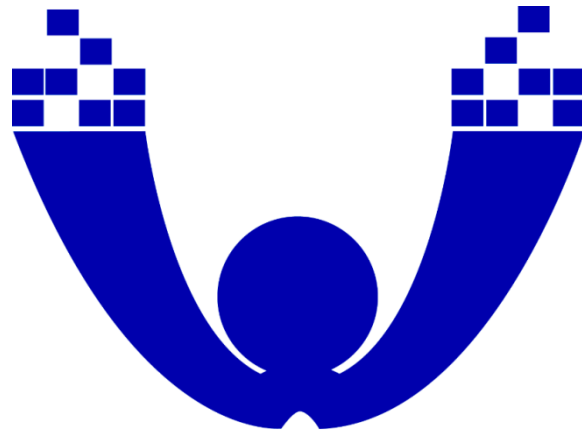


WACOSA CONSUMER HANDBOOK



WACOSA
WORKS!

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MISSION AND VISION

WACOSA's mission is to provide individuals with disabilities the opportunity to work and live in their community.

Our Vision

Individuals of all abilities are empowered to reach their full potential.

We Believe

Each individual has the right to be treated with dignity and respect.

Each individual has the right to be a contributing member of their community.

Each individual is a valued member of the work force, when emphasis is placed on their capabilities and strengths.

CONTACT INFORMATION

Waite Park Administration Office/ThriftWorks

310 Sundial Drive
PO Box 757
Waite Park, MN 56387
(320) 251-0087
(320) 257-5199 Fax
ThriftWorks! direct line (320) 257-2920
Service hours 8:00–2:00 and 2:00–8:00 M-Sat.

Waite Park South and North

320 Sundial Drive
PO Box 757
Waite Park, MN 56387
(320) 251-0087
(320) 259-4679 Fax
Service hours 8:00–2:00 and 2:00–8:00 M-F

Waite Park Annex

321-Sundial Drive
PO Box 757
Waite Park, MN 56387
(320) 230-4631
Service hours 8:00– 2:00 and 2:00–8:00 M-F

Sauk Centre

712 Lincoln Loop
PO Box 4
Sauk Centre, MN 56378
(320) 352-6759
(320) 352-3396 Fax
Service hours 8:00-2:00 M-F

Seniors

Whitney Senior Center
1527 Northway Drive
St. Cloud, MN 56303
(320) 251-9251
(320) 230-3265 Fax
Service hours 8:00-2:00 M-F

Web site

www.wacosa.org

PURPOSE OF HANDBOOK

The purpose of this handbook is to help you as a consumer understand your:

- SERVICES PROVIDED
- GENERAL GUIDELINES AND POLICIES
- RIGHTS
- RESPONSIBILITIES
- BENEFITS

This handbook is for all workers enrolled in WACOSA's Programs. This handbook will be printed in another language, large print, read aloud or will be given to you on an audio tape if you or your representative lets us know that this is what you need to understand the information in this handbook

WACOSA staff reviews this handbook with you your first week and once a year after that. You will have your own copy of this handbook, which will be updated as needed. You will be asked to sign an annual acknowledgement, which states that the handbook has been reviewed with you. This will be placed in your file.

While WACOSA believes wholeheartedly in the plans, policies and procedures in this handbook, they are not conditions of employment. WACOSA may change this handbook at any time.

WACOSA recognizes the importance of providing you with meaningful learning activities and paid work experience in the community that has been chosen by you.

DESCRIPTIONS OF SERVICE OPTIONS

- **Day Training and Habilitation, Licensed by the Department of Human Services. Service accredited by CARF include:**
 - Autism Services (Aug 2013)
 - Senior Services
 - Community Integration (COI)
- **Extended Employment accredited by CARF:**
 - Employment Planning Services (EPS)
 - Employee Development Services (EDS)
 - Organizational Employment Services (OES)
 - Community Employment Services (CES)
 - Performance Based Agreement (PBA)

- **School Transition services individually designed to meet the student's needs.**
- **CADI/BI pre-vocational and supported employment services.**

Funding Sources may include:

- County Funding
- ICFDD Waiver
- DD Waiver
- CADI Waiver
- BI Waiver
- Rehabilitation Services funding
- EE grant funding
- Private Pay
- School funding

Day Training and Habilitation (DT&H):

Service length depends on the individual but many stay with some level of DT&H services for many years. Services include paid work in-center and on community crews, individual placement, outcome based activities and classes including; arts, theater, Tae Kwon Do, adaptive CPR and first aid, photography, cooking, professional development, job seeking skills, career exploration, resume building and many more. Regular curriculum also includes topics under self-care, interpersonal skills, communication, basic academics, environment, public transportation, career planning, health and safety, self-advocacy, community resources, computer and phone skills. DT&H services are provided at all WACOSA sites including our senior retirement services at Whitney. Sauk Centre DT&H ratio is 1-6, Waite Park South is 1-8, Waite Park North is 1-3, Whitney is 1-6 and the Annex is 1-8. Consumers need to be able to perform duties to quality standards with minimal direct supervision. Transportation may be provided for in-center services and/or community crews. Transportation is not provided for Individual/Competitive placement.

Employment Planning Services (EPS):

Approximate length of service: four weeks

Employment Planning is an individualized service which assists a person to learn about employment opportunities in the community as well as explore and identify their work interests and skills. This is accomplished through activities such situational assessment, paid work trials, simulated job sites and the completion of a janitorial performance measurement (when appropriate). A written report is completed at the end of the assessment period with recommendations being made to further enhance the person's vocational goals and possible employment options. The report is sent to the consumer's team. EPS is provided at Sauk Centre and in Waite Park Annex. Transportation is not provided.

Employment Development Services (EDS):

Approximate length of service: three months

EDS includes the development of an individualized plan with the consumer along with his/her team. The purpose of this plan is to identify vocational goals and a plan of action. Individualized training is provided to develop the necessary skills and work behaviors to achieve the vocational goals and promote successful employment. Some of the skills and issues addressed include attendance, grooming, communication and job seeking skills. Reviews are conducted quarterly with the consumer and their team members to assess progress and make revisions as needed. The preferred employment outcome is either competitive or supported employment. If these are not yet an option, center-based (OES) employment will be provided or a referral will be made to day training and habilitation or other services, EDS is available in Sauk Centre and in Waite Park Annex programs. Transportation is not provided.

Organizational Employment Services (OES):

Length of service: Up to one year while seeking community placement for consumers entering EE/OES after to 1-10-08. This employment option is offered at WACOSA's program facility for those individuals not yet placed in competitive or supportive employment. Job coaching is provided to increase job skills and proficiency. The types of work most frequently offered in this program include packaging, collating and simple assembly. Most jobs are piece-rated and workers are paid for the pieces produced. In EE, if placement has not been secured after one year, consumer may attend one day a week to work with staff on placement activities. OES provided in DT&H programs is available ongoing as long as it remains the most appropriate fit for individuals. Placement activities can include training and help with internet job searches, reviewing local postings, filling out applications, interviews when available, etc. EE/OES is available in Sauk Centre, DT&H and CADI/OES is available in Waite Park South and Annex. Transportation is not provided in EE/OES.

Community Employment Services (CES):

Length of service: ongoing until competitive placement

The two types of CES provided by WACOSA include community crews and supported employment. A crew generally consists of four to ten workers. The training and supervision is carried out by one job coach. Each worker is paid a commensurate wage based on the level of production as determined by a performance measurement. Supported Employment is achieved when a worker is employed competitively at an integrated community setting. The worker receives initial training and support to promote ongoing success on the job. After the initial training period has been completed, the worker will receive follow-along services at least two times a month. There is limited CES available in Waite Park Annex services. Transportation is not provided.

