

ACHIEVEMENT CENTER-EASTER SEALS

Admittance Criteria

- 1) The Achievement Center offers services to a variety of populations. Please refer to the following admittance criteria when deciding on the most appropriate source to refer the potential consumer. In the event a waiting list becomes necessary in any program, the first person on the list will receive services upon availability. The only exception will be if a potential consumer is determined by the Director of Industrial and Vocational Services or the Director of Employment Services to be in an emergency situation, therefore propelling them to the top of the list. To learn more about our organization, a tour can be scheduled by calling to make an appointment or you can visit our website at www.achievement-center.org.

- 2) *Employability Development, Job Development, Work Adjustment Training, Community Based Work Evaluation, Vocational Evaluation*- Meet eligibility requirements of the referral source; able to care for own personal needs or have a personal care assistant; ability to benefit from services; ability to behave in a manner that is not disruptive to the progression of other consumer's programs; negative drug test result; and 16 years or older.

Services are provided free of charge to the consumer. Services are provided on a first come, first serve basis. Waiting time after referral is immediate for Job Development, Work Adjustment Training, Community Based Work Evaluation, and Employability Development. A limited number can be served in Vocational Evaluation at one time, so the wait depends on space availability.

The Director of Industrial and Vocational Services is responsible for making the final determination on admittance approval for Employability Development and Vocational Evaluation Consumers. The Director of Employment Services is responsible for making the final determination on admittance approval for Job Development, Work Adjustment Training, and Community Based Work Evaluation Consumers.

3) *Certified Nurse Aide Program*- Meet eligibility requirements of the referral source; able to read, write, comprehend, and demonstrate understanding of medical problems, procedures, and skills needed in the care of patients; able to use the metric system and solve mathematical word problems; score at least 9th grade level on the math portion of the TABE and the 10th grade level on the reading portion of the TABE ; criminal background check with no felonies; negative drug screen; TB negative; 17 years or older and meet the “Minimum Physical Performance Standards for CNA Class Participation” . Fees are paid through your referring Rehabilitation Agency or the local Career Center. Private pay is also accepted. The current fee structure is available on our web-site or upon request. There is a limit of 8 students per class. The Director of Industrial and Vocational Services is responsible for making the final determination on admittance approval. Classes run in five week cycles; wait time is dependent on slot availability.

WHAT IS THE ACHIEVEMENT CENTER - EASTER SEALS AND WHAT CAN I EXPECT?

The Achievement Center-Easter Seals is a provider of vocational development and extended employment programs for individuals with mental and developmental disabilities and for persons without a disability who are disadvantaged culturally, socially or economically. These programs are intended to assist in obtaining competitive or extended employment and in maximizing independence within the community.

Other persons in the community in specific need of our services may also be served. You, your referral sponsor and the Achievement Center staff, in a team effort, will work out your rehabilitation plan. You have the opportunity to attend the program free of charge. Your referral sponsor is responsible for the cost of this program. Changes can be made if you, the staff and your referral sponsor decide they need to be made to help **You Reach Your Goals**. All services offered are detailed in this handbook.

MISSION STATEMENT

The Achievement Center – Easter Seals is in the business of providing vocational development services and extended employment programs for individuals with physical, mental, and developmental disabilities and for persons without disabilities who are culturally, socially, or economically disadvantaged. These services assist them in obtaining competitive or extended employment, help maximize their independent living skills and equip them to live at the highest possible level of independence within the community. In support of our mission we are committed to:

1. Being recognized by our consumers/customers for being responsive to and oriented to their needs.
2. Being recognized for the timely delivery of quality services and products at a competitive price.
3. Being appreciated by our employees and suppliers for excellence and integrity in business operations.
4. Providing a safe and accessible place to work that is supportive of personal growth, excellence, and creativity.
5. Improving the quality of life for persons with physical, mental, and developmental disabilities, and/or who are culturally, socially, or economically disadvantaged who live in our service delivery area without regard to race, color, creed, sex, age, or type or degree of disability.
6. Promoting public awareness of the needs of and the accomplishments of persons with physical, mental, or developmental disabilities, and of those who are culturally, socially, or economically disadvantaged.
7. Targeting resources for those persons most in need and providing services to individuals living in our service area who do not possess the resources to pay for these services.

8. Maintaining an ongoing awareness of the evolving needs of the target populations and advocating for services which meet those needs.
9. Being aware of residential needs of the people in our service area and working toward solutions.
10. Being committed to continually improving the organization and its service delivery to the persons served.

CODE OF ETHICS

Mission Statement

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Purpose

To promote greater access to the community for individuals through competitive employment, supported employment, transitional employment and integration assistance by removing barriers through education, training and advocacy.

Core Values

The Achievement Center - Easter Seals has established this Code of Ethics to guide the actions and to serve as a basis for ethical decision making of staff, board members, volunteers, consultants, intern/practicum students, along with their treatment of those receiving services, business/financial practices and marketing.

Each staff member, board member, volunteer, consultant, and intern or practicum student will be required to review and sign the Declaration Receipt,

indicating acceptance of the Code of Ethics. Any staff member who violates one of the Center's Code of Ethics may face corrective action up to and including termination. Board action may be taken with any board member who violates the Code of Ethics. Volunteers, consultants and interns/practicum students may be asked to discontinue serving in this capacity if they violate the Code of Ethics.

These core values are the foundation of the Achievement Center - Easter Seals Code of Ethics and will guide our actions:

- **Professional Responsibilities** - Achievement Center – Easter Seals goal is to establish a high standard of performance, professionalism, and ethical conduct. We create an environment that fosters ethical behavior, where no employee will ever feel the need to compromise personal integrity to help achieve our mission. The code of conduct is applicable to all staff, consultants and contractual employees, regardless of their professional functions, the settings in which they work, or the population they serve. To that end, staff will strictly adhere to established rules of confidentiality regarding all records, materials and knowledge concerning persons served in accordance with all current government and program regulations. While working under Achievement Center – Easter Seals Code of Ethics, the staff, consultants and contractual employees must be conscientious, committed, and honest in their work and all duties related to their respective jobs within the organization. In addition, Achievement Center – Easter Seals employees are expected to comply with the code of ethics outlined by their respective licensing or certifying boards.
- **People focused** - We value and strive to continually understand and pro-actively respond to the increasing and changing needs of each other and the people we serve.
- **Integrity** - We conduct business ethically and with a commitment to moral integrity. We expect people to hold to a high moral standard. When faced with an ethical dilemma, we do what is right, regardless of

the consequences. Staff shall encourage and expect ethical and competent behavior from co-workers and shall attempt to rectify behavior which is contradictory. All financial practices of Achievement Center - Easter Seals shall be handled in accordance with the applicable federal, state, local laws and policies established by the Achievement Center - Easter Seals. All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.

