



ACHIEVEMENT CENTER - EASTER SEALS

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ACHIEVEMENT CENTER-EASTERSEALS

Admittance Criteria

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 Vocational 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.

- 1) *Vocational Services, 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.

Consumers/Work Center Employees who are prescribed medication by their physicians are encouraged to comply with physician's orders and must have a safe way to keep the medication during training hours at the center if they are prescribed to take the medication during center hours. Consumers/Work Center Employees must leave medication at home if they do not have to take it while they are at the Center. The Center does not prescribe, dispense, administer, or store any prescription medication.

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 Vocational Services. A limited number can be served in Vocational Evaluation at one time, so the wait depends on space availability.

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

WHAT IS THE ACHIEVEMENT CENTER - EASTERSEALS AND WHAT CAN I EXPECT?

The Achievement Center-Easterseals 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 – Easterseals 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

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 - Easterseals 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 in person or electronically, 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 - Easterseals Code of Ethics and will guide our actions:

- **Professional Responsibilities and Human Resources** - Achievement Center – Easterseals 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.

We are committed to providing quality services to all persons served and maintaining a high level of professionalism. We place high emphasis on the Human Resources Department and will be dedicated to the education of personnel and believe that it is necessary for all employees to be qualified for the tasks they perform; therefore, we encourage pursuit of professional resources, professional development, and the maintenance of any licensing/certification for positions. We believe in honesty and accepting responsibility to work within the limits of our abilities and training and will abide by ethical codes established within our profession.

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 – Easterseals 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 – Easterseals employees are expected to comply with the code of ethics outlined by their respective licensing or certifying boards.

As stated in Social Media Procedure, Center employees are encouraged to participate responsibly when using social media. Social media should never be used in a way that violates any policies/procedures or employee obligations.

- **People focused** - We value and strive to continually understand and proactively respond to the increasing and changing needs of each other and the people we serve.
- **Business 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 - Easterseals shall be handled in accordance with the applicable federal, state, local laws and policies established by the Achievement Center - Easterseals. All financial matters covered by the agency's bylaws shall be handled in accordance with those bylaws.

Personal fundraising activities should not be conducted during working hours. However, Achievement Center - Easterseals does not prohibit employees from asking for donations, pitching their charitable organization, or selling items during non-work hours, such as breaks or lunch hours if approved by management. As an organization, Achievement Center - Easterseals does not choose to participate in fundraising activities that would directly benefit the Center. We do not promote or engage in fundraisers as an organization.

- **Respect and Confidentiality** - 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 - Easterseals 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 - Easterseals. 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 - Easterseals and its mission, and monitor the operations of the organization.
- **Marketing** - Marketing activities are part of Achievement Center - Easterseals' 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 - Easterseals. Marketing activities will uphold the integrity of Achievement Center - Easterseals 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 pursue professional competence and excellence vigorously and continuously.

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 – Easterseals 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-maleficence: 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
- no legal document(s) will be signed for a person served by an employee of the Center
- 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

- 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 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; regarding agency policy & procedures
- the right to expect that the details of their service program with Achievement Center – Easterseals will be treated confidentially
- the right to respect for their moral, religious, and cultural values, whether 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 always BE maintained at the highest level. 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 - Easterseals. The Achievement Center - Easterseals is an equal opportunity employer.

INPUT

Achievement Center-Easterseals 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, Center Based Plan and Community Based Plan. Your progress in the program will be constantly evaluated by your supervisors or Director of Vocational Services. There will be staff meetings where you, the Director 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 PERSONS SERVED

The Achievement Center - Easterseals 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-Easterseals 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 consumer/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 -Easterseals 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 Director of Vocational Services (DVS). The DVS 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 DVS 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 – Easterseals 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.

Center 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 - Easterseals.
- The Achievement Center- Easterseals 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-Easterseals 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 - EASTERSEALS HARASSMENT POLICY

This policy applies to each, and every employee, consumer, and volunteer associated with the Achievement Center-Easterseals. 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, nonsupervisory 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), Production Manager (PM), or Director of Vocational Services (DVS). 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 DVS.