CADI/BI:

Prevocational and supported employment services are available in all locations. Services include paid work in –center and on community crews, individual placement,

outcome based activities and classes including arts, theater, Tae Kwon Do, adaptive CPR and first aid, photography, cooking, professional development, job seeking skills, resume building and many more. Regular curriculum also includes topics under self-care, interpersonal skills, communication, basic academics, environment, public transportation, career planning, health and safety, self-advocacy, community resources, computer and phone skills. Transportation may be provided for in-center services and/or community crews. Transportation is not provided for Individual/Competitive placement.

Autism Spectrum Disorder (ASD):

ASD services are incorporated into Waite Park North provided specific approaches to meet the needs of individuals with ASD including picture communication systems, circuit training, individualized work box training. Staff in the north program receive extensive training on ASD as well as other forms of significant disabilities. Individuals in all other programs have access to the Autism Specialist to consult on approaches that will be most effective in development of employment skill and job success. Opening Doors classes are available to individuals on the Autism Spectrum with individual placement goals. Transportation may be provided for in-center services and/or community crews. Transportation is not provided for Individual/Competitive placement.

School Transition Services:

Students receive individualized transition plans based on the expected service requirements following graduation. Students may transition with the supervision of school staff on site or under the supervision of WACOSA staff. WACOSA will provide similar services as is expected upon graduation such as EE or DT&H structured services.

ADMISSION CRITERIA & PROCESS

- **Eligibility for Employment Planning Services, Employee Development Services, Organizational Employment Services and Community Employment Services:**

In order to be eligible for WACOSA's services an individual must have a severe physical or mental impairment that results in serious limitations to employment in three or more functional areas as indicated on the "initial eligibility assessment" completed by the referring agency or SUPPORT SERVICES TEAM member. All the necessary admission forms and information must be received by WACOSA before an admission will occur.

- **Eligibility for DT&H, CADI, BI, School Transition and ASD Services:**

Any person who is at least 18 years old and who is diagnosed as having a disability or related condition; regardless of race, color, creed, religion, gender, sexual preference, marital status, language, national origin, or socioeconomic

status will be considered for admission into WACOSA's programs under the following conditions:

1. Approval of each admission will be determined by WACOSA's ability to appropriately address the needs of the individual as determined in the individual service plan, CADI plan or community support plan. Placement in the most appropriate WACOSA program site or service will be determined by WACOSA's management. The following criteria will be utilized in determining admission as well as program placement:
2. Determination by individual's support services team that WACOSA services are the most appropriate for the individual at the time of referral.
3. WACOSA's ability to provide the services identified in the Coordinated Service Plan, the appropriate staffing ratio as determined by the support services team and transportation to and from WACOSA's program or work site.
4. Referral of the individual to the appropriate WACOSA program site based on the following description for the program focus, staffing ratio and level of services provided at each location:

- **Supported Employment Services:**

An individual must be able to maintain successful community employment on an individual placement after the initial coaching period has been completed. Intermittent follow-along services will be provided as determined by the support services team. For crew work consumers must be able to be alone in the community crew setting for up to 30 minutes with staff on site.

- **Waite Park South, ThriftWorks! and Annex:**

Individuals must have a full time work focus and be able to function in an overall ratio of at least one to five and require an average of 30 minutes or less per day of individual staff attention to assist with personal cares or behavioral intervention.

- **Whitney Senior Services:**

Individuals must be 50 years or older, be able to function in a one to six ratio and require an average of 30 minutes or less per day of individual staff attention to assist with personal cares or behavioral intervention. The goal of the Seniors Program is to keep people as active and involved as able. This includes volunteer opportunities, and community integration.

- **Waite Park North/ASD:**

Individuals receive service in a one to three over-all-ratio with a variety of options including work, community integration, sensory, physical care, along with various training opportunities in communication, self-care, social skills, behavior management and vocational skills. Staffing is provided for those individuals needing

more than 30 minutes per day of individual staff assistance. ASD specific services are provided on an individual based determined by the need of the individual.

- **Sauk Centre:**

All ranges of individuals are considered for admission due to the location and distance from other options. Each referral is evaluated for admission based on WACOSA's ability to meet the individual's needs and to provide safety of current consumers.

A waiting list will be implemented for each site if WACOSA does not have the appropriate space or staff to accommodate an eligible person or persons referred for services. In this event, referrals will be placed on a waiting list. Admissions of the individuals on the waiting list will occur in the order that WACOSA receives their letter of referral. Exceptions may be made for individuals referred on a PBA. The Program Quality Assurance team is responsible for monitoring the waiting list and making decisions regarding exceptions. If accommodations can be made, intake will proceed. If not, the referring agent will be notified in writing. A copy of the notification will be maintained on site.

If WACOSA determines that a person is ineligible for services, WACOSA will complete and send an ineligibility report to the person referred as well as the referring agency. This report includes the following information:

1. Reasons for ineligibility
2. Recommendations for alternative services
3. What changes (if any) must occur for the individual to become eligible

If the initial information suggests possible concerns regarding WACOSA's ability to serve the individual, the a team of WACOSA staff will discuss these concerns and possible solutions with the individual referred and referral agency.

An individual will not be considered for admission if:

1. The individual exhibits a history of aggressive and/or injurious behaviors or behaviors which result in serious property damage.
2. The individual requires ongoing behavioral services beyond our ability to staff.
3. The individual has a physical condition that requires medically licensed or certified personnel.
4. The individual cannot function successfully the average staff ratio of the site assigned to in center-based services.

WACOSA maintains the following conditions for services to individuals with criminal history including a sexual misconduct history whether conviction occurred or not: Services will be provided to consumers with a history of criminal behavior or sexual

misconduct or related conviction or history if it is determined by WACOSA's intake screening team that WACOSA can reasonably insure safety for the consumer and all others in the program or work environments. WACOSA maintains the right to discontinue services at any time, without prior notice, if an incident occurs or if we are unable to provide supervision and supports to insure safety for individuals in EE, CADI, BI, or School Transition. In DT&H WACOSA will follow licensing rules for suspension and discharge.

WACOSA staff will work with the consumer and the support services team to determine appropriate boundaries and safeguards prior to admission. These boundaries and safeguards will be modified as needed by WACOSA and changes will be communicated to the consumer and the support services team. Community employment goals will be determined with the consumer and the support services team with these boundaries and safeguards in place. WACOSA will make every reasonable effort to help the consumer meet their outcome support goals as long as there is reasonable ability to provide the best supports for the person's safety.

If it is determined that a safe environment cannot be provided for services, WACOSA will be available to the support services team to seek and/or transition to more appropriate outcome supports. In the event that we need to discontinue services, WACOSA will meet with the support services team to determine if there is an alternate way to serve the consumer to assist the team in seeking other services.

TRANSFERS AND RE-ENTRY PROCEDURES

All transfer requests are reviewed and accepted at the discretion of WACOSA staff. Transfers will be approved if it is in the best interest of the consumer and they meet the eligibility criteria for the requested services.

DT&H

When a consumer requests re-entry into WACOSA services regular admission procedures are followed. If it has been less than a year, services will start up without full intake process. A forty five day assessment will be completed and the annual date may move to the date of the assessment review.

CADI, BI and School Transitions:

If a consumer leaves services of their own accord, re-entry will be considered if we have appropriate staffing to meet the needs of the individual and openings at the site requested. If the consumer left due to attendance or behavioral issues, re-entry may include specific attendance or behavioral expectations which will be reviewed by the support services team and agreed upon prior to re-start. If consumer left by request of WACOSA there may be a specific waiting period or other criteria the individual needs to

meet prior to restarting. This will be determined by a member or members of the Program Quality Assurance team in conjunction with the support services team.

Community Employment Services:

If you request re-entry upon loss of community employment due to no fault of your own, re-entry to CES or transfer to another WACOSA service will be based upon program space and staffing ability and funding supports.