- **Respect** - We value the uniqueness and dignity of each individual and appreciate the strength of diversity and inclusion. Staff, board, volunteers and students shall respect the privacy of the individuals we serve and shall safeguard all information and material obtained during the rehabilitation and business process and is communicated only to those with an essential need to know as a part of these processes with consumer's written informed consent.
- **Shared Purpose** - We have an enthusiastic sense of mission; we believe that to better meet our mission we must be loyal and work as a unified organization. We value the privilege for each person to be accountable for lifting his/her share of the load.
- **Excellence** - We value people who get involved and show a sense of urgency; we believe that it takes excellent, confident, and accountable people to create innovative solutions that are valued by the people we serve. Customers and consumers are an integral part of our organization and we strive for them to experience the highest level of satisfaction with our services.
- **Stewardship** - We value effective and efficient utilization of all resources available to use. Quality and promptness in the delivery of all services and products is expected.
- **Board Members** - The Board of Directors of Achievement Center - Easter Seals is selected to represent diversity in our community and its values and beliefs. The Board of Directors has the responsibility to set the governing policies for Achievement Center - Easter Seals. As such, board members are expected to provide exceptional leadership for the

organization by attending meetings, participating in discussions, representing the organization in the community, remaining current on issues of concern to Achievement Center - Easter Seals and its mission, and monitor the operations of the organization.

- **Marketing** - Marketing activities are part of Achievement Center - Easter Seals' accountability to the public. Marketing activities/efforts shall always respect the dignity and privacy rights of those receiving services and will not exploit the public by playing on their empathy toward persons who are disabled. Marketing activities will focus on the capabilities of persons served. Marketing activities will never knowingly mislead or misinform the public or misrepresent Achievement Center - Easter Seals. Marketing activities will uphold the integrity of Achievement Center - Easter Seals so as to merit the continued support and trust of the public.

- **Treatment of Community Members** - Community members will always be treated with respect and dignity. Requests for information from community members will be responded to in a timely manner. Concerns or complaints from the community will be addressed in a timely manner. Input will be solicited from the community and will be considered in a respectful manner.

- **Service Delivery & Advocacy**
 1. **Beneficence: the duty to promote the welfare of, and prevent harm to, all persons receiving services.**

We recognize the importance of responding promptly and courteously to the needs of service recipients. We are committed to providing the highest possible quality of care to service recipients, and continuously monitor and seek to improve the quality of those services. We expect all persons providing services on behalf of the agency to vigorously and continuously pursue professional competence and excellence.

As reflected in the agency's Core Values, we are also committed to equal opportunity, equitable compensation, professional development and the general welfare of staff/consultants/students/volunteers. We also recognize

Achievement Center – Easter Seals role as a citizen of the community, and our obligation to promote the welfare of the community and, whenever possible, to prevent harm to other citizens of the community (e.g., duty to warn).

2. Non-maleficance: the duty to do no harm to persons receiving services.

All persons providing services on behalf of the agency are expected to remain aware of the risk for harm, and to reduce that risk by all means possible.

Such means include, but are not limited to, the following:

- referral for services beyond the scope of our expertise or ability to provide
- strict avoidance of dual relationships (e.g., social, financial, sexual, etc.), intentional or inadvertent, with individual clients or their families at any time during or after services have been provided
- strict avoidance of all other conflicts of interest
- reporting of ethical violations to supervisors, agency administration, and relevant certifying/licensing bodies
- honesty and integrity in reporting of all operations, both internally and externally
- regularly scheduled staff training which addresses the most common sources of inadvertently harmful effects such as boundary violations, violations of confidentiality, etc.
- continuous quality improvement activities
- expectation that all board/staff/consultants/students/volunteers will contribute to a healthy work environment by encouraging open communication, free and open debate about issues impacting services, personal and professional growth, cooperation, a positive attitude toward the work we do, and by

resisting the cynicism and passive-aggressiveness that so often undermines the human service organizations and ultimately harms service recipients

3. Respect for client autonomy

It is our duty to recognize the recipient's right and responsibility to make his/her own decisions, and also recognizing the potential conflict between the duty to respect client autonomy and the duty to prevent harm. All recipients have:

- the right to participate in any plans made in their interests
- the right to due process; with regard to agency policy & procedures
- the right to expect that the details of their service program with Achievement Center – Easter Seals will be treated confidentially
- the right to respect for their moral, religious, and cultural values, whether or not we as individuals share those values, and whether or not specific moral religious or cultural practices must be limited in order to prevent harm to self or others.

Professional ethical standards in recruiting, soliciting, and offering employment to personnel will be maintained at the highest level at all times. No person shall, on the grounds of race, color, age, sex or national origin or disabling condition be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program, activity or employment at the Achievement Center - Easter Seals. The Achievement Center - Easter Seals is an equal opportunity employer.

INPUT

Achievement Center-Easter Seal takes an individualized approach to consumer service planning and delivery. AC-ES planning and service delivery procedures are designed to integrate the consumer into the entire process. Throughout your program at the center you will be asked to participate in planning your Individualized Evaluation Plan, Individualized Program Plan and Individualized Employment Plan. Your progress in the program will be

constantly evaluated by your supervisors or Coordinator of Vocational Services. There will be staff meetings where you, the Coordinator of Vocational Services, supervisors, and referral counselor will discuss your program and make any needed changes. You will be asked to participate in satisfaction surveys. Other stakeholders' input is important to the planning and service delivery procedures of the AC-ES and is solicited through surveys. Through your consent family or other individuals involved with you and your program may be asked to assist us by filling out satisfaction surveys.

POLICY ON RIGHTS OF PERSON SERVED

The Achievement Center - Easter Seals is committed to protect and promote the rights of the persons served. This commitment guides the delivery of services and ongoing interaction with the persons served. We identify specific cultural and diversity issues of the persons served to ensure and support engagement in their individualized service plans.

The Achievement Center-Easter Seals accepts the responsibility to encourage and assist the people we serve to lead productive and meaningful lives and to provide a productive and satisfying training and workplace. It is each person's right to be considered for his or her own dignity and worth, and our services are provided to maximize their potentials.

Our policy is to provide services in such a way as to protect an individual's rights and welfare and protect the right to privacy and confidentiality.

If a person or that person's representative feels their rights have been infringed upon, the consume/work center employee is encouraged to use the Grievance Procedure for Consumers and Work Center Employees to resolve the matter. There will be no retaliation or barriers to services to anyone making a complaint. The complaint will be resolved according to the appropriate Grievance Policy.

No person working in this organization shall be exposed to any humiliating, threatening, or exploitative form of punishment. Any form of physical abuse, sexual abuse, corporal punishment, or psychological abuse is not to be tolerated. Persons are not to be reprimanded in a public display resulting in

humiliation. The Achievement Center -Easter Seals has a Harassment Policy that covers all types of harassment. It is to be followed by all staff, consumers, and Work Center employees and outside persons.

If a staff member makes physical contact with a person, it may only involve force in such a manner so as to restrain only in defense against bodily injury to him and others. Such action is to be reported to the staff member's supervisor and the Coordinator of Vocational Services (CVS). The CVS is responsible for notifying the referral sponsor and appropriate family member and/or representative. An unusual incident report is to be completed the day notification was given to the CVS or supervisor. The Executive Director, or in his/her absence, his/her designed agent is to be notified immediately of such incident.

This Policy on Rights of Person Served will be reviewed annually to persons served in our program of services for one year or longer.

