



# Easy Does It Emergency Services

## Client Handbook

2007 Edition

Compiled by the Board of Directors

# EDI CLIENT HANDBOOK

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## **EDI CLIENT HANDBOOK 2007**

### **GENERAL PROGRAM DESCRIPTION**

The primary purpose of Easy Does It Emergency Services Program is to provide emergency services and independent living assistance to individuals with disabilities within the Berkeley city limits. The program's objective is to improve the quality of life for people who have disabilities by providing a comprehensive system of support services including emergency attendants, emergency wheelchair transportation and repair services, and individualized case management. Currently, EDI is also providing a limited quantity of scheduled non-emergency transportation to the community, in collaboration with Berkeley Paratransit Services.

EDI is to be used in times of unanticipated need or unavoidable non-medical crisis situations. Emergency attendant services are not intended to provide long-term attendant care. The Easy Does It Case Manager is available to assist clients with resolving long-term attendant care needs.

Our goal is to provide an attendant, driver, or mechanic within 45 minutes or less from your initial call to Dispatch. However, longer wait times can occur during peak call hours. An EDI employee should be contacting you within 10 minutes of your call to Dispatch to give you an estimated time of arrival.

An on-call Shift Supervisor is always available to assist clients who have urgent questions, concerns, or special situations. To contact a Shift Supervisor, please call Dispatch and request the on-call Supervisor. The Supervisor will do his or her best to accommodate your needs within program guidelines.

### **EMERGENCY ATTENDANT SERVICES**

Emergency attendant services are available 24 hours a day, seven days a week. Male and female attendants, (the client may choose gender within the limits of availability,) are on-call for non-medical personal care emergencies, urgent errands, and urgent household chores. Calls for attendant services must originate within the Berkeley City limits. Calls may not exceed four hours in length without a Supervisor's approval.

Emergency attendants are employees of Easy Does It and must provide services in accordance with program policy and guidelines. Easy Does It attendants are limited to providing emergency services as outlined in the program Scope of Services (see below).

The charge for Emergency Attendant Care is \$12.00 for the first hour or portion

thereof and \$3.00 each 15 minutes thereafter. The average call is about two hours.

Service fees are due at the time of service delivery. Please make checks *Payable to: Attendant's Name, EDI employee* or pay in cash.

If some clients are not able to make a payment during the time of service delivery, incurred outstanding fees will be billed twice per month. Clients are required to make a payment within 30 days of receipt of invoice. Payment plans for outstanding fees are available and can be arranged by calling the EDI office.

Failure to make payments on outstanding fees will result in a 15-call per month service limit until fees are paid in full or an approved payment plan is established.

The stipulations above apply to attendant calls only. Calls for wheelchair transportation and wheelchair repair are not included in the calculation of owed fees, or in the 15-call limit imposed for failure to pay outstanding fees.

### **SCOPE OF SERVICES**

Easy Does It will provide emergency personal care only.

Emergency personal care is services required to maintain the independence of the client. EDI attendants are required to assist clients with urgent care needs by listening carefully to the client's instructions and by providing appropriate, reasonable services for the client.

#### **Scope of Services Detail - Services provided by emergency attendants:**

- Accompaniment to urgent medical appointments
- Assistance with interpreter needs
- Assistance with respiration such as self-administered oxygen and ventilators
- Bathing, oral hygiene, and grooming
- Care and assistance with prosthetic devices
- Changes in bed linens and urgent light laundry
- Clearing accessible ramps and pathways of obstructions
- Dressing and undressing
- Garbage removal
- Meal preparation, feeding and meal clean up
- Menstrual care
- Mobility assistance such as ambulation
- Postural repositioning both in and out of bed
- Protective supervision - up to 3 hours
- Provide food, water and urgent clean-up for animals

- Providing access to medications
- Range of motion exercises
- Tactile skin stimulation for circulation
- Toileting
- Transfer assistance in and out of bed, wheelchairs, other vehicles, from floor to wheelchair with assistance of another person
- Urgent grocery shopping and errands

## **CALLS PER MONTH AND APPEALS**

The number of calls clients make is limited to twenty-five per month. Clients may make an appeal to have their monthly attendant service call limit temporarily raised by presenting evidence to the Easy Does It Board of Directors Subcommittee on Utilization of Services (SUS), indicating an ongoing crisis requiring increased emergency attendant care services. Hearings with the Committee for service limit appeals should be arranged by calling the office during business hours.