If you lose your employment due to performance issues that you have the ability to manage, re-entry will be reviewed by a member or members of the Program Quality Assurance team. In the event that re-entry is questionable, your support services team will meet to identify concerns, criteria and timelines for re-entry. The decision will be based on your best interest and the program's ability to work with the issues related to your loss of employment. Examples of performance issues that may impact the possibility of re-entry are lack of attendance, chemical use, stealing and verbal or physical aggression. Each situation will be assessed to determine WACOSA's ability to re-employ you successfully.

WACOSA will follow up when a consumer leaves at 30 and 60 days to insure you are doing well and to see if there is anything WACOSA can do to assist you.

Organizational Employment Services:

If you request re-entry after leaving services voluntarily and have been engaged successfully in service prior to leaving, your re-entry to OES or transfer to another WACOSA service will be based upon program space, funding and staffing ability.

If you left the program due to suspension or discharge due to behavioral concerns, the WACOSA management will review your current status and WACOSA's ability to work with your needs. In the event that your re-entry is questionable, your support services team will meet to identify concerns, criteria and timelines for re-entry. The decision will be based on your best interest and the program's ability to work with the issues related to discharge, suspension or voluntary absence. WACOSA retains the right to deny services to you if you put yourself or others at risk or if your needs will not be met by current service staffing. If re-entry is offered, WACOSA may request a trial period to assess your ability to manage successfully and our ability to meet your needs. This will be determined by WACOSA management.

Behavioral Restrictions in Extended Employment:

The Extended Employment service will not serve individuals who require ongoing behavior management services. Staff will provide intermittent support in the form of assisting an individual to develop their own methods of self-monitoring and reinforcement of success.

In the event of a behavioral situation that puts the person, others, or property at risk, staff will call the local police for support. If possible and appropriate, staff will implement an emergency use of manual restraint. Staff will not implement these procedures unless they have received CPI training and are confident they can do so without injury to the consumer or self. Other than these emergency situations, staff will not use any restrictive procedure.

A team meeting will be arranged if behavior issues become a concern for an individual. The individual may be restricted from the program until after the team has met and determined a plan of action. The team will assess the consumer's behavioral needs in terms of:

- The risks to self, others and property
- Steps that need to be taken to reduce the risk of future behavioral incidents
- WACOSA's ability to provide the behavioral support necessary as identified by the team.

If it is determined that WACOSA can provide the necessary behavioral support a member or members of the Program Quality Assurance team will make the appropriate changes in the consumer's service.

RIGHTS

You have several rights when you are receiving services from WACOSA. You have the same rights and responsibilities as all WACOSA employees and the following rights related to being a recipient of services. You have a copy of these in your admission handouts. These are reviewed with you in the intake meeting or within 5 working days of providing service to you.

THE RIGHT TO REASONABLE ACCOMMODATIONS, WACOSA will make every effort to make accommodations for you based on your individual disability and needs. You have a responsibility to insure you inform us of your needs.

THE RIGHT TO BE FREE FROM RESTRAINT, TIME OUT, OR SECLUSION EXCEPT FOR EMERGENCY USE OF MANUAL RESTRAINT

THE RIGHT TO REASONABLE OBSERVANCE AND CULTURAL AND ETHNIC PRACTICE AND RELIGION.

THE RIGHT TO RECEIVE SERVICE IN A CLEAN AND SAFE ENVIRONMENT

THE RIGHT TO TERMINATE OR REFUSE SERVICES -You have the right to refuse or end services. If you choose either of these options, the service provider will inform you of the results of ending or refusing services.

THE RIGHT TO KNOW SERVICE LIMITS -You have the right to know, in advance, any limits to the services you are to receive. Those limits to service are: vocational and employment related training.

THE RIGHT TO KNOW INITIATION/DISCHARGE TERMS -You have the right to know the provider's policy on service starting services. You also have the right to know why the provider could discharge you. A discharge is when the provider stops giving you services and asks you to get services somewhere else. If a provider wants to stop giving you services, they must give you written notice in advance.

THE RIGHT TO KNOW SERVICE CHARGES -You have the right to know what the charges are for your services.

THE RIGHT TO KNOW FUNDING SOURCE -You have the right to know who pays for your services and if you or your family has to pay any amount. Service payment is covered by: Your County.

THE RIGHT TO TRAINED/COMPETENT STAFF -The staff who work with you must have the training necessary to do a good job. If you and your case manager think these staff need added training and write this in your service plan, the provider must make sure staff has this training.

THE RIGHT TO PRIVATE/CONFIDENTIAL RECORDS -People can only look at your records or talk about you to others if you or your guardian gives permission. You have a right to know your service provider's policy about keeping your information private.

THE RIGHT TO SEE YOUR RECORDS -You have a right to look at your records.

THE RIGHT TO BE FREE FROM MALTREATMENT - (i.e. abuse, neglect, humiliation, financial or other exploitation)-Staff must do all they can to prevent you from being hurt by others. If someone mistreats you, tell a staff person, your case manager, or some other advocate.

THE RIGHT TO BE TREATED WITH RESPECT -Staff must treat you respectfully. They must allow you to do the things you enjoy, speak with you in a way you can understand, and be respectful of your cultural background.

THE RIGHT TO HAVE YOUR COMPLAINTS HEARD - If you have a problem, you have a right to have other's hear about it. You can complain to anyone working for WACOSA, including the supervisors. If you feel no one is listening to your concerns, tell your case manager or an advocate. You can reach Management at 320-251-0087.

THE RIGHT TO HAVE PROBLEMS RESOLVED -If you have a problem, you have a right to know what the provider will do to take care of it. If your problem isn't solved, you can appeal. Contact your case manager, advocate or guardian to help with this.

THE RIGHT TO ADDITIONAL ASSISTANCE - Whenever you need help with something and feel you are not getting the help you need, you can contact your case manager, guardian, or an advocate. Numbers for people you can contact are given to you at the intake meeting, and most are on your ISP.

THE RIGHT TO STAND UP FOR YOUR RIGHTS -If you feel any of your rights aren't being met, you, your family, or your guardian has the right to insist on your rights. WACOSA will not stop you nor do anything to punish you for this.

THE RIGHT TO REFUSE TO PARTICIPATE IN AN EXPERIMENT -You do not have to participate in any experiment or research unless you want to. WACOSA would be discussed with the SUPPORT SERVICES TEAM any project and get written approval at the time.

THE RIGHT TO RECEIVE INFORMATION YOU REQUEST -You have the right to receive information, verbal or written, within 5 days following your request in order to assist you with any part of program planning or in helping you make decision regarding the services you receive.

THE RIGHT TO FRIENDS -You can choose your own friends. You have the right to talk to your family and friends, and they can visit during breaks.

THE RIGHT TO PERSONAL PRIVACY -You have the right to be alone in the bathroom and bedroom

YOU HAVE THE RIGHT TO BE INCLUDED IN THE DEVELOPMENT OF YOUR SERVICES, PROGRAM PLANS AND PLANNING OF ACTIVITIES

THE RIGHT TO BE FREE FROM RETALIATION -No person at WACOSA will hurt you because you expressed your concern or disagreement with anything related to your program plan or the services you receive.

THE RIGHT TO BE FREE FROM NEGATIVE IMPACT OF CONFLICT OF INTEREST - Your staff at WACOSA are expected to maintain a relationship that is free from conflict of interest that may negatively impact the services you receive. Staff are required to disclose to their supervisor the following:

- If they work at the home you live in
- If they are related to you
- If they socialize with you outside of work
- If they are your guardian or other legal representative

CIVIL RIGHTS: You have the right to file a complaint if you feel you have been discriminated against because of race, color, creed, religion, national origin, gender, disability, age, marital status, sexual preference, language, membership or activity in a human rights commission or status with regard to public assistance. Complaints may

be made to the Department of Human Rights, 190 E. 5th St., Suite 700, St. Paul, MN 55101 or the Department of Health and Human Services, Washington, D.C. 20201.