CONFLICT OF INTEREST

Service Delivery Achievement Center – Easter Seals employees should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. Employees should inform consumers when a real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the consumers' interests primary and protects consumers' interests to the greatest extent possible. In some cases, protecting consumers' interests may require termination of the professional relationship with proper referral of the client. Agency staff should not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests.

DISCRIMINATION POLICY

- No person shall, on the grounds of race, color, age, sex, national origin, or disabling condition, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity at the Achievement Center - Easter Seals.
- The Achievement Center- Easter Seals is an equal opportunity employer.
- Copies of the complete Affirmative Action Plan shall be provided to all employees and job applicants, as well as any member of the general public upon request.

ABUSE AND NEGLECT POLICY

Achievement Center-Easter Seals staff is required by law to report alleged cases of abuse and/or neglect involving consumers and/or work center employees to the Department of Human Resources. The Executive Director will approve all reports made to the Department of Human Resources by the appropriate staff.

ACHIEVEMENT CENTER - EASTER SEALS HARASSMENT POLICY

This policy applies to each and every employee, consumer, and volunteer associated with the Achievement Center-Easter Seals. It is Center policy that all employees have a right to work in an environment free of discrimination, which encompasses freedom from any form of harassment. The Center prohibits harassment of its employees based on race, sex, color, religion, national origin, age, disability, or veteran status, or any other factor resulting in abusive, taunting, demeaning or harassing behavior. This includes the behavior of peers, superiors, subordinates, clientele, vendors, customers, and volunteers to the premises. Such conduct by an employee, consumer, or volunteer may result in disciplinary action up to and including dismissal and/or termination from the AC-ES Program of Services.

Although it is not the only type prohibited, the most common form of harassment relates to sexual harassment. Specifically, no supervisor may threaten or insinuate, either explicitly or implicitly, that an employee's

submission to or rejection of sexual advances will in any way influence any personnel decision regarding that employee's employment, evaluation, wages, advancement, assigned duties, shift or any other condition of employment or training.

Other sexually harassing conduct in the workplace, including off site authorized work, whether physical or verbal, committed by supervisors, non-supervisory personnel, clientele or volunteers is also prohibited. This includes: repeated offensive sexual flirtations; advances, propositions; continual or repeated verbal abuse of a sexual nature, graphic verbal commentaries about an individual's appearance; sexually degrading words used to describe an individual; and the display in the workplace of sexually suggestive objects or pictures.

An employee, consumer, or volunteer who has a complaint or concern relating to sexual harassment or any other form of harassing, abusive, taunting, or demeaning behavior should report such conduct to the employee's or consumer's supervisor, Coordinator of Vocational Services (CVS), Coordinator of Industrial Services (CIS), or Director of Industrial and Vocational Services (DIVS). This can include concerns about possible harassment from non-employees. An employee, consumer, or volunteer, should report the behavior or concern even if the harassment is witnessed directed at another person. To the fullest extent possible and subject to its commitment to completely investigate matters about which it becomes aware, the Center will take appropriate steps to ensure confidentiality of those who report harassment as well as those who participate in or cooperate with an investigation. The Center will respond to complaints or concerns promptly, and take remedial action, where appropriate.

The Center takes very seriously its prohibition against harassment. It is also in violation of policy for anyone to retaliate, threaten, or seek any type of reprisal against an individual who reports harassment or who participates or cooperates in an investigation regarding harassment. If an employee believes that reprisal, intimidation, or retaliation has occurred, report that to the CVS, CIS, or DIVS.

In the event the complaint involves the supervisor, CVS, CIS, or DIVS, the individual has the option to report such complaint directly to the Achievement Center - Easter Seals Executive Director.

In the event the employee's complaint involves the Executive Director, the individual has the option to report such complaint to an officer of the Personnel Committee of the AC-ES Board Directors.

YOUR RECORDS AND FILES ARE CONFIDENTIAL AND PRIVATE

Your case record is considered strictly confidential. The contents are only available to your referral source and our professional staff members working with you. You may request access to your case records from the Coordinator of Vocational Services or your Job Developer. You may read any reports that are generated by the staff of the Achievement Center - Easter Seals while in the presence of the Coordinator of Vocational Services or Job Developer. You cannot look at reports and information from outside the Achievement Center - Easter Seals. You may seek information about such material from the person or agency that generated or supplied the information to AC - ES.

ACHIEVEMENT CENTER – EASTER SEALS PARTICIPANT’S ACCESS TO INFORMATION POLICY

This policy applies to Work Center Employees and individuals receiving evaluation and training services in any program of service of Achievement Center – Easter Seals.

A participant may request access to his or her case records. He/she may request this information from the Coordinator of Vocational Services (CVS). He/she may read any reports that are generated by the staff of Achievement Center – Easter Seals while in the presence of the CVS. Reports and information generated outside Achievement Center – Easter Seals are not available for access. It will be explained to the participant that he/she may seek information about such material from the person or agency that generated or supplied the information to Achievement Center – Easter Seals.

When a participant is reviewing the information in his/her records, the CVS will discuss the information as needed, answer all questions and respond to

all concerns expressed by the participant. If necessary for further clarification of the information, the CVS will ask the staff person who generated the information to join in the discussion. The information should not be copied and given to the participant. If it is determine that it is imperative that the participant have copied information generated by AC-ES, after conferring with the referred counselor, when necessary, the participant or guardian must sign a release stating the intent and to whom or what service organization the information will be released. If it is to be released directly to the other party, a consent to release case information must also be signed by the consumer or guardian. If the referral counselor is available to supply the copies, always refer the participant to them since all reports written are generated for the referral source.

When written consent is completed by the participant, his/her family members and/or guardian may also have access to the information in the records, subject to the same restrictions. In case of a minor, the parents or guardian will fill out the written consent. The same procedures listed above will be followed.

A request from the participant for access to information must be responded to within two (2) working days. In the absence of the CVS, it will be the responsibility of the Director of Industrial and Vocational Services (DIVS) to respond to the request. If both the CVS and DIVS are absent, the Executive Director will be consulted.

QUALIFICATIONS OF STAFF

The Achievement Center-Easter Seals has developed minimum standards related to qualifications, education, and/or training necessary for each staff member to do his or her job well. These minimum requirements must be met prior to employment to insure that the AC-ES staff is qualified to serve its consumers. Directors, Coordinators, Evaluators, Employment Specialists, and Job Readiness instructors have degrees in rehabilitation services, special education, business, or related fields. The equivalent in experience and training is also accepted. Staff members must also attend In-Service training sessions to help them develop new skills and knowledge so they can provide the best services possible to help you.

TERMINATION (END) OF PROGRAM

When you successfully complete your program, you, your program manager, and referral sponsor will discuss an appropriate termination date and plans. You may need to terminate your program before a successful completion can be accomplished. If you should for any reason decide not to continue your program, please let your program manager and referral sponsor know.

If your program was terminated and you can benefit from re-entry to successfully complete your goals, you may apply by contacting your referral sponsor and requesting re-entry.

POLICY ON RE-ENTRY TO COMMUNITY EMPLOYMENT SERVICES

If you are placed on a job in competitive industry and if circumstances beyond your control result in job loss you may return to Employment Services as soon as a suitable opening is available, if the referral sponsor chooses to make the referral.

