



*Brain Injury  
Rehabilitation Center*

*Briganti*

# **WELCOME HANDBOOK**

*Volume XIV*



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# Introduction to Origami

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## Mission Statement

Origami Brain Injury Rehabilitation Center creates opportunities and transforms lives.

## Vision

Origami Brain Injury Rehabilitation Center strives to be the leader in maximizing access to innovative services with exceptional results.

## Core Value

Embracing person-centered planning, family participation, and an interdisciplinary approach, we provide rehabilitation in a manner that respects the dignity of the individual.

## Why the Name Origami?

Do you remember making your first paper airplane?

You creased a flat, blank piece of paper in the middle, then folded it over several times to form an airplane, which if constructed properly could fly great distances. You may not have realized it, but you were performing the ancient Japanese art of paper folding, otherwise known as Origami. The concept is simple... a one-dimensional object is carefully fashioned into a compiled, multi-dimensional form. Origami can develop endless shapes in various forms, depending on the direction the paper is folded.

It is similar to what we do during the process of rehabilitation. An assessment is made to determine what the end result should be, and a plan is developed to outline the optimal and most efficient method for getting to that point.

The art of rehabilitation rewires some basic ingredients but as in origami, the shape and form a person will take depends on the direction he or she is led. If only one method or direction is used in each instance, the end result is the same object each and every time. If various methods are used, different objects will take shape and the possibilities are endless.

In Japanese culture, the crane is often used to symbolize good fortune in the form of a long and productive life. We believe that all people should have this opportunity. This is what we hope to



accomplish with the Origami program: we help to reshape people's lives after what is often a traumatic event and work with them until they are able to take flight on their own.

On their own, they will lead a lengthy and productive life.

## Code of Ethics

### Principle 1: Employees will demonstrate a concern for client well-being.

- Services will be provided in an equitable manner for all individuals.
- Relationships will not exploit clients physically, emotionally, sexually, financially, socially, or in any other manner.
- All reasonable precautions will be taken to avoid harm to the client and his/her property.
- Services will be provided with consideration for the maintenance of efficiency, effectiveness, and knowledge of new developments in their fields of work.

### Principle 2: Employees will respect client rights to autonomy, privacy, and confidentiality.

- Collaboration will occur with clients and/or support systems in determining treatment goals and priorities.
- Clients will be informed of the nature, risks, and potential outcome of any intervention.
- Respect will be given to the client's right to refuse professional services or involvement in research or educational activities.
- Informed consent will be obtained from clients in research activities indicating they have been fully informed of the potential risks and outcomes.
- All measures will be taken to protect the confidential nature of information gathered from education, practice, research and investigation activities.

### Principle 3: Employees will adhere to the code of ethics of their respective professional organizations.

- Procedures will be used that conform to the standard of practice established by the appropriate professional associations.
- Employees will provide a copy of the code of ethics from their respective professional organizations.

## Principle 4: Employees will provide accurate information regarding services offered by the organization.

- Qualifications, education, experience, training and competence will be accurately represented.
- Any affiliations, which present a potential conflict of interest, will be disclosed.
- There will be no participation in the use of any form of communication that contains false, fraudulent, deceptive, or unfair statements or claims.
- Ethical business practices will be followed in areas including, but not limited to: conflicts of interest, marketing, social media, fundraising, contractual relationships, human resources, billing, payment application and other such handling of funds or resources.

## Principle 5: Employees will treat their coworkers with fairness, discretion, and integrity.

- Confidential information about coworkers will be safeguarded.
- Any breach of ethical standards will be reported to the appropriate authority.

## CARF Accreditation

Origami has been accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF) since opening in 1997. The current programs have been awarded accreditation by CARF:



- Residential Rehabilitation Programs: Brain Injury Program (Adults)
- Interdisciplinary Outpatient Medical Rehabilitation Programs: Brain Injury Program (Adults, Children & Adolescents)
- Home and Community Based Programs: Brain Injury Program (Adults)
- Vocational Services: Brain Injury Program (Adults)

This accreditation decision represents the highest level of accreditation that can be awarded to an organization in this field and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are the highest quality, measurable, and accountable.

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body

establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. For additional information, please visit [www.CARF.org](http://www.CARF.org).

Origami is proud of the outcomes achieved with the people we serve. To view these outcomes, please visit [www.origamirehab.org/outcomes-research](http://www.origamirehab.org/outcomes-research). If there is information that is of interest to you, and it is not located at this site, please communicate your interests with your respective Care Coordinator.

## Continuum of Care

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### Residential Program

The Residential Program focuses on maximizing independence in activities of daily living, enhanced quality of life, productivity, and community inclusion. This program offers respite, short term rehab, and long term support within the setting of a licensed adult foster care home. Short term rehab focuses on developing the least restrictive discharge plan,



participation in intensive therapy services, and significant rapid progress in recovery. Clients with long term support needs will have a program that emphasizes necessary care to maintain the individual's maximum functioning level, quality of life, participation in productive activities, and community access. Respite care provides an opportunity for caregivers to get a rest from the immense responsibility they hold each day caring for their loved ones. With the peace of mind that their loved one is receiving quality care, the caregiver can get a renewal of strength and energy while the client receives the benefits of the Residential Program. Within this program, there are two tracks: Neuro-Rehabilitation and Assisted Living.

### Neuro-Rehabilitation

Support is provided 24 hours per day in a home-like environment, with varying degrees of direct supervision provided based on individual need. Medical care is overseen by a Registered Nurse with a team of Patient Care Technicians available 24 hours per day for additional medical support.

## Admission Criteria

- Male or female 18 years or older with a primary diagnosis of brain injury\*
- Requires more than 12 hours structured support or supervision per day
- May require more intensive supervision (i.e. levels of 1:1, 15-minute checks, 30-minute checks)
- Moderate assistance with basic activities of daily living
- Transfers self with no more than moderate assistance
- Medically stable, free from acute infection or fever, non-ventilator dependent
- Does not require skilled nursing, but may require the support of Patient Care Technicians and Registered Nurse oversight of medical needs
- Minimum Ranchos Los Amigos Levels of 4/5
- Participates in a minimum of 3 hours of structured programming per day
- May require the services of a trained culinary specialist with meal preparation for safety, diet restriction conformance, and/or nutritional needs
- Not a danger to self or others
- Not actively engaged in substance use

## Transition/Discharge Criteria

- Treatment team's assessment indicates that the individual has achieved a level of functional independence requiring fewer than 12 hours of daily support or supervision
- Individual's behavior is not compatible with the program goals, group activities, or may prevent the progress of other participants\*\*
- Poses a risk or danger to self or others\*\*
- Individual meets admission criteria of another program in the Origami continuum and may transition accordingly
- Interruption to secure funding

*\* Origami specializes in brain injury rehabilitation; however, provides services to individuals with other neurological diagnoses as long as the established admission criteria are met. Spinal cord injuries (SCIs) and amputations can only be a secondary diagnosis.*

*\*\*A discharge procedure will be followed ensuring the opportunity to access other appropriate resources.*



## Assisted Living

Support and supervision is provided 24 hours per day in a home-like environment. Private suites and program structure allow for opportunity to maintain or increase independent living skill levels based on individual need and care plan.

### Admission Criteria

- Male or female 18 years or older with a primary diagnosis of brain injury\* (*ages 16-17 may be admitted with individual case evaluation and determination which includes approval from a child welfare placing agency and State licensing*)
- Requires more than 12 hours structured support or supervision per day
- Does not require more intensive supervision beyond a possible individualized treatment plan for safety with close monitoring and time limitation
- Minimum assistance with basic activities of daily living
- Transfers self with modified independence
- Participates in instrumental activities of daily living such as meal preparation, laundry, and medication management
- Medically stable, free from acute infection or fever, non-ventilator dependent
- Does not require skilled nursing and does not require direct oversight of medical needs beyond the support provided by Care Coordination
- Minimum Ranchos Los Amigos Levels of 6/7
- Participates in a minimum of 3 hours of structured programming per day
- Not a danger to self or others
- Not actively engaged in substance use

### Transition/Discharge Criteria

- Treatment team's assessment indicates that the individual has achieved a level of functional independence requiring fewer than 12 hours of daily support or supervision
- Individual's behavior is not compatible with the program goals, group activities, or may prevent the progress of other participants\*\*
- Poses a risk or danger to self or others\*\*
- Individual meets admission criteria of another program in the Origami continuum and may transition accordingly
- Interruption to secure funding

*\* Origami specializes in brain injury rehabilitation; however, provides services to individuals with other neurological diagnoses as long as the established admission criteria are met. Spinal cord injuries (SCIs) and amputations can only be a secondary diagnosis.*

*\*\*A discharge procedure will be followed ensuring the opportunity to access other appropriate resources.*

## Community Based Program

The Community Based Program fosters the use of retrained skills learned during treatment and discovering new ways of completing these skills within the least restrictive environment (e.g. home/apartment, work place, community). Based on the individual needs, there are two possible tracks with this program: Semi-Independent Living and Community Integration.



### Semi-Independent Living

Origami's 6 private, onsite apartments offer a middle step between residential care and living in an independent location. Rehabilitation Aides offer support up to 5 hours per day. Emergency supports are available 24 hours per day.

### Community Integration

Support provided in the home for up to 16 hours per week. Each person's rehabilitation goals, support, and treatment interventions are specifically tailored for his/her environment. This allows for a more seamless return back into the community.

### Admission Criteria

- Male or female 18 years or older with a primary diagnosis of brain injury\* (*ages 16-17 may be admitted with special consideration*)
- Requires fewer than 5 hours of daily support (Semi-Independent Living). Requires fewer than 16 hours of support per week (Community Integration). Support may include basic and/or instrumental activities of daily living.
- Transfers self with no more than modified independence
- Medically stable, free from acute infection or fever
- Does not require daily skilled nursing and does not require direct oversight of medical needs beyond the support provided by Care Coordination
- Minimum Ranchos Los Amigos Levels of 6/7
- Engaged in, or actively pursuing, productive activity including, but not limited to: work, school, vocational/avocational activity, or extensive rehabilitation
- Not a danger to self or others
- Not actively engaged in substance use

## Transition/Discharge Criteria

- Treatment team’s assessment indicates that the individual has achieved a level of functional independence requiring limited support Individual’s behavior is not compatible with the program goals, group activities, or may prevent the progress of other participants\*\*
- Poses a risk or danger to self or others\*\*
- Individual meets admission criteria of another program in the Origami continuum and may transition accordingly
- Interruption to secure funding

*\* Origami specializes in brain injury rehabilitation; however, provides services to individuals with other neurological diagnoses as long as the established admission criteria are met. Spinal cord injuries (SCIs) and amputations can only be a secondary diagnosis.*

*\*\*A discharge procedure will be followed ensuring the opportunity to access other appropriate resources.*

## Outpatient Program

Origami offers a wide range of treatment programs to improve the successful outcome of each individual. Our holistic approach raises the potential for recovery, especially for those utilizing more than one service. Each treatment plan is customized during admission and clearly defines the rehabilitation goals and potential discharge plans for each client.



## Day Treatment

Multiple service providers and therapy groups are incorporated into the client’s care. Emphasis is placed on establishing structure and routine with either full or half day treatment at a frequency per week conducive to the individual’s rehabilitation needs. Day treatment can also serve as a means of respite for the caregiver at home.

## Multiple Services

More than one service provider is involved in the client’s care.

## Single Service

One service provider is involved in the client's care.

### Admission Criteria

- Male or female 16 years or older with a primary diagnosis of brain injury\* (*Upon individual case evaluation and determination, Origami may serve 14-15 year olds within a single service*)
- Requires retraining due to effects of injuries/disabilities
- Medically stable, free from acute infection or fever
- Does not require daily skilled nursing from Origami personnel while on campus
- Minimum Ranchos Los Amigos Level of 4/5
- Not a danger to self or others
- Not actively engaged in substance abuse

### Transition/Discharge Criteria

- Individual achieves a level of functional independence and/or achieves long term goals necessitating the discontinuation of professional rehabilitation services as deemed by the applicable service and/or treatment team.
- Individual's behavior is not compatible with the program goals, group activities, or may prevent the progress of other participants\*\*
- Poses a risk or danger to self or others\*\*
- Individual meets admission criteria of another program in the Origami continuum and may transition accordingly
- Interruption to secure funding

\* *Origami specializes in brain injury rehabilitation; however, provides services to individuals with other neurological diagnoses as long as the established admission criteria are met. Spinal cord injuries (SCIs) and amputations can only be a secondary diagnosis.*

\*\**A discharge procedure will be followed ensuring the opportunity to access other appropriate resources.*

## Professional Services

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Origami is the result of a unique alliance between Michigan State University College of Osteopathic Medicine (MSUCOM) and Peckham, Inc. MSUCOM provides its expertise in medicine and rehabilitation, while Peckham provides expertise in residential management and vocational training with an emphasis on returning the people we serve to appropriate vocational and community functioning. For those who have experienced a brain injury, Origami means individual achievement, motivation, and recognition...**an unfolding of potential!**

Origami provides holistic treatment through individualized care plans tailored to the client’s needs. Based upon the information and physician orders received, a pre-admission screen is performed to identify the most appropriate program and services based upon the individual’s needs. The initial services that are appropriate are identified for the client and support system and provided through an Individualized Disclosure Statement, provided upon admission. The table below lists the available programs and services offered at Origami. If an individual need is not met through the available resources at Origami, the team will work to help identify resources in the community to meet the individual needs of each client.

<b>Programs</b>	<b>Professional Services</b>	<b>Specialized Services</b>
<b>Tracks</b>		
Residential	Behavioral Analysis*	Animal Assisted Therapy
<i>Neuro-Rehabilitation</i>	Care Coordination	Aquatic Therapy
<i>Assisted Living</i>	Dietician*	Concussion Care
Community Based	Nursing Services	Cognitive Perceptual Motor Retraining
<i>Semi-Independent Living</i>	Occupational Therapy	Driver Rehabilitation
<i>Community Integration</i>	Physiatry*	LoveYourBrain Yoga
Outpatient	Physical Therapy	Manual Therapy
<i>Day Treatment</i>	Psychiatry*	Neuro-Visual Postural Training
<i>Single Service</i>	Psychology	Serial Casting
<i>Multiple Services</i>	Therapeutic Recreation	Vestibular Rehabilitation
	Social Work	Vision Therapy
	Speech-Language Pathology	
	Vocational Services	

*\*Services provided by contracted employees.*

Origami does not deny admission to an individual because of his/her race, religion, color, national origin, sex, sexual orientation, or marital status.

