



Participant Handbook

Assessment and Placement Services

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WELCOME

Everyone at SKCAC Industries and Employment Services (SKCAC) welcomes you. We hope your association with SKCAC will be a great experience. Our organization is dedicated to assisting you to achieve your employment goals.

This handbook was designed to help you become familiar with our organization. It will answer many of your questions about such things as services and your rights and privileges as a participant in SKCAC employment services. This handbook is considered to be a part of the SKCAC Policy Manual. The full set of SKCAC Policies is available for your review located at the SKCAC main office.

This handbook covers policies and procedures associated with the services provided to you by SKCAC. You will receive policies and procedures related directly to your employer when placement services are provided. When you agree to employment, the employer will provide you with all the necessary information for employment with their company. SKCAC staff will assist you in the review, understanding and acknowledgement of information provided by your employer.

SKCAC policies, including the information in this handbook, are specific to your employment services and the supports SKCAC provides to help you through assessment, job placement, training, job retention and on-going support services.

SKCAC Service Hours: Monday – Friday; 7:30 – 4:00 p.m. unless otherwise informed.

Please do not hesitate to ask if you have any questions or do not understand any of the material covered in the handbook or policy manual.

Upon request, this material will be prepared to accommodate your needs, e.g., taped, large print, alternate language, etc.

The management and employment program personnel of SKCAC will do everything we can to make your association with SKCAC a pleasant and rewarding experience.

Orientation

Your orientation takes place during the intake/orientation process with your employment specialist for each service provided to you. You will receive the Participant Handbook and meet the SKCAC staff. With you Employment Specialist, you and your representative will set goals and agree on a plan for services. SKCAC staff will complete an orientation checklist to insure all areas are covered.

It is the policy of SKCAC to clearly orient each new participant, and his/her parent/guardian, or NSA (Client Representative) when applicable. SKCAC will utilize the orientation checklist and criteria for participation in SKCAC programs, depending on the supports or services that you are authorized to receive. Utilizing the orientation checklist, SKCAC staff will, at a minimum, fully explain the following to each participant, parent/guardian and NSA, when applicable:

- ~ Participant rights in his/her relationship with SKCAC
- ~ SKCAC's grievance and complaint procedure
- ~ What you can expect through supports and service provided by SKCAC
- ~ Develop plan for services.

Your Employment Specialist or his/her designee will be responsible for orienting you with a printed document, or other form of explanation that you understand. Once oriented, you and/or your guardian/NSA will sign a confirmation of the orientation. Orientation will be completed within five working days of intake of initial services.

Right to Interpreter Services/Communication Systems (28 CFR 35.130; 28 CFR 35.160; 28CFR 35.163)

It is the policy of this organization to provide alternate formats without unreasonable delay and at no cost to the requesting recipient. SKCAC will ensure that persons with limited proficiency in English have an opportunity equal to that given to persons who are English proficient to apply for, receive, and otherwise benefit from services provided.

Organization

SKCAC Industries and Employment Services (SKCAC) is a not-for-profit organization under Tax Code 501(c)(3). SKCAC provides assessment, work training, job placement, job retention and on-going employment services.

SKCAC provides the following employment services:

- > Employment Assessment (CBA)
- > Job Development
- > Job Placement
- > Job Training and Retention
- > On-going Job Supports (supported employment)

SKCAC provides the following training and work opportunities:

- > Assembly
- > Packaging
- > Manufacturing
- > Fulfillment
- > Custodial (seasonal)

SKCAC contracts with private corporations and companies and Federal, State and County governmental agencies.

Mission

Empowering people with developmental disabilities through gainful employment and community inclusion.

Participation in Services/Acceptance Policy

You are expected to fully participate in the services SKCAC is authorized to provide you. This includes your cooperation in planning and implementing your services.

SKCAC will provide you with employment services to meet your employment and training needs. SKCAC will focus on assisting you to increase self-sufficiency, earn wages, and have a better quality of life.

You will have an employment specialist who will provide planning services, job development, training and support to you. Your interests and what you like to do best will be considered in the entire process. You will receive an overview of policies in regard to working with SKCAC. You will be informed of any wait times for services at referral. You are encouraged to communicate any and all questions and/or concerns to any staff person of SKCAC.