In the event the complaint involves the supervisor, CVS, PM, or DVS, the individual has the option to report such complaint directly to the Achievement Center - Easterseals 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 - Easterseals 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 - Easterseals. You may seek information about such material from the person or agency that generated or supplied the information to AC - ES.

ACHIEVEMENT CENTER – EASTERSEALS 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 – Easterseals.

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 – Easterseals while in the presence of the CVS. Reports and information generated outside Achievement Center – Easterseals 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 – Easterseals.

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 determined 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 Vocational Services (DVS) to respond to the request. If both the CVS and DVS are absent, the Executive Director will be consulted.

QUALIFICATIONS OF STAFF

The Achievement Center-Easterseals 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 ensure 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 InService 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 Job Development Services as soon as a suitable opening is available if the referral sponsor chooses to make the referral.

Vocational Services – Center Based

The Center-Based Vocational Services at AC-ES are intended to equip consumers with the tools needed to obtain a job, develop job skills, understand what is expected of them on a job, learn work values that are desired by employers, and how to retain employment. This is accomplished through evaluations, classes, and actual paid work experiences. The program manager counsels and guides the consumer as they progress through their program. The consumer can come to the program manager with personal problems that are making it difficult for them to work or with concerns they have related to their program at AC-ES. The consumer, training area supervisors, and referral counselor all work together to prepare the consumer for competitive employment. Assistance with non-work-related matters such as housing, mental health appointments, medical appointments, medication compliance, childcare, social security procurement or benefit explanation, application for food stamps or and governmental benefits is also a part of the program manager's duties. The program manager is at the hub of the wheel, assuring that communication flows freely and all aspects of the consumer's training program run smoothly.

Evaluation II/Comprehensive Vocational Evaluation - Vocational Assessments given to consumers with disabilities referred to us by the Alabama Department of Rehabilitation. These evaluations are performed at the Achievement Center. The assessments are used to determine a realistic vocational goal for the consumer and develop employment goals and objectives.

Results are used in the preparation of a program plan for the consumer to follow while receiving services from AC-ES. IQ assessments, interest inventories, job readiness questionnaires, dexterity tests, and general observation tests are administered to consumers and results/recommendations are contained in a report generated for their Vocational Rehabilitation Counselor who will determine how the case will proceed. This is a one-day evaluation, and transportation is provided by ACES if needed.

Extended Evaluation – Center Based (EIII-CB) – Extended Evaluation is a 3-week extensive evaluation that includes work-based learning. Consumers are brought in the Wednesday before the program begins to complete an intake, orientation, and some brief evaluation assessments to determine interest and skill level. The following Monday will begin the 3-weeks of work-based learning. Information gathered during the program can help garner knowledge of things such as interest in certain types of jobs, desire to work, work attendance, and physical ability to work competitively on a consistent basis. Training, support, and needed accommodations are identified during the program. During the first hour of each day, consumers are scheduled in work areas such as janitorial or production at the Center. The remainder of the day consists of hands-on training at an assigned Community Based Training Site in the community. Transportation to and from the Center, as well as to and from training sites, is available to individuals participating in EIII-CB. A staffing is held with the consumer, their supports, an ACES staff member, and the ADRS counselor after program is completed to determine the next steps for the consumer. A report is also completed and submitted to the ADRS counselor.

Job Readiness – Center Based – This 3-week program focuses on providing consumers (in “service status” with ADRS) with the knowledge and skills needed to obtain and maintain competitive employment. Upon entering the program, each individual meets with the Program Manager for orientation where they complete an intake to determine their needs, develop a job readiness plan, and establish an employment goal. A daily program schedule consists of one hour of class time, and the remaining time at an assigned Community Based Training site, at which consumers gain actual work experience. Upon completion of the program, a consumer is assigned a Job Developer who will assist with job placement if they are deemed ready to work.

NOTE: For both **EIII-CB** and **JR-CB** –. Individuals participating in the programs are expected to attend everyday of their program, Monday thru Thursday, 8:00 am – 3:00 pm. The Achievement Center provides

transportation to and from our facility if needed, and we transport consumers to their training sites during the day.

Listed below are descriptions of areas of training and transportation.

Job Readiness - A class used to develop pre-employment and job readiness skills. Individuals will learn resume and cover letter development, how to complete job applications, job seeking skills, interview prep, employer expectations, and ect. Appearance, appropriate dress, socialization, work terminology, and work ethics are also presented.