VOCATIONAL SERVICES

EVALUATION SERVICES

VOCATIONAL EVALUATION (EI)

The Achievement Center - Easter Seal provides Vocational Assessment for the school age population. Standardized work samples, interest inventory, tests of achievement and non-standardized basic skills tasks are utilized to identify vocational strengths and weaknesses and vocational potential. Recommendations are offered to assist in the transition from school to work. This information may be used by you, your school and/or your referral sponsor. The assessment may be done in a school setting, at the Center or in a community setting.

VOCATIONAL EVALUATION (EII)

Most people have skills and abilities, but often don't realize what they are. Some people, through accidents or other causes, have lost abilities they once had. The evaluation aspect of your program will attempt to help you develop or find new areas of interest, skills and abilities. Initially you will be assigned to the evaluation department. The evaluator will ask you to work on various activities and work samples. There are no passing or failing grades. You are simply asked to do your best so that you and the evaluator can best determine your interests and skills.

The evaluator will help you discover what areas you are interested in and the areas in which you could be trained for employment. After the evaluator has worked with you, the evaluator will discuss with you your strengths and weaknesses as they relate to possible job training or employment.

When you have finished your initial evaluation, you may be scheduled in other training areas of the Center or Community Based Training Sites to develop skills and develop work appropriate behavior. Community Based services may also be recommended.

Evaluation results will help you and the Evaluator determine a vocational goal at the conclusion of your evaluation.

EXTENDED EVALUATION (EIII)(AL)

If after the standard one week Evaluation II, there are still questions remaining concerning the consumer's potential to work, or the program referral question is unclear, the consumer can enter the AC-ES Vocational Services program for further assessment. This assessment may take place at the Achievement Center or at a Community Based Training Site. The EIII period will last until vocational potential is determined. The consumer will be paid wages for hours worked.

COMMUNITY BASED WORK EVALUATION (CBWE)(GA)

This service is a time-limited (up to 80 hours) evaluation of an individual's work behaviors designed to determine work habit deficits that

prevent the attainment of vocational goals. The amount of evaluation hours for each individual is based on consumer need and agreed upon between the referral counselor and the Community Based Training Site Developer. The consumer will be assigned to a community based training site where they will work and be paid wages. While at the evaluation site, the consumer will be evaluated on such things as punctuality, temperament, initiative, social skills, work competency, hygiene, and work performance.

CENTER BASED VOCATIONAL SERVICES

You will have an opportunity to develop good work habits and attitudes, such as getting to work on time, following instructions, seeking work, developing concentration, coming to work every day, communicating your work needs and getting along with co-workers and supervisors. You will develop job skills that will help you get and keep a job that you are interested in and that is right for you.

Finding a job that matches your current interests and abilities will be the immediate focus, but we will also assist you with developing future goals such as college, vocational training, or technical training. You will be scheduled in different work areas to help you develop proper work habits, skills and behaviors. The Center-based job training areas are janitorial, production, reception, and yard maintenance. During the day, you will go to training sites in the community which offer exposure to various occupations. You may have interests and skills for jobs other than those introduced at the Achievement Center, but your involvement in our training program will get you ready for the world of work. Instructional curriculums are available in Life Skills Development, Job Readiness, Cashiering, Stocking, Bagging, Basic Computer Skills, Drivers Education (learners permit), Career Exploration, and Adult Education. If any type of assistive devices or other accommodations are necessary, we will work with your referral sponsor to provide what is needed. A Social Security Card, negative drug test, and a Valid Picture I.D. are required before you can be assigned to a paid work position.

PROGRAM MANAGEMENT

When you begin your program, the Coordinator of Vocational Services will assist you in all areas of your program. The Coordinator of Vocational Services will help you plan your program, provide vocational counseling, keep you informed of your progress in the program and make sure that you receive the services you need. The Coordinator of Vocational Services is your link between the center and your referral sponsor. If you and the Coordinator of Vocational Services discover that you need additional services outside of the center, a referral will be made.

You and the Coordinator of Vocational Services will develop an Individual Program Plan. This plan will be reviewed and adjusted as needed. The Coordinator of Vocational Services is also available if you have difficulties in your program and to assist you with needs that will help you benefit from being here. Family involvement is encouraged when it will benefit your program. Let the Coordinator of Vocational Services know if a family member can come and discuss your program.

You are expected to see and talk with the Coordinator of Vocational Services. Make an appointment through the staff office. You may be concerned with understanding your progress in the program, wanting to adjust your goals, solving a personal problem or needing a listener to help you resolve a problem. Please feel comfortable in discussing what you like and do not like about your program at the center. Together, you and the Coordinator of Vocational Services will discuss any plans for termination and completion of your program.

ADULT EDUCATION (AD- ED)

Individualized adult education classes are offered to provide the opportunity to increase skills in English, math, reading, writing, and spelling. The KeyTrain for WorkKeys skills program is available to enhance skills in Reading for Information, Applied Math, and Locating Information. This training program is used for preliminary study with the eventual goal of securing ACT Work Keys certification in at least one of four available levels. These tests measure and verify skills critical to job success and are nationally recognized and valued by employers. This certification is known as a CRC (Career Readiness Certificate). This program is also utilized to assist

consumers in enhancing their academic and employability skills.

In addition, preparation for the GED (General Education Development) is offered. Upon successfully passing the GED, a GED certificate is issued by the State of Alabama. This certificate is recognized as a high school diploma equivalency.

YARD MAINTENANCE

A training area designed to teach safety and use of basic hand tools, hedge clippers, hoes, shovels, rakes, power tools, riding and manual mowers, weed eaters, and curbing edger's. Consumers learn how to properly plant and maintain shrubbery and bedding plants appropriate for the season and yard application. Consumers will learn how to prepare a vegetable garden space, plant seeds, and maintain and cultivate the crops.

JANITORIAL SERVICE TRAINING

A training area designed to teach skills and techniques needed in the housekeeping/custodial profession. Consumers receive training in commercial sweeping, mopping, restroom cleaning, dusting, and window cleaning.

SKILLS MASTERY

Driver's Education- Preparation for written driver's permit test; review of laws, signs, and other requirements.

Cashiering/Bagging/Stocking- Basic addition, subtraction, multiplication, and division; calculator skills, money recognition, money equivalents, counting money, making change, introduction to the cash register, grocery bagging, and product stocking.

Computer Skills- Basic keyboarding and typing, Microsoft Word, and Microsoft PowerPoint.

PRODUCTION TRAINING

The Achievement Center has assembly/production contracts with several businesses in the local area. To further evaluate and develop your work habits, speed, skills, and physical tolerance, you may be assigned on a part day or full day basis to train in the work shop to help the center meet production obligations.

You will be paid when assigned to jobs in the work center. Some jobs will be paid on a piece rate basis, which means the amount of pay will depend on work speed and work quality. Other jobs are paid an hourly rate. Examples of jobs performed in the workshop include collating, packing, inspecting, machine tending, assembling and running of semi automatic bagging machines. In the wood working area, jobs may include using hand tools as well as power machines.

