



ALAMEDA COUNTY  
INDEPENDENT LIVING  
PROGRAM

## Welcome to the Alameda County Independent Living Program!

B:E/ILP is generally open Monday – Friday, 8:30am-5pm and  
additional hours for workshops and events

### **B:E/ILP Behavioral Expectations**

1. **Check-in Procedure:** Upon arrival, please sign in at the front desk by providing your name and any other required information.
2. **Language Etiquette:** We kindly request that both staff and youth use respectful, uplifting, and positive language, refraining from any profanity or disrespect towards staff or peers.
3. **Behavioral Expectations:** Youth are expected to conduct themselves in a polite, suitable, and acceptable manner while visiting the B:E/ILP office or participating in ILP workshops, outings, events, or sponsored activities.
4. **Children Supervision:** It is mandatory for any children visiting the B:E/ILP office to be always under proper supervision.
5. **Safe Environment:** B:E/ILP ensures a safe space both inside and outside the building. **Youth are required to treat each other, staff, and volunteers respectfully at all times. Any form of violence, whether verbal or physical, discriminatory, disrespectful, sexualized, or violent language or behavior during workshops and activities, will not be tolerated.**
6. **Noise Management:** Recognizing B:E/ILP is a learning environment disruptive, loud, or distracting behavior will not be tolerated.
7. **Phone Usage:** During B:E/ILP workshops, the use of cell phones, games, messaging, social media, etc., is prohibited. In the case of an emergency, participants may request staff permission to step out and use the phone.
8. **Restricted Items:** The presence of weapons or drug paraphernalia within or around the building is strictly prohibited. Violation of this rule may lead to immediate dismissal from the program.

9. **Environmental Guidelines:** B:E/ILP is a drug, alcohol, and smoke-free environment. Smoking of any kind (*including electric smoking devices*), as well as the suspected use of alcohol or drugs will not be permitted and will result in removal from workshops or activities.
10. **Space Maintenance:** Kindly demonstrate respect for B:E/ILP spaces by cleaning up after yourself and assisting staff. Consumption of food and beverages should be limited to the kitchen or classroom unless otherwise directed by B:E/ILP staff. Failure to do so or engaging in vandalism, theft, or maltreatment of the space and others' property will result in removal from B:E/ILP workshops or activities.
11. **Community Courtesy:** Please respect our surrounding community. Hanging out or leaving trash in the parking lot, street, or surrounding community during or after workshops is not permitted. Please be a positive representative for our community.
12. **Dress Code Expectations:** All youth must dress in a way that is not distracting or offensive to others. (No revealing clothing; no gang, violence, drug or sexually related images).
13. **Community Spaces:** Stay within the front area unless accompanied by staff. Do not enter rooms outside of the common area without permission.
14. **B:E/ILP is a youth-driven space: You are accountable for keeping each other and the space safe!**

**ILP is a neutral, hate-free zone, and all peers and ILP staff should be respected at all times. Discrimination and prejudice have no place at ILP.**

### **Consequences:**

1. Upon the first violation of the code of conduct outlined above, participants will receive a verbal warning.
2. A second violation will result in a subsequent verbal warning.
3. A third violation will result in a written warning.
4. For the fourth violation, participants will be asked to leave and will be escorted by our security guard from the premises.
5. Repeated or severe breaches of the code of conduct may lead to extended time away from the ILP Building and Program or permanent dismissal from all B:E programs. In cases of severe violations, additional resources such as mental health support or law enforcement may be deemed necessary.

6. Any form of PHYSICAL VIOLENCE will not be tolerated, and specific consequences will be determined by the Managing Director of Program and Division Manager.
7. Additional consequences will be determined as appropriate depending on action.
8. Inappropriate behavior during outings, workshops, in-person gatherings, and other special activities may result in a loss of those privileges.

### **Re-entry**

Re-entry into the office following such incidents will be contingent upon the participant taking proactive steps to address and rectify their behavior. This may include meeting with their coach, providing a written explanation detailing the actions taken to adhere to the code of conduct, or any other measures that demonstrate readiness to reintegrate into the onsite environment. The decision for re-entry will be determined by a collaborative assessment involving the program and leadership staff, and the participant will be expected to actively contribute to their rehabilitation process.