RESPONSIBILITIES AND WORK RULES

1. Be at your job site on time and ready to work.
2. If you are going to be late or miss the entire day, you must call WACOSA and speak to your supervisor or leave a message.
3. Notify your supervisor at least two days in advance when you are planning to take time off.
4. Perform your job as best you can.
5. Let your supervisor know immediately if you have been injured.
6. You must maintain appropriate hygiene.
7. Treat others with respect.
8. Avoid use of profanity.
9. Follow all safety rules in your work location.
10. Wear clean clothes that are right for work. Clothing styles to avoid while employed by WACOSA include:
 - Shirts that are very tight fitting have a low cut neckline, or logos which may be considered offensive. Shirts must have a sleeve, and no-midriff showing.
 - Pants must be kept at waist level with no undergarments showing.
 - Shorts or skirts which are tight or do not cover at least one-half of the thigh.
 - Shoes that do not cover the entire foot.
 - Dangling bracelets or earrings.
 - See dress code for full list of guidelines
11. Give a two-week notice when resigning from a job provided by WACOSA's extended employment program.
12. Smoke only in designated areas away from the main entrance of the building. Smoking is not allowed on any of WACOSA's vehicles.
13. Limit personal phone calls to break times and in case of an emergency.
14. You may not have, give to someone else, sell, use or be under the influence of illegal drugs, or the abuse of prescription drugs while you are working for WACOSA. Drinking alcoholic beverages at or before you get to work is not allowed. We will take disciplinary action if any of these things happen.
15. Each site may have other specific rules that you will need to adhere to. Your Client Managers/Designated Coordinators will go over this during orientation.

DATA PRIVACY

In accordance with the Minnesota Government Data Practices Act, We are required to inform you of your rights as they pertain to the private information we collect from you. The information we collect from you is classified by law as either public (any one can see it), private (the public is not given access, but you are), or confidential (even you cannot see the information). As a public employee or an applicant for public employment, most of the data we maintain about you is public according to Minnesota Statutes, Section 13.43, Subdivisions 2 and 3.

The information we request from you may be used for one or more of the following purposes:

- To distinguish you from all other applicants or employees and identify you in our personnel files;
- To determine your eligibility for employment or promotion;
- To contact you or other significant persons in an emergency;
- To enroll you and your family members for health insurance;
- To enroll you for pension plans;
- To account for wages paid;
- To justify travel expense reimbursement;
- To account for other employer paid fringe benefits;
- To compile Equal Opportunity and Affirmative Action reports.'

Information which you are asked to provide generally is not required by statute. However, it generally is to your benefit to provide it. Without the requested information, this agency may not be able to determine your eligibility for employment or promotion, compute your wages, or grant you other fringe benefits.

Federal law permits government agencies to require an individual to provide his/her social security number for the administration of any tax. Please be aware that when you are asked to give your social security number on Revenue forms, this collection is mandated by Section 1211 of the Tax Reform Act of 1976 and also Minnesota Statutes, Section 270.66. This information will be shared with the State Department of Revenue, the Internal Revenue Service, and the Federal Department of Health and Welfare for the purposes of administering the income tax and social security tax programs. In most other cases the disclosure of your social security number is voluntary. If it is required by law, we will inform you of the statute which requires collection.

If you are a minor, your parents or guardian will have access to the information in your personnel file unless you specifically request in writing that this information not be shown to your parents or guardian. You must explain why you wish this data withheld and what you expect the consequences of this activity will be. If the agency

agrees that withholding the information from your parents or guardian is in your best interest, the information will not be shown to your parents or guardian.

The information you provide will be routinely shared with agency human resource office staff who require the information to do their jobs, agency accounting/payroll staff, insurance contractors, Minnesota Merit or Civil Service System, PERA or MSRS, IRS, and the State Departments of Revenue, Finance, Economic Security, Employee Relations, and Labor and Industry.

Information may also be shared with other agencies authorized by law to receive specific data relating to:

1. Absent/non-supporting parents;
2. Civil/human rights complaints;
3. Worker's Compensation;
4. Unemployment Compensation;
5. Labor contracts (to the extent specified In Minnesota Statutes, Chapter 179);
6. Employee assistance programs;
7. Child/vulnerable adult abuse.

If you have any questions about this notice, human resource office staff will explain it to you. The information on this form applies to your future contacts with this agency whether the contact is in person, by mail, or by phone.

WORKPLACE VIOLENCE POLICY

WACOSA is committed to providing a safe workplace for all. The company will not tolerate any type of workplace violence committed by employees, visitors or vendors. Employees are prohibited from making threats or engaging in violent activities within the course of employment. Employees may not carry or possess firearms or weapons while acting in the course and scope of employment. We recognize that in the course of carrying out WACOSA's mission to provide services to our consumers, situations involving aggressive consumer behaviors will occur. WACOSA provides training and support effectively deal with these situations in a manner that is consistent with our program licensing and policies.

The following list of behaviors provides examples of conduct that is prohibited within the workplace. It is not intended to be inclusive, but is to be used as a guide.

- Causing physical injury to another person.
- Making threatening or verbally abusive remarks.
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress.
- Intentionally damaging employer property or the property of another employee.

- Possession of a weapon while on company property or while on company business.
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

YOUR RECORDS

A private record shall be maintained for you. Your records are stored in a secure area or cabinet and are available only to designated staff. They will remain at WACOSA at all times, unless otherwise approved by management. You may review your records at any time during regular workdays. Let your supervisor know if you want to see your records. He/she will make them available to you. Your records are retained by WACOSA for seven years.

Your record will communicate appropriate information in a form that is complete, clear and current. The record shall be retained for a minimum of three years after the completion of employment program. All information WACOSA has about you is considered private as defined under the Minnesota Data Privacy Act.

Your case records must include the following information:

- A. Personal identification data, including: social security number, legal status, date of birth, residential status, address, guardian or conservator (if applicable).
- B. Eligibility for extended employment.
- C. Written diagnosis of a severe disability by a qualified health care professional (unless eligibility is determined by a counselor from the rehabilitation service branch of the department).
- D. Worker's extended employment plan.
- E. Employment data including:
 1. Employers
 2. Supervisors
 3. Job Duties
 4. Rates of Pay
 5. Benefits
 6. Start Dates
 7. Termination Dates
 8. Evidence that WACOSA maintains compliance with certification requirements by providing to the worker the following:
 - a. Fundamental personnel benefits
 - b. Contribution to the worker's social security account
 - c. Comparable benefits
 - d. Fair and equitable payment of wages
- F. Reassessment of your extended employment support plan.

- G. Documents of the payroll agents which verify the hours of paid work reported to the extended employment program for you.
- H. Program summaries and termination or discharge reports.
- I. The ongoing employment support services provided by WACOSA that include the date and service record of two in-person contacts per month with the worker
- J. The written natural supports agreement between WACOSA and the agent of your employer including, at a minimum, a date and service record of two in-person contacts with the agent of the employer or you.

STAFF QUALIFICATIONS

Each consumer at WACOSA will have a Client Managers/Designated Coordinators. All Client Managers/Designated Coordinators meet the educational and experience requirements set forth by the Department of Human Services and WACOSA's best practice. These qualifications include having a minimum of a four-year degree in a field related to service provision and one year experience in the field, or a two-year degree in a related field and two years' experience, or a diploma in a community-based developmental disability services from an accredited post-secondary institution and two years of work experience with consumers with an intellectual disability or related condition.

You will also work with a Training Specialist. All Training Specialists are certified in First Aid, CPR and trained in the use of AED's. Staff that assist you with medications are certified in Medication Administration. All staff working with you also receive 30 hours of training upon hire and attend annual trainings that meet the requirements of the Department of Human Service.