## Family Conferences

Based on client and support system need, preference, and care plan, clients receiving more than one service at Origami may have a family conference following an evaluation period. The evaluation process is approximately 2-4 weeks. Within this time, the treatment team will complete their reports, make their recommendations, and potentially initiate treatment. A family conference may be set within 4-6 weeks from the date of admission. The client and/or guardian will determine the external stakeholders to invite to the family conference. The invitees are subject to change at the discretion of the client and/or guardian at any time.

Origami encourages all external treatment team members as well as family members to participate in the client's rehabilitation process. All treating therapists, the client's Care Coordinator, the Medical Director, and the pre-determined external stakeholders may be present at each family conference. This is a time to discuss long term and short term goals, progress in therapies, and estimated length of service in the current program.

Interim family conferences are scheduled every 6-8 weeks for short term residents and community based program clients, 8-12 weeks for outpatient clients, and 16-24 weeks for long term support clients, unless other arrangements are specified by internal or external team members.



For external stakeholders who are unable to attend a family conference, Origami may accommodate by either rescheduling the conference, teleconferencing, videoconferencing, videotaping, or other options suggested by the client and/or stakeholder.

## Clinical Team

Origami takes a person-centered and holistic approach, allowing individual client needs to determine the make-up of the interdisciplinary team. Clients and families will benefit from our passionate and creative experts who will work together to meet the various needs for a healthy recovery and continued necessary care. Origami makes all efforts to maintain a consistent treatment team so that each team member can build a strong therapeutic rapport with the client and support system while remaining flexible to adapt the team dynamics upon reasonable request. If additional needs are identified throughout the course of treatment, the client and support system will be notified if any additional service is recommended before the initial session is scheduled.

## Support Team Members

This section provides a brief description of important service supports in place at Origami to help with successful rehabilitation, support, and care. The client's program and individual needs will determine the involvement of the support team members.

## Culinary Specialist

A Culinary Specialist is responsible for meal planning, nutrition, preparation, and maintaining a sanitary kitchen, dining, and storage environment. A balance is struck between meeting the needs of the residential group with the needs and preferences of each individual.

## Direct Support Professional (DSP)

A Direct Support Professional is a specially trained professional in our Residential Program. DSPs assist clients in managing their day by assisting with various activities of daily living such as meals, dressing, bathing, and getting to appointments.

## Patient Care Technician (PCT)

PCTs assist clients with medication management while in our Residential Program Neuro-Rehabilitation track.

## Rehabilitation Aide

These aides work under the direction of a therapist. They assist clients with the transfer of skills learned in therapy to work, school, and home.

## Specialized Services

### Animal Assisted Therapy (AAT)

AAT is a goal-directed intervention in which an animal meeting specific criteria is an integral part of the treatment process. AAT is delivered and/or directed by a health/human service provider working within the scope of his or her profession. AAT is designed to promote improvement in human physical, social, emotional, and/or cognitive functioning. AAT is provided in a variety of settings and may be group or individual in nature.



## Aquatic Therapy

Exercise in a pool setting with physical and/or recreational therapists promotes gait and muscle mobility in a safe, balance-supported environment. Goals may include flexibility, strengthening, and cardiovascular endurance while in the water. The warm water helps to reduce muscular spasticity and increase flexibility as well as being a relaxing recreational activity.

Accommodations of all types may be made for an individual to participate.

## Cognitive Perceptual Motor Retraining (CPM)

CPM is a skill-building (remediation) treatment that develops basic skills so that the client will be able to progress into more complex skills. The theory mirrors how children learn skills for the first time. Likewise, adults who have sustained a brain injury can relearn skills through a systematic process offered by a trained professional. CPM is a comprehensive approach to cognitive rehabilitation developed in partnership with Michigan State University.

After a brain injury, a person may not be able to perform some of the activities they could before their injury. In a traditional approach, the therapist would focus on that activity and practice it until the client is able to do it, or find an alternative. For example, if tying shoes is the goal, the client and therapist would practice tying shoes until the client could either tie their shoes or the therapist decides it's not a reachable goal. In that case, they would recommend a compensatory strategy such as buying Velcro shoes.

CPM is based on advanced research that supports the brain's ability to develop new pathways. In CPM, the various tools at the therapist's disposal identify the reasons why the client is not able to perform the activity. In the shoe-tying example, questions are assessed including: Is the client seeing the laces accurately? Is he/she feeling/ touching/sensing the laces accurately? Is the client able to follow the steps? Does he/she remember the steps? Once the fundamental problem is rooted out, treatment addresses that skill. As that skill improves, the client is able to perform more and more complex activities. This approach not only addresses the immediate activity/goal (such as shoe-tying), but also will transfer to all activities that use the fundamental skills addressed in treatment. CPM treatment focuses on retraining the visual-perceptual, tactile-kinesthetic, motor, and cognitive skills affected by injury. This approach has been successful with clients of all ages and severity levels, regardless of the length of time since the injury occurred.



## Concussion Care

The concussion care service offers an opportunity for evaluation from a team consisting of Physiatry, Physical Therapy, and/or Psychology services. Based on an initial review of presenting needs, evaluations take place to determine the extent of issues stemming from the concussion sustained.

The results of the evaluations are shared with the client, and a subsequent care plan is established. The care plan may include education and follow up, a referral for further testing, and/or treatment.

## Driver Rehabilitation

The team at Origami understands that returning to driving following a neurological injury/event is an important goal toward ultimate independence. Origami's driving evaluations are conducted by a Driver Rehabilitation Specialist who has experience in a wide range of neurological and developmental dysfunction.



Assessment and rehabilitation may include use of a Global Electric Motor (GEM) vehicle on Origami's campus road course, use of a Driving Simulator (rehabilitation based, clinically researched), and/or through behind the wheel experience. These tools provide functional assessment and training that can provide immediate and meaningful feedback, as well as challenges for multitasking, decision-making, reasoning, and sequencing.

## LoveYourBrain Yoga

Origami was the first LoveYourBrain Clinical Affiliate in the nation. The FUNdamental Yoga Series is available to brain injury survivors and caregivers. The specialized yoga practice targets relaxation, breathing, and strengthening of the body and mind. A group discussion immediately follows to focus on various themes such as mindfulness, resiliency, and gratitude. The practice is modified to all skill levels and is offered at no cost.

## Manual Therapy

Origami's Physical Therapists use hands-on treatment methods for muscles, tendons, ligaments, nerves, and joints, called manual therapy. The goal for using these skilled hand movements is to increase range of motion, induce relaxation, decrease pain, and reduce soft tissue swelling. Functional exercises are added to provide a holistic approach to pain and joint dysfunction to help re-learn normal strength and movement patterns.

## Neuro-Visual Postural Therapy

Neuro-Visual Postural Therapy (NVPT) works to address spatial visual processing dysfunction and its relationship to the proprioceptive base of support. Following a neurological event, these processes can be affected which may lead to vision, balance, and postural changes. Origami's physical therapists work directly with a Neuro-Visual optometrist to establish the plan of care to integrate these processes to reduce the risk of falls, improve visual system, executive processing, posture, and balance.

## Serial Casting

Serial casting is a non-invasive treatment modality that allows a low load, continuous stretch at a joint to improve functional use of an upper or lower extremity. Some of the goals that are achieved with casting are to reduce spasticity, prevent and reduce contractures, increase passive and active range of motion, facilitate proper positioning, and reduce pain. Casts are applied with the joint at a submaximal stretch to avoid tearing of tissues which results in scarring. After approximately 3-5 days, casts are removed and reapplied in the newly gained range of motion. A series of 5-7 casts are utilized to gain the client's maximal range of motion and functional use of the extremity.

## Vestibular Rehabilitation

Clients who experience dizziness, poor balance, low activity level, and vision difficulty may benefit from this specialized service. Origami's Physical Therapists have received additional training in vestibular rehabilitation. During the individualized, comprehensive vestibular evaluation, the Physical Therapist will assess strength, range of motion, balance, ambulation, sensation, and ocular motor tests to assess the vision and vestibular systems.

## Vision Therapy

It is common to experience vision changes following a brain injury, and this can affect everyday activities such as school, work, leisure, driving, and home management; therefore, every client referred to occupational therapy at Origami will receive a vision screen. If physical, cognitive, or perceptual vision complications are identified, the therapist will work closely with the client and an Optometrist who will develop a treatment plan and exercise regimen.



## Vocational Services

Vocational services assist clients in meeting vocational and/or avocational goals such as employment, school, and volunteer work. Services include assessing job skills, interests, and identifying reasonable accommodations to help a client successfully return to productive activity.

## Therapeutic Group Activities

Origami offers several different group therapy opportunities for clients in all programs that are deemed appropriate by their treatment team and/or physician.

### Brain Injury Education Group

Frequency: 1 hour/week as recommended by Psychology (14 week curriculum)

Description/Therapeutic Value: Emphasizes a holistic approach to foster adaptive psycho-social adjustment following brain injury in individuals and their significant others. The supportive group format allows structured opportunity for sharing of ideas, experiences and strategies with graduated cognitive activities. Brain injury education is emphasized and includes learning about specific brain injury related problems and how to manage them as well as providing a supportive environment where strategies can be practiced to diminish the effects of the problem. Relationships, self-appraisal, and self-confidence are highlighted as well. Cognitive,

psychological, and interpersonal components of favorable adjustment are developed through therapist led “community questions.”

Staffing: Psychologist, Speech-Language Pathologist, Direct Support Professional

## Exercise Exploration Group

Frequency: 1 hour/week as recommended by Physical Therapy (8 week curriculum)

Description/Therapeutic Value: Focuses on exploring various exercise and recreational sport opportunities in the community with individual adaptations and modifications by a physical therapist. Group sessions will provide free to low-cost options for clients to carry-out at conclusion of the group. Goals to be addressed may include improved kinesthesia (body awareness); increased muscular strength, endurance, and flexibility; improved self-image; socialization; time management (scheduling, completing all exercises); and problem solving skills (following a specific workout routine).

Staffing: Physical Therapist

## Healthy Lifestyles Group

Frequency: 1 hour/week as recommended by Psychology (10 week curriculum)

Description/Therapeutic Value: Utilizes didactic and group therapy approaches to address fundamental principles related to wellness, lifestyle adjustments, and positive coping within the context of living with a brain injury. Topics may include, but are not limited to: nutrition, chronic pain management, substance use, smoking cessation, sleep hygiene, improved self-image, mood disorders (depression, anxiety, anger), stress management, social contacts and relationships, abuse and vulnerability, problem solving, goal setting, time management, common barriers and readiness for behavioral change, and need for adjustments, support, or accommodations.

Staffing: Psychologist

## LoveYourBrain Yoga

Frequency: 1.5 hours/week (6 week curriculum)

Description/Therapeutic Value: Origami, in partnership with the LoveYourBrain Foundation, brings the FUNdamental Yoga Series to brain injury survivors and caregivers. An hour long yoga practice targets relaxation, breathing, and strengthening the body and mind. A 30 minute group

discussion immediately follows to focus on various themes such as mindfulness and resilience. The practice is modified to all skill levels.

Staffing: Yoga Instructor, Recreational Therapist

## Memory Group

Frequency: 2 hours/week as recommended by Speech-Language Pathology (5 week curriculum)

Description/Therapeutic Value: Provides education on external and internal memory strategies and remediation exercises. Functional application of these learned skills is applied within group settings. Self-assessment and peer feedback is encouraged to promote greater understanding and carryover of information.

Staffing: Speech-Language Pathologist

## Next Step Group

Frequency: 2 meetings/month

Description/Therapeutic Value: This is a group for current and former clients along with family members who have completed their course of treatment. Next Step, through a supportive and trusting environment, offers an opportunity for participants to continue to learn about brain injury by offering discussion of dynamic topics relative to the needs of individuals and their families who have experienced a brain injury. Next Step creates an environment wherein participants can share their experiences, receive support, and make connections with people who have had similar experiences.

Staffing: Psychologist, Rehabilitation Aide

## Social-Communication Group

Frequency: 2 hours/week (6 week curriculum)

Description/Therapeutic Value: Treatment activities address functions in such areas as neurofatigue, adynamia, disinhibition, attention/concentration, information processing, memory and executive functions as they relate to social communication skills. Individual speech and language goals are addressed within this group setting through the use of a step-by-step program for the retraining of social communication skills for people who have sustained a brain injury. Self-assessment for the development of self-awareness, combined with group feedback and use of compensatory strategies assist in the generalization of skills into a functional setting.

Staffing: Speech-Language Pathologist

## Relaxation Group

Frequency: 1 hour/week (6 week curriculum)

Description/Therapeutic Value: The ultimate goal of this group is for clients to increase the state of relaxation at the end of the session as compared to the beginning. The group will assist clients with effectively utilizing strategies when anxiousness, anger, sadness, or unpleasant feelings of non-relaxation occur. Strategies and mechanisms to be demonstrated include, but are not limited to, guided imagery, progressive muscle relaxation, self-soothing hand massages, and deep breathing techniques. The group will layer-in relaxation music which has been proven to effectively assist with relaxing not only the body, but the mind as well.

Staffing: Recreational Therapist, Direct Support Professional

## Therapeutic Recreational Groups

Clients in the Residential Program and Day Treatment track are encouraged to participate in a variety of therapeutic recreational group offerings. The groups incorporate skills and strategies learned in therapy into healthy leisure opportunities.

## Arts and Crafts

Frequency: 2-4 hours/week

Description/Therapeutic Value: Clients engage in art projects of their choice, which are often theme or season related. Clients are encouraged and assisted as necessary to research the topic of choice, request needed supplies/equipment, initiate and complete the project, and finally display the project as appropriate when completed. This group addresses individual goals related to initiation and termination of activity, self-expression, fine motor skills, sequencing, verbal and written expression, following directions, and creativity.



Staffing: Recreational Therapist, Direct Support Professional

## Art Therapy

Frequency: 2 hours/week

Description/Therapeutic Value: An art instructor-directed group in which visual thinking processes are applied. Feelings, thoughts and perceptions, which may be difficult to verbalize, can be expressed and organized through the use of various art mediums. The creative process is conducive to individualization, the process of reaching one's full potential, and offers the opportunity for growth and change.