### **APPEALS LIMITS**

Clients have the right to appeal to the Subcommittee on Utilization of Services consecutively during a four-month period. After the four months of appeals, clients will be relinquishing their right to appeal for six months (unless otherwise authorized by the SUS).

### **HIGH USE POLICY**

Clients who develop a pattern of usage without exceeding twenty-five calls per month will be subject to the High Use Policy.

High Use is defined as a client who establishes a pattern of use, at the same times and on the same days over a period of 3 months, as determined by the Executive Director(s).

Clients who fall into the High Use Policy category may:

- Lose their right to request a gender specific attendant
- Have a lowered service priority that will delay the attendant's arrival
- Have their routine limited to two hours and
- Be subject to the attendant leaving before completion of the routine if Dispatch receives a call with a more urgent priority, (as soon as the client is in a safe situation.)

### **REFUSAL POLICY**

To protect our clients and our employees, EDI has a Refusal Policy available to both attendants and clients.

Refusal lists are documented and maintained according to the following procedures:

A client or an attendant shall report a refusal verbally to the Shift Supervisor. The Supervisor or the Executive Director(s) will document the refusal in the attendant and client's files as necessary, and update EDI dispatchers. Initial refusals, especially from staff, need to go through the Executive Director(s). Otherwise, an attendant may tell the dispatcher that they are refusing a client simply because they do not want to go to the client at that specific time.

Client and Attendant Refusal lists are permanent . A refusal list may only be amended as the result of a written appeal to the Executive Director(s).

Whenever possible, attendants and clients are strongly urged to report refusals in advance and in writing to management. Writing assistance will be provided when necessary.

A client can have as many attendants on his/her refusal list as he/she desires. However, when a client has several attendants on their refusal list, they risk compromised service. Requests for a specific attendant may not be fulfilled.

### **GRIEVANCE POLICY**

If a client wishes to file a complaint against an EDI attendant he or she may talk to and/or email the Executive Director(s). The Executive Director(s) will investigate the complaint and proceed in accordance with their findings.

### **DISCIPLINARY POLICIES**

#### **Employee Discipline Policies**

EDI, in its sole discretion, may invoke progressive discipline to address employee conduct or performance problems. Here is the progression of documentation. EDI may bypass some or all of the steps described below, in its discretion, in order to address performance or conduct problems as it sees fit.

First Step: Verbal or Written Warning.

Second Step: Written Warning, or Warning Letter, which will be combined with a written corrective action, plan and time line.

Third Step: May be any of the above, or one or a combination of the following:

suspension of employment, demotion, transfers to another position, loss of a recent pay raise(s), or termination.

### **EDI Client Discipline Policy**

When there is a complaint about a client, the Executive Director(s) will investigate and file a report. If it is determined that the client should be disciplined or suspended from use of EDI, the SUS committee will be notified immediately. One to three members of the committee and the Executive Director(s) will meet with the client within 4 business days.

Those in attendance will hear both sides of the issue. When the client leaves the meeting, the committee members and Executive Director(s) will jointly determine the appropriate disciplinary action. The client will be notified by telephone within 24 hours and a follow-up letter describing the disciplinary action will be sent within 3 business days. The client will be notified by the Executive Director(s).

If it is determined, during the initial investigation, that the client needs immediate discipline, the Executive Director(s) will consult with the Board President as soon as possible.