Janitorial Service Training - A training area designed to teach skills and techniques needed in the housekeeping/custodial profession. Consumers are taught to sweep, mop, buff floors, strip floors, clean restrooms, dust, and clean windows.

Production Training - The Achievement Center has assembly/production contracts with several businesses in the local area. To further evaluate and develop work habits, speed, skills, and physical tolerance, consumers are scheduled on a part day or full day basis to train in the workshop to help the center meet production obligations.

Transportation - Transportation to and from AC-ES is available to consumers while they are participating in our center-based programs. Busses and vans run daily on set routes to the counties we serve.

Employment Skills Training Services

(Certificate Programs)

Driver's Education Training Permit - The AC-ES Drivers Education program is designed to provide individuals with confidence and the skills needed to be a safe driver. Through discussion and demonstration of laws and rules of the road, recognizing and understanding road signs, and operating a vehicle, participants will complete the program prepared to earn their driver's license. The course includes classroom instruction in group a setting, as well as individual and group behind-the-wheel driving time. Each student will complete a performance-based evaluation of basic driving in a dual control vehicle. The cost of the course includes up to 6 hours of instruction on laws, rules of road signs, and mechanics of vehicle.

Cost of Class Driver's Education Permit: \$310

Driver's Education Training Behind-The-Wheel – This course offers multiple one-on-one training drives with an Alabama Certificate Driving instructor. This training gives the driver several opportunities to practice routes similar to the actual Alabama Driving Exam. Practice Vehicle is provided. The cost will include 6 hours of training unless competency is achieved in less time.

Application Guidelines:

- Self-Pay- Come to the Achievement Center to complete paperwork. Payment must be made before spot is secured. Cost is \$350 or \$310
- Consumers in Alabama with a disability- Call ADRS (334) 749-1259

Forklift Training - A 1-day course designed to provide the knowledge and skill necessary to safely operate a forklift in the workplace. Material will be presented in a classroom setting as well as hands on training using the forklift. A written and application test is given at the end of the class. A Yale Forklift Operator Training Certificate is presented to those who pass.

Cost of Class: \$150

Application Guidelines:

- Self-Pay- Come to the Achievement Center to complete paperwork. Payment must be made before spot is secured. Cost is \$150
- Consumers in Alabama with a disability- Call ADRS (334) 749-1259
- Career Pathway/Southern Union State Community College Students-Call (334)-701-2724

Vocational Services – Community Based

Job Readiness/ Job Development (JR-JD) – An Employment Specialist is assigned to each consumer. The Employment Specialist 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. During this program, an Employment Specialist assists the consumer with resume development, application completion, transportation to interviews, job leads, interview prep, on the job training, job coaching, employer education about disabilities, accommodations/assistive technology, and job searching. Once the consumer is placed on a job and has worked for 3 days, they are considered placed in competitive employment.

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/Follow Up - After a consumer has worked 3 days successfully at their place of employment, they enter into the retention period of the program. The retention period lasts for 90 days from the first day of employment. If a problem is discovered during the retention period, the Employment Specialist will intervene and do what is necessary to help the consumer solve the problem and remain employed. Also, during this period, the Employment Specialist is in constant communication with the consumer and employer to ensure all parties are adjusting well.

Evaluation III - Community Based - The consumer is placed on a job at a business in the community but is not employed by the business they are working at. The consumer is paid minimum wage while at the training site. The objective is to determine if there is employment potential for the consumer at that job before the actual placement occurs. The amount of hours are jointly agreed upon between the referral counselor, the Employment Specialist, and the CBT Site but cannot exceed 80 hours. Once the evaluation ends, a decision on the proceeding of the case is made by the referring counselor.

Paid Work Experience/Community Based Training - Consumers receive job training at businesses in the community who partner with AC-ES. This service provides individuals with disabilities an opportunity to develop acceptable work habits in a community environment. 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.