You will have the opportunity to provide input into the performance evaluation of staff who work with you at WACOSA through annual surveys. Also at any time your input is to provide input regarding the staff you wish to work with in the program area. Prior to reasons for the request for a different staff, WACOSA will make every effort to accommodate reasonable requests for staff changes.

EMPLOYEE CLASSIFICATIONS AND STAFF POSITIONS

Employee Classifications

Individuals who work at WACOSA who are receiving services are referred to as workers or consumers and individuals who provide support and supervision are called staff or training specialist.

Staff Positions at WACOSA

WACOSA is an equal opportunity employer and all consumers are able to apply for staff positions they are qualified for. Consumers who are employed in staff positions can no longer receive services from WACOSA.

YOUR VOICE AT WACOSA

WACOSA offers you several ways in which to share your thoughts, opinions and concerns with your co-workers, the staff and the WACOSA Board of Directors.

- You can be involved in the Consumer Advisory Committee (CAM): This committee meets at least quarterly and is an opportunity for you to share your ideas and concerns.
- You can meet with a WACOSA Board Member: Once a year a WACOSA Board Member will meet with you during one of your CAM meetings if they are available. This is your opportunity to have your thoughts and concerns communicated directly to the Board of Directors.
- You can attend a WACOSA Board of Director's Meeting: You may request to attend and must provide your own transportation.
- You can join the Waite Park Fun Committee: There is a group of consumers who plan activities to lighten up the mood and keep it fun at work. Watch for posting from your representatives. Other sites do some planning with consumers during CAM meetings or other opportunities that arise for involvement.
- You can speak to members of the Administration Team: These members include the Executive Director, Operations Director and Quality Assurance Director at any time.

YOUR PLAN

You must understand and be a part of planning your services:

We ask you to be a part of your admission process. We also ask that you be the lead person in making decisions about your services, the development of your employment plan and any revisions to that plan. When the Client Managers/Designated Coordinators is confident that you understand your plan, he/she will ask you to sign the plan giving informed consent. This tells us that you understand and agree to the services you will receive from WACOSA.

Your Client Managers/Designated Coordinators will have ongoing contact with you and will review your progress on goals established in your employment support plan or program plan. You have the right to request changes in the plan as well as in the current employment opportunities.

Your individual cultural and religious wishes will be taken into consideration when developing your services. You must inform your supervisor of those needs or wishes.

Your Outcome Support Plan for DT&H, CADI, BI and School Transition:

Your Coordinated Service and Support Plan Addendum (CSSPA) will be developed following a 45 day assessment period and annually thereafter. This will be discussed and approved by you and your support services team. Your input is vital to a successful plan and you will be asked to sign your CSSPA to give informed consent once the plan is understood by you. As part of your CSSPA, your outcome support plan will include:

- A. Goals and objectives
- B. Methods: Specific behavioral and teaching techniques
- C. Equipment and materials needed
- D. Changes and modification to the social and physical environment
- E. Learning styles and Mode of Communication
- F. Reinforcements
- G. Frequency it is to be run
- H. Data collection method

Your employment support plan for EE programs:

As a consumer in WACOSA's Extended employment program, you will have an Employment Support Plan (ESP) with objectives to meet your long range goals. This plan is reviewed with you at least annually. Your plan will be given to you in your primary language so that you can understand it. You can also ask to have it communicated in another way, if this helps you to understand your plan. You or your representative must ask for this. Your ESP will include the following;

- A. Your goals and objective, including:
 - 1. Employment and career advancement goals
 - 2. Preferences for employment setting, integration, range or level of pay, work hours and benefits
 - 3. When a goal in center-based employment is selected, the reasons for this choice
- B. Timeline for reaching your employment goals and objective.
- C. Your vocational strengths, interests and wishes, work skills and general health status.
- D. Your functional areas affecting employment that require the provision of ongoing employment support services.
- E. Assessment identifying the ongoing employment support services you need to work in the community.
- F. The specific ongoing employment support services to be provided, including:
 - 1. Relationship of the ongoing employment services to your functional areas affecting employment.
 - 2. How WACOSA will meet your need for ongoing employment support services with the existing services or by a plan arranging for or developing these services.

3. The strategies for providing you with ongoing employment support services including the consideration of assistive technology and natural supports.
 4. Timelines for developing and providing you with ongoing employment support services and the estimated frequency of these services.
 5. Who will be providing the ongoing employment support services. If the ongoing employment is in an employer-paid integrated work site there will be a written agreement with the employer that specifies:
 - a. The agent of the employer who will be involved in providing you with ongoing employment support services.
 - b. The nature of the information, technical assistance or other support services the provider provides to the agent of the employer.
 - c. The specific ongoing employment support services that are provided to you by the agent of the employer.
 - d. Assurances that WACOSA will, at a minimum, make two in-person contacts with the agent of the employer, or you, or a combination of the employer and you each month in order to:
 - Provide information, technical assistance, or other employment services.
 - Evaluate the need for and effectiveness of the ongoing employment services the agent of the employer provides to you.
- G. Measures and procedures to assess the attainment of your goals and objective.
- H. The names of the participants in the planning and preparation of your extended employment support plan.
- I. Your signature designating informed consent. The informed consent tells WACOSA that you want the services we will provide to you.

Annual Assessment of Your Outcome Support Plan:

As a consumer and employee of WACOSA, you will have an annual meeting which will include the establishment of goals for the coming year. These goals will be explained to you in a way that you can understand. Whenever possible, we ask that you be a part of that planning process and provide us with input on what goals you feel you should be working on. Your training specialist and Client Manager/Designated Coordinator will review these goals with you once every quarter. At your annual meeting, the support services team will review all your services and supports and discuss options for unmet needs. Your social worker is responsible for referral to any additional services. WACOSA staff will make recommendations to your social worker for additional services.

As a consumer and employee of WACOSA, you may have an assessment completed if indicated by your service support team. During this time you may be assessed on activities of daily living, janitorial skills, production floor work, and on any community jobs you attend. You may also be interviewed by your staff. The purpose of this assessment is to find out where your strengths are in terms of job skill, where your interests are, what services you would be most successful in, and where WACOSA

could be providing you with the support you need. You may go on tours to see contracts you have not seen before. Annually we will review work opportunities available and exploration of potential employment you may desire both in-center in the community where applicable.

Annual Reassessment of Extended Employment Support Plans:

Extended employment support plan review with support services team involvement (unless you tell us that you do not want to review your plan) shall occur at least yearly. At your annual meeting the support services team will review all your services and supports and discuss options for unmet needs. Your social worker is responsible for referral to any additional services. A plan with a goal of community or supported employment that has not been achieved or maintained shall be reviewed every six months. The reassessment must address:

- A. Your satisfaction with employment and ongoing employment support services.
- B. The effectiveness of your extended employment support plan in achieving your vocational objective.
- C. Your continuing need for ongoing employment support services to maintain or advance employment.
- D. Your interest in changing or advancing in employment.
- E. Identification of your specific employment goal along with the measurable objective necessary to reach the goal.
- F. Identification of the specific ongoing support that WACOSA will provide to you to assist you in meeting your goals and objective.

The updated extended employment support plan shall summarize this review and shall be put in your file. The record of the reassessment shall include the names of the participants in the reassessment of your extended employment support plan and your signature designating informed consent. A copy of the reassessment shall be provided to you in your primary language or modes of communication that you have asked for.

ORIENTATION AND SAFETY PROCEDURES

During your admission process or your first day, you will be given a tour of the facility. Some of the things covered with you during this tour include:

Location of bathrooms	Designated smoking area
Introduction to staff and co-workers	Location of exits
Location of phone	Work areas

Safety orientation on the following will also be conducted with each consumer:

Evacuation exits	Equipment and safe use
Off-site location for evacuation	Safe chemical use
Handling conflicts safely	Evacuation procedures
Severe weather procedures	Medical emergency procedures

Safe lifting techniques
Reporting an injury
Vehicle safety

Communicable diseases procedures
Blood borne pathogens
Designated meeting area

WACOSA holds routine emergency drills. Always respond as though it is a real emergency and follow the directions of staff reporting to areas identified as safe.

