



Harmony House

Welcome Guide

Harmony House Care Homes, Inc

Independent Supported Living (ISL) & Day Program

920 SW 37th St, Blue Springs, MO 64015

816-988-8316

We are happy you are here. This guide explains what to expect and how we can support you.

1. Welcome to Harmony House

Our goal is to support you to live a safe, independent, and meaningful life in your community.

We will treat you with kindness, respect, and dignity.

2. Shared Values (PEACE Values)

At Harmony House, we follow shared values called the **PEACE Values**. These values guide how we treat you and how we support you every day.

Shared Values

PEACE Value	What it means at Harmony House
P — Positivity	We use kind words and create uplifting, supportive interactions.
E — Encouragement	We support your independence, celebrate progress, and help you make choices.
A — Advocacy	We protect your rights, support your voice, and speak up when something isn't fair or safe.
C — Compassion	We show patience, empathy, and understanding in everything we do.
E — Equality	We treat everyone fairly and support inclusion and equal opportunities for all.

3. What we do

Independent Supported Living (ISL)

ISL means you live in your own home. Staff support you based on your plan and goals.

- Support with cooking, shopping, and meals
- Support with cleaning and home routines
- Budgeting and money skills
- Appointments and scheduling
- Learning skills for independence
- Community activities and outings

Day Program

The Day Program is a place to build skills, make friends, and enjoy activities.

- Groups and activities
- Community outings
- Wellness activities and exercise
- Life skills and learning
- Volunteer or work activities (if offered)

You will have a plan that includes your goals and what support you want.

This is often called your Individual Support Plan (ISP).

- You help create your plan
- You can invite people you trust to meetings
- You can ask to change your plan if your needs change
- We will support your choices and help you stay safe

What staff will do

- Listen to you and support your goals
- Be on time and communicate changes
- Support you in a respectful way
- Keep you safe and follow your plan

4. Your rights

DMH / HCBS Rights (Required Rights)

These rights are important. Harmony House follows Missouri DMH Developmental Disabilities (DD) rights and federal HCBS rights.

You have the right to:

- Be treated with dignity and respect.
- Be safe and free from abuse, neglect, and exploitation.
- Make choices about your life and your daily schedule.
- Have privacy in your home, your room, and your personal information.
- Have a lockable door and a key (unless there is a documented safety reason).
- Choose your roommates (if you live with others).
- Furnish and decorate your home/room the way you like (within lease rules).
- Have visitors at the time you choose (unless a documented safety reason applies).

- Access food when you want (with reasonable safety supports if needed).
- Communicate privately (phone, mail, email, and social media).
- Participate in community life and activities in integrated settings.
- Control your personal money and belongings, with supports if you request them.
- Get support in the least restrictive way possible.
- Have an advocate and get help understanding your rights.
- Make a complaint or grievance without retaliation.

If any right must be limited for safety, it must be written in your plan, use the least restrictive option, and be reviewed regularly.

You have important rights. We will respect your rights and support your independence.

- To be treated with respect
- To be safe
- To make choices and take reasonable risks
- To have privacy in your home and information
- To have visitors and relationships (with safety planning if needed)
- To complain without getting in trouble
- To get help from an advocate

Privacy at home

- Staff will knock before entering your home or room.
- Staff will only enter without permission if there is an emergency.

6. Safety and emergencies

Your safety matters. We work with you to plan for safety at home and in the community.

In an emergency

- Call 911 if there is danger or a medical emergency
- Tell staff right away
- Follow your safety plan

Feeling unsafe?

If you feel unsafe or someone is hurting you, tell someone right away.

- Tell staff or a supervisor
- Tell your support coordinator/case manager
- Call Disability Rights Missouri (advocacy)
- Call DMH if needed
- Call 911 for emergencies

You should never be afraid to speak up.

- We will take concerns seriously.
- You will not be punished for reporting concerns.

7. Concerns, complaints, and getting help

If you are unhappy about something, please tell us. We want to fix problems and improve.

How to make a complaint

- Talk to staff
- Call Harmony House at 816-988-8316
- Fill out a complaint form
- Ask someone you trust to help you

We will respond within 5 business days.

You can also contact outside help

- DMH DD Kansas City Regional Office (Jackson County): 816-889-3400
- Disability Rights Missouri: 1-800-392-8667
- Emergency: 911

Harmony House Contact

- Harmony House Care Homes, Inc
- 920 SW 37th St, Blue Springs, MO 64015
- 816-988-8316
- harmonyhousecarehomes@yahoo.com

