



Board of  
*Directors*

Independent Living Resource  
Information



THANK YOU  
FOR YOUR  
PARTNERSHIP



1760 Southridge Drive  
Jefferson City, MO 65109  
Tel: 573-556-0400

## Instructions

Please complete and return:

- Board of Directors Member Application (Included)
- Disclosure Statement & Conflict of Interest Information
- Confidentiality Agreement
- Family Care Safety Registry / Background Screening Form

All forms must be completed and submitted to the Executive Director for review and approval by ILRC's Board of Directors. If you choose to complete your Family Care Safety Registry background check yourself, ILRC will reimburse the fee with a copy of your receipt. Questions? Call ILRC @ 573-556-0400 to speak with the Executive Director.

### Forms may be returned to:

Independent Living Resource Center, Inc.  
Attn: Executive Director  
1760 Southridge Drive  
Jefferson City, MO 65109

Questions? Call ILRC @ 573-556-0400 to speak with the Executive Director.

Dear Board Member Applicant;

Welcome to the Independent Living Resource Center! Thank you for your interest in becoming a board member of our organization. ILRC's Board of Directors are a key component of our team. You will be helping individuals we serve to achieve their goals and maximize their independence. It takes an incredibly special person to donate their skills and time to others. We want to honor that dedication by creating an environment that is inviting and enjoyable for our board members.

Once you have submitted your application and we receive your Family Care and Safety Registry background screening, you will be invited to attend an orientation. During the orientation, you will receive an overview of services that ILRC offers and information pertaining to your role as a board member. Please use this handbook as a guide to ILRC's programs and services, policies and procedures, board orientation agenda and board code of ethics. We are excited to create an experience that will benefit both you and ILRC.

Once you are actively serving on ILRC's Board of Directors, please know you and your input are valued. If you have questions or believe there are ways to improve your experience or our services I am here to help.

We are grateful for your interest in serving ILRC and our consumers. Thank you for pursuing board membership with ILRC. We are so happy you are here!

Susan E. Roemer

Executive Director

# Contents

Instructions: .....	2
What Is Independent Living? .....	5
ILRC: Background & History .....	6
ILRC Mission: .....	6
ILRC Vision:.....	6
ILRC Values:.....	6
Programs & Services .....	7
• ILRC provides the following 5 core services of all Centers for Independent Living: .....	7
• ILRC provides the following added value service: .....	7
Board Member’s Commitment.....	9
Board of Directors’ Code of Ethics .....	9
General ILRC Policies.....	10

## What Is Independent Living?

Independent Living is a philosophy and a movement of people with disabilities who work for self-determination, equal opportunities and self-respect. Independent Living does not mean that we want to do everything by ourselves and do not need anybody or that we want to live in isolation.

Independent Living means that we demand the same choices and control in our every-day lives that our non-disabled brothers and sisters, neighbors and friends take for granted. We want to grow up in our families, go to the neighborhood school, use the same bus as our neighbors, work in jobs that are in line with our education and interests, and start families of our own.

Since we are the best experts regarding our needs, we need to show the solutions we want, need to be in charge of our lives, think and speak for ourselves - just like everybody else. To this end we must support and learn from each other, organize ourselves and work for political changes that lead to the legal protection of our human and civil rights.

We are profoundly ordinary people sharing the same need to feel included, recognized and loved.

As long as we regard our disabilities as tragedies, we will be pitied. As long as we feel ashamed of who we are, our lives will be regarded as useless. As long as we remain silent, we will be told by others what to do.”

- Adolf Ratzka, 2005

## **ILRC's History**

ILRC is a local nonprofit organization providing services to persons with disabilities for over 25 years. ILRC serves 7 counties in Central Missouri including Cole, Camdenton, Moniteau, Morgan, Miller, Osage and southern Callaway. ILRC was established in 1996 by several members of the Missouri Disabilities Rights Coalition. ILRC was awarded funding through a Missouri Vocational Rehabilitation grant opportunity and began providing services to our service region in 1997.

ILRC offers services to people of all ages and all types of disabilities to remain independent in the community and in their own home at no cost. We are a distinctive nonprofit with over half the staff and board having disabilities themselves, giving us a unique perspective when providing services to others with disabilities. We lead by example. ILRC provides personal and systemic advocacy at schools, in the community and at local and state government levels to eliminate discrimination and increase accessibility and inclusion of and for people with disabilities. Our organization serves all individuals with disabilities regardless of race, color, religion, sex, national origin, age, or type of disability.

## **ILRC Mission**

Our organization was established to promote the independence of all persons with disabilities and maximize their accessibility and participation in their community.

## **ILRC Vision**

We believe in a community where all persons with disabilities can live with dignity, make their own choices and participate fully in society.