Supported Employment (SE) - Supported Employment is a program that enables individuals with significant disabilities to become employed in a competitive integrated work environment. Consumers can receive extensive evaluations of factors or barriers in their home life, community, and general abilities. They also can complete situational assessments that determine the consumer's skill set, strengths, and needs. During the Supported Employment program, the consumers go through different milestones that reflect the different stages of the employment process and the retention process. These milestones also ensure that the consumer is meeting goals and receiving the help they need to become acclimated to the job. After completing the final milestone, Supported Employment offers long-term assistance from an Employment Specialist to maintain employment through the life of the job.

Supported Employment:

- Promotes social integration, productivity, and maximum use of a person's skills and abilities.
- Takes place in an integrated work setting.
- Assists individuals with developmental disabilities, severe and persistent mental illnesses, or other significant disabilities.
- Includes job coaching that is often provided by an employment specialist after placement on the job.
- Maintains support services to the worker for present and future employment needs.
- Builds extended, ongoing supports with agencies and partners outside of VR to assist a person in maintaining employment.

Pre-Employment Transition Services

The Achievement Center - Easterseals provides Pre-Employment Transition Services (Pre-ETS) to students with disabilities who are eligible or potentially eligible for VR services through the Alabama Department of Rehabilitation Services. Achievement Center – Easterseals' Pre-ETS meets all the required services under the Workforce Innovation and Opportunity Act (WIOA) which includes:

- Job exploration counseling
- Work-based learning experiences, which may include in-school or after school opportunities, experiences outside of the traditional school setting, and/or internships
- Counseling on opportunities for enrollment in comprehensive transition or postsecondary educational programs
- Workplace readiness training to develop social skills and independent living

- Instruction in self-advocacy

Career Interest Inventory

Interest Inventories are given to transition students still enrolled in high school and being served by an Alabama Department of Rehabilitation Services counselor. The students may come to AC-ES to complete the inventory, or our evaluator will schedule a time for the inventory to be given at the school. Inventories are administered to identify student interests and explore potential future vocations. AC-ES currently uses RIASEC Inventory, as self-scoring inventory that allows consumers to explore careers that match their interests.

Job Readiness Curriculum (1 Hour Classes/Topics)

**School Based Service*

The Job Readiness curriculums are designed and continually enhanced with input from employer association, and educational entities. The intent of these classes are to equip Transition Students with the knowledge, skills, and qualities needed to meet the expectations of employers.

Topics Offered:

1. Body Language Curriculum
2. Soft Skills/Social Skills
3. Conflict Resolution Curriculum
4. Decision Making Curriculum
5. Employer Expectations Curriculum
6. Financial Literacy Curriculum
7. Job Seeking Curriculum
8. Team Work/Positive Attitude Curriculum
9. Social Media Curriculum
10. Career Exploration Curriculum (Oculus – Virtual Reality Training)
11. Self Advocacy Curriculum

Smart Work Ethics (up to 24 Class Hours)

**School Based Service*

A (10-14,15-19 or 20+ hour class) taught to transition students in the school setting or another designated location in the community. The following are examples of topics that will be covered: strengths, stressors, values, attitude, commitment, honesty, attendance, dependability, appearance, hygiene, listening skills, following/giving directions, problem solving, goal setting, time management, ideal jobs for their strengths, and working with a difficult boss. The Smart Work Ethics

curriculum is designed and continually enhanced by Smart Work Ethics LLC. The Smart Work Ethics curriculum intends to equip Transition Students with soft skills and self-discovery skills and to allow them to internalize the skills required for successful employment.

College Tours

**School Based Service*

The Achievement Center will coordinate with the requesting school, and upon availability, to provide Transition Students with tours of local colleges in their area. Students will be introduced into the college environment via campus tours to further enhance educational options being discussed. A tour guide from the campus is provided along with a Q&A session at the end. Transportation will be provided via the requesting school system.

Job Site Tours

**School Based Service*

The Achievement Center will coordinate with requesting school, and upon availability, a tour of a local business or industry. Students will be introduced into the work environment to further enhance career options being discussed. An employee from the business being toured will be assigned as a tour guide for the students along with a Q&A session at the end. Transportation will be provided via the requesting school system.

Community Based Training

The Achievement Center has partnered with multiple business entities in the community to provide students with the opportunity to gain on-job training along with work experience to enhance the opportunity for post education employment. AC-ES partners with the school system to set up CBT sites for students. The requesting school will be responsible for transportation to and from CBT work sites. The AC-ES program manager will be responsible for collecting timesheets and any other work related needs.