I, \_\_\_\_\_, acknowledge that I have thoroughly read and comprehended the provided guidelines. I commit to adhering to the code of conduct, fully aware that any breach of this agreement may result in my exclusion from program activities, suspension from the building, and/or imposition of other consequences outlined above.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Consent to Receive Services & Confidentiality Statement

Please read carefully. If you do not understand the terms of this notice, please ask for further explanation.

I, \_\_\_\_\_ (name of client) agree and consent to participate in the Independent Living Program (ILP) services offered and provided by Beyond Emancipation (B:E). I understand that I am agreeing only to those services that ILP is qualified to perform within: 1) the scope of their contract with Alameda County and 2) the scope of training, certification, licensing and experience of the providers directly supervising the services received by the client.

\_\_\_\_\_  
Client/Authorized person

*signature*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guardian Signature (if client is younger than 18 years old)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship to client

## Client Confidentiality

ILP is committed to protecting the privacy of all of our clients. We consider maintaining the confidentiality of our clients' nonpublic personal information important to our mission of providing quality services to clients. As a part of ILP, regardless of your age, cultural background, sex, sexual orientation, financial status, national origin, race, religion, or disability, you have the right to be assured confidentiality of communications and records related to your care.

## Collection and uses of personal information

ILP collects various types of information from our clients in order to provide effective services and fulfill contractual requirements. ILP may utilize information from the interview process, the TILP, reporting information, conversations between B:E and information from third-party agencies (with consent of disclosure) in the following ways: providing case management with ILP; assisting on behalf of the client in Case Management domains, and conducting quality assurance or outcome activities. All ILP staff are required to maintain the confidentiality of clients' personal information within the agency and may only use such information for the direct performance of their jobs. Nonpublic personal information will not be released to third parties, including your employer, researchers, or government agencies except as permitted or required by law, or with your written authorization. Some personal information may be entered into a database shared between B:E and the Alameda County ILP.

## Authorization for disclosure

Your personal information will not be shared with other community agencies, service providers, counselors, or institutions without written authorized consent. You may authorize and give consent for such disclosures by completing a written authorization that satisfies the requirements of the law. You may revoke such authorization in writing at any time. In the case of individuals who are not able to give consent for release of their personal information, the person who is authorized by law to act on their behalf can authorize release of the information.

## Exceptions to confidentiality

There are exceptions and limits to a client's confidentiality. ILP staff are required by law to report suspected child abuse and the threat of physical harm to self or others, as well as, a person's gravely disabled status when one cannot care for their own basic needs.

I have read and understand the above confidentiality policy.

\_\_\_\_\_  
Client

*signature*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guardian Signature (if client is younger than 18 years old)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Beyond Emancipation Staff Person

*signature*

\_\_\_\_\_  
Date

**Attachment A**

**CLIENT GRIEVANCE POLICY**

**WHAT TO DO IF YOU HAVE A GRIEVANCE**

If you have a complaint about the performance of **Beyond Emancipation/Alameda County Independent Living Program** staff, and/or you feel you have been treated unfairly, the following are the steps you should take to have your complaint heard:

1. Talk privately to the person with whom you have the problem. We encourage you to try first to work out the problem in an open and informal way.
2. If you do not feel comfortable talking with the person with whom you have the problem, or you do talk with them and are not satisfied with the outcome, you may make an appointment to speak with or submit a written complaint (which may be in your own language) to **Beyond Emancipation/Alameda County Independent Living Program** Executive Director or designee. If you have good cause to use another medium to communicate your complaint, such as a tape recording, you may do so. The Executive Director or designee shall meet with you or provide you with a written response to your written complaint within ten (10) working days of the meeting or receipt of your written complaint.
3. Or, if you prefer, you may bypass the above steps and immediately contact the funding agency below:

**Alameda County Social Services Agency  
Contracts Office  
1111 Jackson St., Suite 103  
Oakland, CA 94607  
Email: [ContractsCustomer@acgov.org](mailto:ContractsCustomer@acgov.org)**

I certify that the information in this document was explained to my satisfaction in my own language and a copy of this form was given to me.