## **ILRC Values**

Teamwork, Excellence, Empowerment, Communication

# Programs & Services

## ILRC provides the following 5 core services of all Centers for Independent Living:

1. **Advocacy (Individual & Systems):** ILRC assists individuals with acquiring needed services and benefits. We advocate for the implementation of current laws, promotion of needed legislation and improvement of existing systems for people with disabilities.
  - a. **Advocacy services:** Community Education, Individualized Education Program (IEP)/504 Advocacy, Public Policy Advocacy
2. **Peer Support:** ILRC provides peer support through groups that meet on a regular basis or one-on-one staff or volunteer consultation. Individuals learn by networking and sharing individual experiences.
3. **Information & Referral:** ILRC provides internal and community resource information for individuals to make informed decisions and maximize independence.
4. **Independent Living Skills Training:** ILRC provides programs and services to enhance a person's quality of life while living independently. We collaborate with community agencies to provide enhanced resources for our consumers.
5. **Transition:** A service that focuses on major transitions in an individual's life.
  - a. **Nursing home transitions:** Permits an individual to avoid care facility placement or to transition from a care facility into their own home in the community.
  - b. **Youth transitions:** Promotes job readiness training, higher education exploration and independent community living.

## ILRC provides the following added value service:

1. **Budgeting & Financial Management:** Assisting individuals to manage a budget based on their income and information pertaining to financial services.
2. **Care Closet Program:** Providing consumers access to personal hygiene and cleaning products.
3. **Consumer Directed Services:** Administering personal care services for individuals with disabilities allowing them to stay in their home and community. CDS is provided under contract with the Missouri Department of Health and Senior Services and is a Medicaid based service.
4. **Durable Medical Equipment Program:** ILRC accepts donated new and gently used equipment and ensures it is sanitized and tested for proper working conditions. Items are donated to consumers and the community as available and requested.
5. **Drivers Permit Course:** Curriculum is designed to assist individuals to obtain their drivers permit. The permit classes are available virtually or in-person; individually or in a group.

- a. **Driver Simulator** – A realistic simulator assisting individuals to practice for their road test in a safe environment to increase their confidence and skills.
6. **Home Modification Program:** In partnership with Meeks Lumber Company and residential building contractors to offer ramps and home modification services.
7. **Kitchen & Cooking Skills:** Thanks to the United Way’s generous grant award, ILRC is receiving a kitchen remodel which will be of universal design and ADA compliant allowing for expanding workshops and individualized instruction to consumers with all types of disabilities and dietary needs.
8. **School Support Services:** Providing in-class independent living skills instruction to high school students including curriculum designed to increase independence, goal achievement and preparedness for the transition from high school. Subjects include: employment, budgeting, housing, meal planning and more.
9. **Socialization Opportunities:** Providing opportunities for persons with disabilities to develop relationships through a variety of group activities.
10. **State Health Insurance Assistance Program (SHIP):** In partnership with Missouri SHIP, we are able to offer assistance to people soon to be, or currently on Medicare to help provide access to free unbiased services.
11. **Student/Parent IEP/504 Information & Support:** Supporting families of youth with disabilities through the Individualized Education Plan (IEP) and 504 processes.
12. **Telecommunications Access Program (TAP):** TAP-T provides demonstrations and access to a variety of communication equipment for individuals with all types of disabilities.
13. **Veteran Direct Care Services:** Administering personal care services for the Veteran population allowing them to stay in their home and community. VDC is provided under contract with the Federal Veterans Administration.
14. **Veteran Counseling Services:** In partnership with the VET Center offering individualized and group counseling sessions to combat veterans and their service dogs.



# Board Member's Commitment

**ILRC's Board of Directors' Members commit to the following:**

- A 2-hour on boarding orientation familiarizing you with our Center, programs and services.
- 10 meetings annually lasting 1-2 hours.
- Strategic planning session held in June.
- Attend events, fundraisers and activities as you are available.

## Board of Directors' Code of Ethics

**As a member of ILRC's board, you agree with the following statement(s). I will:**

- Always represent ILRC in a positive and supportive manner in all places.
- Consider myself a "director" of ILRC and do my best to ensure that ILRC is well maintained, financially secure, growing, and always operating in the best interest of its constituents.
- Observe the parliamentary procedures outlined in Robert's Rules of Order or other parliamentary models, as well as open meeting act and display courteous conduct in all board, committee, and task force meetings.
- Recognize that all authority is vested in the board when it meets in legal session and not with individual board members.
- Work to learn more about a board member's job and how to do the job better.
- Keep well informed of changes relevant to issues that may come before the board.
- Declare any conflicts of interest between my personal life and my position on the ILRC board and avoid voting on issues that appear to be a conflict of interest.
- Listen carefully to my teammates and the constituents I serve.
- Respect the opinion of my fellow board members.
- Respect and support the majority decisions of the board.
- Refer complaints to the proper level on the chain of command.
- Call attention to any issue I believe will have an adverse effect on ILRC or our constituents.
- Represent all constituents of ILRC and not a particular geographic area or special interest group.
- Recognize that a board member's job is to ensure ILRC is well-managed, not to manage ILRC.

**As a member of the ILRC board, I will not:**

- Be critical, in or out of board meetings, of fellow board members or their opinions.
- Use ILRC or any part of ILRC for my personal advantage or the personal advantage of my friends or relatives.

- Discuss the confidential proceedings of the board outside the board meeting.
- Promise how I will vote on any issue in the meeting.
- Interfere with the duties of the Executive Director or undermine their authority.
- Make special requests of the staff.