CAREER EXPLORATION

A class designed to introduce consumers to the diversity of occupations available to them at their current skill/education level and make them aware of the possibilities after further training. Work tasks, tools, technology, knowledge, skills, abilities work activities, education, related experience, job training, vocational preparation, work styles, work values, wages, employment trends, and geographic profile are examples of elements covered.

JOB READINESS (JR)

Job Readiness is a class that is used to develop pre-employment and job readiness skills. Individuals may learn how to write a resume, cover letters, fill out applications, search for employment and answer interview questions. The classes also address appearance, appropriate dress and socialization, work terminology and work ethics.

LIFE SKILLS DEVELOPMENT (SD)

Life Skills Development is a series of classes intended to assist consumers in gaining skills and knowledge necessary for day-to-day living. These classes include managing your money, managing a checkbook, smart shopping, personal hygiene, and many other areas of knowledge and skills.

Life Skills Development is provided for those who may benefit because it is generally known that to be successful at work; a person needs a stable, safe, adequate, and comfortable home environment. Skills development classes help the person to learn to provide these things for themselves.

CERTIFIED NURSE AIDE TRAINING PROGRAM

Through the nursing assistant training program, students are prepared to achieve the level of health/science knowledge, patient care skills, and abilities that are needed and required to provide basic care to patients/residents in long term care facilities. The class consists of four weeks of classroom instruction and one week of clinical experience. The class will prepare the student to pass the two part state exam in order to be placed on the Nurse Aide Registry.

About the CNA Class

The Certified Nurse Aide (CNA) Program at Achievement Center-Easter Seals is designed to introduce and place successful students into the Health Care Job Market.

Easter Seals offers the CNA program to students that are age 17 years and older, possess a high level of maturity and dependability, and express a sincere interest and desire to work in the health field taking care of patients. Through the nurse aide program, students are prepared to achieve the level of health/science knowledge, patient care skills, and abilities that are needed and required to provide basic care to patients/residents in long term care facilities.

You will be provided with:

- Five weeks of intensive training
- 2 uniforms, 1 lab coat, 1 pair of shoes
- Watch
- Stethoscope
- Textbook
- Fee for CNA exam (2)
- Background check, drug screen, TB test, Hepatitis B Vaccination

Students entering the CNA Program must be able to read, write, comprehend, and demonstrate understanding of medical problems, procedures, and skills needed in the care of patients. The ability to use the metric system and solve mathematical word problems is essential for the nurse aide program participant.

All students entering the Achievement Center-Easter Seals Certified Nurse Aide Program will have a background check completed (with no felony listed), a TB Skin Test, Hepatitis B Vaccination, and must pass a drug screen.

The clinical portion of the program includes a basic type of health professions work-based instruction that helps students synthesize new knowledge, and apply previous knowledge obtained in the classroom portion of the program.

After completing all state, classroom, and clinical requirements of the program, the student must pass a 2 part state exam (written examination and skill evaluation) in order to become certified and listed on the Alabama Nurse Aide Registry.

CNA Program Goals

The AC-ES Certified Nurse Aide Program will:

- Provide basic theory and skill instruction for successful CNA certification.
- Assist students in preparation for the Nurse Aide Certification Exam.
- Introduce students to the healthcare system.

- Help develop students' leadership skills.
- Introduce students to the teamwork concept.
- Provide students an opportunity to work in a CNA capacity at Oak Park Nursing Home.

Tuition Options

- Alabama Department of Rehabilitation Services
- Alabama Career Centers
- Private Pay

COMMUNITY BASED EMPLOYMENT SERVICES

JOB DEVELOPMENT

A Job Developer is assigned to each consumer. The Job Developer has knowledge of the labor market and has developed contacts and relationships with area businesses. Based on the consumer's interests and abilities, a job match is found. A Job Developer assists the consumer with resume development, application completion, transportation to interviews, job leads, job readiness/interviewing skills, on the job training, job coaching, employer education about disabilities, assistive technology, and job searching.

SUPPORTED EMPLOYMENT (GA)

Placement services provided to persons with the most significant disabilities for whom competitive employment has not traditionally occurred. Intensive ongoing supports are provided to assist a supported worker with learning job duties and appropriate work site behavior.

JOB COACHING

A Job Coach trains the consumer at the job site after the consumer has been employed. This training can be for an extended amount of time or just for a short period, depending on the individual need of the consumer.

JOB RETENTION

After a consumer becomes employed, a Retention Specialist will contact the consumer and employer to make sure everything is going well at the place of employment. If a problem is discovered, the Job Developer will intervene and do what is necessary to help the consumer solve the problem and remain employed.

ON THE JOB TRAINING/EVALUATION (AL)

The consumer is placed on a job in the community, but is not employed by the company. The objective is to determine if there is employment potential for the consumer at that job before the actual placement occurs. The numbers of hours are jointly agreed upon between his/her Referral Counselor and the Achievement Center Easter Seals (AC-ES). The Referral Source reimburses AC-ES for the wages paid to the consumer by AC-ES.

COMMUNITY BASED TRAINING SITES (CBT)(AL)

Consumers receive job training for a maximum of 80 hours at businesses in the community who partner with AC-ES. The amount of training hours for each individual is based on consumer need and agreed upon between the referral counselor and the Community Based Training Site Developer. Consumers earn minimum wage while at the training site. Knowledge, experience, and skills learned can be transferred to other jobs if an employment offer is not extended at the training site. Consumers are responsible for securing their own transportation to and from the training site.

COMMUNITY WORK ADJUSTMENT TRAINING (CWAT)(GA)

This service provides individuals with disabilities an opportunity to develop acceptable work habits, gain experience, and receive training in a community based work environment. The consumer will be assigned to a community based training site where they will work and receive wages for up to 126 hours. The amount of training hours for each individual is based on consumer need and agreed upon between the referral counselor and the Community Based Training Site Developer.

JOB SAMPLING (GA)

The Consumer identifies areas of potential vocational interest, and over a short period of time participates in job observation and/or job tryouts on a job site in the community. The objective is to assist the consumer in

choosing an appropriate vocational objective/goal that is consistent with his/her aptitudes and interests.

PERSONAL/SOCIAL ADJUSTMENT TRAINING (GA)

Personal/Social Adjustment Training is a service provided to develop or reestablish personal and social behaviors. Consumers participate in a set of instructional activities that are designed to enhance employability.

CENTER BASED PROCEDURES

GENERAL OPERATIONAL INFORMATION DAILY OPERATIONAL SCHEDULE

The operating schedule for the Achievement Center - Easter Seals is Monday through Friday, twelve months a year. Consumers attend the Center Monday through Thursday from 8:00-3:00 . When necessary, consumers may be placed on partial week schedules. We are open from 7:30a.m. - 4:00p.m. CST. The phone number is (334) 745-3501. The Toll Free number is 866-239-2237.

Each consumer is to clock in at time of arrival and clock out at time of departure. Name badges are to be left with the time cards.