\_\_\_\_\_  
Client's Name (printed)

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

(5/9/17)



# Computer and Internet Use Agreement

In order to use the technology services available in the Alameda County Independent Living Program (ILP), you must read the following information and sign the Computer/Internet use agreement that follows.

1. The use of any Alameda County Independent Living Program computer which provides access to the internet is a privilege which may be revoked by staff or administrators at any time for abusive or inappropriate conduct. Such conduct would include, but is not limited to, the viewing or placing of unlawful or offensive information on or through the computer, system, accessing other people’s files or email, and the access or use of obscene, abusive, or otherwise objectionable language or images in either public or private files or messages.
2. ILP reserves the right to inspect any computer or material stored in files to which users have access and will edit or remove any material which the ILP staff, in its sole discretion, believes may be objectionable. Users of the computers/internet will not use their access to obtain, view, download or otherwise gain access to inappropriate or objectionable materials. This includes text materials, video images, or sound files that may be considered objectionable, offensive or inappropriate.
3. ILP internet access is provided for Alameda County ILP/B:E participants under the direction of ILP staff. Non-ILP participant use may be limited at any time by ILP staff.
4. Deletion, examination, copying, or modification of files and/or data belonging to other users without their prior consent is prohibited.
5. Commercial software is placed on the computer for the use and convenience of ILP/B:E participants. Any unlawful use such as the copying of copyrighted material without the express written permission of the owner or the proper license is prohibited.
6. ILP does not warrant that the functions of the system will meet any specific requirements you may have, or that it will be error-free or uninterrupted; nor shall it be liable for any direct or indirect, incidental, or consequential damages (including lost data, information, or profits) sustained or incurred.
7. Rules and regulations of system usage will be added and posted from time to time by the staff/administrators of Alameda County ILP. Users of computers/internet are subject to these rules and regulations.
8. Any unauthorized, willful or deliberate action which damages the computer or disrupts a computing system (including the willful introduction of computer “viruses” or other disruptive/destructive programs), alters its normal performance, or causes it to malfunction is prohibited. Intentional attempts to “crash” computers or network systems or programs are punishable disciplinary offenses.

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ILP Participant Name (print)	ILP Participant (signature)	Date
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ILP Staff/administrator (print)	ILP Staff/Administrator (signature)	Date
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**Interview & Media Consent Form**

I, \_\_\_\_\_, grant permission to use my photograph(s), video(s) or interview(s) in print or electronic materials designed for news, educational, marketing, publicity or information purposes for Beyond Emancipation (B:E).

I understand and agree that my photograph(s) and video(s) may be used with or without my name.

I understand and agree that I will not be compensated for the use of my photograph(s).

I waive the right to review, inspect and/or approve my photograph(s) or products in which they are used.

**Some benefits for you and B:E:**

- You will have a chance to tell you story and be acknowledged for your achievements.
- Our community will gain a better understanding of the struggles, needs, and successes of B:E youth and the vital role B:E plays in supporting youth.
- These testimonials serve as a resource in gaining funding and allowing the continuation of programs that assist youth in being successful.

I am not obligated to answer any questions I do not wish to answer. At any point during the interview, I can withdraw from participation. Lastly, if I do not want B:E to use my real or full name or do not want to be photographed or videotaped, I am not obligated to do so.

**Special requests**

***Please check all that apply***

- Do NOT use my real name, please use the name: \_\_\_\_\_
- Do NOT use my full name (first name only)
- Do NOT use photos of me
- Do NOT photograph me
- Do NOT videotape me
- Do NOT audio record me
- Other: please explain \_\_\_\_\_

*In signing this release, I am stating that I have read and agreed to the guidelines of participation stated above and am willing to be interviewed, photographed and/or filmed.*

Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Current Age: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

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

**If Under 18:**

Name of Parent or Guardian: \_\_\_\_\_

Signature of Parent or Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

***B:E Staff to complete:*** Staff Name: \_\_\_\_\_ Date: \_\_\_\_\_