HARASSMENT POLICY

WACOSA does not tolerate any type of harassment including sexual harassment of its workers. Sexual harassment is explained as unwelcome sexual advances, unwelcome touching, asking for sexual favors and other verbal or physical conduct of a sexual nature that makes you feel that you are working in frightening, intimidating, hostile or offensive work place.

If you feel this is happening to you, report this to your supervisor, case manager or director of human resources immediately. We will investigate this promptly and discreetly. Only the people who need to know will be informed about the situation, retaliation or intimidation towards you will not be tolerated (if someone tries to get back at you for reporting this problem).

VULNERABLE ADULTS

If you feel you have been treated unfairly, been abused or neglected in any manner report to your Client Managers/Designated Coordinators. You may make a formal report if you believe it is needed. Vulnerable adult reports can be made to the following agencies. Staff will assist you in making a report and anything you report will remain confidential.

- Minnesota Adult Abuse Reporting Center 844-880-1574
- Local Police Department
- County Sheriff
- County Human Services Agency
- Minnesota Department of Human Services, Licensing Division (651) 297-4123
- Medical Examiner or Coroner (if an individual has reason to believe that a person died as a result of abuse or neglect).

MEDICATIONS

You must let your supervisor know if you need help in taking a medication. If you need help taking your medication at WACOSA, you must give the prescription to your supervisor who will place it in a locked cabinet. The medication must have a label that includes your name, the name of the medication, the time you need to take the medicine, the dose, how it is to be given, the doctor's name and the expiration date. You also must bring in a doctor's order for the medication. Your medication will be given to you by a WACOSA staff that is trained in Medication within one-half hour before or after the time it is to be taken. If you are managing your own medication you must have it secured at all times on your person or given to staff to keep locked up until you need it. WACOSA will not provide assistance in administration of medications if you are in Extended Employment, in other's services but placed on a job in the community and do not have daily contact with a Job Coach

EMERGENCY CLOSING

If WACOSA must close due to inclement weather, there will be an announcement on the WACOSA Facebook web page, the website at www.wacosa.org, the KASM radio station in Sauk Centre and KCLD or WJON radio or website (www.wjon.com) in St. Cloud and surrounding service areas. Your supervisor will contact you if you are scheduled to work on a community crew that will still go out.

TRANSPORTATION POLICY AND GUIDELINES

1. When individuals are being dropped off at the end of the day, a staff or family member at the residence must signal to the driver that they are at home, unless otherwise indicated on the person's Coordinated Service and Support Plan Addendum. The van driver will wait to insure the individual gets into the house.
2. Individuals will not be dropped off at a different location other than their normal place of residence.
3. Van drivers are required to stay with the vehicle to ensure the safety of other passengers. Drivers will assist individuals to get on and off the vehicle. Please have staff from your home assist the van driver to ensure to ensure client safety to and from the van. Vans will wait 5 minutes after pickup or drop off times for clients to board or exit to homes with supervision present. If a client does not board on time the home is responsible for picking up the client, unless stated different in the client's Coordinated and Support Plan Addendum.
4. All clients who are picked up or dropped off during program hours need to "check in/out" at the front reception desk in Waite Park or with a supervisor at other sites. This policy is required for all WACOSA clients. The individual picking up/dropping off the WACOSA client must sign the check in/out sheet at the front desk or designated area at each site.

5. Transportation may be provided for in-center services and/or community crews. Transportation is not provided for Individual/Competitive placement.

DRESS CODE

Appropriate dress and hygiene are important in promoting a positive business image to our customers, both internally and externally. In order to project a positive and professional business image to the community and to visitors, WACOSA employees and clients are expected to dress in clothing that is appropriate for the work setting.

The following list is meant to be used as a guideline for determining what clothing may or may not be appropriate for work with regard to professionalism and worker safety at WACOSA. This list is not meant to be all inclusive, and at all times employees and clients should dress appropriately for their job responsibilities, the activities they are doing and the requirements of work contracts.

Shirts: Low cut necklines, extremely tight-fitting shirts, and sleeveless shirts are not appropriate. Shirts should be long enough so that the midriff is not exposed when reaching or stretching. Shirts with logos that may be considered aggressive, suggestive, or that promote illegal activities are not appropriate.

Shorts/Pants: Shorts or skirts should be hemmed or rolled and should cover at least half of the thigh. Sweat pants and jeans should be neat, clean, and without holes. Lycra or tight fitting pants, shorts, or skirts are not appropriate.

Accessories: Personal safety and the need for mobility should be considered when determining an appropriate shoe style. Staff working with clients and/or walking out in the production areas must wear shoes of sturdy construction and provide toe and heel coverage and are securely fastened to the back of the foot. Some acceptable examples include tennis shoes, oxfords, boots, etc. Examples of unacceptable footwear would include open toed shoes, footwear that does not securely fasten at the back, or footwear constructed of flimsy materials (such as lace, plastic jelly shoes, etc.) Employees must wear clothing and footwear which is appropriate to the contract they are assigned to. It is recommend to wear footwear that is sturdy and gives good foot and ankle support as many job opportunities occur on concrete flooring. Neck chains, bracelets, dangling earrings, other “grab-able” accessories and expensive watches are worn at your own risk and are discouraged. While working around equipment and machinery, loose flowing clothing that may get caught should not be worn.

If a client's attire is deemed inappropriate by WACOSA's staff, the individual's Client Manager/Designated Coordinator will clarify the policy with the client and the client's home.

Also keep in mind that some individuals may have a sensitivity and/or allergic reaction to various fragrant products, so please limit the use of such products at work.

Additional requirements at the Annex: Workers must wear long pants for safety reasons. Workers will be provided other required safety equipment such as gloves, goggles and arm protectors when working with hot glue and/or other dangerous materials.

GUIDELINES FOR ABSENTEEISM

In order for WACOSA to maintain quality employment services we need to stress the importance of attendance and notification of absences for WACOSA consumers. WACOSA has a large number of businesses that we work for, both in-house and in the community. WACOSA needs to have advance notice when individuals are going to be gone on long and short vacations or medical leave, so arrangements for subs on these contracts can be made.

WACOSA knows at times absenteeism will occur due to illness, etc. WACOSA would like to have homes, families and care providers follow the following guidelines when an individual is going to be absent.

1. When a consumer is going to be out due to illness for the day, please call the WACOSA site that the consumer attends to let staff know of the absence. (You can leave a message on the General Mailbox voice mail. WACOSA will notify the van driver.) If a consumer rides Dial-A-Ride or Tri-Cap, you are asked to notify them directly.
2. When a consumer is going on a known vacation, WACOSA would appreciate a one week advance notice. Please complete a WORKER ABSENCE REPORT form. You can get one from your Client Managers/Designated Coordinators.
3. When scheduling outside appointments, WACOSA asks that the appointments be made before or after WACOSA hours, or on days you are off or WACOSA is closed, whenever possible. If an appointment is made during WACOSA hours, a two day advance notice would be appreciated.

WAGES AND PAYSTUBS

WACOSA has a special minimum wage certificate issued by the United States Department of Labor. If you are not paid minimum wage, your hourly wage is determined by a performance measure completed every six months. The performance measure tells us how much you will be paid based on your performance against the standard and prevailing wages in the area.

A piece rated job is when you are paid for each piece you produce or complete. These jobs are time studied by WACOSA staff to determine how much we will pay you for each piece you complete. The piece rate is based on the standard number you should be able to complete and the prevailing wage in the area.

You and/or your legal representative will receive your pay stub twice a month. You can choose between direct deposit to up to two accounts of your choice or payment through a debit card. Pay dates are the 15th and 30th of each month. In the event either of these dates falls on a holiday or weekend, you and/or your legal representative will receive your pay stub on the first day prior to the pay date. If you are not scheduled to work on a pay date, your pay stub will be mailed to you.