Staffing: Art Instructor, Recreational Therapist, Direct Support Professional

## Bowling Outing

Frequency: 2 hours/week

Description/Therapeutic Value: This community-based group addresses such areas as cognitive skills, social interactions, physical abilities, and psychological issues.

Staffing: Direct Support Professional, Therapists on occasion

## Community Based Exercise Group

Frequency: 2 hours/week, as recommended by Physical or Recreational Therapist

Description/Therapeutic Value: Within a community setting, goals to be addressed may include improved kinesthesia (body awareness), increased muscular strength, endurance, and flexibility, improved self-image, socialization, time management (scheduling, completing all exercises), leisure exploration, and problem solving skills (following a specific workout routine).

Staffing: Rehabilitation Aide, Direct Support Professional, Recreational Therapist

## Culinary Delights

Frequency: 2 hours/week

Description/Therapeutic Value: Clients relearn cooking skills in such areas as nutrition, meal planning, kitchen and food safety, use of utensils and adaptive equipment, money management, following verbal and written directions, sequencing, motor coordination, and time management.

Staffing: Direct Support Professional, Culinary Specialist



## Home Exercise Group

Frequency: 3 hours/week, as recommended by Physical or Recreational Therapist

Description/Therapeutic Value: While on Origami’s campus, clients complete individual home exercise programs that are created by physical therapy to maintain strength, balance, flexibility, and endurance. Group exercises are also incorporated to work on team building, problem solving, and socialization.

Staffing: Rehabilitation Aide, Direct Support Professional

## Newsletter Group

Frequency: 1 hour/week

Description/Therapeutic Value: Includes formulation of the Origami newsletter known as the *Clie-N-Tell*, which contains topics and content determined by clients. Several skill areas are addressed to complete newsletter material such as special recipes, seasonal topics, interviews with others, quotes and jokes, drawings, finding interesting tidbits to share, and reporting on rehab progress.

Staffing: Recreational Therapist, Direct Support Professional, Therapists on occasion

## Music and Movement

Frequency: 1 hour every other week

Description/Therapeutic Value: This is a creative and expressive group in which clients are able to learn about and utilize various percussion instruments. Clients are able to choose which instrument they would like to play for the day and, following the instructor’s guidelines for the activity, be able to instrumentally express their thoughts, feelings, and ideas to the group. Add to this the element of rhythmic movement, and this social activity should get everyone up and moving! Music and movement engages the brain while stimulating neural pathways that are associated with higher forms of intelligence; such as abstract thinking, empathy, etc.

Staffing: Recreational Therapist, Direct Support Professional

## Therapeutic Activities

Frequency: Variable

Description/Therapeutic Value: A variety of therapeutic activities that are identified based on the individualized goals of group members within a social setting. Example: “Speed” card game

addresses visual and motor speed, sequencing, fine motor coordination, and memory, along with social skills. The game of “Yahtzee” may address number sequencing, social skills, processing speed, and memory.

Staffing: Direct Support Professional, Volunteers, Recreational Therapist



## Town Hall

Frequency: 1 hour/every other week

Description/Therapeutic Value: This group provides a formal setting for gathering input from persons served. Such topics include review of weekend activities, discussing plans for the upcoming week/weekend, nominating a client and staff of the month, clarifying community guidelines, gathering input about the Origami food menu, and acknowledging co-clients’ success within therapy. Clients can volunteer to help lead during each meeting, which can assist in helping to develop self-esteem and social leadership skills.

Staffing: Recreational Therapist, Residential Supervisor, Direct Support Professional

## Woodworking

Frequency: 2-4 hours/week

Description/Therapeutic Value: Various woodworking projects are chosen and completed, based upon the client’s interests and abilities (i.e. coordination, safety awareness, attention span). Completion of wood projects helps to give clients a sense of pride, self-worth, and accomplishment. Other skills addressed also include endurance, visual deficits, fine motor skills, coordination, and leisure education.



Staffing: Maintenance Personnel, Recreational Therapist, Direct Support Professional

# Policies and Procedures

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## Client Rights

Origami preserves human rights and client dignity within its operation and throughout all programming. The following rights extend to all clients throughout all programs:

- All clients have a right to be safe from harm and protected from physical, sexual, psychological, and financial abuse or neglect; harassment and physical punishment; and humiliating, threatening, or exploiting actions by employees or other clients.
- All clients have a right to a safe program environment. Clients have a right to know emergency and safety procedures for operation and emergency shutoff of equipment / machines. All clients shall know and practice emergency procedures for fire, tornado, and other hazards. They also have a right to know about the hazards of chemicals found in their environment.
- All clients have a right to confidentiality. Client photographs, names, information, or tape recordings will not be released without consent from the client or legal guardian.
- All clients have a right to informed consent, refusal or expression of choice regarding service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects, if applicable. The program is committed to explaining the risks and adverse consequences of refusals.
- All clients have a right to access information about their program and to give input as their rehabilitation plan is developed. They also have the right to request modifications or additional services including, but not limited to: legal entities for appropriate representation, self-help, or advocacy support services.
- All clients have the right to make formal complaints about service provision without retaliation from any Origami employee.
- All clients should be free from the use of restrictive procedures in their programs unless these procedures are first carefully physician reviewed and managed. In the event of emergency, temporary physical restraint may be used to prevent injury to persons served or employees and is not viewed as a violation of client rights.
- Restrictive procedures must be integrated into the written program before they can be put into practice. The results of any restrictive procedures on the client's behavior shall be closely monitored to provide determination of program effectiveness. Use of these procedures must be time limited and reviewed at regularly scheduled meetings.
- Reasonable accommodation should be made for physical, mental, or emotional disabilities through modification of tools, equipment, and work schedules throughout the facility. The Origami accessibility plan will maximize full program accessibility. Clients shall be allowed to have the sufficient time needed to make well-informed decisions.
- Except in the case of an emergency, clients and/or their guardians, family, and other stakeholders should participate in the discharge plans.

- The program environment should be one which encourages and reinforces positive behaviors. The client has a right to a therapeutic environment, and employees have the responsibility to alter the environment to create a more therapeutic setting when necessary.
- Prior to the beginning of service delivery and/or at the initiation of service delivery, the Admissions Coordinator or designee must communicate the rights with the client and/or guardian in an understandable manner. This includes providing a copy for the client to independently reference if desired. A review of his or her rights will occur on an annual basis.
- Clients and/or their representatives have a right to an explanation as to why they were not accepted into any Origami programs.
- Employees are responsible for the safety of all clients. No client will be released to an unauthorized individual without responsible employees clarifying the circumstances with parents/guardians and/or relevant stakeholders. A case note entry should be entered for documentation purposes.

## Resident Rights

The administrative rule cited below provides the rights of residents of adult foster care small (Assisted Living track) and large (Neuro-Rehabilitation track) group homes.

R400.15304 Resident Rights; licensee responsibilities; Rule 304.

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1. Upon a resident's admission to the home, a licensee shall inform a resident or the resident's designated representative of, explain to the resident or the resident's designated representative, and provide to the resident or the resident's designated representative, a copy of all the following resident rights:
  - a. The right to be free from discrimination on the basis of race, religion, color, national origin, sex, age, handicap, marital status, or source of payment in the provision of services and care.
  - b. The right to exercise his or her constitutional rights, including the right to vote, the right to practice religion of his or her choice, the right to freedom of movement, and the right of freedom of association.
  - c. The right to refuse participation in religious practices.
  - d. The right to write, send, and receive uncensored and unopened mail at his or her own expense.
  - e. The right of reasonable access to a telephone for private communications. Similar access shall be granted for long distance collect calls and calls which otherwise are paid for by resident. A licensee may charge a resident for long distance and toll telephone calls. When pay telephones are provided in group homes, a reasonable amount of change shall be available in the group home to enable residents to make change for calling purposes.
  - f. The right to voice grievances and present recommendations pertaining to the policies, services, and house rules of the home without fear of retaliation.

- g. The right to associate and have private communications and consultations with his or her physician, attorney, or any other person of his or her choice.
  - h. The right to participate in the activities of social, religious, and community groups at his or her own discretion.
  - i. The right to use the services of advocacy agencies and to attend other community services of his or her choice.
  - j. The right of reasonable access to and use of his or her personal clothing and belongings.
  - k. The right to have contact with relatives and friends and receive visitors in the home at a reasonable time. Exceptions shall be covered in the resident's assessment plan. Special consideration shall be given to visitors coming from out of town or whose hours of employment warrant deviation from usual visiting hours.
  - l. The right to employ the services of a physician, psychiatrist, or dentist of his or her choice for obtaining medical, psychiatric, or dental services.
  - m. The right to refuse treatment and services, including the taking of medication, and to be made aware of the consequences of that refusal.
  - n. The right to request and receive assistance from the responsible agency in relocating to another living situation.
  - o. The right to be treated with consideration and respect, with due recognition of personal dignity, individuality, and the need for privacy.
  - p. The right of access to his or her room at his or her own discretion.
  - q. The right to confidentiality of records as stated in section 12(3) of the act.
2. A licensee shall respect and safeguard the resident's rights specified in subrule (1) of this rule.

## Precipitous Discharge

Origami will work hard to keep you engaged in your rehabilitation process and help you through meeting all of your personal goals and treatment objectives that will lead to maximal recovery. However, a situation may present itself in which continued participation in Origami's program poses certain risks that may lead to a precipitous, or abrupt, discharge. These risks may include, but are not limited to:

- Financial risk such as unpaid bills or denials by a funding source
- Physical and/or emotional harm to self and/or others
- Destruction of property
- Substance use
- Poor attendance/participation in individualized treatment plan
- Noncompliance with other specified Origami Community Guidelines

If risks lead to a precipitous discharge, Origami will work with you and your support system to identify alternative resources to meet your individual needs. The following procedures will be followed within each program:

## Residential and Community Based Programs:

- 30-Day Notice:
  - Origami will provide a client and his or her designated representative with a 30-day written notice before discharge from the program. The written notice will state the reasons for discharge. A copy of the written notice shall be sent to the client’s support system such as family member, guardian, conservator, and case manager.
- Emergency Discharge:
  - Origami may discharge a client before the 30-day notice when it has been determined and documented that any of the following exists:
    - Substantial risk to the client due to the inability of the home to meet the client’s needs or assure the safety and well-being of other residents of the home.
    - Substantial risk or an occurrence of self-destructive behavior.
    - Substantial risk or an occurrence of serious physical assault.
    - Substantial risk or an occurrence of the destruction of property.
  - Origami will notify the client, the client’s designated representative, other relevant support systems, and the adult foster care licensing consultant (*Residential Program only*) not less than 24 hours before discharge. The notice shall be in writing and shall include all of the following information:
    - The reason for the proposed discharge, including the specific nature of the substantial risk.
    - The alternatives to discharge that have been attempted.
    - The location to which the client will be discharged, if known.
  - (*Residential Program only*) Origami will confer with the responsible agency or, if the resident does not have a responsible agency, with adult protective services and the local community mental health emergency response service regarding the proposed discharge. If the responsible agency (or, if the client does not have a responsible agency, adult protective services) does not agree with Origami that emergency discharge is justified, the client will not be discharged from the program. If the responsible agency (or, if the client does not have a responsible agency, adult protective services) agrees that the emergency discharge is justified, then all of the following provisions will apply:
    - The client will not be discharged until an appropriate setting that meets the client’s immediate needs is located.
    - The client has the right to file a complaint with the adult foster care licensing department.
- Leaving Against Medical Advice (AMA):
  - If a client decides to leave the facility against the recommendations of the treatment team, employee, medical professionals, etc., that person will be asked to sign the “Leaving Against Medical Advice” (AMA) form.
    - This form acknowledges the rights of the clients as well as relieves Origami from responsibility of the person’s action.
    - Employees will ensure the client understands that they are leaving AMA.
    - Employees will ask the client to sign the AMA form.
    - If a client refuses to sign the form, the acknowledgement is implied and employees will document accordingly.

- Appropriate individuals shall be notified immediately including the client’s support system (e.g. family members, guardian, case manager) and necessary Origami employees.
- The treatment team may decide to discharge the individual from services at Origami after consulting the Medical Director and Director of Rehabilitation.

## Outpatient Program:

- Funding risks:
  - If a funding risk presents itself through unpaid bills or denials by the insurance company, clients will have the option to:
    - Place service on hold until resolution of unpaid bills or denial occurs.
    - Pay for services up front and personally seek reimbursement.
  - If services are placed on hold and a resolution is not concluded within 90-days, a discharge from Origami will take place with an option to return when the funding situation is resolved.
- Individual treatment plans:
  - If participation in a client’s individual treatment plan is not adequate or if noncompliance with recommendations by the team persists, a discharge from the program may be appropriate. This will be communicated to the client and his or her support system in advance; a discharge will only take place after it has been identified as the result of continued noncompliance or nonparticipation.
    - A client and his or her support system may follow the grievance procedure if this process is not deemed fair or transparent.

## Community Guidelines – Condensed Version

*These community guidelines contain rules which apply to me, a client at Origami. I agree to read the community guidelines and follow them during my involvement with Origami. I further understand it may be amended at any time. In that case, changes will be communicated to me.*

*By signing the Acknowledgement of Forms received upon admission, I agree that I have received a copy of the Origami Community Guidelines and understand the contents and purpose of it. If I do not, I understand that my treatment team is available to clarify and answer questions/concerns.*

**BED CHECKS and BUILDING SECURITY** ensures your safety; therefore, hourly/random bed checks are completed each night. Doors are secured and alarmed. 24-hour staffing is provided. *(Residential Program)* Windows are secured and alarmed in the Neuro-Rehabilitation track.