The following are requirements for participation in SKCAC program(s):

- The presence of a disability which impairs the individual's employability. Medical/psychological documentation of diagnosed disability with appropriate professional signature(s) is required or can be readily obtained by the referring agency.
- Desire to receive employment services from SKCAC. Desire to meet expectations and be an active participant in the services provided by SKCAC.
- A joint decision by the applicant, referring agent, applicant's guardian/advocate (when applicable), NSA (Client Representative) and SKCAC program staff that services of SKCAC will meet the needs of the individual and there is a reasonable expectation that SKCAC services will enhance the individual's opportunity for employment in the community.
- Minimum age 18 - DVR, minimum age 21 - DDA (exceptions made with approval from the referring agency).
- Funding source providing fees for services rendered by SKCAC.
- Work behaviors appropriate for a work setting/environment. No known safety concerns to self or others.
- Capable of maintaining personal cleanliness, eating and caring for personal needs with assistance/reminders or coordination of personal care services.
- Able to take prescribed medication at time specified with minimal assistance.
- Transportation to meetings, worksite, assessment site, etc. Coordination of transportation services is available through SKCAC program services although is the participant's responsibility.
- Able to communicate with others by speech, writing or other means.
- SKCAC evaluation to determine applicant/services/program suitability; generally 30 days.

Employment Assessment Services

SKCAC helps you to explore your work interests, skills/abilities, interpersonal and work behaviors and independence on the job. We work with you to develop an assessment plan to answer the following: vocational interests, work tolerance, attendance, reliability, punctuality, supervisor/co-worker interaction, response to supervision, dress, grooming, ability to follow multiple task directions, conditions and circumstances for job placement, types of supports needed for working, quality and quantity of work performed and other areas specific to you. You will receive on-going updates, review and copy of the report.

Job Placement Services

SKCAC helps you to seek and obtain employment in a community job. We work with you to develop a personalized plan to determine areas of interest, needed supports and possible barriers to employment. We spend time with you to explore jobs, develop opportunities and increase your job seeking skills. We work with employers and do our best to help you to find the job you want and that is best suited to your employment goals.

Replacement Services

SKCAC is committed to insuring you are satisfied with your job placement and the services/supports provided by SKCAC.

If you lose your community job placement and wish for SKCAC to assist you in finding another job and you continue to meet SKCAC's criteria for services, the following procedures will be followed:

- You and your Employment Specialist will develop a written plan providing the details of job seeking, areas of interest, etc.
- SKCAC will work with you to develop job opportunities and prepare for job placement.
- Replacement services will be evaluated at least every six months to determine progress and potential for successful job placement.

Termination Policy

Non-compliance with the above expectation (Referral Acceptance Policy) may result in termination from SKCAC services.

If you disagree with the decision of non-acceptance or termination of services, please follow SKCAC Appeal/Grievance procedures, outlined in this handbook.

Rights

- As a participant of services provided by SKCAC, you have the right to:
- Respectful staff-to-participant interactions;
- Be treated with dignity and respect;
- Be free from harm and any kind of abuse or punishment including neglect, financial or other exploitation, abandonment, humiliation, retaliation, verbal, mental, physical and/or sexual abuse;
- Be free from discrimination and harassment on the basis of race, color, national origin, gender, age, religion, creed, marital status, disability, sexual orientation, or the presence of any physical, mental or sensory disability;
- Be compensated for work at prevailing wages and commensurate with abilities;
- Be free from invasion of privacy;
- Have information about you treated confidentially;
- Actively participate in the development/modification of your service program;
- Select your own vocational goals and have final approval on all plans SKCAC helps you with or makes for you;
- Be provided services in your best interest and related to your needs;
- Review your service records, have access to and release of your personal records, as requested;
- Be fully informed regarding fees to be charged and methods for payment;
- Be provided with rules and regulation governing conduct and responsibilities of SKCAC participants and employees;
- Register complaints and recommendations without interference, reprisal or retaliation;
- An appeal/grievance process if you disagree with a SKCAC decision and that the action will not result in retaliation or barriers to services;

- Involve others in the planning process (spouse, parents, guardian, advocates, etc.);
- Informed consent about service delivery, release of information, composition of service delivery team, and involvement in research projects;
- Informed right of refusal, when consent is required, with explanation of risks and adverse consequences of the refusal;
- Access to self-help and advocacy services;
- Access or referral to legal entities for appropriate representation, if needed;
- Investigation and resolution of alleged infringement of rights.