DISCIPLINARY PROCESSES

Contract

WACOSA will use progressive discipline but reserves the right to forgo progressive discipline and take any disciplinary action deemed appropriate under the circumstances. Incidences of theft or egregious safety violations will result in an automatic termination from the contract.

Before or at any point during the disciplinary process WACOSA will provide program and/or behavioral support. This support will be provided to you only at a level that is available within the current staffing resources. If you demonstrate actions or behaviors that endanger you or others, you may be suspended and given a written warning.

WACOSA expects all consumers to behave in an acceptable manner. Some examples of unacceptable behavior that may result in disciplinary action include:

- Stealing
- Lying
- Inappropriate touch
- Fighting
- Sexual Harassment
- Intimidating behavior
- Verbal threats

- Poor work attendance
- Leaving the job without permission
- Not following work and safety rules
- Intentional property destruction
- Abuse of alcohol or drugs
- Behavior that disrupts others from doing their job
- Hygiene that offends co-workers

WACOSA reserves the right to for-go the disciplinary process in incidents of theft or egregious safety violations. Such actions will result in immediate termination from the contract.

If programmatic or behavioral support is not successful with you, WACOSA reserves the right to implement the following disciplinary actions, including termination from the contract.

- **Verbal warning:** The supervisor discusses with you the behavior or performance level that is in question. The supervisor identifies with you what is acceptable and expected as well as what will happen if the behavior or level of performance is not improved to an acceptable level. Your supervisor will put in writing what has been said and will put a copy in your file. *If this is a severe issue your supervisor may skip the verbal warning and do a written warning immediately.*
- **Written warning:** If a written warning is necessary, the Client Manager/Designated Coordinator will review with you a corrective action, which includes the following:
 - *A description of the necessary level of performance and/or behavior that is expected*
 - *Designated probationary period or the amount time that you will be given to correct your performance*
 - *A statement that you have reviewed and understood the agreement*
 - *A statement indicating that you understand that if you do not correct your behavior or performance, there will be a recommendation for discharge from your job and/or services.*
 - *You will be asked to sign and date the agreement along with the Client Manager/Designated Coordinator. A copy of this form will be given to you and a copy will be placed in your personnel file.*
 - *A copy of this disciplinary action will also be sent to your guardian and case manager*
 - *The Client Managers/Designated Coordinators will review this agreement with you in two weeks to assure that you are working on your behavior or performance*
 - *At the end of the probationary period the management staff will meet with you and review your progress. If you have not corrected your*

performance or behavior, termination may be recommended. The Client Manager/Designated Coordinator will document this recommendation and give a copy to you and place a copy in your file

- *Your guardian and case manager will be notified of the recommendation*
- **Suspension or Termination from Contract.** In coordination with the contract manager, Client Manager/Designated Coordinator may make a recommendation for your discontinuation from contract. Your residential staff, guardian and case manager may also be notified. Suspension may be used as a “cooling off” period, after which the progressive discipline procedures may be implemented at step two. It may also be used in place of or within the progressive discipline procedure and conclude in a termination. A suspension period is unpaid.

Program

Temporary Program Suspension

It is the policy of WACOSA to confirm that procedures for temporary service suspension and service termination promote continuity of care for persons receiving services. A temporary service suspension may be imposed on a person if they have demonstrated an imminent risk of physical harm to self or others and less restrictive or positive support strategies have not achieved or cannot achieve safety. If suspension is necessary, it will be implemented at level one or level two depending on the seriousness of the behavior.

Level one temporary suspension

If it is necessary to suspend a person, WACOSA will carry out the following steps within 24 hours of the suspension:

- Document the behavior prompting the suspension including:
 - Antecedents, frequency, intensity and duration of the behavior
 - Previous actions taken or program changes made for same or similar behavior
 - Outside consultation regarding behavior (if applicable)Notify the person OR legal representative and case manager in writing of the plan to suspend.
- Consult with case manager and person’s interdisciplinary team in order to establish changes in the program which will assist in avoiding future suspension.
- Will provide to the case manager, the person or the legal representative, information they have requested.
- Develop a program that will meet the needs of the individual
- Document that the procedures followed are in compliance with policies accepted and agreed upon by the host county.
- Maintain copies of suspension documentation in the hard file.

Level two temporary suspension

- Carry out the first step of level one suspension within 24 hours
- Contact the case manager within 24 hours to request a meeting with the person's service support team as soon as possible. The purpose of the meeting is to:
 - Thoroughly review the behavior in question including its antecedents, frequency, intensity and duration.
- Review previous actions taken or program changes made for same or similar behaviors.
- Review of recommendations obtained from outside consultant (if applicable).
- Develop a program that will meet the needs of the individual
- Outlining the necessary program modifications including:
 1. Staffing ratios and qualifications
 2. Additional equipment
 3. Alternate transportation arrangements
 4. Outside consultant's recommendations regarding other possible alternatives (if applicable)
 5. Impact on other the person's programs and vulnerability
 6. Financial resources available to implement an alternate program
 7. Other considerations
- Make a recommendation for continued programming, transfer or termination of services
- Provide case manager, legal representative or service recipient information they have requested.
- Document that the procedures followed are in compliance with policies accepted and agreed upon by the host county
Documentation of this process including program modifications and names of consultants will be placed in the person's file

Program Termination

If WACOSA determines that a termination of a person is necessary, the following procedure will be initiated:

- WACOSA will notify the person or person's legal representative and the person's case manager in writing of the intended termination and the person's right to seek a temporary order staying the termination of service according to the procedure in section 256.045, subdivision 4a or subdivision 6, paragraph (c) (*Administrative and Judicial Review of Human Service Matters*);
- Written notice of the proposed termination of services will be given at least 60 days before the proposed termination is to become effective. The days a person may have spent in suspension do not count toward this 60-day notice. The notice will include the following information:
 - Reason for termination
 - Projected date of termination

- Time period during which WACOSA is willing to continue services
- Resources and services recommended to meet the needs of the person
- Notice of the person's right to appeal the termination
- Notice of the person's right to be represented by an attorney or other interested party at an appeal hearing
- Notice that the services shall be continued if an appeal is filed before the intended termination date
- Notification that the person, case manager and legal representative were provided with additional information as requested.

If you are terminated, you will not be eligible for reapplication to WACOSA for six months from the date of your termination unless otherwise approved by the program quality assurance team. The timeline for reapplication beyond the six month period will be determined by your support services team.

You will receive your final paystub in the mail.

EQUAL OPPORTUNITY EMPLOYMENT

You will not be discriminated against because of race, color, creed, religion, national origin, gender, disability, age, marital status, sexual preference, language, membership or activity in a human rights commission or status with regard to public assistance. If you believe you have been discriminated against please report to your Client Manager/Designated Coordinator or a member of the Administration team. You can also file complaints with Department of Human Rights, 190 E. 5th St., Suite 700, St. Paul, MN 55101 or the Department of Health and Human Services, Washington, D.C. 20201.

GRIEVANCE PROCEDURE

A grievance is when you have a complaint or you are not happy with:

- Working conditions
- ESP or Outcomes Support Plan
- Access to employment in-center or in the community
- The support you receive from WACOSA

- ADA or accessibility related concerns
- Supervision and support
- Safety

If you have discussed your concern with your supervisor and Client Manager/Designated Coordinator, and you don't feel it has been resolved to your satisfaction, you can take the following steps:

Step 1: Request, in writing, a meeting with Administration. You can also request that your social worker and a family member or other representative be present. The meeting will take place within 10 working days of your written notice. The problems will be reviewed and the team will try to reach an agreement that resolves the issue. WACOSA staff will put in writing what has been talked about at this meeting as well as the recommendations from the individuals in the group. If you are still not satisfied, you may ask to go to the next step. This will be put in the written notes of the meeting and given to the Executive Director.

