



The Arc Mid-South
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Achieve with us.

Consumer Notice

TO: _____ **(Service Recipient Name)**

Thank you for your trust in allowing us to provide services in your home. Before we begin services, we wanted you to know the following about our operations.

1. All our direct support professionals are supervised daily by case managers and fill out timesheets with times of services provided daily.
2. We assign duties to direct support professionals based on their job description and the services listed in the Individual Support Plan.
3. We require the following of each direct support professional we hire. If they do not meet these requirements, we have policies on discipline or firing to follow:
 - a. Must pass a criminal background check, abuse registry, sexual offender registry, and felony offender registry.
 - b. Must receive positive references from the majority of individuals they've given us to contact (personal and employment references)
 - c. Must have DIDD mandated training to provide services to you.
4. We provide each our direct support professionals with the following:
 - a. Identification as one of our direct care professional staff members
 - b. Timesheets, staff notes, emergency contact information for you, health passport, and training in specific needs according to your ISP.
 - c. Payroll, **excluding** any overtime pay for hours worked in excess of 40 hours in a workweek, taxes, social security, unemployment taxes, workers' compensation insurance (in the event they are injured on the job). This assures that you have no liability for the taxes of our direct support professional (as you would if you hired them directly).

We would appreciate your signature below signifying that you have been advised of our company's policies. Again, thank you for your confidence and should you have any issues during the course of our services, please call your assigned case manager at (901) 327-2473.

Signature of Service Recipient/Parent/Guardian

Date