**DAILY SCHEDULES** need to be followed to the best of your ability since this is essential for optimal rehabilitation. *(All Programs)*

**DISINHIBITION** (strong feelings) may require training for the awareness of early signs of disinhibition and use of strategies to manage intense emotions or aggressive behavior. Origami will promote a safe environment. *(All Programs)*

**DRUG and ALCOHOL USE** is not condoned. Origami does not endorse the use of marijuana following a brain injury for medicinal or recreational use. No such substances may be brought onto Origami's property, offered to staff or co-clients, or held in the possession of a client. *(All Programs)* A room search may be conducted if such substances are thought to be an issue. Further action may be warranted. *(Residential and Community Based Programs)*

**FOOD** may not be stored in your bedroom because of sanitary/safety reasons. Accommodations may be made. *(Residential Program – Neuro-Rehabilitation track)*

**INTIMACY and SEXUALITY** will be strictly monitored for appropriateness. Your rehab team will ensure that you have the skills needed to help develop positive, healthy, and therapeutic relationships with others. *(Residential and Community Based Programs)*

**LEAVE OF ABSENCES** must be arranged alongside your Care Coordinator with ample notification. *(Residential and Community Based Programs)*

**MEALS** are served in the dining area at a set schedule to promote nutrition, safety, and sanitation. *(Residential Program)*

**MEDICATIONS** must be stored, dispensed, and administered at the locked/supervised designated office unless altered by a physician-approved treatment plan. *(Residential Program)*

**MONEY** should not exceed \$25.00 unless discussed and approved by your Care Coordinator. *(Residential Program)*

**PERSONAL APPEARANCE** should be neat, clean, and non-distracting. *(All Programs)*

**PERSONAL SPACE** (bedroom/apartment) is to be kept neat and clean. You may choose to personalize your room after speaking with your Care Coordinator to be sure that damage to the personal space will not occur. *(Residential and Community Based Programs)*

**PETS** are permissible at Origami's discretion. Please discuss this further with your Care Coordinator. *(Residential and Community Based Programs)*

**SIGN IN/SIGN OUT** is necessary when you and your guests go to and from the Origami Center. *(All Programs)*

**TELEPHONE USE** is every ten to the hour between therapy sessions for use of Origami owned phones. Cellular phones are permitted; however, they must be turned off during all scheduled therapy activities and after 10:30 pm. *(Residential Program)*

**TELEVISION** should not hinder your rehab. Your Care Coordinator will discuss TV privileges.  
*(Residential Program)*

**TOBACCO AND RELATED PRODUCTS** is only permitted during scheduled break times in designated locations. *(All Programs)*

**VEHICLES** kept onsite will be reviewed with your Care Coordinator upon signing a vehicle contract. *(Residential Program and Community Based Program – Semi-Independent Living track)*

**VISITORS** are welcome at Origami! We encourage family and friends to participate in the rehab process. *(All Programs)*

**WEAPONS** are strictly prohibited on Origami grounds. Origami creates a safe and therapeutic environment for all clients, families, visitors, and staff; therefore, no weapons including concealed or open carried fire-arms, knives, switchblades, or any other item that may be used cause significant bodily harm are permitted on Origami's campus. *(All Programs)*

## Community Guidelines – Full Version

The Origami community welcomes you and wants you to be successful in your efforts to reach your rehabilitation goals. Our community is designed to provide you with the structure, predictability and stability that facilitates learning, safety and peace of mind. Below, you will find some basic guidelines (and the rationale for the guidelines) that help you and others here at Origami work towards the highest potential.

We understand that cognitive deficits and behavioral disturbances make it hard to consistently follow guidelines. We also are very aware that it is these same difficulties that result in the need for you to participate in rehabilitation. Therefore, we ask your direct care team to track your successes in meeting the basic expectations set forth in the guidelines and then to work closely with your treatment team to help you succeed further in these areas.

### Guidelines Applicable to All Programs

#### Daily Schedule

**Rationale and benefit of following this guideline:** Undoubtedly, you will have scheduled doctor appointments, therapy appointments, therapeutic groups, recreational groups, exercise, medication distribution, meals, discretionary time and rest periods. Rehabilitation will keep you busy! It is necessary to have a schedule to structure and organize your time. After a brain injury it can be difficult to get started or stay focused on things. Having a planned schedule will help

you to use your time productively so that you may move towards achieving goals. Otherwise, you would most likely feel overwhelmed and not know what to do. Having a planned schedule alleviates this confusion. It is also important to take advantage of rest periods and naps. This will give you the energy you need to participate in rehabilitation. Clients are expected to participate in setting their schedule and following it as planned.

What happens if you have difficulty following this guideline?

*We will work closely with you to determine where the barriers lie and then develop behavioral intervention plans, strategies, and/or solutions to help you be successful in meeting daily scheduled responsibilities. Ultimately, if you cannot fulfill this guideline, you jeopardize your ability to fully benefit from rehabilitation.*

## Visitors

**Rationale and benefit of following these guidelines:** The support and understanding of family and friends significantly enhances recovery after a brain injury. We strongly encourage family and friends to participate in therapy programs. In fact, we have specific therapy groups designed to include yourself and your significant other(s).

- Visitors are welcome at Origami.
- We ask that visitors call ahead to ensure that you are available and able to participate meaningfully in a visit.
- Visitors are welcomed and encouraged to participate in scheduled activities (e.g. individual or group therapy).
- As a general guideline we ask that visitors wait for a client in the community area.
- While having visitors in your bedroom, we ask that you leave the door open, unless previously discussed and planned with your Care Coordinator.
- If you are sharing a room, we ask that you consult your roommate prior to having visitors in your room and respect their privacy, need for rest, and personal space.
- We ask that visitors leave by 10:30 pm to keep residents in accordance with the community guidelines.
- We ask that visitors turn off their cellular phones if participating in therapy sessions.

What happens if there is a problem with visitors?

*Sometimes visitors can be upsetting or perpetuate maladaptive behavior (i.e. substance abuse). If this is the case, we will speak to you and the visitor(s) to stress the importance of your rehabilitation and the relevance it will have on your life. For example, the psychologist and/or other team members may meet with you and your visitor to assist in formulating the best plan for visits. If illegal or negative interactions persist, we will ask the visitor to suspend further visits while you reside at Origami.*

## Tobacco and Related Products

**Rationale and benefit of following this guideline:** The use of tobacco and tobacco related products includes but is not limited to: cigarettes, e-cigarettes, cigars, chewing tobacco, and other smokeless products. Rehabilitation is very demanding and time consuming. We have implemented guidelines to help you meet daily obligations and appointments.

Random breaks would make it hard for you to meet these expectations. Also, nicotine has negative effects on brain functioning, decreases blood flow, and impairs your health. A smoking guideline is mandated by licensing rules designed to keep your residence and other Origami buildings safe from fire. Therefore, the following guidelines have been established:

- Tobacco use is permitted at designated times throughout the day. Clients are permitted to use tobacco from 10 minutes to the hour to the top of the hour, on a daily basis from 7:50 am to 10 pm. Smoke times will end promptly on the top of the hour. Tobacco use will also be permitted directly after a meal time and upon return from an outing or therapy session lasting 2 or more hours. A 10 minute maximum smoke time is allotted regardless of the circumstance.
- Tobacco use is permitted only in designated areas.
- Tobacco use is not allowed inside Origami buildings or vehicles.
- Tobacco use is not allowed during Origami outings.
- Tobacco use is not limited per scheduled break; however, Origami encourages you to limit the number of cigarettes to 1 per break. You will need to take personal responsibility for your decision to negatively affect your health.
- You are responsible for providing your own tobacco products.
- We ask that you not share tobacco products or give them to others, as this may affect their individualized rehabilitation program or result in others taking advantage of your generosity.
- If deemed necessary by your treatment team, tobacco products and accessories will be kept locked for support staff to monitor. Lighters/matches are not to be stored in the residential bedrooms.

What happens if you have difficulty following this guideline?

*As noted in the rationale, we believe that there are many reasons to limit and monitor tobacco use. We are also very aware that it is an addiction. Therefore, the Medical Director and treatment team will be available to you to help you reduce or quit, if you wish. If you have difficulty limiting your tobacco intake, scheduling your frequency, or length of breaks support team members will be asked to store your tobacco for you. You will then need to ask each time you use. If, after discussion and intervention, you have no desire to change your tobacco habits and are insistent about using in areas and at*

*times that are not designated, safety considerations will make it necessary to discharge you from residential care.*

## Weapons

**Rational and benefit of following this guideline:** A safe and therapeutic environment is important for the recovery, rehabilitation and care of all Origami clients and families. The threat posed by weapons on campus can effect this environment and damage the comfort level and trust needed for positive outcomes. While Origami respects the rights of citizens afforded through local, state, and federal law; the safety and security of our campus is our top priority, along with the comfort and therapeutic environment we provide to our clients, families, visitors and staff. Clients in the Community Integration track will be evaluated by their treatment team to determine if possessing weapons in the home, such as personal firearms, pose a reasonable risk to the client, family, or Origami staff that provide services in the home. A treatment plan may be developed that maximizes the safety of all involved if a reasonable risk is determined.

What happens if you have difficulty following this guideline?

*If an Outpatient client is discovered to have brought a weapon to the campus, he/she will be asked to leave. If this happens again, the client may not be able to participate in Origami services anymore and the Precipitous Discharge procedure will be followed. If it is suspected that a client in the Residential or Community Based Program is in possession of a weapon, procedures for a room search will be followed.*

## Substance Use

**Rationale and benefit of following this guideline:** The incidence of alcohol and substance misuse is common and difficulties with this tend to increase after a brain injury. After an injury, the brain reacts differently to drugs and alcohol. Survivors are encouraged not to engage in such substances because of the many risks involved.

Ultimately, substance use can lead to less recovery, depression, seizures, poor adjustment, lengthen the amount of time spent in rehabilitation, and can put you at risk for another injury. At Origami, we believe that in order to maximize the benefits of your rehabilitation, you must be free of substances.

Origami does not condone the active use of substances while participating in rehabilitation. Origami does not endorse the use of marijuana following a brain injury for medicinal or recreational use.

- No substances may be brought into, or maintained in any form, on the Origami premise.

- Clients may not possess, distribute, and/or be under the influence of any substance that is not medically prescribed. This might include: inhalants, prescription medications, alcohol, marijuana, mood altering drugs, and other illicit substances.
- Should you come in with probationary terms and/or obligations with the court system, Origami will adhere to and support any documented requirements.
- Clients within the program may not solicit or offer drugs and/or alcohol to others within the program (clients or personnel).
- If it is determined that you are actively using substances prior to or while participating in rehabilitation at Origami, your treatment team may ask that driving privileges be suspended.

What happens if you have difficulty following this guideline?

*If a client is unable to follow this guideline, your treatment team may ask that you be evaluated by a Substance Abuse counselor to determine whether counseling services are needed. In an effort to keep you safe, we may monitor your use with drug screens and/or increased supervision. Our goal will be to provide you with the tools to maintain your sobriety and maximize the benefits of your rehabilitation. To stress the importance in abstaining from the use of substances, Origami will use the procedures outlined below.*

- If it is suspected that this guideline has been violated a verbal warning will be given which may include the following:
  - A room search for drugs and other drug paraphernalia
  - A urinalysis or drug screen
  - A recommendation for a substance abuse evaluation
  - An immediate assessment to be done by Emergency Services if it is believed that you might experience withdrawal symptoms or be at risk for needing greater levels of medical supervision.
- All substance misuse behavior will be evaluated by the treatment team to consider the following:
  - If the severity of the incidence warrants concern for your safety or the safety of others.
  - If your substance misuse will compromise your ability to make gains in your rehabilitation.
  - If there is not a clear and substantial commitment on your part to discontinue use.
  - It is Origami's priority and intent to facilitate rehabilitation when it can be done safely. If substance misuse interferes with this process, discharge may be warranted.

## Sign In and Sign Out

**Rationale and benefit of following this guideline:** Origami cares a great deal about our clients' welfare. This means knowing where our clients are and if they are safe. Additionally, this allows us to be informed when visitors arrive and monitor who is present in the building. We need to know if you are in the building, in order to direct your phone calls and to be prepared for unexpected emergencies. Proper response to fire and safety drills requires that we know who is in the building; therefore, the following guidelines have been instituted:

- All clients, regardless of program, are expected to sign in/out when arriving to or leaving the facility. This includes when leaving temporarily with staff. A ledger is kept on the front desk of each building.
- We request that all visitors sign in/out at the front desk to help us monitor who is in the building.
- As outpatient clients sign-in, their balance and insurance plan will be reviewed. Any co-payment, deductible, or out-of-pocket expenses will be expected at the time of check-out, following the last service for the day. Payment is expected prior to services being rendered for one time evaluations.

What happens if you have difficulty following this guideline?

*Your Care Coordinator will be aware of your progress in meeting this guideline. Since this is a serious safety matter, your team will work diligently to help you be successful. Reinforcements and/or strategies may be identified to help you. These may target memory problems, adynamia, executive dysfunction, or other extenuating circumstances.*

## Disinhibition

**Rationale and benefit of following these guidelines:** After brain injury, an individual may experience aggressive behaviors towards oneself or others. However, these can destroy relationships and freedoms. There are many factors that can contribute to the intensity and duration of outbursts.

At Origami, we work very hard to identify when you are most prone to becoming disinhibited. Our focus is on educating our clients about how their brain injury may be impacting their ability to maintain control. We help clients become aware of early signs of disinhibition so that strategies can be implemented. Strategies are taught to divert and/or manage intense emotion. One strategy is to leave the heated situation so that one can “cool off” and control can be regained. However, during the initial phase of this process, there are times when an individual may lose control of him or herself. We will do all that we can to keep everyone safe. The use of

stabilizing restraints may be applied if you are exhibiting behaviors that lead to self-harm, property damage, and/or compromise the safety of others. If we are unable to help you contain yourself, we may call for the assistance of emergency services.

What happens if you cannot manage aggressive behavior?

*Because we understand how difficult it can be to inhibit aggression, your treatment team will work diligently to reinforce application of strategies to help you to regain self-control. Because of the seriousness of this deficit, all acts of physical aggression will result in a 24-hour restriction. During the 24-hour restriction period, you will be unable to attend Origami outings. If destruction of property occurs, you may be responsible for replacement or assist in the repair of that item. If aggression persists and you are unable to utilize and apply strategies to manage your aggression over time, a more intensive behavior management program may be implemented. It may require one-on-one supervision and/or modifications may be made to your environment to make it less stimulating. There are occasions when, despite all efforts, aggressive behavior persists. If this occurs, alternate placements will be considered.*

## Personal Appearance

**Rationale and benefit of following this guideline:** Dress at Origami is casual. We endorse individual self-expression; however, we also recognize that cognitive deficits (adynamia and unawareness) and emotional factors (depression) can have dramatic influence on appearance. Additionally, disinhibition, including hypersexuality and impulsivity, may result in others inappropriately reacting to stylish, but “sexy” attire. Therefore, this guideline is provided to assist in minimizing hypersexual behaviors and promote hygiene. It also facilitates focus on goals of therapy.

While at Origami and on Origami sponsored outings, clients are expected to wear casual or dress attire, including footwear.

