

BIND: Brain Injury Network of Dallas Member Handbook: 2021

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Our Mission & Vision

BIND provides functional work experience for adult survivors of stroke, brain injury and other acquired neurological injury. Our mission is to provide tools and a bridge of support to adult brain injury survivors so they can reconnect into life, the community and workplace. The BIND vision is to lead the DFW area in providing member-driven services and will serve as the model for Brain Injury Clubhouses across the state of Texas.

Our Core Values

Established by BIND Members in February of 2015, the Clubhouse core values are:

- Service
- Quality
- Respect
- Teamwork
- Determination

Code of Conduct

Conduct

Members are expected to interact in a safe, courteous and professional manner that promotes quality and mutual respect in a productive environment. BIND does not attempt to list all forms of unacceptable behavior in this handbook. Although we strive to provide support and shaping of undesirable behaviors following brain injury, some behaviors are so serious that they may justify immediate disciplinary action including expulsion from the program.

Computers, E-Mail & Additional Online Tools

Use of the Internet must be tempered with common sense and good judgment. Computers, computer files, equipment, software and technology provided to access and utilize e-mail systems, networks and the internet are intended for business use only and remain at all times the property of BIND. Although

this largely applies to our onsite computers and related equipment, BIND provides members with remote access to platforms and other communication tools (ie Zoom, private social media group, etc). It is understood that members first use the onsite computers and offsite platforms and tools for the work of the unit and program before using them for personal reasons. The use of our computer systems or communication tools in ways that could be considered harassment or discrimination including, but not limited to, transmitting offensive or sexually explicit material is prohibited.

We reserve the right to monitor usage, retrieve and read any electronic data to ensure compliance with this policy. Use of onsite BIND computers or offsite platforms and communication tools to download games, engage in gambling, view or share pornography or other offensive content are examples of behaviors that are unacceptable. Additionally, using offsite communication tools and platforms to inappropriately invite, solicit, insult, share inappropriate material, or release confidential information about or with other members is prohibited. Guidelines specific to programming provided virtually include:

- Respect each other
- Raise your hand if you want to speak
- No shouting or over-talk
- Watch your language
- Use the chat if you might forget or need to remind someone of a rule

Confidential Information

Respecting the privacy of our members, donors, staff, and volunteers of the organization itself is a basic value of BIND. Personal, medical and financial information is confidential and should not be shared nor discussed with anyone without permission or authorization from the Executive Director or President of the Board of Directors.

Members may be exposed to information that is confidential or privileged. It is the policy of BIND that such information must be kept confidential both during and after Clubhouse membership. Members are expected to return all materials containing privileged or confidential information at the time of separation from the program. Access to onsite or offsite electronic platforms, email systems, and other communication tools may be removed at the time a member separates from the program.

Confidential information may include, but is not limited to:

- Member data, such as diagnosis, treatment, condition, progression or regression;
- Member, employee or volunteer medical data;
- Sensitive information related to a current or former member, employee or volunteer;
- Facility data, such as member, employee, donor or volunteer names, addresses, telephone numbers, financial status, policies or specific operational or personal issues;
- Private online/virtual meeting spaces including meeting "ID", meeting or login passwords, or other instructions or links to virtual programming that is restricted for members only.

Drugs, Alcohol & Smoking

The use, sale, purchase, distribution, possession, or presence of drugs and/or alcohol while on the BIND premises is strictly prohibited. Smoking and vaping are not allowed on BIND premises in any place other than outdoor designated area(s).

The legal and correct use of prescribed drugs is permitted at the Clubhouse only if it does not adversely impair the member's ability to complete Clubhouse work in a safe manner. On occasion BIND may

participate in special events where alcohol is served. In such circumstances, members are expected to exercise good judgment and uphold the mission and values of our organization.

Members must be able to dispense and swallow their medications while at the Clubhouse. Specific reminders to take regularly scheduled, prescription medications can be provided by staff.

Harassment

BIND will not tolerate harassment of an employee, member, volunteer, or visitors of the facility. Harassment may include verbal or physical conduct and/or the display of written or graphic materials which:

- Slander or show hostility or aversion towards another individual because of race, color, sex, sexual orientation, religion, national origin, veteran status, age, marital status, disability or any other protected status.
- Create an intimidating, hostile or offensive work environment for an employee, volunteer, visitor, or member.

