless you are in some way limited by your Personal Plan.
- The right to have up to \$20.00 available in your home for personal use. To obtain larger amounts may require up to 24 hours of notice. You may spend your money as you wish, unless your guardian has set spending limits and those limits are documented in your Personal Plan.
- The right to receive routine and emergency medical care when needed this includes receiving prescribed medications as directed by the physician.
- The right to be free from abuse and/or neglect and to have immediate action to secure your safety.
- The right to live in the lease restrictive environment and to have your treatment plan revised if your situation changes for any reason.
- The right to have all personal information kept confidential with the minimum necessary shared in situations necessary for receive needed treatment. You are also protected from being finger printed, photographed, audio taped or placed behind a one way mirror without your personal consent.
- The right to give consent to receive treatment, services and/or supports and revoke that consent if warranted.
- The right to be treated with dignity and respect which reflect the human being that you are regardless of your disabilities.
- The right to receive assistance with family planning and reproductive health should you have a desire to be involved in an intimate relationship.
- The right to be kept safe from yourself in the event of your display of challenging behaviors without the use of restraints or being placed in seclusion.

You may however, offer to do a task and not be paid for your labor.

Your Responsibilities Include But Are Not Limited To:

- It is your responsibility to participate in the development of your Personal Plan to the degree to which you are able.
- It is your responsibility to cooperate with staff as they work with you to implement your Personal Plan.
- It is your responsibility to notify staff if you are being abused, neglected or taken advantage of in any other manner by employees of Everest, Inc., other residents of your home or someone in the community.
- It is your responsibility to participate in activities as a member of the group even if did not personally select the activity.

Your Personal Plan

Your referring agency provides you with a Support Coordinator/Case Manager who will work with your circle/team consisting of you, your guardian (if you have one), the Support Coordinator/Case Manager, Everest, Inc. staff and anyone else you choose. This team will work with you to develop a Personal Plan which identifies your specific needs and your desired personal goals.

- You will receive professional support services through your referring agency. You will have a Support Coordinator or Case Manager to help you and may also be provided with the services of a nurse, psychologist, occupational therapist, dietitian, speech therapist and/or gentle teacher as determined necessary during your planning process. Those professional supports will work closely with Everest, Inc. to ensure that your plan is followed.

- The staff of Everest, Inc. will support your day-to-day needs as identified in your Personal Plan. We also provide ongoing feedback to your professional supports on how your Personal Plan is working, as well as keeping them aware of any new concerns or issues. Everest, Inc. staff will take an active role in your planning process as they come to know you better than anyone.

- Your monthly personal allowance will be available for your use. The Home Manager is responsible to keep an ongoing record of your balance and retain all receipts. At the end of each month you will review your personal allowance sheet and sign off. The Home Manager will submit the balanced record including receipts to the administrative office.

Service and Support We Provide

These are some of the things you can expect when you receive support from Everest, Inc.:

- A private or semiprivate room in a beautiful home with no more than 6 residents
- A place of your own to safely store your personal possessions
- The support of trained direct care staff to help you to be as independent as possible
- All support staff have valid CPR and First Aid certification
- Supports to ensure that you receive necessary medical care, including receiving your medication as prescribed
- Housekeeping to maintain a clean living environment
- Laundering of all linens and personal clothing
- Maintenance of the home and all equipment to ensure they remain healthy, safe and useful
- The option to have Everest, Inc. act as your representative payee
- Help managing your personal funds and personal allowance
- Help in obtaining any public assistance you are eligible to receive. This assistance will be used to supplement the funding we receive from our referring agencies
- Access to a telephone and personal mail and assistance to use them if necessary
- Established and practiced plans for all types of emergencies to insure your safety
- Nutritious meals and snacks. Depending on the type of home you are living in, your meals will most likely be prepared by staff according to a menu. If you receive support through an individualized budget, you will have input into your meal choices and preparations, to the extent you are able to cook
- Participation in outings and community activities
- Transportation to appointments, meetings, activities and outings

Smoking

Everest, Inc. understands that you have a right to smoke however, since we are all aware of the dangers of second hand smoke, we do ask that all smoking be done outside of the house. Staff will provide whatever support is necessary for you to follow this rule if you wish to smoke.

HIPAA Compliance

Everest, Inc. is in compliance with all of the HIPAA Privacy Rules that guarantee your right to confidentiality of your protected health information. Maintaining your privacy and the confidentiality is very important to all of our staff.

Special Communication Needs

- If you have a hearing impairment and can communicate with sign language, you can obtain interpretation services at no cost.
- If you are visually impaired and can read large print or Braille, written materials can be provided to you in large print or Braille at no cost.
- If you have limited English proficiency (LEP) you can obtain interpretation services at no cost.

Consumer/Guardian Conflict Resolution

Everest, Inc. has an established Consumer/Guardian Conflict Resolution process if a consumer and/or guardian feel that a concern has not been addressed to their satisfaction. The consumer and/or guardian may contact either the Home Manager or Program Manager at 734-675-3037 to express a concern and seek resolution. A copy of the policy and procedures is available to you upon request.

Medicaid Eligibility ELIGIBILITY

It will be/was determined during the intake process through your placement agency if that you are eligible for Medicaid Insurance benefits. Your staff will assist you with applying for these benefits.

APPEAL

If you are denied Medicaid benefits, your staff will assist you filing an appeal. This appeal must be done immediately as benefits may only be retroactively reinstated for 90 days.

You may also request an Administrative Hearing through the Michigan

Department of Community Health by writing to:
Michigan Department of Community Health,
Administrative Tribunal
P. O. Box 30195
Lansing, MI 48909-7695

Rights Complaint by contacting the Recipient
Wayne County

County Community Mental Health Agency
Office of Recipient Rights
640 Temple Suite 210
Detroit, MI 48201
1-888-339-5595

If living in Monroe County

County Community Mental Health Authority
1001 S. Raisinville
P. O. Box 726
Monroe, MI 48161-0726
734-243-7340

listed in each residential location and provided to each

his handbook can be made available in large print
ordered by contacting Everest, Inc.



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State of Michigan Special Tribute