- Skirts and shorts are expected to be no shorter than one inch above the knees or “arms-length”. This means the length should be equal to or longer, than the length of your fingertips held to your side, no shorter than one inch above the knee.
- Shirts should not bare the midriff.
- Shoes or slippers must be worn at all times within the facility.
- You should be fully clothed prior to leaving your bedroom.
- Hair/beards should be combed.
- Hygiene should also be maintained.

- Logos and wording on apparel should be appropriate for all ages and not offensive to others. This includes special attention towards: inappropriate or offensive words, logos concerning substances, nudity, or anything offensive sexually.

What happens if you have difficulty following this guideline?

*Individual taste and style will certainly be taken into account. However, our physical presentation mirrors how we are feeling about ourselves and can send subtle messages to others. Your team will work with you to help you find ways to express yourself.*

## Guidelines Applicable to Residential and Community Based Programs

### Personal Space

**Rationale and benefit of following this guideline:** In order to maintain the facility, (as well as fulfill adult foster care state licensing guidelines) we assist in overseeing the decorating of bedrooms, including apartments. Our intention is to preserve the building’s structural integrity and safety, while allowing you freedom of expression. Therefore, the following guidelines have been initiated:

- You are encouraged to personalize your room with pictures and other personal items.
- Please notify your Care Coordinator prior to hanging pictures and other decorations in your room. Your Care Coordinator will then notify maintenance and they will assist you in hanging photos and other decorations to ensure that the walls and paint do not get damaged (*Residential Program and Semi-Independent Living track*).
- We ask that you discuss your desire to have extra furniture (i.e. chairs, entertainment centers, tables) with your Care Coordinator before bringing it to Origami.
- Valuables (Residential) and electrical devices (Residential & SIL) brought in following admission to the program need to be verbalized with your Care Coordinator. Maintenance personnel needs to inspect all electrical devices while valuables need to be accounted for licensing and security purposes.
- Clients will be encouraged to store, care for, and wash their clothing in a manner that maintains order and cleanliness. Laundry is completed according to the posted schedule in the residential program.
- Sharps, chemicals, and lighters/matches are prohibited. Your Care Coordinator can assist you in storing these items in the designated locations (*Residential Program*).
- Personal items are to be brought at the client’s own risk. Broken or stolen personal items will not be replaced by Origami.

What happens if you have difficulty following this guideline?

*If you feel that this guideline prevents you from personalizing your space, please discuss it with your Care Coordinator. Care Coordinators will be very willing to help identify other possible solutions. If you choose to not follow this guideline, you may be asked to assist in the repair of any damage that is done, or to finance the repair of the item(s) that were damaged.*

## Leave of Absence

**Rationale and benefit of following this guideline:** Ensuring the safety of the clients residing with us is of great importance. Planning outings/visits in advance with your Care Coordinator helps to ensure that you are prepared for the occasion (i.e. mentally, physically, schedules adjusted, medications prepared).

- Outings and home visits with friends and family are a part of the rehabilitation process. We request that these be planned in advance with your Care Coordinator. We request notice 48 hours in advance, as this allows us sufficient time to plan for your absence.
- A leave of absence form should be completed by you, your guardian, family member, and/or friend that is taking you offsite at the time of departure and upon your return.
- All medications are checked out by an Origami staff member; with the guardian, family member, friend, or yourself (depending on your level of independence).
- A form specifying what medications and the amount you are taking will need to be completed when leaving and upon return.
- Upon your return, we would like you and your hosts to relay any concerns and/or feedback to the support staff and/or therapist team about how the outing/visit went.
- We request that all residents return by 10:30 pm unless prior arrangements were authorized.

What happens if you have difficulty following this guideline?

*Your treatment team will monitor your progress on meeting this guideline. Careful consideration of where the difficulty lies will be given and then solutions will be offered.*

## Vehicles

**Rationale and benefit of following these guidelines:** On occasion, a residential client may be permitted to keep and use a personal vehicle. The following guideline deals with cars and driving privileges of residents while at Origami. This has been established to ensure that all persons will remain safe while facilitating the individual car owner's recovery and independence.

- The vehicle must be insured and proof of insurance must be provided to your Care Coordinator.
- The vehicle must have current tags on the license plate.
- You must have a valid driver's license and a copy must be provided to your Care Coordinator for placement in your medical record.
- Transporting of other residents and Origami clients is strictly prohibited.
- The vehicle must be kept locked while on Origami grounds at all times.
- At the time of admission, all keys to the vehicle must be given to the Care Coordinator.
- Keys will be secured in Origami's medication room.
- The treatment team must preauthorize use of the vehicle.
- Keeping the vehicle on Origami premises should only facilitate rehabilitation and not interfere with progress.

What happens if you have difficulty following this guideline?

*Origami will help to ensure that you understand each of the guidelines; however, if safety or interference of your rehabilitation program is problematic, we may choose to ask you to keep your vehicle off of the Origami premises during your residential stay.*

## Pets

**Rationale and benefit of following this guideline:** For many of us, pets provide reassurance and comfort during the recovery process following an injury. In fact, research is becoming more prevalent in regards to pets serving as a source of therapy for those who are ill or recovering from a traumatic injury. However, sometimes the injury makes it difficult or impossible to provide the emotional and physical care a pet needs to be healthy. Additionally, others in the Origami community may be unable to be exposed to pets because of allergies, fear of animals, and risk of scratches and bites. Therefore, we have developed the following guidelines:

- Requests for pets to visit should be directed to your Care Coordinator as there are specific procedures and documents that must take place prior to the pet's first visit. Any pets that arrive prior to approval will need to be left outside of the facility.
- Requests to have small pets reside at Origami during your residential stay should be directed to your Care Coordinator. He/she will work closely with your treatment team to decide if the pet will optimize your rehabilitation progress and the pursuit of goals; that the pet will thrive well in our center; that you are able to care for the pet with minimal assistance from Origami staff; and that others will not be negatively impacted by the presence of the pet. Management will consider the recommendations of the treatment team and the feasibility of the specific pet prior to making the final decision.
- Origami's management may rescind the privilege of having a pet as deemed necessary. The decision may be based on issues concerning the keeper of the pet or on concerns related to the welfare of the facility, the pet, or others within the program.

What if it is agreed that you are able to have a pet at Origami, but are unable to meet guidelines for your pet?

*We will work closely with you to help you care for your pet in a way that helps the pet thrive. For example, staff may guide you in establishing routines for responsible pet care. If it proves to be too difficult for you, and your pet or others suffer, we will ask that the pet be cared for elsewhere.*

## Intimacy and Sexuality

**Rationale and benefit of following this guideline:** A brain injury affects many relationship-building skills. Some of the most common ones include an inability to inhibit impulsivity, concrete thinking that limits appreciation for the perceptions of another’s needs, memory problems that make conversations difficult, issues of hyper or hypo sexuality, and motor-sensory changes. A very important goal of rehabilitation focuses on learning interpersonal skills that allow the client to develop and nurture meaningful, appropriate, and intimate relationships. The treatment team will assist you in monitoring, evaluating, and increasing your successful use of interaction skills that help you establish meaningful relationships.

However, it is important for you to know that there are state laws and licensing regulations that clearly define what behaviors are allowable at Origami. Within the scope of the law (designed to protect your personal rights and privacy), and resources available, support professionals and therapists will guide you in building socially appropriate and meaningful relationships.

- Individual discussions with therapists, support professionals and Care Coordinators about feelings and concerns regarding intimacy, body image or sexuality are encouraged.
- Conversations that practice the use of strategies for building positive relationships using socially acceptable norms is a good way to move towards achieving therapeutic goals.
- Clients may approach their treatment team about the feasibility of setting up a “practice” dating scenario. This would be support professional-chaperoned and take place outside the Origami facility. The treatment team will make the final decisions about conditions and feasibility based upon your progress in meeting your rehabilitation goals. Appropriate behavioral guidelines would be identified, and agreed to, prior to the outing.
- Holding hands, sensual hugging, kissing, and all forms of intimate interpersonal contact are prohibited between clients living at Origami.
- Married couples may request assistance in arranging a conjugal visit offsite. Therapists will help you share feelings and fears, exploring the new aspects of your relationship since the occurrence of the brain injury. Our goal is to help you both build a supportive relationship that is close, in both a physical and emotional dimension, and allows you to weather the crisis of injury.

What happens if you have difficulty following this guideline?

*An inability to follow this guideline may isolate you from friends and positive social interactions. It could result in behaviors that offend others and violate their right to privacy and personal space. It could also distract others from focusing on their rehabilitation goals. Therefore, staff will vigorously provide you with feedback and redirection if your behavior is inappropriate. If you continue to have problems managing intimacy and sexuality in socially appropriate ways, it may become necessary to limit your interactions with certain individuals or restrict your participation in group activities. Your treatment team will work hard to develop strategies that help you work towards building positive social relationships.*

## Origami Outings

**Rationale and benefit of following this guideline:** Outings are a group experience; all changes or exceptions must be approved by the on-call supervisor, Care Coordinator, and/or treatment team as appropriate. These guidelines are designed to take the group dynamics into account for safety, impulsivity, money management, group cohesiveness, routine, and consistency.

- Everyone is to remain with the group as the staff is held responsible for all group attendees.
- Using tobacco and tobacco related products is not permitted on outings (exceptions may be made for extended outings >2hrs which should be approved by a supervisor). Upon return, clients may smoke immediately regardless of the time. To avoid temptation, it is strongly encouraged for products to be left at the facility.
- Clients are not allowed to carry large amounts of personal money (>\$25.00). It is a violation of the community guidelines that clients borrow or lend personal money to other clients (see money management section).
- Purchases outside of the pre-arranged plan are not permitted. The group leader(s) has the responsibility for determining what can and cannot be purchased depending on the circumstances.
- Seatbelts are to be worn at all times while in Origami vehicles for all passengers. If a passenger refuses to or removes their seatbelt while in transit, the vehicle will be pulled over in a safe location as soon as possible.
- No food or drinks are allowed to be consumed in Origami vehicles.
- Cell phones should not interfere with outings (refer to telephone use section).
- All persons involved on the outing shall maintain appropriate social behavior. If a client puts him/herself and or others at danger, the treatment team may determine that community outings are unsafe until further treatment plans are in place.

What happens if you have difficulty following this guideline?

*Staff will work with the individual to help maintain appropriate behavior and respect for this guideline, resulting in a positive experience for everyone involved. If a client has difficulty adhering to the guideline, additional steps may be taken to ensure a quality experience for the group.*

## Receipt and Acknowledgement

The Acknowledgement Form indicates understanding and agreement to the following  
(Applicable to Residential and Community Based Programs):

### Room Searches and Cleaning

- Origami is a drug, alcohol, and weapon-free environment.
- Belongings and/or living area (if on Origami premises or in a residence supported by a community based program) may be randomly searched at any time if it is believed that a client is in possession of alcohol, illegal substances, weapons, or other items of contraband. The Origami Community Guidelines also require that all food and beverages (except water) remain in the designated locations near the kitchen/dining area. Prior notification may occur before completing the random search and the client may be invited to participate in the process. Any items removed in the course of the search that are found to be in violation of Origami policy will be documented and signed by the staff involved and client.
- If it appears that a client is under the influence of a controlled substance, the Origami Medical Director or a designated individual may request special testing (e.g. blood, urine).
- Per adult foster care licensing and Origami Community Guidelines, residential rooms and apartments must be maintained to a high cleanliness, maintenance, and safety standard. Origami makes every attempt to respect the privacy as well as support the independence of clients; however, there may be instances where a staff member may enter a room or apartment without the client's knowledge.
- Origami reserves the right to enter a room without prior notice and at its own discretion. For safety reasons, this may include entering an apartment, room, or bathroom after no response is given to several knocks.

## Guidelines Applicable to Residential Program Only

### Bed Checks and Building Security

**Rationale and benefit for this guideline:** To monitor and ensure the safety and security of everyone, hourly and random bed checks are made each night.

- In the event of a fire, the fire alarm will sound and all doors will automatically unlock throughout the facility (*Residential Program – Neuro-Rehabilitation track*).
- Windows are kept closed and are monitored by an alarm system. They can be opened in the event of an emergency; however an alarm will sound when the window is opened. (*Residential Program – Neuro-Rehabilitation track*)

## Medication Management

**Rationale and benefit of following this guideline:** Your physician frequently prescribes medications to help manage symptoms of brain injury. Because medications may have a powerful and complex effect, it is very important that all parties recognize the serious responsibility of dispensing and taking of medications. In fact, there are many state laws that regulate the way in which Origami must manage medications to assure the safety of all residents. Thus, there are some extra rules that must be followed here that would not apply in your home (e.g. no sharing of meds, all meds kept in a secure location, prescriptions for all medications). Origami professionals receive training in medication administration and are certified before they assume the responsibility of passing meds. They recognize the serious and important responsibility they assume when delivering your prescribed medications to you. It is very important that you give them your attention and cooperation to the best of your ability.

As you progress in rehab, goals will be set that help you grow in understanding and administering your medications. We will help you to strive towards as much independence as feasible in the management of your own medications.

- All medications (including, but not limited to: prescribed, over-the-counter, medicated creams, eye drops, nose sprays, ear drops, and medicated shampoo) must be kept in Origami's locked medication room at all times unless otherwise prescribed by physician.
- Medications are to be administered by Origami's trained medication providers; one professional is designated per shift. Even as you become more independent with administering your own medication, it is necessary that support professionals continue to supervise during residency at Origami.
- All medications are stored in, dispensed from, and administered at the medication room unless otherwise prescribed by physician.
- All medication (including over-the-counter) requires a prescription by a dentist, MD or DO prior to its administration.
- Medications are not to be shared with other clients or staff.
- Medications will need to be signed in/out for all leave of absences (refer to Leave of Absence section).
- To ensure the safety and effectiveness of your medication treatment plan, Origami's professionals must be sure that medications are fully swallowed prior to leaving the site of administration. You may be asked to show staff your mouth to ensure that you have swallowed the medications.

- You have the right to refuse your medications at any time; however, you do not have the right to deliberately deceive staff by cheeking, pocketing or holding medications.
- If you bring medications from an outside source, you are required to give them to Origami's staff as soon as you return to the facility.

Origami encourages you to learn about:

- The types of medications prescribed by your physician.
- The frequency and dosage administered.
- Possible side effects and interactions of your medications.
- Your therapists will assist you with learning medication management, if needed.