Sexual harassment, whether in the Clubhouse itself or during outside BIND-sponsored activities is unacceptable and will not be tolerated. Sexual harassment is defined as unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature. Sexual harassment may include a range of subtle and not so subtle behaviors between individuals of different sexes or individuals of the same sex. Depending on the circumstances, these behaviors may include, but are not limited to:

- Unwanted sexual advances;
- Subtle or overt pressure for sexual favors;
- Sexual jokes, flirtations, advances or propositions;
- Verbal abuse of a sexual nature;
- Graphic commentary about an individual's body;
- Comments on sexual prowess or deficiencies, sexual preferences or sexual habits;
- Leering, whistling, touching, pinching, assault, or coerced sexual acts;
- Suggestive, insulting or obscene comments or gestures;
- Displays in the workplace of sexually suggestive objects or pictures;
- Intimidation, ridicule and/or insults based on the employee's gender.

Dress Code

Members are expected to report to the Clubhouse (including onsite programming and virtual or online programming) groomed and appropriately dressed in clean, neat, well-fitted clothing. Sandals, flip-flops or any type of shoe other than sneakers or flats may be discouraged if they pose an increased fall risk..

The BIND Clubhouse attire standards will specifically EXCLUDE the following:

- For women
 - Spaghetti strap blouses or halter-tops when the shoulders are uncovered and/or cleavage is exposed
 - Shorts, dresses or skirts shorter than 2 inches above the knee
 - Any clothing that depicts offensive pictures or words
- For men
 - Tank tops or muscle/sleeveless shirts when the shoulders are uncovered
 - Shorts that are shorter than 2 inches above the knee
 - Any clothing that depicts offensive pictures or words

General Guidelines

- Private online/virtual meeting spaces including meeting “ID”, meeting passwords, personal or organization login IDs or passwords, private social media groups or other links to virtual programming that is restricted for members only should not be shared without staff consent.
- BIND does not allow Members to stay at the onsite property overnight nor does BIND provide residential services.
- No signs, posters, ads or notices may be posted on windows or doors without consent of the staff.
- Locks may not be installed on windows, doors or cabinets without the consent of the staff.
- Firearms, illegal knives, clubs and/or other weapons may not be brought inside the BIND building without consent of the staff.
- No open flames, lighters, matches, candles, lit cigarettes/pipes/cigars/e-cigarettes are allowed at the onsite property with the exception of smoking in designated outdoor area(s).
- No nails, hooks or screws may be driven into or inserted in any part of the building except in connection with hanging pictures or artwork.
- Doorways, halls and floors may not be obstructed by personal belongings, furniture or other unsafe objects.
- No use of tools, industrial equipment, toxic or flammable materials, cleaning products, paint, ladders or similar items is permitted at the property without consent of the staff.
- Furniture, equipment, supplies, appliances, tools, decorative pieces and other similar items must be inspected by staff prior to admittance or installation on BIND property.
- Liquids must be in spill-proof containers or securely lidded when in proximity to electrical appliances, computers, radios, televisions, phones and similar electronic devices.
- Perishable food must be labeled with a name and date, stored properly and disposed of in a timely manner.
- Animals are permitted as long as the handler/owner can verify the health of the animal on demand. Handlers/owners will maintain control over their animal (remain leashed, for example) and will remove the animal if it poses a health or safety risk to any person on property.
- Safety drills will be conducted routinely. Additionally, we ask that you report any observed safety hazards to staff immediately.
- Members will be asked to provide accurate emergency contact, physician contact, allergy and medication information during orientation and to update changes to this information regularly.

Transportation, Parking & Outdoor Areas

- Vehicles may not be left in the BIND parking area overnight.
- Vehicles parked in the BIND parking area must be in good condition without leaks.
- Parking area spaces may not be used for any purpose other than parking.
- Garbage may not be stored outside of the building in any area other than in designated trash bins.
- Cigarettes must be completely extinguished and placed in designated bin(s).
- Sidewalks and other walking paths may not be obstructed.
- Care and consideration to neighboring office tenants will be exercised at all times.

Except under special circumstances, BIND does not provide transportation. Members are expected to arrange transportation to and from the program and any other scheduled social or community activities. Volunteers and staff are not permitted to provide transportation in their personal vehicles nor personally pay fees for transportation service for Members. Volunteers and staff can provide Members with assistance locating and scheduling public transportation options.

Conduct Offense Process: Onsite & Virtual Programs

Action will be taken in a timely manner and with increasingly serious consequences to eliminate unacceptable conduct. Disciplinary situations will generally be dealt with through the progressive discipline process listed below. However, certain types of misconduct are so serious they may justify immediate expulsion from the Clubhouse program. Both verbal and written warnings can be initiated and executed by any Clubhouse Member, staff or volunteer.