Confidentiality

Your Program Services Record/File is stored in SKCAC's office area in a locked file cabinets and on SKCAC's password protected case management system. All information about you is confidential and will only be shared for the purpose of employment and program services with those authorized by you on your Release of Information form. Release forms will expire one year after signed. Your file is available for your review upon request.

Health Insurance Portability Accountability Act of 1996 (HIPAA)

SKCAC agrees not to use or disclose protected health information other than as permitted or required by law with your approval.

Participant/Employee Information

It is important for you to notify SKCAC personnel of any changes to your address, phone number, emergency contacts, medications, medical alerts, physical limitations, diet restrictions, etc. This helps SKCAC to provide appropriate supports to you while you are participating in SKCAC services.

Non-Discrimination Policy

SKCAC does not discriminate against or tolerate harassment on the basis of race, color, national origin, gender, age, religion, creed, marital status, disability, sexual orientation, or the presence of any physical, mental or sensory disability in any aspect of our services, activities, and employment.

AIDS/HIV

It is the policy of SKCAC to treat AIDS and HIV infection as a disability in accordance with federal law. It also is the policy of SKCAC to provide a workplace for all employees free from discrimination.

Sexual Harassment

It is the policy of SKCAC to maintain a workplace and services that are free from the intimidation, coercion, or harassment, including sexual harassment by employees, participants, managers, contractors, vendors, volunteers or customers will not be tolerated and should be promptly reported to your supervisor or program services personnel.

Participants/Employees are expected to conduct themselves in a business-like manner at all times. Any behavior that is coercive, intimidating, harassing, or sexual in nature is inappropriate and prohibited. Incidents of harassment may be subjective in nature. To assist employees and managers in understanding what harassment is, particularly sexual harassment, the following definition applies: Any unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct, either explicitly or implicitly, of a sexual nature.

Reasonable Accommodation

It is the policy of SKCAC to provide equal employment opportunity for all qualified individuals, including those with disabilities. SKCAC will provide whatever accommodations it deems reasonable to enable such qualified individual to perform the essential functions of their job.

Policy on Abuse

It is the policy of SKCAC to protect participants from exploitation, neglect and abuse. SKCAC staff must pass criminal background checks provided by the Department of Social and Health Services. SKCAC immediately reports all incidences of suspected abuse in accordance with the law (RCW 74.34/DSHS DDD Policy 5.13).

Communication

SKCAC seeks to effectively communicate with you. You are encouraged to ask questions and to make known your opinions and suggestions. SKCAC personnel/management is available to you for the purpose of answering your questions and forwarding your suggestions.

Closures/Adverse Weather Conditions

The SKCAC office facility will, in most cases, be open for business Monday through Friday, 7:30 a.m. - 4:00 p.m. You will be informed in advance of any planned closures.

For snow/adverse weather conditions, use your best judgment based on the conditions.

In a power outage, SKCAC phones work although the ringer does not function so we may not pick up if you try calling. You will be provided with appropriate cellular and alternate phone numbers to reach us after hours and in case of emergency.

Once placed in a job, your employer will have policies and procedures for you to follow in case of business closure, emergencies, etc.

Drug-Free Workplace

It is the policy of SKCAC to provide a Drug-Free Workplace. Alcohol, marijuana and drugs not prescribed to you by a qualified physician are not permitted on SKCAC premises. Any employee who comes to work under such influence will be sent home and will not be paid for that day and will be subject to disciplinary action.

Most employers prohibit drug and alcohol use, you are subject to your employer's policies when you obtain employment.

Dress Code

You are encouraged to maintain a neat and clean appearance. Your placement assignment will provide you with expectations for dress and grooming expectations.