### **EMERGENCY TRANSPORTATION SERVICES**

We have a lift-equipped van to transport clients and/or wheelchairs, scooters and other adaptive equipment from an origination point within Berkeley to a destination within a mile of Berkeley. There is a \$6.00 charge for this service.

**NOTE: All clients must wear seat belts while riding on the EDI van.**

Easy Does It provides emergency wheelchair transportation services for the following situations:

Wheelchair transportation routed through Berkeley Police and Fire Departments (911 calls).

On the road mechanical breakdowns in which the client's wheelchair is immobile.

Wheelchair malfunctions due to weather conditions.

Wheelchair user is stranded as a result of problems with other planned transportation.

Transportation of a wheelchair from the client's residence to local wheelchair repair vendor.

Other emergency situations in which an unscheduled movement of a wheelchair, a wheelchair and its user, or a severely physically disabled

person, is deemed appropriate by a program Supervisor.

Emergency trip to ER or last-minute doctor appointment.

### **SCHEDULED, NON-EMERGENCY TRANSPORTATION**

EDI's non-emergency, on-demand response, lift-equipped van service, is available to EDI clients who are also clients of Berkeley Para-transit Services and utilize the City's Wheelchair Van Program. These rides are available Monday through Friday from 8:30 am to 11:30 pm and can be scheduled no sooner than three hours before the ride is needed. Non-emergency, on-demand response rides **cannot** be scheduled the day before. All EDI rides must remain within one mile of the Berkeley border. On-demand rides can only be paid for with a **GREEN** van voucher purchased through Berkeley Para-transit. Please remember **GREEN** vouchers are the only accepted form of payment for on-demand response rides.

### **MEDICAL RETURN TRIP IMPROVEMENT PROGRAM**

Berkeley Para-transit Services and Easy Does It are pleased to participate in the Medical Return Trip Improvement Program (MrTrip). MrTrip is a new program funded by Alameda County Measure B. Measure B provides subsidies for an on-demand taxicab or van ride to Berkeley Para-transit Services clients, for return trips from doctor appointments, dental and eye exams, dialysis treatments, physical therapy (including use of the warm pool) and visits to the hospital (including emergency room).

MrTrip will not take you to your appointment. However, when you're ready to return home, MrTrip will pick you up. All we require is an **ORANGE** Medical-Return Ride Voucher, which must be signed by a representative of the facility you are getting picked up from. **ORANGE** Medical-Return vouchers **cannot** be used for any other purpose other than a trip home from a medical facility.

Please call (510) 704-2111 to schedule a same day, MrTrip ride through Easy Does It, and for more information regarding on-demand response rides, contact Berkeley Para-transit at (510) 981-7269 or Easy Does It at (510) 845-5513. Berkeley Para-Transit office hours are Monday through Thursday 9am to 11am.

### **Frequently Asked Questions About MrTrip**

**What is MrTrip?** MrTrip is a new program that provides a limited amount of free van vouchers for a return ride after a medical appointment.

**What are these orange van vouchers for?** The orange vouchers are Medical-Return Ride Vouchers that you will need to pay for the ride back from your appointment.

### **How does it work?**

1. Remember to bring your Medical Return Ride Voucher (the orange voucher) next time you go to the doctor or other medical facility.
2. Take any type of transportation to get to your doctor or health appointments.
3. Call a van company when you are finished with your medical visit. Before you leave the doctor's office, get a staff person at the facility to complete the validation section on the Medical Return Ride Voucher.
4. When you it is time to pay for the ride, give the van driver your orange van voucher.

**How does MRTIP define a medical appointment?** Medical appointments include doctor's visits, dental and eye exams, dialysis, physical therapy (including the warm pool) and visits to the hospital (including emergency room).

**Must my doctor complete the Medical Staff Certification on the Medical-Return Ride Voucher?** No. Your doctor can, but is not required to complete the validation section on the Medical-Return Ride Voucher. Most people will find they can get the receptionist at the facility to complete it when they check-in for their appointment.