The Code of Conduct and the Conduct Offense Process will be followed for all virtual/online programming as well. Discipline steps including being placed on 'mute' or removal from a virtual meeting may be enforced by staff or volunteers during virtual meetings.

Progressive Discipline Steps (Onsite):

First Offense → Verbal warning

Second Offense → Written warning

Third Offense → Suspension or Expulsion from the Clubhouse program

Progressive Discipline Steps (Virtual):

First Offense → Verbal Warning

Second Offense → Placed on Mute and/or placed in breakout room with staff

Third Offense → Removed from virtual programs for remainder of the meeting*

*If a code of conduct violation persists or is repeated within the same day, a member will be removed from all virtual programs for the remainder of the day. If the violation persists or is repeated throughout the week, staff will contact the member's caregiver and will prepare a written incident report.

Membership Dues & Attendance

The collection of member dues was eliminated on September 1, 2020. However, members are encouraged to make a tax-deductible contribution to the organization if and whenever they are able to. BIND relies upon the generosity of numerous individuals to provide clubhouse services, including donations received from program members and their friends and family.

Regarding outside payor/referral sources, municipal, state or federal funding: Member attendance for any part of a program day or event, whether onsite or in a virtual/online setting, may result in a charge to the payor source for the full day. BIND payor sources include Texas Workforce Solutions, Texas Health and Human Services Commission, and local city government(s).

When onsite, members are expected to sign in upon arrival and sign out when leaving each day, including lunch breaks away from the building, so that attendance can be accurately recorded. Members are expected to arrive in a timely manner for participation in the morning meeting and depart the premises at the designated end program time. Please report onsite expected and unexpected absences as soon as possible by calling the office (972-769-2463) or by sending an email to members@thebind.org Report absences for virtual services to the designated staff person or by posting a message in the designated online communication tool.

Holidays

BIND will close onsite and virtual services on major holidays. The holidays recognized for closure by this facility are: New Year's Day, Memorial Day, Independence Day (4th of July), Labor Day, Thanksgiving Day,

Christmas Eve and Christmas Day. Low member attendance, weather or facility conditions, and availability of volunteer or staff support may influence additional dates of closure. Every effort will be made to notify Members of unexpected closures - it is important that you provide accurate contact information to staff and update any changes to your contact information in a timely manner.

Grievance Reporting

Reported complaints by members, staff and volunteers will be taken seriously and addressed in a timely manner by staff, the Program Director or the Executive Director. It is encouraged that comments, concerns or complaints be first directed to the person in question with care taken to show respect and courtesy. If the attempt at mutual problem solving remains unresolved, reporting to the next level in charge is encouraged.

If further attempts at conflict resolution are unsettled or if a comment, concern or complaint relates to the actions of the Executive Director, a grievance may be reported to the Board of Directors by sending a detailed written report by email to: BOD@thebind.org. Care will be taken to resolve such grievances within 30 days of receipt.

Reporting Complaints to TWC-VRS

Should a member receiving services from Texas Workforce Commission have a complaint they wish to file against BIND and our services as a Community Rehabilitation Provider, they need to contact Texas Workforce Commission – Vocational Rehabilitation Services at 1-800-628-5115.

Abuse, Neglect &/or Exploitation

BIND will not tolerate abuse, neglect or exploitation of an employee, member, volunteer, or visitor at the facility. Suspected abuse, neglect or exploitation of any program member, in particular, will be swiftly and efficiently addressed and/or reported as required by law and/or organizational policies and procedures. Texas law requires anyone who thinks a child, or person 65 years or older, or an adult with a disability is being abused, neglected, or exploited must report it to DFPS: Department of Family and Protective Services by phone (1-800-252-5400) or through online reporting. Please refer to the organization's Policies and Procedures manual for additional information.

Brain Injury Clubhouse Standards: International Brain Injury Clubhouse Alliance Approved September 2020

The International Standards for Clubhouse programs, consensually agreed upon by the worldwide Clubhouse community, define the Clubhouse Model of rehabilitation. The principles expressed in these Standards are at the heart of the acquired brain injury Clubhouse community's success in helping people with brain injury to achieve social, financial and vocational goals. The Standards also serve as a "bill of rights" for members and a code of ethics for staff, board and administrators. The Standards insist that a Clubhouse is a place that offers respect and opportunity to its members.