Appeal/Grievance Procedure

Please know that you may have an advocate to support and/or to represent you at any step of this procedure and you are protected from any and all retaliation or reprisal based on your concerns.

From time to time you or your parent/guardian may disagree with a decision made by staff of SKCAC. When this happens, we want to make sure all conflicts are fully negotiated. If a conflict arises, which cannot be resolved through regular lines of communication, please observe the following procedure:

1. Attempt to work out the conflict with the immediate person in charge, your Employment Specialist. Try to work out the conflict and if the conflict cannot be resolved move on to the next step.

From this point forward in the process, each step will be documented in writing.

2. Ask for a meeting with a Program Services representative and explain the situation to them. He/She may ask you to put the disagreement in writing and the Program Services representative will make a decision on the conflict within five working days.

3. If you are not satisfied with the decision, please make an appointment, or contact the Executive Director of SKCAC and explain the situation to them. He/She may also ask you to put the conflict in writing. The Executive Director will make a decision regarding the conflict within five working days. If you are still not satisfied with the decision of the Executive Director, and then he/she will refer you to a representative of the Board of Directors, who will review your complaint or conflict, make a decision in writing and give you a copy within five working days after the next scheduled Board of Directors meeting.

4. If you still are not satisfied with the decision, then you will be referred to a person or organization not affiliated with SKCAC, who will proceed as a mediator. Their job is to listen to you, your parent/guardian, and/or your advocate and SKCAC and to reach a final decision concerning your conflict.

The mediator may be a staff member of the ARC, a professional mediator or organization, or someone you and SKCAC both agree on. If the person is a professional mediator and charges for the service, the parties will divide the cost evenly, unless other arrangements have been made. The mediator will set the guidelines for the process and keep all parties informed of the process, according to the established guidelines. Mediation is voluntary and not legally binding.

Any grievance action will not result in retaliation or barriers to services to you or anyone involved in the grievance process.

Suggestions

You are in an excellent position to suggest better ways of doing things at SKCAC. There may be a way to improve services to you. Your suggestions are encouraged and appreciated.

Advocacy

Who better than you know what supports are needed in your life, what makes you feel included, what your needs, dreams and desires are? It is through your self-advocacy and the advocacy of those who you know that insures the decision makers in our community, and beyond, understand what is important to you. SKCAC encourages you to be involved in speaking up for yourself and what is important to you. We will include you in decisions about you and provide information and materials to assist you in the process of self-advocacy. The SKCAC website: www.skcac.org as well as newsletters and flyers are some ways we will provide information to you. We encourage your participation and whenever possible will assist you as needed.

Self-Advocacy Organizations:

The Arc of Washington State

2600 Martin Way East, Suite B

Olympia, WA 98506

(360) 357-5596 or Toll-free #1 (888) 754-8798

(360) 357-3279 Fax

www.arcwa.org

Self Advocates in Legislation (SAIL)

By e-mail ucandoit@arcofkingcounty.org or by phone at 1-888-754-8798
www.sailcoalition.org

People First of Washington

Donna Lowary
P.O. Box 648
Clarkston, Washington 99403
Phone: 1-800-758-1123
E-mail: pfow@clarkston.com
www.peoplefirstofwashington.org

DDOmsbud

315 – 5th Avenue S., 850
Seattle, WA 98104
Email: info@ddombuds.org

Disability Rights of Washington

315 - 5th Avenue South, Suite 850
Seattle, WA 98104
www.disabilityrightswa.org

Voice: 1-800-562-2702 or 206-324-1521
TTY: 1-800-905-0209 or 206-957-0728
Fax: 206-957-0729
Email: info@dr-wa.org

Rights and Privileges

All of the rights and privileges of participants in SKCAC services are limited to those specifically outlined in this policy handbook, those protected under State of Washington law and those secured under Federal law.

Acknowledgement of Receipt of SKCAC Participant Handbook

Instructions:

Please detach this page, sign acknowledgement of receipt and return the detached page to SKCAC. The handbook is yours to keep. Please direct any questions you may have to your SKCAC Program Services representative.

I, _____, have received a copy of the SKCAC Participant Handbook.

Signature

Date