SCHEDULE TIME INCLUDES

8:00 - 1 st period	10:15 - 3 rd period	12:45 - 5 th period
9:00 - 2 nd period	11:15 - 4 th period	
10:00 - Break	12:00- CBT Lunch	2:00 - 6 th period
12:15 - Lunch (Consumers and Work Center)		

ACHIEVEMENT CENTER-EASTER SEALS ATTENDANCE POLICY AND PROCEDURES EMPLOYABILITY DEVELOPMENT

The Staff Office will carefully track all consumer absences and note both excused and unexcused absences. Perfect attendance is stressed and acknowledged at the Center because dependability is an important “soft skill”

needed to maintain competitive employment and it is the goal of the Center to prepare/train consumers to be the best employees possible. Unexcused absences will be addressed by the Coordinator of Vocational Services (CVS) and options to improve attendance will be discussed. If attendance continues to impact performance and progress, the consumer's referral counselor will be notified and a staffing scheduled. A decision will be made concerning service continuation. General policy guidelines for excused absence are:

- If a consumer has previously notified the staff office of a scheduled absence such as a doctor appointment, etc., the absence will be recorded as an excused absence.
- If a consumer calls the Center or calls the bus driver prior to pick up with a valid excuse, the absence will be recorded as an excused absence.
- If a consumer calls in after 8:00 A.M. and has a valid reason for not being able to call in before 8:00 A.M. (For example, missed the bus and did not return home until after 8:00), the absence will be recorded as an excused absence.
- If a consumer misses attending and does not call in, but returns the following day with a valid reason for not calling in, an unexcused entry may be changed to an excused absence. These will be evaluated on a case-by-case basis.

General policy guidelines for unexcused absence are:

- If a consumer misses attending, does not call in, has not made prior arrangements, and has no valid excuse, an unexcused absence will be recorded.
- If unexcused absences continue to be problematic, the CVS will attempt to ascertain the cause of absence problems and will attempt to reach a workable solution with the consumer.

In those cases requiring termination, the established termination procedures will be followed, the termination report written, and the reason for termination will be documented in the report. The termination category will be "Facility Terminated."

Should a consumer desire to return to AC-ES for services after being terminated, a staffing will be held with the CVS, the Director of Industrial and Vocational Services, the Consumer and the referral counselor being present. If all are satisfied that the problem has been addressed and the consumer genuinely desires to seriously pursue rehabilitation, the consumer will be re-admitted to services. This will be done with a "clean slate", and this policy will begin anew.

Achievement Center-Easter Seals Consumer Perfect Attendance

In order to be considered as having perfect attendance, the following criteria must be met:

1. Must attend every day scheduled for the entire month. Excused absences are still absences, and will still be counted as days missed. Time spent serving on Jury Duty will be the only exception.
2. Must clock in by 8:00 a.m. Must clock out no earlier than 3:00 p.m.

If there is a failure to clock in or out on any day, perfect attendance will not be awarded

If you have to leave ACES during the day for reasons that concern your program, the time away will not be counted as missed work time. If busses are late arriving, the bus driver will notify the staff office and sign a log with the date and time of arrival. This tardiness will not be counted against you. It is the responsibility of the consumer to remember and be diligent about clocking in every day and clocking in on time.

ACHIEVEMENT CENTER-EASTER SEALS POLICY ON CONSUMERS LEAVING THE CENTER

If a consumer needs to leave the center early, he or she should first inform the Coordinator of Vocational Services and staff office.

Each consumer is expected to leave the center using the same mode of transportation by which he or she arrived. For example, if a consumer arrives on a center bus in the morning, he or she should travel home on a center bus or other center vehicle upon departing.

If a consumer chooses to leave by another method such as a walking, private vehicle, etc., he or she must follow the established procedure of notification and gain approval prior to departure. The consumer and the person checking them out will be required to sign out in the front lobby.

Under no circumstances will a consumer be allowed to depart in the company of an unauthorized person. If a consumer chooses to violate this procedure, family will be notified immediately, and the referral counselor. If the situation warrants, legal authorities will be notified.

Should a consumer leave the center without prior approval, or be discovered missing from the center, the Director of Industrial and Vocational Services will be notified immediately. The Coordinator of Vocational Services will attempt to locate the individual by contacting family members or calling the person specified by the consumer in the "Elopement Procedure". The referral counselor will also be notified. A check of the premises will be made to verify that the individual is missing. Should all efforts to locate the individual be unsuccessful, the Director of Industrial and Vocational Services will coordinate with the Executive Director to notify legal authorities to assist in a search of the surrounding community.

In all cases in which a consumer disappears from or leaves the center without permission, services will be suspended until a staffing is held with the consumer, family members and referral counselor. This is a serious safety/liability issue and will be approached as a serious and unusual incident.

DRESS CODE POLICY

The Dress Code Policy has been reviewed and is set to promote good safety practices and job readiness habits.

DRESS - THE WAY YOU LOOK

The Achievement Center-Easter Seals is a place of employment and an employability development program. Your appearance is an important part of getting and keeping a job. You have an obligation to be neat, clean and well groomed all of the time. If you follow the grooming and dress expectations,

you will look like a person who is ready for work and ready for a job interview. The following are some specific expectations:

- Bathe daily and use deodorant; have hair combed and clean; have nails trimmed.
- Have a clean-shaven face or neatly groomed mustache and/or beard.
- Teeth brushed and breath smelling fresh.
- When working in the work center, for safety reasons, long hair must be secured either up off the neck or away from the face.
- Appropriate work clothes and work shoes are required in certain departments.
- Suggested shoes are flat with a leather/rubber bottom and heel. No open toe shoes in yard maintenance, janitorial, or work center.
- Mid-thigh to knee length walking shorts, pants, and skirts are appropriate.
- Sweat pants, sweat suits and wind suits are appropriate. Pants must be worn up on the hips with a belt if necessary.

CLOTHES NOT TO WEAR

- No clothing with offensive or suggestive messages.
- No frilly dresses or sun dresses with spaghetti straps (2" width is acceptable).
- **No Tank tops or TANK undershirts, muscle shirts, tube tops half-shirts, sunglasses.**
- No hats or caps worn in classrooms. Work areas are at the discretion of the supervisor.
- No sagging pants. Pants are to be worn at the waist with a belt
- No over sized shirts
- No open toe shoes in the work center, janitorial, or grounds maintenance.
- No rollers in hair, pajamas, or house shoes.
- No short shorts, spandex shorts, biker shorts, halters, low cut blouses, or miniskirts.
- No clothing that shows skin in an offensive or suggestive manner.
- No dangling jewelry. Visible piercings only allowed in ears.
- No head coverings unless worn for strictly explicit religious reasons.

If you have any questions or concerns regarding appropriate clothing, consult with staff.

SMOKING POLICY

Achievement Center-Easter Seals acknowledges the inherent danger of smoking to an individual's health, safety, and welfare. Consumers under 19 years of age will not be permitted to smoke on AC-ES grounds. Smoking for those over 19 will be permitted in the covered area behind the Griffin House. Ash trays will be placed in the smoking area so that smokers can dispose of the smoking product and help keep our grounds clean. The smoking area must be accessed using the crosswalk. This policy applies to staff, consumers, work center employees, volunteers, interns, SCSEP participants, and visitors.