What happens if you have difficulty following this guideline?

*If you choose not to comply with your physician's orders and do not take your medication, Origami staff will need to notify the on-call physician. The staff will follow the instructions given by the on-call physician of the rehab team. The Medical Director will then determine the next step.*

## Meals

**Rationale and benefit of following this guideline:** Because we are a state licensed facility, we must adhere to specified safety, sanitation, and dietary guidelines so that we can maintain hygienic standards with the food we prepare and provide. We also are a community that meets the needs of varied individuals. To meet both State demands and your unique needs, we have the following guidelines:

- Clients must be supervised in the kitchen at all times regardless of their level of independence. *(Residential Program – Neuro-Rehabilitation track)*
- 3 meals and 3 snacks are provided every day at designated times.
- Clients have accessibility to beverages beyond designated snack times throughout the day. Staff may assist clients with access to the kitchen if a beverage other than coffee or water is requested. Clients with safety concerns, sensitivity to caffeine, swallowing precautions, etc. will need to be closely monitored by staff. Treatment orders and individualized plans will follow as deemed necessary.
- The kitchen is kept locked when not in use and/or supervised by staff. If you need an alternative mealtime because of conflicting appointments, dietary needs, or other special circumstances, arrangements should be made in advance with your Care Coordinator. *(Residential Program – Neuro-Rehabilitation track)*
- Snacks in the middle of the night will be permitted on occasion. If it becomes a regular behavior, your treatment team will work with you to determine appropriate options or solutions.
- Although sharing of food may be viewed as an act of generosity, in a rehabilitation setting it may interfere with the other person's restricted diet, choking possibility, or

may be used as a way to influence others or be influenced. Therefore, we do not allow sharing of food or drinks unless approval from your Care Coordinator is sought first.

- Gloves should be worn whenever handling food in the kitchen.
- When leftovers are stored, they must be labeled with the date and name of food item. Leftovers may only be stored for up to 3 days after the day it was prepared.
- Food is allowed only in designated areas. Food and snacks are limited to the dining area only. *(Residential Program – Neuro-Rehabilitation track)*
- Beverages must be in a covered container if taken out of the kitchen / dining area. If an Origami coffee mug or covered container is used, appropriate return to the kitchen sink to be rinsed out is mandatory.
- Under no circumstances are snacks or beverages (other than water) to be located in the residential wings or near Origami computers even if stored in a covered container because of the risk of insect infestation. *(Residential Program – Neuro-Rehabilitation track)*
- You are expected to participate in meal preparation and clean-up to the best of your ability. This includes the storage of pop cans and bottles.

Origami must adhere to certain regulations determined by the Department of Public Health. These regulations are designed to keep your living areas free of spoiled waste, pests, and vermin. Thus, food must be kept in designated areas. Having the kitchen open at specified times helps to protect your therapy time and any special dietary needs that you may have. You are welcome to bring beverages in covered containers to therapies. Involvement in the clean-up of meals is an ongoing part of every adult's life. Therefore, we encourage and expect you to pursue maximal independence by beginning to fulfill basic personal and social responsibilities such as cleaning up after yourself.

What happens if you have difficulty following the food guidelines?

*If healthy food preparation or safety is in question, we will ask that you not participate in food preparation until you have the direct assistance of a support staff, who will be working closely with your treatment team to evaluate your appropriateness in completing this activity. If you are unable to refrain from sharing food or drink after receiving direct input from the staff, your rehab team will temporarily suspend your privilege of supplying your own food and snacks while we generate a plan to help you be successful in meeting this guideline.*

## Telephone Use

**Rationale and benefit of following this guideline:** Communicating with loved ones is very important and often enhances therapeutic goals. In keeping with this belief, every effort will be made to facilitate your phone use.

However, phone use is also a right that comes with the responsibility of being respectful of the needs of others. For example, late night phone use is restricted so that others, as well as yourself, receive the benefit of undisturbed sleep.

Origami or personal phones shall not infringe on scheduled activities or disrupt others. Calls should not exceed 10 minutes in duration regardless of the day of the week, time of the day, personal or Origami phone.

- Origami Telephones
  - Weekdays: may be accessed at every ten minutes to the hour between the hours of 8 am-7 pm (this is during scheduled break times throughout the day). Open phone time is available during the evening hours of 7 pm – 10:30 pm.
  - Weekends: may be accessed between the hours of 8 am – 10:30 pm.
  - If placing a long distance phone call, it is required that you call collect or use a personal phone card. If necessary, you may make a long distance call and request that they call you back.
  - Origami reserves the right to give priority to clinical and business phone use.
  - Emergency calls will be directed to your Care Coordinator or onsite supervisor who will help to locate and assist you.
  
- Cellular Phones
  - Weekdays: may be accessed at every ten minutes to the hour between the hours of 7 am – 5 pm. Open phone time is available during the evening hours of 5 pm – 10:30 pm.
  - Weekends: may be accessed between the hours of 7 am – 10:30 pm.
  - To help you maintain full attention, while respecting the interest of others, cell phones must be turned off (or left elsewhere) during group treatment and individual therapy. If an important phone call is expected, the therapist/group leader may permit the phone to be left on in the particular session by an individual on an individual basis. The determination of what is considered “important” will remain at the therapist’s/group leader’s discretion.

What happens if you have difficulty following this guideline?

*The staff will track your success in meeting this expectation. Your treatment team will help to address difficulties. They will develop individualized solutions to help you succeed. A short term solution for improper use of a cellular phone is to store the phone for 24 hours; however, it is occasionally necessary to ask families to take the phone home.*

## Television (TV) and Internet

**Rationale and benefit of following this guideline:** Television and Internet use is planned at designated times and in areas to allow for maximum participation in the rehabilitation process. Rehabilitation is hard work and requires your commitment and dedication. By limiting the time you spend watching TV or exploring the Internet, you will be dedicating more time to achieving your goals.

- TV viewing is allowed in the community lounge during specified times throughout the day.
- When watching TV in the community lounge, you can work with staff to reach an agreement with other clients about what program to watch.
- Because the TV is located in the community lounge, we ask that selections be suitable for general audiences. Movies should be G, PG, or PG-13 in rating.
- If you choose, you can have a TV and VCR/DVD player in your bedroom. However, please be careful to not disturb your roommate or minimize your time dedicated to your rehabilitation program. Cable is provided to each room but you will need to provide the TV and cable cord (*Neuro-Rehabilitation track*). Origami will not tolerate hard-core pornographic stations or films.
- Internet use is available during specific hours on Origami computers in client locations. We ask that you do not view inappropriate sites on the Internet that may be viewed by others walking by. Your treatment team will work closely with you if this becomes a problem so that an individualized treatment plan facilitates your needs. Computer use should not exceed 30 minutes in duration. You should not return to computer use within 30 minutes from getting off a computer.
- If/when appropriate, clients may be authorized to bring their own computer to Origami and have it in their bedroom. This must be preauthorized by your Care Coordinator prior to doing so.

What happens if you have difficulty following this guideline?

*If you are unable to limit your TV / Internet time and choices, it may be necessary to temporarily remove the television / computer from your room and/or assist you in finding a productive activity during designated TV / computer time. If there are times when you are unable to manage disinhibition syndrome (irritability, anger, and impulsivity), even with the staff's assistance, you will be asked to begin using the strategy of removing yourself from the heated situation until you can regain self-control and composure. Your treatment team will assist you in identifying ways to help you be successful in meeting this guideline.*

## Money Management

**Rationale and benefit of following this guideline:** Origami provides most incidental expenses for residential clients receiving rehabilitation (e.g. shampoo, deodorant, toothpaste, linens) unless otherwise determined upon admission. Clients do not need to carry large sums of money, checkbooks, and/or credit/debit cards. The following guidelines are set up to protect you and your assets:

- State licensing codes regulate the amount of money and valuables that Origami can hold for safekeeping (\$200 maximum).
- Origami does not provide cigarettes or other forms of tobacco. Those purchases need to be made with your own money.
- All requests for money held onsite will require a 24-hour notification to your Care Coordinator.
- All requests for weekend money must be submitted by 12 pm on Friday to your Care Coordinator.
- All requests for money held offsite will require a 48-hour notification to your Care Coordinator.
- No exchange of money or valuables should occur between any clients or staff at any time.
- We ask that you do not keep more than \$25.00 in cash at Origami unless prior arrangements have been made with your Care Coordinator.
- You may not use your available personal cash to make individual purchases during Origami sponsored recreational group outings unless approved in advance.
- In collaboration with your rehab team, it may be decided that you need access to credit/debit cards, and/or a checkbook to work on treatment goals. Your Care Coordinator and/or Occupational Therapist will arrange this with you.
- If you choose to keep your debit/credit cards and/or checkbook here at Origami, we will ask that you leave them with a designated member of your treatment team for safekeeping. This is to ensure that you do not lose them, overspend, or forget to document how much you have spent. Also, this safeguards them from being handled by another resident.
- Designated Care Coordinator will monitor funds using an electronic tracking sheet that does not require my signature for each transaction. I understand that I may request a copy of this tracking sheet at any time.

What happens if you have difficulty following this guideline?

*Appropriate management of money is a goal for many clients and is a part of the rehabilitation process. However, if you have difficulty following this guideline, the*

*treatment team will re-assess your goals and, if necessary, re-evaluate your money management responsibilities and privileges.*

## HIPAA - Notice of Privacy Practices

This Notice of Privacy Practices (Notice) describes how we, Origami Brain Injury Rehabilitation Center, may use and disclose your protected health information (PHI) to carry out treatment, payment, or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control of your PHI. Please review it carefully. The privacy of your health information is important to us.

PHI is information about you, including demographic information that may identify you and relates to your past, present and future physical or mental health or condition and related health care services.

If you have questions about this Notice, please contact us at the address and phone number listed on the last page of this Notice.

### Our Legal Duty

We are required by law to maintain the privacy of PHI. We are also required to provide you with and abide by the terms of this Notice about our privacy practices, which sets forth our legal duties and privacy practices with respect to PHI, and to notify you in the event of a breach of your unsecured PHI.

We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms of our Notice effective for all health information that we maintain, including health information we created or received before we made the changes. Before we make a significant change in our privacy practices, we will change this Notice and make the new Notice available upon request, in our office, and on our website.

### Uses and Disclosures of Health Information

#### **Uses and Disclosures of Protected Health Information for the Purposes of Treatment, Payment and/or Health Care Operations**

Your PHI may be used and disclosed by your treatment team and our office staff for the purposes of providing health care services to you. Your PHI may also be used and disclosed to pay your health care bills and to support the operations of Origami Brain Injury Rehabilitation Center.

The following are examples of the types of uses and disclosures of your PHI that we are permitted to make. These examples are not meant to be exhaustive, but do describe the types of uses and disclosures that may be made by our office:

**Treatment:** We will use and disclose your PHI to provide, coordinate, or manage your health care and related services. This includes the coordination or management of your health care with a third party. We also may disclose your PHI on occasion to another health care provider (e.g., a specialist or laboratory) who, at the request of our physician or case manager, becomes involved in your care by providing assistance with your health care diagnosis and treatment.

**Payment:** We will use and disclose your PHI to obtain payment for services we provide to you. This may include certain activities that your insurance plan may undertake before it approves or pays for the health care services we recommend for you such as; making a determination of eligibility or coverage of insurance benefits, reviewing services provided to you for medical necessity, and undertaking review activities.

**Health Care Operations:** We may use and disclose your health information in connection with our health care operations. Health care operations include, but are not limited to quality assessment and improvement activities, employee review activities, training of staff, accreditation, certification, licensing, credentialing, certain marketing communications, fundraising activities, and conducting or arranging for other business activities.

We will share your PHI with third party “business associates” who perform various activities for Origami Brain Injury Rehabilitation Center. Whenever an arrangement between our office and a business associate involves the use and disclosure of your PHI, we will have a written contract with that company which contains terms that will protect the privacy of your PHI.

Subject to the limitations on marketing activities described below, we may use or disclose your PHI, as necessary, to provide you with information about treatment alternatives or health-related benefits and services which may be of interest to you. We may use your name and address to send brochures and other marketing information about Origami Brain Injury Rehabilitation Center to you.

We may disclose your demographic information and the dates that you received services, as necessary, in order to contact you for fundraising activities by Origami Brain Injury Rehabilitation Center.

You may opt out of marketing or fundraising communications, at any time, by contacting the HIPAA Compliance Officer and requesting that these materials not be sent to you.

### **Uses and Disclosures of Protected Health Information Based Upon Your Written Authorization**

Without your written authorization, we will not make any of the following uses and disclosures of your PHI:

**Psychotherapy Notes:** Unless permitted or required by applicable laws, we will not use or disclose information held within psychotherapy notes without your written authorization. Psychotherapy notes are those notes maintained outside of your electronic health record. Entries in your electronic health record are subject to disclosure to appropriate requesters without prior approval.

**Marketing Health-Related Services:** Unless permitted or required by applicable laws, we will not use or disclose your health information for marketing purposes without your written authorization. In other words, without your authorization we will not send communications to you about a certain product or service to you that encourages you to purchase or use that product or service. Please note, however, that if you have not opted out of receiving them, we may send you communications about Origami Brain Injury Rehabilitation Center.

**Sale of Protected Health Information:** Unless permitted or required by applicable laws, we will not sell your protected information without your written authorization. If authorization is obtained, we must disclose to you the remuneration we would receive from such a sale.

**Other Uses and Disclosures:** Unless permitted or required by applicable laws as described below, we will not make any other uses or disclosures of your PHI without your written authorization.

**Your Authorization:** In addition to our use of your health information for treatment, payment or health care operations, you may give us written authorization to use your health information or to disclose it to anyone for any purpose. If you give us an authorization, you may revoke it in writing at any time. Your revocation will not affect any use or disclosures permitted by your authorization while it was in effect. Unless you give us a written authorization, we cannot use or disclose your health information for any reason except those described in this Notice.

### **Other Permitted and Required Uses and Disclosures That May Be Made With Your Authorization or Opportunity to Object**

You have opportunity to agree or object to the use or disclosure of all or part of your PHI. If you are not present or able to agree or object to the use or disclosure of the PHI, then Origami Brain Injury Rehabilitation Center treatment team, using professional judgement, will determine whether the disclosure is in your best interest. In this case, only the PHI that is relevant to your health care will be disclosed. We may use and disclose your PHI in the following instances:

**To Your Family and Friends:** We must disclose your health information to you, as described in the Client Rights section of this Notice. We may disclose your health information to a family member, friend or other person to the extent necessary to help with your health care or with payment for your health care. If there are specific family members and friends that you do not want us to disclose information to, you may provide a restriction list in writing. This list is subject to change, in writing, at your discretion.