The Standards provide the basis for assessing Clubhouse quality, through the International Brain Injury Clubhouse Alliance (IBICA). Every two years the worldwide Clubhouse community reviews these Standards, and amends them as deemed necessary.

MEMBERSHIP

1. Membership is voluntary and without time limits.
2. The Clubhouse has control over its acceptance of new members. Membership and re-entry after any length of absence is open to any adult with a history of Acquired Brain Injury (ABI), unless that person poses a significant and current threat to the general safety of the Clubhouse community.
3. Members choose the way they utilize the Clubhouse, the members and staff they wish to engage with, and the activities they wish to engage in.
4. All members have equal access to every Clubhouse opportunity.
5. Members at their choice are involved in documentation that reflects their participation in the Clubhouse.
6. Members have a right to immediate re-entry into the Clubhouse community after any length of absence, unless their return poses a significant and current threat to the Clubhouse community.
7. The Clubhouse provides an effective outreach system to all members, particularly those who are becoming isolated in the community or ill.

RELATIONSHIPS

8. All Clubhouse meetings are open to both members and staff. There are no formal member only meetings or formal staff only meetings where program decisions are made.
9. Clubhouse staff are sufficient to engage the membership, yet few enough to make carrying out their responsibilities impossible without member involvement.
10. Clubhouse staff have generalist roles. All staff share employment, housing, evening and weekend, holiday and unit responsibilities. Clubhouse staff do not divide their time between Clubhouse and other major work responsibilities that conflict with the unique nature of member/staff relationships.
11. Responsibility for the operation of the Clubhouse lies with the members and staff and ultimately with the Clubhouse director. Central to this responsibility is the engagement of members and staff in all aspects of Clubhouse operation.

SPACE

12. The Clubhouse has its own identity, including its own name, mailing address and telephone number.
13. The Clubhouse is located in its own physical space. It is separate from any other rehabilitation center or institutional settings and is impermeable to other programs. The Clubhouse is designed to facilitate the work-ordered day and at the same time be attractive, adequate in size, and convey a sense of respect and dignity.
14. All Clubhouse space is member and staff accessible. There are no staff only or member only spaces.

WORK-ORDERED DAY

15. The work-ordered day engages members and staff together, side-by-side, in the running of the Clubhouse. The Clubhouse focuses on strengths, talents and abilities; therefore, the work-ordered day must not include day treatment or therapy programs within the Clubhouse.
16. The work done in the Clubhouse is exclusively the work generated by the Clubhouse in the operation and enhancement of the Clubhouse community. No work for outside individuals or agencies, whether for pay or not, is acceptable work in the Clubhouse. Members are not paid for any Clubhouse work, nor are there any artificial reward systems.
17. The Clubhouse is open at least five days a week. The work-ordered day parallels typical working hours.
18. The Clubhouse is organized into one or more work units, each of which has sufficient staff, members and meaningful work to sustain a full and engaging work-ordered day. Unit meetings are held to foster relationships as well as to organize and plan the work of the day.
19. All work in the Clubhouse is designed to help members regain self-worth, purpose and confidence; it is not intended to be job specific training.
20. Members have the opportunity to participate in all the work of the Clubhouse, including administration, research, intake and orientation, outreach, hiring, training and evaluation of staff, public relations, advocacy and evaluation of Clubhouse effectiveness.

EMPLOYMENT

21. The Clubhouse enables its members to access paid work through a variety of employment models that may include: Supported, Customized, Transitional and Independent Employment. The Clubhouse assists and supports members to secure, sustain and subsequently, to better their employment in the community. Therefore, the Clubhouse does not provide employment to members through in-house businesses, segregated Clubhouse enterprises, or sheltered workshops.
22. The desire to work is the single most important factor determining employment support. Every member with a desire to work has access to employment preparation, placement, and job support.
23. The Clubhouse supports members to secure volunteer positions and other means of productive activities in their community.
24. Members who are working independently continue to have available Clubhouse supports and opportunities including advocacy for benefits, and assistance with housing, health and rehabilitative services, legal, financial and personal issues, as well as participation in evening and weekend programs.

COMMUNITY ENGAGEMENT

25. The Clubhouse assists members to further their vocational and educational goals by helping them take advantage of adult education and job training opportunities in the community. When the Clubhouse provides in-house educational programs, it significantly utilizes the teaching and tutoring skills of members.
26. The Clubhouse assists members in strengthening their support networks and encourages engagement of family members, partners, and care friends as requested by the member.
27. The Clubhouse assists members to realize their goals of self-sufficiency, well-being, and community participation both in the Clubhouse and in their homes and communities.
28. Community support services are centered in the work unit of the Clubhouse and provided by members and staff. They include help with benefit programs, health insurance, personal support, transportation, housing, advocacy, as well as assistance in finding needed community resources.