BREAK AND LUNCH RULES

- When consumers enter the building in the morning, they should clock in and report to the cafeteria. They should not be loitering in the hallways or going to training areas before the bell rings.
- The only break areas are the cafeteria, smoking tent, and picnic area. Consumers should not be congregating in any other area.
- Consumers should go to the picnic area by way of the crosswalk and the smoking area through the work center side door. No one should pass through the cafeteria. If a person in a wheelchair wants to access the picnic area, they must be accompanied by an ambulatory person so that they will be within the field of vision of delivery trucks.
- If you bring your lunch from home, it may be stored in the refrigerators located in the cafeteria. Please make sure your lunch has your name on the container or bag.
- The Center has microwaves for your use.
- Lunch can only be eaten in the cafeteria, smoking area, or picnic area.
- Snacks and lunch items may be purchased from vending machines by consumers only during lunch and break times.
- Consumers and CNA students should not leave classes or training areas to purchase items from vending machines.

- Consumers will not be allowed to leave campus to purchase lunch.
- If someone outside the Center brings you lunch, they must drop it off in the far (large) parking lot or under the awning at Children's Rehabilitation. You may not leave your work area or class early to get the lunch.
- Money can't be exchanged between consumers and Work Center employees to purchase vending machine items.
- The Center has change available in the reception area of the administration office. Change will be given only during the morning before the 8:00 bell. A maximum of \$50.00 will available weekly, so be sure you bring change from home.

GENERAL RULES AND RESPONSIBILITIES

- The Achievement Center-Easter Seals does not dispense medication. Consumers are responsible for taking medications at their scheduled time.
- Center phones are business phones. Telephone calls may be made only with the permission of the staff office or Coordinator of Vocational Services. Calls should be reserved for important matters and be made on one of the office phones.
- Consumers will not receive phone calls during working hours except in the case of an emergency. The receptionist will take messages for consumers and distribute those messages to the appropriate department manager prior to break or lunch time so that the employee can make return calls during those times.
- Visiting for social reasons in work areas during work times is not appropriate.
- Visitors must sign in at the reception area. Visitation will occur only in the lobby area. Visitors will only be allowed in emergency situations.
- No Electronic devices can be used during center hours. Bringing them to the center is discouraged due to risk of theft. If used inappropriately, these will be taken up and given back to you at the end of the day. Cellular phones cannot be used in training areas during training time. Cellular phones can only be used during break times and in break areas.

- There is to be NO BUYING, SELLING OR TRADING of ANY items at the Center.
- Remember that AC-ES is a drug, alcohol, and weapon free establishment. If there is reason to believe a consumer or work center employee is in possession of any of these items, a physical and property search may be conducted.
- Name badges are required wear of center employees as well as center consumers. Upon entering the program you will receive a name badge that denotes what program you are in. You are to wear your badge during the time of your program. When clocking out you are to leave your badge clipped to your time card or time bin. If you lose your badge there is a replacement cost of \$1.50.
- Food is not permitted in training areas. For hydration purposes, liquids in spill proof containers are allowed.

THE FOLLOWING MAY BE REASONS FOR SUSPENSION OR AUTOMATIC TERMINATION:

- ❖ Close inappropriate body contact such as but not limited to, kissing, or hugging behavior that is inappropriate on a job. You are asked to consider setting a work habit goal to stop this behavior if it applies to you.
- ❖ Thefts. You are asked to respect the center, other businesses and other person's property by not taking anything that does not belong to you.
- ❖ Deliberate damage to business property or a person's property at the center.
- ❖ Use of abusive language, excessive cussing or other specified inappropriate behaviors.
- ❖ Behaviors on the bus that interfere with safe driving.
- ❖ Leaving the campus grounds without notifying the Coordinator of Vocational Services or staff office.
- ❖ Drinking or under the influence of alcohol or the using or possession of illicit or non-prescribed drugs is not permitted at the Center. Consumers are asked not to share medications.

- ❖ Testing non- negative on drug testing will be terms of suspension until the consumer is able to provide a negative result.
- ❖ Weapons found on persons at the center, not limited to but including guns, ammunition, knives and any other items deemed as an item to be used to provide harm to individuals.

THE FOLLOWING ARE REASONS FOR AUTOMATIC TERMINATION:

- Physical fighting
- Harassment
- Gun with or without ammunition

**DISCIPLINE PROCEDURES & DUE PROCESS PROCEEDURE
FOR
CONSUMERS AND WORK CENTER EMPLOYEES**

1st and 2nd Incidents

- Supervisor counsels consumer or employee (2 warnings) unless behavior necessitates immediate Coordinator of Industrial Services (CIS) /Coordinator of Vocational Services (CVS) intervention. A case note is written for each incident.

3rd Incident

- Supervisor reports undesired behavior to CIS/CVS.
 - CIS/CVS uses counseling, constructive confrontation, positive feedback, goal setting, or written contracts to correct undesired behavior.
 - Consumer or employee returns to work area or class setting.
 - CIS/CVS writes case notes and verbally tells a referral counselor if appropriate.

4th Incident

- Supervisor reports undesired behavior to CIS/CVS and the Director of Industrial and Vocational Services (DIVS) or Executive Director is asked to attend the meeting with the consumer or work center employee.
 - CIS/CVS and DIVS counsel the consumer or work center employee, informs

referral counselor and family members if appropriate. Consumer or employee is removed from work areas and class settings. Consumer or employee is placed in a non-interactive area and given constructive assignments.

- At the end of the day spent in a non-interactive area, the consumer or employee will be suspended for 1 day.
- CIS/CVS writes a suspension report.

5th Incident

- Supervisor reports undesired behavior to CIS/CVS and the DIVS or Executive Director is asked to attend the meeting with the consumer or work center employee.
- CIS/CVS and DIVS or Executive Director counsel consumer or employee, informs referral counselor and family members if appropriate. Consumer or employee is removed from work areas and classroom settings. Consumer or employee is placed in a non-interactive area and given constructive assignments.
- At the end of the day spent in a non-interactive area, the consumer or work center employee will be suspended for 3 days.
- CIS/CVS writes a suspension report.

6th Incident

A Due Process Hearing is scheduled with the Executive Director, DIVS, CIS/CVS, Referring Counselor and family members if appropriate and the consumer or employee.

All case notes of incidences leading to the Due Process Hearing will be presented by the appropriate staff. The consumer or employee will be given the opportunity to present his or her case to the Due Process Hearing panel.

After all information is presented, the Due Process Panel will confer to make a decision related to the consumer's or employee's status with the Achievement Center Easter Seals.

That determination could include further suspension or termination and will be communicated to the consumer or employee in writing within three working days.