**Persons Involved In Care:** We may use or disclose health information to notify, or assist in the notification of (including identifying or locating) a family member, your personal representative or another person responsible for your care, of your location, your general condition, or death. If you are present, then prior to use or disclosure of your health information, we will provide you with an opportunity to object to such uses or disclosures. In the event of your incapacity or emergency circumstances, we will disclose health information based on a determination using our professional judgment disclosing only health information that is directly relevant to the person's involvement in your healthcare. We will also use our professional judgment and our experience with common practice to make reasonable inferences of your best interest in allowing a person to pick up filled prescriptions, medical supplies, x-rays, or other similar forms of health information.

**Required by Law:** We may use or disclose your PHI when we are required to do so by law. The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law. You will be notified, as required by law, of any such uses or disclosures.

**Abuse or Neglect:** We may disclose your PHI to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes. We may disclose your health information to the extent necessary to avert a serious threat to your health or safety or the health or safety of others.

**Public Health:** We may disclose your PHI for public health activities and purposes to a public health authority that is permitted by law to collect or receive the information. The disclosure will be made for the purposes of controlling disease, injury or disability.

**Communicable Diseases:** We may disclose your PHI, if authorized by law, to a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading the disease or condition.

**Health Oversight:** We may disclose your PHI to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefits programs, other government regulatory programs and civil rights laws.

**National Security:** We may disclose to military authorities the health information of Armed Forces personnel under certain circumstances. We may disclose to authorized federal officials health information required for lawful intelligence, counterintelligence, and other national security activities. We may disclose to correctional institutions or law enforcement officials having lawful custody of PHI of inmates or patients under certain circumstances.

**Appointment Reminders:** We may use or disclose your health information to provide you with appointment reminders (such as voicemail messages, postcards, or letters).

**Research:** We may use and disclose your PHI for research purposes when an institutional review board or privacy board waives the requirement to obtain an individual authorization.

## Client Rights

**Access:** You have the right to look at or get copies of your health information, with limited exceptions. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practicably do so. You must make a request in writing to obtain access to your health information. You may obtain a form to request access by using the contact information listed at the end of this Notice. We will charge you a reasonable cost-based fee for expenses such as copies and staff time. You may also request access by sending us a letter to the address at the end of this Notice. If you request copies, we are entitled to charge you for each page and per hour for staff time to locate and copy your health information, and postage if you want the copies mailed to you. If you request an alternative format, we will charge a cost-based fee for providing your health information in that format. If you prefer, we will prepare a summary or an explanation of your health information for a fee. Contact us for a full explanation of our fee structure.

Under federal law, however, you may not inspect or copy the following records: psychotherapy notes; information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, and PHI that is subject to law that prohibits access to PHI. Depending on the circumstances, you may have a right to have this decision reviewed. Contact the HIPAA Compliance Officer if you have questions about access to your records.

**Breach of Unsecured Protected Health Information:** You have the right to be notified following a breach of your PHI. We will inform you of any instance in which a disclosure of your PHI meets the definition of a “breach.”

**Disclosure Accounting:** You have the right to receive a list of instances in which we or our business associates disclosed your health information for purposes, other than treatment, payment, healthcare operations and certain other activities, for the last 6 years, but not before April 14, 2003. If you request this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests.

**Restriction:** You have the right to request that we place additional restrictions on our use or disclosure of your health information. We are not required to agree to these additional restrictions, but if we do, we will abide by our agreement (except in an emergency).

**Out of Pocket Payments:** If you pay out of pocket in full for services, you may request to restrict disclosures of your health information to your health plan.

**Alternative Communication:** You have the right to request that we communicate with you about your health information by alternative means or to alternative locations (you must make your request in writing). Your request must specify the alternative means or location, and provide satisfactory explanation how payments will be handled under the alternative means or location you request.

**Amendment:** You have the right to request that we amend your health information. Your request must be in writing, and it must explain why the information should be amended. We may deny your request under certain circumstances. If we deny your request for amendment, you have the right to file a statement of disagreement with us and we may prepare a rebuttal to your statement and will provide you with a copy of any such rebuttal. Contact the HIPAA Compliance Officer if you have any questions about amending your medical record.

**Electronic Notice:** If you receive this Notice on our website or by electronic mail (e-mail), you are entitled to receive this Notice in written form.

## Questions and Complaints

If you want more information about our privacy practices or have questions, concerns, or complaints, please contact our HIPAA Compliance Officer:

Tom Judd, LMSW, CBIS, Director of Quality Assurance  
Phone: (517) 455-0263 | Email: [tom.judd@origamirehab.org](mailto:tom.judd@origamirehab.org)  
Mail: 3181 Sandhill Road, Mason, MI 48854

You may submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U.S. Department of Health and Human Services upon request.

We support your right to the privacy of your health information. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

## Non-discrimination and Accessibility Statement

Origami complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, religion, sex, sexual orientation, or marital status.

Origami makes arrangements to provide aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (e.g. large print, audio, accessible electronic formats).

Origami makes arrangements to provide language services such as qualified interpreters and information written in other languages for individuals whose primary language is not English.

If you need these services, contact your respective Care Coordinator.

If you believe that Origami Brain Injury Rehabilitation Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religion, sex, sexual orientation, or marital status, you may file a grievance with: Tom Judd, Director of Quality Assurance, 3181 Sandhill Rd., Mason, MI 48854, (517) 455-0263, (Fax (517) 336-6050, [tom.judd@origamirehab.org](mailto:tom.judd@origamirehab.org). You may file a grievance in person, by mail, fax, or email. If you need help filing a grievance, Tom Judd is available to assist you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201; 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## Complaints and Grievances

It is the policy of Origami to address the concerns and adverse occurrences that may arise in the course of the rehabilitation process as experienced or perceived by clients and/or stakeholders. Every effort will be made to resolve concerns or dissatisfaction through the established channels of a family conference, meetings with employees, the involvement of the Quality Improvement Committee and external stakeholders. Should the client and/or stakeholder's dissatisfaction remain unresolved through the personal interactions, a formal grievance process may be initiated. Clients have a right to the availability of advocates that he/she deems necessary.

### Definitions

**Suggestion/Concern:** Informal recommendation made by a stakeholder requiring minimal or no formal review and/or response

**Complaint:** A formal issue made by a stakeholder requiring review and response by a Manager (clients and related stakeholders) or Human Resource Director (employees, interns, volunteers)

**Grievance:** A formal issue made by a stakeholder requiring review and response by the Director of Quality Assurance.

### Procedure

1. The individual with the complaint is encouraged to discuss the problem with the involved individual. If this is not possible, the respective care coordinator for clients and related stakeholders or the direct supervisor for employees, interns, and volunteers should be consulted.
2. If resolution is not found at the above levels or if concern is directly with the above stated individuals, then the following individuals should become involved:

3. A meeting with a manager for clients, family members, case managers, adjusters, and other clinical-related parties shall be established within 2 business days of the request (Clinical Manager for outpatient and community based programs; Residential Manager for residential program).
4. If the issue is with the Manager, then the Director of Rehabilitation shall become involved.
5. A meeting with the Director of Human Resources for employee, intern, and volunteer related complaints shall be established within 2 business days of the request.
6. If the issue is with the Director of Human Resources, then the President and CEO shall become involved.
7. Any individual involved in dealing with a complaint will document all related details. The written document should be shared with the individual verbalizing the complaint to be certain that it is recorded accurately. A response to the complaint may be verbally discussed at the time; however, a written response with details of the resolution will follow within 5 business days.
8. If a complaint is substantiated that involves unethical finance behavior, conflict of interest, violation of federal/state/and or local laws, or violation of Origami's Code of Ethics, the complaint and verifying evidence is forwarded within 2 business days to the Corporate Compliance Officer for further investigation and resolution.
9. If the complaint is not resolved to the individual's satisfaction, he or she may request an appointment with the DQA. The DQA will review the file and discuss the complaint with the individual within 5 business days of the request. The DQA will document the meeting discussion and indicate whether the complaint had been resolved. A written response will follow within 15 business days.
10. If the DQA has not resolved the complaint to the individual's satisfaction than he/she may request that the complaint file be forwarded to the President and CEO and an appointment will be made with 3 business days. A written response will follow within 15 business days.
11. An appeal process that allows the decision to be challenged shall occur when necessary.

## Client Cancellations

Your Origami treatment team will work closely with you to ensure maximum participation in the rehabilitation process. Monitoring of your attendance is an essential component to the care we provide for you as to ensure we are working together to find a schedule that meets your personal, transportation, and therapeutic needs. When attendance is inconsistent, your

rehabilitation potential to meet established goals may be compromised. Therefore, we ask that you follow these procedures while engaged in rehabilitation with us:

1. Provide at least 24-hour notice if unable to attend a scheduled therapy session or meeting.
2. With as much notice as possible, provide your Care Coordinator with information on any external appointments that you schedule. Early notification will allow us to respect and accommodate your external obligations.

As indicated in the Financial Agreement signed upon admission by you and/or your guardian, you are held responsible for the following: I agree to provide at least 24-hour notice if unable to attend a scheduled therapy session/meeting. Failure to provide 24-hour notice is considered a “no show.” More than 2 no shows for any scheduled date of service, other than Psychiatry, Physiatry, and sessions in which the clinician had to travel into the community, will result in being personally billed \$50.00 for each day of service. All no shows for Psychiatry, Physiatry, and sessions in which the clinician had to travel into the community will result in a \$50.00 charge. I/We also understand that services may need to be placed on hold or discontinued until attendance can be consistent and any payments for past no shows are remitted. In addition to your treatment team holding a responsibility to you to provide quality care, Origami is responsible for maintaining close communication with external stakeholders involved in your care (e.g. external case manager, insurance adjuster). We will inform the necessary stakeholders of attendance concerns while identifying ways we may help to enhance your participation. Any questions or concerns may be directed to your Care Coordinator.

## Emergency Procedures

Origami has emergency procedures in place in case of an event which threatens the safety and well-being of clients, employees, students, volunteers, and visitors.

### External Evacuation

Origami staff and clients are notified of the immediate external evacuation (i.e. fire alarm). Employees and clients should evacuate the facility to the designated external evacuation location as identified on all posted Evacuation Maps. The Facilities Manager or designee, in conjunction with the Public Safety Officials, will monitor conditions and determine when it is no longer necessary to remain in the external evacuation location.

## Power Failure

Origami is well-equipped for possible power failure. In the event of a power failure, the generators will automatically start and provide power to the residential and semi-independent living buildings.

## Severe Weather

Employees will differentiate between a severe weather watch and a severe weather warning. Necessary actions will take place based on company procedures. All individuals onsite will be informed of canceled activities, the need to move to designated safety locations, etc. If offsite, emergency procedures for that location shall be followed.

## Drills and Emergency Training

During your time at Origami, you may occasionally be involved in emergency drills and other forms of training. For more detailed information on Origami's emergency procedures please ask your respective Care Coordinator.

## Input for Stakeholders

Origami is committed to enhancing services according to the expectations and individualized needs of its clients and other stakeholders. We strive to solicit, collect, analyze, and use the input received from all stakeholders on an ongoing basis.

We want to know what YOU expect and prefer; therefore, we encourage you to provide input according to a mechanism that is comfortable for you.

At Origami, we make all efforts to offer a variety of mechanisms to make the gathering of input successful. Such methods include, but are not limited to:

- Face-to-Face Meetings
- Family Conferences
- Suggestion Boxes
- DemandForce (appointment reminder system)
- Surveys (e.g. service satisfaction, menu preferences)
- Brain Injury Support Groups
- Website ([www.origamirehab.org](http://www.origamirehab.org))
- Town Hall Meetings
- Caring for the Caregiver Questionnaire

The input received is taken very seriously. It is continually analyzed and integrated into the overall mission and operations of Origami.

## Recognized Holidays

Origami recognizes six major holidays and two floating holidays each calendar year. On these designated holidays the office will be closed. Therapeutic recreational activities will be arranged with residential clients. Your individual weekly schedules will reflect the specific dates observed in which the office is closed.

Holiday	Date Usually Observed
New Year's Day	January 1 <sup>st</sup>
Memorial Day	Last Monday in May
Independence Day	July 4 <sup>th</sup>
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Holiday	December 25 <sup>th</sup>
Two Floating Holidays	Designated by leadership

## Special Considerations

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### Advance Directives and Do-Not-Resuscitate

It is our mission to provide you with optimal service and care that is in line with your goals, expectations and personal wishes. This includes our responsibilities in responding to emergency and life sustaining situations. It is strongly recommended that you take into consideration your wishes and discuss them with your family, support systems, and physician. In an effort to help you with these decisions we are providing you with information and resources on advance directives and do-not-resuscitate declaration.

***Origami makes all efforts to sustain the life of all clients. If the circumstance presents itself, Origami employees will utilize their training to attempt to resuscitate regardless of DNR status while emergency responders are immediately contacted. Once the emergency responders are onsite, information about a client's DNR status will be thoroughly communicated.***

**ADVANCE DIRECTIVES** are documents that allow a person to give instructions about future medical care should he or she be unable to participate in medical decisions due to serious illness or incapacity. Having an advance directive provides you some assurance your personal wishes will be honored at a time when you are not able to express them. Advance Directives can be in the form of Durable Power of Attorney and/or Living Will.

**Durable Power of Attorney** is a document in which you appoint another individual to make medical treatment and related personal care choices for you. The person to whom decision-making power is given is called a patient advocate. Your Durable Power of Attorney must be in writing, signed by you, and witnessed by two adults.

Your **patient advocate** can make decisions for you only when you become unable to participate in medical decisions yourself. You can also give your patient advocate power to make those personal care decisions you normally make for yourself. It is important that you specifically detail all wishes in writing so that they may be easily followed.

**Living Will** is a written document in which you inform doctors, family members and others of the type of medical care you wish to receive should you become terminally ill or permanently unconscious. A Living Will only takes effect after a doctor diagnoses you as terminally ill or permanently unconscious and determines you are unable to communicate decisions about your care.