FUNCTIONS OF THE HOUSE

29. The Clubhouse is located in an area where access to local transportation can be assured in terms of getting to and from the program and accessing employment opportunities in the community. The Clubhouse either provides or arranges for effective alternatives whenever access to public transportation is limited.
30. The Clubhouse conducts an objective evaluation of its effectiveness on a regular basis.
31. The Clubhouse has recreational and social programs outside of the work-ordered day hours.
32. The Clubhouse is committed to ensuring safe, decent, and affordable housing for all members.
33. The Clubhouse provides assistance, activities and opportunities designed to help members develop and maintain healthy lifestyles.

FUNDING, GOVERNANCE, & ADMINISTRATION

34. The Clubhouse has an independent board of directors, or if it is affiliated with a sponsoring agency, has a separate advisory board comprised of individuals positioned to support and advocate for issues unique to the Clubhouse and ensure fidelity to the Clubhouse standards.
35. The Clubhouse develops and maintains its own budget, approved by the board or advisory board prior to the beginning of the fiscal year and monitored routinely during the fiscal year.
36. Staff salaries are competitive with comparable positions in the human services field.
37. The Clubhouse has the support of appropriate authorities and all necessary licenses and accreditations. The Clubhouse collaborates with people and organizations that can increase its effectiveness in the broader community.
38. The Clubhouse holds open forums and has procedures which enable members and staff to actively participate in decision making, generally by consensus, regarding governance, policy making, and the future direction and development of the Clubhouse.

RECEIPT OF MEMBER HANDBOOK & CONSENTS

_____ I acknowledge that I have received a copy of the BIND: Brain Injury Network of Dallas Member Handbook: 2021. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from the staff.

_____ I agree to abide by the Clubhouse Code of Conduct and understand that it applies to both virtual/online and onsite programs. I understand that disciplinary action may be taken if my behavior or actions violate this code, or if I endanger myself, other members, staff or volunteers of the Clubhouse program. I also understand that I have the right to review any incident report involving my conduct, accident or injury.

_____ I understand that BIND staff, interns, and volunteers are restricted from providing me with transportation in their personal vehicles. Arranging transportation to/from the BIND program or any BIND-related events in the community is my responsibility, although BIND staff can assist me with applying for or navigating public transportation options. Asking other BIND members for a ride in their personal vehicles is discouraged and BIND is not responsible for the safety of members who elect to rideshare.

_____ I agree to allow the BIND Clubhouse to submit bills for my fees to the indicated payor source, if applicable.

_____ I give/ _____ I **DO NOT** give permission to BIND to take and use my picture, film or record me, and/or use my artwork for the purpose of community relations, fundraising, or education related to BIND. By choosing to give BIND permission, I understand that my photo or artwork may be used for publication or broadcast and BIND may use my first name with it.

_____ I will use caution when sharing photographs taken at the BIND Clubhouse, during virtual services and at all BIND-sponsored events. I will seek the permission of any other person(s) in photos or videos I take before posting on social media.

_____ I understand that BIND provides numerous opportunities to engage in or learn about research projects, health initiatives/education, alternative treatments, therapeutic products, or other services. I understand that it is my personal choice to engage in any of these opportunities and that it is my responsibility to consult with my caregiver and/or physician about such services or products.

_____ I understand that BIND routinely provides opportunities to engage in physical wellness activities. I will consult my caregiver and/or physician about any potential risks or limitations I should be cautious about and discuss any physical restrictions or health-related precautions with staff and volunteers when necessary. Current precautions or restrictions include:

_____ I agree to complete the Emergency Information Sheet completely and thoroughly and will return it to BIND staff by _____ (date), 2 weeks from today's date, including: a list of current medications, allergies, and emergency contact information for 2 individuals.

_____ I agree that BIND staff or volunteers may discuss anything related to my membership and participation at BIND with the following people, agencies or service providers at any time:

_____ (name & relation)
_____ (name & relation)
_____ (name & relation)
_____ (name & relation)

_____ I EXCLUDE the following people, agencies or service providers from having access to any information related to my membership and participation at BIND:

_____ (name & relation)
_____ (name & relation)
_____ (name & relation)
_____ (name & relation)

Member/Caregiver Signature _____ Date _____