## General ILRC Policies

ILRC is a **scent free environment**. Some individuals may be sensitive to certain perfumes or colognes. Please refrain from using these products while volunteering.

**Dress Code:** Our dress code is business casual. We want you to be comfortable indoors and out. In general, clothes should be clean, unwrinkled, display a good fit and not be too revealing (exposing cleavage, stomachs or undergarments.)

**Confidentiality:** The people that ILRC serves have the right to privacy and confidentiality, and their personal information should always be protected. Just like professionals, Volunteers/Interns have a special obligation to maintain the confidentiality of information they might learn from a person and to protect that person's privacy. Such confidential information includes, but is not limited to the following examples:

- Compensation data
- Consumer/Consumer lists
- Consumer preferences
- Financial Information
- Labor relations strategies
- Pending projects and proposals
- Litigation
- Employee/volunteer information

**The only time it is appropriate to break confidentiality is when:**

- **A person is in danger or putting someone else in danger**
- **A person is being abused, neglected or exploited**
- **A court of law orders disclosure**

**Confidentiality Agreement:** We understand that most individuals will likely discuss their activities with friends, family and coworkers. In these cases, maintaining the consumer's confidentiality and privacy is as simple as not sharing the person's name or details that would divulge his or her identity. This would include not sharing information or pictures on social media sites like Facebook, Twitter, etc. **Each board member must sign a confidentiality agreement.**

**Harassment and Discrimination:** Services for Independent Living prohibits discrimination with respect to recruiting, hiring, placement, promotion, conditions of employment, disciplinary and termination practices or any other aspect of employment or volunteering on the basis of race, color, age, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, disability, pregnancy, work-related injury claim, veteran status, political ideology, marital status or any other fact which cannot be lawfully used as a basis for an employment or volunteer decision. If you experience any form of discrimination or harassment, please report it immediately to the Volunteer Coordinator.

**At ILRC, we have zero tolerance for violence.** As a volunteer, you will be out in the community meeting with your consumer or in our office helping with one of our programs. We require a safe environment for everyone – staff, Volunteers/Interns and consumers. Take precautions to keep yourself safe. **Please report any suspicious behavior or violent actions immediately to the Volunteer Coordinator.**

**Problem Resolution:** It is important that you let the Volunteer Coordinator know if you are having problems with your volunteer placement immediately. Please also report incidents involving consumers in any ILRC program immediately. We will address these issues on a case-by-case basis in an effort to ensure an appropriate and effective resolution of the issues. Your feedback about the situation is essential to mitigate any issues with consumers and to avoid placing future Volunteers/Interns in potentially unpleasant situations.

**Criminal Background Screenings:** We reserve the right to conduct a full criminal screening and require Volunteers/Interns to display identification including their social security card, passport or birth certificate and photo identification. Consumer safety is of utmost concern so ILRC Volunteers/Interns must pass the background screening. Volunteers/Interns will not be matched without this. If there are any concerns based upon those findings, a good cause waiver will need to be filed.

**Reference Checks:** Each Board Member applicant will provide contact information for at least two references. The references will be contacted to create a better understanding and sense of the volunteer's character. This helps to ensure that we are matching the consumer with a safe person.

Abide by local, state and federal laws.

As a Board Member you are to follow the customer relations policy which is expected behaviors for employees and Volunteers/Interns. These behaviors/values are:

- Teamwork
- Excellence
- Empowerment
- Communication

I, \_\_\_\_\_, have read and understand the terms and conditions of my board membership relationship with ILRC. I have had the opportunity to ask questions and understand that at any time I may discuss concerns or receive clarification related to my service with ILRC. I understand that any property or proprietary information I receive from ILRC must be returned or is to remain the property of ILRC upon leaving my position.

\_\_\_\_\_  
Board Member Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Board President/Executive Director

\_\_\_\_\_  
Date



# Board Member Application

## **TO THE BOARD OF DIRECTORS OF INDEPENDENT LIVING RESOURCE CENTER (ILRC):**

I hereby apply for a vacated seat on ILRC's Board of Directors.

Type or print full name: \_\_\_\_\_

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

Employer: \_\_\_\_\_ Telephone: \_\_\_\_\_

What experience do you have that will benefit this organization (please check all that apply):

- |   |  |                                      |
|---|--|--------------------------------------|
| <input type="checkbox"/> Public Relations         | <input type="checkbox"/> Financial Management          | <input type="checkbox"/> Fundraising |
| <input type="checkbox"/> Personnel Administration | <input type="checkbox"/> Legal                         | <input type="checkbox"/> Evaluation  |
| <input type="checkbox"/> Program                  | <input type="checkbox"/> Other (Please specify): _____ |                                      |

Do you have experience in fundraising? If so, what did you do on the committee, what fundraisers did you work on, and what were the outcomes? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Have you participated on other boards of directors? If so, what organizations and for how long? Did you hold an executive committee position? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Have you had any People First training or disability etiquette training? \_\_\_\_\_

Are you related to any employees of ILRC? If so, please list whom and how related. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

List names of memberships in other organizations. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Please attach a resume or a brief biography.

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_