A patient advocate is who makes the decision; the focus of a Living Will is on what decisions should be made. You may express your wishes in general terms or detail your wishes about specific medical interventions. There are no specific requirements as to the form of a Living Will; but it is recommended that the document be entitled “Living Will,” be dated, signed by you, and signed by two (non-family) witnesses.

**DO-NOT-RESUSCITATE DECLARATION (DNR)** is a written document in which you express your wish that, if your breathing and heartbeat cease, you do not want anyone to attempt to resuscitate you; this includes CPR and advanced cardiac life support (ACLS). It is recommended that, if you decide to have a DNR declaration, you obtain a DNR Medical ID that alerts first responders of your DNR status (information on obtaining this Medical ID is provided below). A copy of your advance directives and DNR declaration should be kept by you, a family member, your personal doctor, and Origami. These documents will be part of your medical record. Your care providers at Origami will be alerted of your DNR status and, if you are to be transported to a hospital, your advance directives would be made available to them.

While at Origami, your wishes will be reviewed with you upon admission and on an annual basis. You may at any time change or terminate your advance directives and DNR declaration.

Your revised wishes will need to replace your previous advance directives and/or DNR declaration in your medical record. If your wishes change, they will be communicated with your care providers at Origami.

## Resources

The information provided in this section is not all inclusive. There are other details that you should consider when drafting your advance directives and deciding your DNR status. This is a serious decision that deserves your thoughtful consideration. Reviewing your wishes with your family members, physician, and other trusted support systems in your life is strongly recommended.

The resources listed below can provide you with further information, answer your questions, and provide you with sample documents that you can use when drafting your advance directives. Your treatment team at Origami can also help you through this decision making process.

**Michigan Long Term Care Ombudsman’s Advance Directives: Planning for Medical Care in the Event of Loss of Decision-Making Ability** answers questions relating to Durable Power of Attorney, Living Will, DNR Declaration, and provides documents that can be used. Available at: [www.michigan.gov/documents/miseniors/Advance Directives 230752 7.pdf](http://www.michigan.gov/documents/miseniors/Advance_Directives_230752_7.pdf)

**Caring Connections Michigan Advance Directive: Planning for Important Healthcare Decisions** answers questions relating to Durable Power of Attorney, Living Will, DNR Declaration, and provides documents that can be used. Available at: <http://ww4.mgh.org/admitting/shared%20Documents/MichiganAD.pdf>

To purchase a **DNR Medical ID**: [www.americanmedical-id.com/](http://www.americanmedical-id.com/)

End of life decisions can include more than determinations on medical interventions and treatments. If you would like to discuss certain considerations or learn more about end of life options, your treatment team at Origami can help you explore this sensitive issue. Origami will work with your identified support system to ensure that your wishes are honored and communicated to those stakeholders that need to know.

Aging with Dignity provides a resource known as **Five Wishes** which helps to express how you would wish to be treated if seriously ill or unable to speak for yourself. It considers medical, personal, emotional, and spiritual needs. Available at: [www.agingwithdignity.org](http://www.agingwithdignity.org) or (888) 5-WISHES.

## Suicide Awareness and Prevention

Thoughts of harming yourself can start when you feel overwhelmed by problems or situations and it seems as if there is no solution. When things in your life feel out of control and thoughts of suicide seem like the only alternative, it is a sign that depression, discouragement, despair or hopelessness are strong. Reasons for having thoughts that you cannot go on are different for each person. Emotional or mental illnesses or situational factors such as traumatic injuries, physical illnesses, loss of relationships, loss of support, financial worries, or grief can be reasons which cause people to feel that they have no other choice. Many people do not necessarily want their life to end, however; they think that they cannot cope with their emotional or physical pain any more.

Feeling depressed and trapped can make you feel as if you have no other option when you really do have other choices. There is hope. Experiencing a brain injury can lead to significant global life challenges with the changes that occur in the areas of cognitive, physical, emotional and behavioral functioning. The changes that occur as a result of a brain injury can be challenging, however, we offer holistic cognitive treatment that can give you the tools you need to live a fulfilling and satisfying life. You need support from clinicians who know how to help people work through tough situations. Origami has psychologists, a psychiatrist, and other trained behavioral health professionals that can give you that support. Ending emotional pain is the most important goal. This can be achieved through supportive treatment and encouragement that healthy coping skills can be learned and used to reduce and prevent depression, hopelessness and despair.

Know the warning signs of an emotional crisis that may include thoughts of suicide:

- Depression, hopelessness, feeling there is no way out
- Anxiety, agitation, sleeplessness, or mood swings
- Feeling there is no reason to live or you would have been better off dead
- Anger, frustration
- Impulsivity
- Use of alcohol or drug abuse
- Withdrawing from family and friends

If you are experiencing warning signs and may be thinking that it is too hard to live, talk to someone you trust as soon as you can, preferably a spouse, a parent or friend or another caring, responsible person in your life.

Connections with family and friends are very healthy and protective. Talk with someone on your treatment team at Origami. If you are not already working with one of Origami's

Psychologists, you may be able to start to work with them and receive support, education and encouragement to learn coping skills that will help you manage stress and feel more confident.

## Resources

If you need to talk with someone right now, or if you are thinking about harming yourself, you may call the telephone number of the Listening Ear Crisis Intervention Center at (517) 337-1717, which is open 24 hours a day, 365 days a year. The Listening Ear offers confidential help for anyone who is having difficulty with depression, suicide, loneliness, grief, and many other issues. Another resource that you can call is the National Suicide Prevention Lifeline at (800) 273-8255; this is also a 24-7 confidential service that offers assistance to anyone in crisis.

## Portable Health Profile

A portable profile is a healthcare profile that includes basic information such as allergies, advance directives, medical diagnoses/conditions, functional status, medications, emergency contact information and insurance information. The profile allows clients to have the appropriate information at each health encounter and allows healthcare providers to be efficiently informed by more complete and accurate information. The intent of the tool is to help ensure that clients receive ongoing quality healthcare, lessen the fragmentation of care among healthcare settings, and potentially decrease the risk of medical errors. Clients in Origami's programs will be assisted in the development and updating of a portable profile that addresses the person's specific needs.

## Resources

Below is a list of links to a variety of portable health profiles. Origami does not endorse any of these resources listed but offer these as ways for you to explore the world of portable health profiles.

[www.medictag.com](http://www.medictag.com)

[www.medicalert.com](http://www.medicalert.com)

[www.iHealthRecord.org](http://www.iHealthRecord.org)

[www.medickey.com](http://www.medickey.com)

[www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)

[www.myphr.com](http://www.myphr.com)

## Caring for the Caregiver

The Origami Team recognizes the importance of actively engaging caregivers, family, and friends into the rehabilitation journey. Research shows that if the family member is receiving support, provided education at various stages of recovery, and can manage stress they will be able to more successfully support their loved one who has sustained a brain injury. Since every

journey to recovery following a brain injury is different, please do not hesitate to ask a member of your loved one's treatment team for specific information that would benefit you. Identified caregivers will also be asked to complete a questionnaire to identify educational needs.

## Resources

The following resources are provided to assist you with your education of brain injury recovery.

- [www.biausa.org/brain-injury-community.htm](http://www.biausa.org/brain-injury-community.htm): Various resources related to common issues that result from a brain injury
- [www.biausa.org/brain-injury-family-caregivers.htm](http://www.biausa.org/brain-injury-family-caregivers.htm): Various resources specific to the involved caregivers, family, and friends
- [www.cdc.gov/family/specialneeds](http://www.cdc.gov/family/specialneeds): Caregiving tips and links to information on specific health topics
- [www.msktc.org/tbj](http://www.msktc.org/tbj): Evidence-based materials available in a variety of platforms such as printable PDF documents, videos, and slideshows for people living with traumatic brain injuries and their supporters
- <https://www.helpinghandsrespice.care>: Helping Hands Respite Care available to Ingham, Clinton, and Eaton County residents
- [www.caregiving.com](http://www.caregiving.com): Develop care plans, practical information, and caregiver stories
- [www.caregiversurvivalnetwork.com](http://www.caregiversurvivalnetwork.com): Caregiver network to connect with other caregivers, find resources, and create an online network
- [www.tbiguide.com](http://www.tbiguide.com): An online book that provides an array of easy to read information to help along the rehab journey

Recommended Books:

- *Where is the Mango Princess?* by Cathy Crimmins  
Brain injury and its impact on the family
- *Over My Head* by Claudia by L. Osborn  
A doctor's personal account of recovery after a brain injury
- *I'll Carry the Fork* by Kara L. Swanson  
A first person account of surviving a brain injury
- *In an Instant: A Family's Journey of Love and Healing* by Lee Woodruff  
The journey to brain injury recovery between a husband and a wife

## Intimacy Issues in the Rehabilitation Process

Origami recognizes that sexuality, intimacy, and relationships are a part of the human experience; in addition, we also recognize that this does not end with a brain injury. It is important to acknowledge, however, that a brain injury may change the dynamics of an intimate relationship. All of the elements of the Hierarchy of Cognitive Functions (identified in

the Brain Injury Guide) can have a wide range of effects on intimacy issues with an individual that has sustained a brain injury and his/her significant other.

As part of our holistic approach, we believe that a focus on issues of intimacy needs to be part of the rehabilitation process. We recognize that discussion around the topics of sex, personal preferences, intimacy history, and current functioning with regards to closeness and relationship satisfaction can be difficult. We live in a larger societal context in which these issues are typically considered personal and private. We respect this, and will maintain discretion and respect when discussing these issues; however, we believe that it is important to have a focus on this area for the holistic recovery of those injured and the relationship health they share with those that love them.

If you believe that we are not adequately addressing these issues, we encourage you to bring this to the attention of your treatment team. We hope that we are able to build a trusting relationship so that you and/or your loved one are comfortable talking about otherwise personal and private matters. We will encourage these discussions, handle them with discretion, and protect your dignity and privacy.

## Domestic Violence, Sexual Assault, Human Trafficking

Because it is such a prevalent and important issue, we value sharing information about domestic violence, sexual assault and human trafficking. Even if it is not an issue for you, chances are you know someone who might benefit from you having this information. There is free, confidential help for those who have experienced domestic or sexual violence, or human trafficking. In our area, Michigan Coalition to End Domestic and Sexual Violence (MCEDSV) has an excellent domestic violence, sexual assault and human trafficking program. They offer a crisis line, information, support, individual counseling, support groups and advocacy. They also offer safe shelter for those who want it; however, a person may receive information or support without seeking shelter or deciding to end or leave the relationship. You may contact MCEDSV through the following: Website: <http://mcedsv.org/contact-us.html>; Phone: (517) 347-7000; Address: 3893 Okemos Rd., Suite B2, Okemos, MI 48864

## Peer Mentorship

Origami supports a Peer Mentorship Program that works to match those clients and family members that have gone through, or continue to go through, the challenges of traumatic brain injury and the rehabilitation process with clients and family members who are starting their own journey.

The program's mission is to develop relationships that lead to clients feeling less isolated, allowing them to make meaningful social connections and increase confidence as they reintegrate into their community. In the role of friend, role model, and resource, mentors feel a sense of satisfaction and purpose through giving back to fellow survivors.

We recognize that the trauma of the injury and the challenges of the recovery and rehab process extend to those closest to the individual that sustained the injury; therefore, this program mission extends to family members and caregivers of the individuals with a brain injury.

Training is conducted with volunteer mentors prior to relationships being formed. Training includes brain injury education, situational responses to what the mentor may encounter with their peer partner, definitions and boundaries of the peer mentor, participation requirements and expectations, emergency response, and community resources. The Peer Mentorship Program Committee works to match mentors and partners that have the best potential for a successful, healthy and rewarding relationship for both participants. The development of the relationship is monitored and evaluated to ensure the best results possible.

As a support system for your loved one, the challenge of the rehab process extends to you. There are others that have gone through similar experiences which you have, or will, encounter. We hope that we can help you make a contact and develop a relationship with someone who can help you through your rehabilitation journey.

If you would like more information on the Peer Mentorship Program, please contact your Care Coordinator. The mentor volunteer pool may be variable; if a trained mentor is not available at the time of your inquiry, you will be assisted with exploring other opportunities as we work to find you a mentor.

## Additional Resources

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### Origami Client Assistance

Origami's fundraising efforts create opportunities for Origami to assist clients through grant and emergency relief requests as well as serving as a vehicle to fulfill our mission and vision while expanding service access to those in need. If you have specific needs related to your plan of care or an emergent situation, contact a team member to help you explore accessing the support funds available.

### Road to Recovery: The Essential Brain Injury Guide

It is the intent of the Essential Brain Injury Guide to provide education about brain injury and what one may expect from the rehab process. The purpose of the guide is also to convince those that are injured, and their loved ones, that there is reason to be optimistic and hopeful about recovery and a healthy and happy life post brain injury. The reader is accompanied through the guide by a survivor and loved one. Their stories help to articulate the personal side of the recovery story: how their lives were shattered by a brain injury and their experience putting the pieces back together. Additional copies are available upon request.

## Community Resources

**“Things to do” website:** <http://www.lansing.org/visitor/things-to-do/>

**Smart Phone App:** Download the **Greater Lansing Mobile App** for on-the-go access to events and attractions around Greater Lansing. The mobile app is available for iPhone®, Android and Blackberry® smart phones.

**Hard Copy:** You can order a hard copy of the Greater Lansing Visitor Guide through this website, or by asking for assistance from an Origami team member:

<http://www.lansing.org/visitor/request-visitors-guide/>

## Smart911 (Eaton and Ingham County)

This system allows you to create a free safety profile and provide valuable information such as names, photos, health conditions, medications, pets, vehicle details, and emergency contacts. All of the information entered is voluntary. The information is only made available to 9-1-1 when an emergency call is made from the registered phone. [www.smart911.com](http://www.smart911.com)

## Connect With Us Online

Connect with us on our various social media profiles to stay up to date on all things Origami. From client stories to event information, our social media platforms are a great resource to keep you informed. Share updates on your recovery journey with us by tagging us and using the hashtag #OrigamiRehab. **Thank you for being a part of the story!**

## Share Your Story With Us

We love storytelling. We have found that sharing your recovery story can be a very therapeutic process. From magazine articles to social media posts, we love to help educate the community on brain injuries and how they impact lives. If you are interested in sharing your story, please see your Care Coordinator who will introduce you to our Director of Development and Communications.





***We're in the Business of  
Transforming Lives***

***A Partnership of***



College of  
Osteopathic Medicine  
MICHIGAN STATE UNIVERSITY



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