Guest Speakers

**School Based Service*

AC-ES will coordinate, when appropriate, guests from employer associations, educational entities, and the business/professional sectors are invited to the

classroom to enhance the topics being discussed with their expertise and business/employment experience.

JET's Summer Transition Program

*Center and Community Based Service

A 4-week AC-ES work-based training program where Transition students in the summer of their 11th grade year will receive a work-based learning experience and earn wages by working at CBT Sites in the community who partner with AC-ES. Transportation to the AC-ES and to the training sites is available. Student progress will be monitored at the CBT Sites by AC-ES staff members who will perform check ins at the sites during the workday. Students are treated like employees of the business with responsibilities and expectations.

Center-Based Procedures

Daily Operational Schedule

The operating schedule for the Achievement Center - Easterseals is Monday through Friday with 14 Holidays. Consumers attend the Center Monday through Thursday from 8:00 a.m. - 3:00 p.m. CST. When necessary, consumers may be placed on partial week schedules. We are open from 7:30 a.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 timecards.

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-EASTERSEALS ATTENDANCE POLICY AND PROCEDURES VOCATIONAL SERVICES

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 Program Manager 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:

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- 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 miss 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 miss 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 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 readmitted to services. This will be done with a "clean slate", and this policy will begin anew.

Achievement Center-EASTERSEALS 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-EASTERSEALS POLICY ON CONSUMERS LEAVING THE CENTER

If a consumer needs to leave the center early, he or she should first inform the Program Manager 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.

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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 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 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 & GROOMING POLICY

The Achievement Center's Dress Code Policy is intended to ensure consumer safety and establish a basic standard of appearance. We consider the nature of work being performed, as well as environmental conditions

when enforcing the policy. Your appearance is an important part of getting and keeping a job, and you have an obligation to be neat, clean, and well-groomed at all times. Casual attire is required of all Consumers. By following the grooming and dress expectations listed below will ensure you will present yourself in a manner that is acceptable to find and maintain employment.

HYGIENE & GROOMING

- 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.

ACCEPTABLE CLOTHING

- Khaki or cotton pants, jeans (No holes or tears)



- Closed toe shoes; sneakers are acceptable
- Collared shirts or t-shirts (No graphics such as pictures, slogans or phrases)
- Knee length shorts or skirts (No holes or tears)



- Sweatpants, sweat suits and wind suits are appropriate. Pants must be worn up on the hips with a belt, if necessary.
- Neatly tied, fashion head scarves/head wraps



UNACCEPTABLE CLOTHING (Do NOT Wear)

- Clothing with graphics and offensive or suggestive messages.



- Dresses or sun dresses with spaghetti straps (2" width is acceptable).



- Low-cut blouses or dresses



- Tank tops or tank undershirts, muscle shirts, tube tops, half-shirts, crop tops, halter tops, strapless or spaghetti strap tops



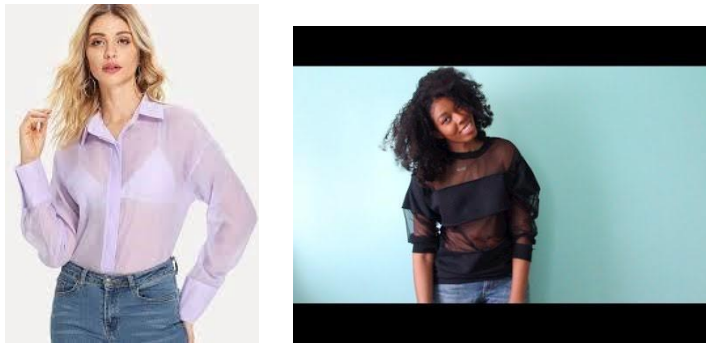
- Hats or caps worn in classrooms. Work areas are at the discretion of the supervisor.
- Pants worn beneath the waist (sagging)
- Open toe shoes in the work center, janitorial, or lawn maintenance.
- Rollers in hair, pajamas, or house slippers



- Short shorts, spandex shorts, biker shorts, or miniskirts.