Step 2: The Executive Director will review the notes from the meeting and, if necessary, talk to the members of the group that met in Step 1. The Executive Director will make a decision on your problem. You and the others present at your meeting will receive a decision in writing within five working days from the director.

Step 3: If you are not satisfied with the decision of the Executive Director, you may request that your grievance be submitted to Human Resources Committee of the WACOSA Board of Directors. You must make your request in writing within 10 days of receiving the Executive Director's decision. The committee will address this issue within 15 days of receiving written notice from you. You may bring an advocate or representative to the committee meeting. You and/or your representative will be allowed to state your grievance and how you feel it should be resolved. The committee will try to resolve your problem. If a resolution cannot be reached at the meeting, the committee will inform you and your representatives of their final decision within 10 working days of the meeting.

Step 4: If you are an EE consumer and you are dissatisfied with the decision of the Human Resources Committee of the WACOSA Board of Directors, you may appeal to the Department of Economic Security by calling 1-800-328-9095 or writing to the following address:

Department of Economic Security
Extended Employment Program
390 No. Robert Street, P.O. Box 1705
St. Paul, MN 55101

OR

Step 5: If you are dissatisfied with the decision of the Human Resources Committee of the WACOSA Board of Directors, you may choose to proceed to binding arbitration. You must notify the Executive Director in writing within 10 days of receipt of the Human Resources Committee decision.

Binding arbitration will be conducted within 20 days after the selection of an arbitrator. The arbitrator will be selected in the following manner. The names of three potential arbitrators will be submitted to the WACOSA Executive Director by the worker or the worker representative. WACOSA will also select three potential arbitrators. You or your representative and WACOSA will alternately strike a name from the list until only one arbitrator's name remains.

The arbitrator that has been selected will render a final decision on your grievance and shall provide you and WACOSA with a written decision including reasons for the decision. In the event the arbitrator finds in favor of you, the expenses of the arbitrator shall be assessed to WACOSA. In the event the arbitrator finds in favor of WACOSA., you shall pay a portion of the arbitration expenses that you can reasonably be expected to bear. The expense to you in no case shall exceed 50% of the total expense. The allocation of fees and expenses shall be determined in these situations by the arbitrator.

No consumer will experience retaliation as a result of filing a grievance.

The remaining pages are for **Extended Employment consumers only.**

Layoff:

WACOSA will utilize a variety of methods in dealing with a work shortage. They will include:

- Shortened work hours
- Layoffs

WACOSA will try to implement layoffs or shortened work hours on a rotating basis. The skills necessary for each job will influence how layoffs occur. Severe work shortages could lead to more long-term layoffs. You will be given as much advance notice of layoff as possible. The return-to-work schedule that WACOSA will follow is; *the worker first laid off is the first to return to work unless the work available requires specific skills.*

If you are placed in a full time position in the community WACOSA will maintain a position in-center for you for up to 90 days. After 90 days, your return to the in-center program will be contingent on there being an opening in the program.

BENEFITS SUMMARY

Only if you are enrolled as an **extended employment employee**, are you eligible for the following benefits. Individuals referred to WACOSA for EPS and EDS are not

eligible for the following benefits listed 1 through 7. However, the rights, responsibilities and other items in this policy apply to all workers.

1. Paid Time Off (PTO):

You can earn paid time off (PTO). PTO can be used as a scheduled day (or days) off or as wage replacement for work missed if you have a personal emergency or if you are sick or someone in your family is sick.

Paid time-off benefits are earned in the following manner:

<u>Hours of Employment</u>	<u>Days Earned</u>	<u>Hrs. earned/ Hr. worked</u>
1-2080	11	.0426
2081-8320	19	.0736
8321-14560	21	.0814
14561 +	25	.0969

Requests for PTO are to be made known as early as possible. You must earn your PTO before it can be used. The PTO you do not use will keep building from year to year up to a maximum of 50 days. Time that builds over 50 days will be lost.

2. Severance:

If you leave WACOSA and give us at least 10 working days' notice you will be paid 100% of your PTO, which has built up and you have not yet used. You will be paid this at your current wage. If you give us less than 10 working days, or works less than 10 days after you gave your notice, you will be paid 50% of their PTO accrued but not used at your current wage. You will receive this payment one pay period following the last pay period of active employment. If you are fired from your job, you will be paid 50% of your PTO that has built up, but not used. You will be paid at your current wage.

WACOSA will hold your PTO for 90 days when you are no longer paid by WACOSA and have secured a job and are paid by a new employer. This time allows you and the new employer to assess the success of your new placement. Should a return to WACOSA be necessary before the 90-day period, you will maintain your available time off accumulated prior to leaving. WACOSA will pay out 100% of your PTO after the 90-day period of successful employment. PTO will be paid at the wage you were earning when paid by WACOSA.

3. Family and Medical Leave:

If you have been employed for at least one year and have worked at least 1,250 hours over the previous 12 months you are entitled to a twelve-week unpaid leave for certain family and medical reasons. You can return to your job after this leave. You may request a leave for one or more of the following reasons:

- To care for your child because of birth, or placement of adoption of foster care

- To care for your spouse, child, or parent, who has a serious health condition or
- A serious health condition that makes you unable to do your job

You must provide at least 30 days advance notice when the leave is foreseeable. All requests must be in writing, and must be accompanied by medical certification to support the leave. If you are unable to present the request in writing, the supervisor will assist in the process. Any accrued PTO, which exceeds five days, must be used first as part of the requested family/medical leave period before you will be on unpaid leave. PTO will run concurrently with Family/Medical Leave.

4. Funeral Leave

Paid funeral leave will be granted in the case of a death in your immediate family or a member of your household. Immediate family is; your spouse and children, brothers, step-brothers, sisters, step-sisters, grandparents, parents or step-parents of either the employee or spouse. The length of each request will be determined and approved by the Human Resource Director.

5. Other Leave of Absence:

You may request a leave of absence by giving a written request stating the reason to the Human Resources Director. If you are unable to present the request in writing, it can be verbally relayed to your supervisor. The supervisor will put the request in writing and submit to the Human Resource Director.

Any accrued PTO, which exceeds five days, must be used first as part of the requested leave period before you will be on unpaid leave. No other benefits may be used during this absence.

6. Paid Holidays:	New Year's Day	4 th of July	President's Day
	Memorial Day	Good Friday	Labor Day
	Thanksgiving (2 days)	Christmas	

As a worker in extended employment you will be paid for the above holidays. The number of hours you will be paid for each holiday will be equivalent to the average of the daily hours worked in the pay period previous to the holiday. If you work on a holiday, you will receive payment for the holiday in addition to the hours actually worked.

7. Jury Duty:

You will be paid your average hourly wage for each hour of jury duty up to 10 days per calendar year. If your jury duty lasts longer than 10 days you will be placed on a leave of absence. You may return to your position without loss of seniority at the completion of your court obligation.

8. Workers Compensation:

You are covered by worker's compensation insurance as required by Minnesota law. You must report these injuries within 24 hours of the accident or illness. Your supervisor or the Director of Human Resources will take care of the paper work and send the information to WACOSA's worker's compensation insurance.

9. Social Security:

WACOSA will deduct social security from your paystub and send to the Central Social Security Administration where it is credited to your account.

10. Unpaid Time off:

Unpaid time off must be approved by your supervisor. Your supervisor may or may not approve you making up time you missed. WACOSA is under no obligation to provide makeup time.

11. Military Leave:

You will be given a military leave of absence if you wish to fulfill a military obligation in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994. Contact Human Resources for further information.

12. Voting:

If you are an eligible voter you are encouraged to vote before or after working hours. A reasonable amount of time may be taken away from work with pay on the morning of elections, in order to vote.