### **EMERGENCY REPAIR SERVICES**

Easy Does It provides basic emergency repair services for wheelchairs and other assistive devices so as to keep the client mobile until the client can reach a wheelchair repair facility. Repair services are available during limited hours, outside of the regular business hours of local vendors. Services include the repair of flat tires, replacement of belts, batteries and fuses, and other repairs deemed appropriate by EDI staff. There is a \$12.00 charge for this service and the client is responsible for the cost of replacement parts.

### **CASE MANAGEMENT PROGRAM**

Our Case Management Program is designed to assist disabled Berkeley residents with updated information and skills for managing their attendants. This is a program of up to five sessions; one initial assessment session, and four follow through sessions as needed. The services provided in this program are: Identifying the type of care needed, preparing job descriptions, developing daily and weekly schedules, finding appropriate sources of payment and interviewing prospective attendants by phone and in person. This program is provided at no

cost to our clients.

### **ADDITIONAL ATTENDANT RESOURCES AND TIPS**

Plan ahead. Recruiting a number of backup attendants for an unexpected attendant crunch will better prepare you if an urgent situation arises. Talk with neighbors, roommates, or nearby family members and assess what help they can provide if your regularly scheduled attendant does not show up.

#### **Resources for hiring attendants:**

Flyers can be posted at local grocery stores and restaurants.

Try posting job listings on-line through Jobtrak College Job Listing Service. Contact the U.C. Berkeley Career Center at (510) 642-0440 extension 3, and they will connect you with Jobtrak, which is the official job board of U.C. Berkeley, Laney College, Merritt College, Chabot College, College of Alameda, Foothill College, Mills College, Berkeley City College, and many other local and national schools. Also, "Craig's List" can be a good resource on-line at <http://www.craigslist.org>. Finally, try networking via online e-mail lists like the Berkeley Disabled List.

Classified ads work well in the East Bay Express, Berkeley Daily Planet, the Alameda Newspapers Group (Oakland Tribune, Montclairion), San Francisco Weekly, and San Francisco Bay Guardian newspapers, at minimal cost.

Center for Independent Living Attendant Referral Service (510) 841-4776 (voice)/ (510) 841-3101(TDD/TTY).

### **DISASTER REGISTRY DATABASE**

As part of our Measure E contract, we are compiling a voluntary disaster registry database for people with disabilities in the city of Berkeley. The Berkeley Fire and Police Departments will use this database in the event of a disaster, in order to better assist those with disabilities and special needs. If we haven't already talked with you about this, we will be contacting you to complete a disaster registry survey soon, or call the office.

### **GENERAL INFORMATION**

For emergency attendant, transportation, or repair services:

**Dispatch (24 hours a day)**

***Client Hotline (510) 704-2111***

For general program information or to speak with office staff:

***Easy Does It Office (M-F 8am-4pm)***

***Phone (510) 845-5513***

***Fax (510) 845-2115***

If you have any questions or comments, PLEASE contact the Easy Does It office. We need to receive feedback from our clients to help us continually improve our services.

Adapted from the EDI By-Laws, 2001 Welcome Packet, and Employee Handbook.

## **ACKNOWLEDGMENT**

Please read the client handbook and fill out and return this page, in the enclosed self-addressed, stamped envelope within two weeks of receiving the handbook.

I acknowledge that I have received a copy of the Easy Does It Emergency Services Client Handbook. I understand that I am responsible for knowing and complying with the policies set forth in the Handbook while utilizing the services provided by Easy Does It.

I further understand, however, that the policies contained in the Handbook are guidelines only and are not intended to create any contractual rights or obligations, expressed or implied. I also understand that Easy Does It has the right to amend, interpret, modify or withdraw any of the provisions of the Handbook at any time in its sole discretion, with or without notice.

Easy Does It will make every attempt to notify clients in a timely manner of any significant changes. Furthermore, Easy Does It cannot anticipate every issue that may arise, if I have any questions regarding Easy Does It policies or procedures, I should consult the Co-Executive Directors.

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_