- Sheer or see-through clothing



- Dangling jewelry



- Hair bonnets, stocking caps, bandanas, durags

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

SMOKING POLICY

Achievement Center-Easterseals acknowledges the inherent danger of smoking to an individual's health, safety, and welfare. Consumers under 21 years of age will not be permitted to smoke on AC-ES grounds. Smoking for those over 21 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 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 be available weekly, so be sure you bring change from home.

GENERAL RULES AND RESPONSIBILITIES

- The Achievement Center-Easterseals 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 timecard 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 PROCEDURE FOR CONSUMERS AND WORK CENTER EMPLOYEES

1st Incident

- Supervisor counsel's consumer or employee unless behavior necessitates immediate Production Manager(PM)/Director of Vocational Services (DVS) intervention. A case note is written for each incident.

2nd Incident

- Supervisor reports undesired behavior to PM/DVS.
 - PM/DVS 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.
 - PM/DVS writes case notes and verbally tells a referral counselor if appropriate.
- 3rd Incident

- Supervisor reports undesired behavior to PM/DVS and the Executive Director is asked to attend the meeting with the consumer or work center employee.
- PM/DVS and Executive Director counsel the consumer or work center employee, informs referral counselor and family members if appropriate. Consumer or employee is suspended for 1-3 days.
- PM/DVS writes a suspension report.

4th Incident

- A Due Process Hearing is scheduled with the Executive Director, PM/DVS, 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 Easterseals.

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

POLICY ON UNSAFE BEHAVIORS OF PERSONS SERVED

The Achievement Center – Easterseals (AC-ES) strives to maintain a safe environment for all persons served. It is the policy of AC-ES to discuss acceptable and unacceptable behaviors as outlined in the Consumer Handbook at the time of initial orientation. This policy has been implemented to establish the proper course of action to be taken in the event a consumer or Work Center employee displays unsafe behavior(s).

AC-ES staff will use positive appropriate strategies to handle emergency or crisis situations. Those strategies include personal counseling, constructive confrontation, conflict resolution techniques, positive feedback, goal setting, reminders, and use of a behavior contract as needed. At no time will staff engage in the use of overly restrictive procedures, especially those that involve withholding food, removal of personal property (unless it is a weapon or other object that can cause harm to the individual or others), or use of mechanical or chemical restraints.

Any demonstration of unsafe behaviors by persons served, such as threatening others with violence or possessing and utilizing a weapon, will result in law enforcement being contacted immediately, followed by termination from services.

In accordance with the Center's Policy on Rights of Persons Served, no person being served in this organization shall be exposed to any humiliating, threatening, or exploitative form of punishment. Restraint and seclusion are not part of the Center's standard disciplinary practices, but in the event of imminent risk of bodily harm or injury, they may be applied in order to

maintain the immediate safety of consumers, work center employees, and staff until law enforcement arrives.

In the event an individual displays unsafe behavior that requires restraint and/or seclusion, the De-escalation Team (D-Team) should be paged to the area in which the incident occurs. The D-Team is a group of AC-ES staff that has been trained in the use of proper and safe de-escalation and restraint techniques. If a member of the D-Team 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 the individual and others. For all uses of restraint, the Business Operations Manager and/or Executive Director must be contacted to ensure the consumer or work center employee remains safe and free of harm following the conclusion of the restraint. Additionally, staff members must act in accordance with the Procedure to Unusual/Critical Incidents.

GRIEVANCE POLICY

It is the policy of the Achievement Center-Easterseals 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-Easterseals 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 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 Production Manager (PM) 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/PM to discuss your situation.
- If you are still unhappy with the CVS/PM answer, you can let the AC-ES Executive Director (Star Wray/Joni House) know in writing. The CVS/PM 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.

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 3 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.

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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 once each quarter and is announced to ensure everyone attends. 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

No consumer will be paid less than minimum wage. If on a piece rate job, the consumer averages less than minimum wage during the week, pay will be supplemented to equal minimum wage. 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.

Rapid PayCard

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 1-888-727-4314 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 Debit card, requires your PIN. - NO FEE.
- Call 1-877-814-7679 to get your balance at any time.
- FREE online banking and FREE text alerts.
- You can get cash back from any bank with your card, ID and account balance.
- You can write checks on your card balance. Call 1-888-727-4314 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 \$0.50 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