Exceptions to this Procedure:

In the event the following incidents occur involving a consumer or work center employee the Executive Director retains the right to schedule a Due Process Hearing to determine the placement status of the consumer or employee and bypass the first four steps of the procedure:

Physical fighting, assault or harassment where the health and safety of other consumers or employees are placed in jeopardy

Possession of illegal drugs

Possession of a gun (with or without ammunition) or any other weapon

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In the event the following incidents occur involving a consumer or work center employee the Executive Director retains the right to schedule a Due Process Hearing to determine the placement status of the consumer or employee and bypass the first four steps of the procedure:

- Physical fighting, assault or harassment where the health and safety of other consumers or employees are placed in jeopardy
- Possession of illegal drugs
- Possession of a gun (with or without ammunition) or any other weapon

GRIEVANCE POLICY

It is the policy of the Achievement Center-Easter Seals to reduce as much as possible the potential areas of grievance; to assure an employee the opportunity for an orderly presentation and review of grievances; to establish and maintain appropriate channels of communication between employees, staff and administration; and to resolve each grievance at the most immediate level of supervision and administration.

It will be understood that the Achievement Center-Easter Seals Board is the final authority in all matters pertaining to complaints and grievances unless an employee should desire to exercise proper redress through the courts or utilize appeal procedures as established by law. No employee will

suffer reprisals or reduction in status as a result of having presented a grievance or having an employee in grievance.

Grievance Procedure Consumers and Work Center Employees

- Consumer/Work Center Employee is unhappy about how you are being treated by another consumer, work center employee, or AC-ES employee or you do not feel you are receiving the services you want during your program.
- Talk to your supervisor in the appropriate training/work area and explain to them why you are unhappy or dissatisfied. If you feel you need the support of another consumer, co-worker, friend, or family member, they may be included in the meeting.
- Give your supervisor 3 days to respond and attempt to solve the problem.
- After three days, if you are still unhappy, make a more formal complaint with your supervisor by completing a *Grievance Memorandum* and giving it to your supervisor letting them know why you are unhappy. They will set a time to talk with you. The Coordinator of Vocational Services (Elaine Kornitzky) or any AC-ES staff can help you write the statement.
- Your supervisor has 3 days to give you their decision in writing. If you are still unhappy, tell the Coordinator of Vocational Services (CVS) if you are a consumer or the Coordinator of Industrial Services (CIS) if you are a Work Center Employee.
- Give them 3 days to give you a statement in writing explaining how they plan to help you. You may be asked to come to a meeting with the CVS/CIS to discuss your situation.
- If you are still unhappy with the CVS/CIS answer, you can let the AC-ES Executive Director (Furrel Bailey) know in writing. The CVS/CIS or any AC-ES staff can again help you write the statement.
- If you are unhappy with the Executive Director's answer, you can take your complaint to the State of Alabama Client Assistant Program if you are a consumer of the Alabama Department of Rehabilitation Services, or the Georgia Client Assistance Program if you are a consumer of the Georgia Vocational Rehabilitation Agency. The CVS will help you make the contact.

You can also refer to the *SACAP/ When Ability Counts* handout given to you during orientation.

A Consumer/Work Center Employee will not be restricted or excluded from any services offered by the Achievement Center as a result of presenting a complaint. Those who have a complaint will not be treated any differently by staff after making the complaint.

PROGRAM LENGTH

Program lengths at AC-ES vary from person to person. You, the AC-ES staff and your referral sponsor will discuss how long you may need to complete your program goals. Ideally, the consumer will receive the training needed to begin job development services within a period of about 4 Weeks, but program length is not set in stone, and in individual cases could be extended for a short period if progress is still evident and there are obstacles to employment that can only be addressed at the Achievement Center.

When you complete your center-based program, a termination date is discussed with you. Recommendations are made to you and your referral sponsor regarding job development, referral to other community services and/or further training opportunities. Job Development services last until a job has been secured. Termination may occur before employment if situations arise that make employment not an option for you at this time, or if your referral sponsor decides to terminate services.

CONSUMER COUNCIL/CONSUMER MEETINGS

This council is made up of consumers. Anyone may participate in the meetings. The meetings are held in the conference room during the last week of the month. The council makes suggestions and gives input as to how the center can be more effective in meeting the individual needs of the people we serve.

An Assembly is held the second Wednesday of each month. This is a time when the staff can present awards to consumers for perfect attendance, consumer of the month, and gains achieved in Adult Education. It is a time to review policies and procedures, introduce new staff and give other important information.

RATE OF PAY

Most packing or assembly jobs in the work center will be paid on a piece rate basis. This means the amount of pay depends on the amount completed. The piece rate for various jobs will be posted on the bulletin board in the Work Center and on the wall in the Production Training room.

On other jobs in the work center where a piece rate is too difficult to set, you will be paid an hourly rate. The hourly rate is at least the U.S. Labor Department minimum wage. Your supervisor will inform you of the piece rate on the job and/or your hourly rate of pay. In all other training areas at the Center and at Community-Based Training Sites, the hourly rate will be minimum wage.

SKYLIGHT ONE PREPAID VISA

You will receive your paycheck on a debit/credit card.

Your packet includes your card (you will receive a new card in a few weeks with your name on it).

- Keep this card- it is your paycheck every time. Sign the back of your card.
- Call 1-877-814-7679 to activate your card. You cannot use your card until you activate it.
 - ✓ You will receive a PIN number- you must remember this number.
 - ✓ *Do not write your PIN number on your card or tell anyone or keep it in your wallet.*
 - ✓ If you lose your card, tell the office immediately.
 - ✓ One replacement card per year is free.
- Complete the bottom of the form your card is on and return it to the Admin office.
- Always use your card as a credit card, requires your signature.- NO FEE.
- If you use your card as a debit card with your PIN number- THERE IS A FEE (25 cents each time). You can get cash back from a store if you use your PIN number, but there is a fee.
- Call 1-877-814-7679 to get your balance at any time. (Automated balance is free, talking to an agent is 50 cents each time).
- FREE online banking and FREE text alerts.

- You can get cash back from any bank with your card, ID and account balance. **(Without correct balance, if you try to get too much then you will be charged \$25 overdraft fee).**
- You can write checks on your card balance. Call 1-877-814-7679 to order checks.

- ❖ Deposits will be placed on your debit card every two weeks around the 15th and 30th of each month. An AC-ES representative will let you know the pay schedule when you are assigned a card.
- ❖ Do not use this card unless you know the funds have been placed on it. If the money is not in your account when you use the card, a \$25 fee will be charged

PAY DEDUCTIONS

When appropriate, the following deductions will be taken on all trainees:

- Income Tax
- State Income Tax
- City Occupational Tax
- FICA, which is the same as Social Security

Note: The Work Center pays into Social Security or FICA an amount equal to what the employee pays.

ALABAMA DISABILITIES ADVOCACY PROGRAM

ADAP's mission is to provide quality; legally based advocacy services to Alabamians with Disabilities in order to protect promote and expand their rights. If you think you are being discriminated against or not afforded the same right to participate in the community as persons without disabilities, you can contact ADAP.

Alabama Disabilities Advocacy Program

P.O. Box 870395

Tuscaloosa, AL 35487-0395

800-826-1675

adap@adap.ua.edu

GEORGIA ADVOCACY OFFICE

Georgia Advocacy Office Inc. is a private-nonprofit corporation. Their mission is to work with and for oppressed and vulnerable individuals in Georgia who are labeled as disabled or mentally ill to secure their protection and advocacy.

Georgia Advocacy Office

150 East Ponce deLeon Ave.

Suite 430

Decatur, GA 30030

800-537-2329