



CLEARBROOK

Enrich Lives. Embrace Potential.

1815 EMPLOYMENT DAY PROGRAM AND EMPLOYMENT PROGRAMS CONSUMER HANDBOOK

WELCOME

On behalf of all the staff and clients of the 1815 Employment Day Program and Community Employment Programs, we welcome you to Clearbrook. As a new participant in these Clearbrook Programs, this handbook will serve as a guide to describe the services/programs offered, introduce the professional staff you will be working with, and the rules/responsibilities you are expected to follow while attending the program.

WHERE YOU BEGIN

On your first day, you will be introduced to the staff member(s) who will be assigned to you during your participation in the services you have chosen. A CSM (Client Service Manager) and/or QIDP (Qualified Intellectual Disabilities Professional) will work closely with you to help you develop and achieve your goals. A DSP (Direct Support Professional) or job coach will also be assigned and he/she will be the primary staff person to supervise your daily participation in the program.

During your first week, your staff will review this handbook with you to help you understand what we expect from you and what you can expect from us. If you have any questions, please ask your staff. We are here to help you reach your goals and achieve your maximum potential and independence.

Within your first 30 days of beginning the program, you and your invited family members/guardians, QIDP and interdisciplinary team will meet to develop your implementation strategies. Your QIDP will meet with you regularly to discuss your progress and review/revise your individual strategies as identified. On an annual basis your implementation strategies will be formally reviewed and you and your team will discuss your strengths, needs and strategies and what you hope to accomplish throughout the upcoming year.

WHAT SERVICES DOES CLEARBROOK'S 1815 EMPLOYMENT DAY PROGRAM AND COMMUNITY EMPLOYMENT SERVICES OFFER?

Clearbrook offers community day and employment services to adults with intellectual and developmental disabilities, 18 years and older by providing opportunities, supports and training to promote independence in daily living, economic self-sufficiency, community volunteer opportunities, community integration and placement in community employment.

1815 EMPLOYMENT DAY PROGRAM SERVICES

Days/Hours of Operation: Monday - Friday; 9am - 3pm

Participants in this day program are offered a variety of developmental, social, recreational and select work opportunities. Through your active participation, you will be assisted in developing and/or refining your skills, interests, work habits, interpersonal skills, and work abilities by being provided a broad range of opportunities. You will also have the opportunity to participate in supervised group activities both at the program and within a community setting. Schedules will be available to you outlining various activities and opportunities available.

COMMUNITY EMPLOYMENT

If you, your staff, and family members are in agreement that you are ready for community employment, you can be referred to the Job Developer.

He/she will work closely with you to identify your specific job interests/preferences, develop your interviewing skills and resume writing (if needed), and most importantly, help you find and secure the right job.

Depending upon your individual needs and capabilities, you may be placed either at the job site where you would work independently or in a small work setting where Clearbrook staff can assist and support you on the job based on need.

If you are placed at an independent job site, the staff at Clearbrook will do its best to provide some initial time-limited support and training at your new job. However, this is always dependent upon the employer and if he/she might allow Clearbrook staff to come on-site or whether the company prefers to provide their own training to you on the job.

If it has been determined that you are "job ready" and can benefit from support at your job, you will be provided all the necessary support and training by Clearbrook staff to ensure your success at your job. You may most likely be working alongside some of your Clearbrook co-workers.

ADDITIONAL CLEARBROOK SERVICES

Clinical Services

Clearbrook offers services to its participants in the area(s) of behavioral, speech/physical/occupational therapies, individual/group counseling and assistive technology. Referrals for psychological evaluations can also be made to this department.

If either you or your staff feels any of these services might be beneficial to you, you can be referred to this department.

Residential Services

Clearbrook offers a range of community-based residential programs for those who are interested. Residences range from small Community Integrated Living Arrangement (CILA) homes to a facility with round-the clock nursing care depending upon your individual needs/medical considerations. Clearbrook's residential programs provide residents a lifestyle based upon their individualized needs and preferences.

WHAT IS EXPECTED OF YOU?

Hours

Clearbrook's 1815 Employment Day Program is open twelve months a year, five days a week, Monday through Friday. A calendar of regularly scheduled days when the program is closed (i.e. holidays, in-service days, etc.) will be provided. The hours for individuals working in the community will vary based upon their work schedules.

Lunch

For individuals participating in the day programs, you will receive a 30 minute supervised lunch break at a specified time depending upon the area or program that you are in. Individuals are expected to promptly return to their program areas or job at the end of their lunch.

Calling in Absences

If you cannot come to Clearbrook due to illness or other serious matters, you are expected to notify your CSM - QIDP by **9:00 am**. If you are transported to the program by Clearbrook, you will be provided with information regarding the procedure/policy for calling in on days you will not be attending.

Sick Policy

If you are experiencing any symptoms of illness, including a runny nose, cough, fever, gastrointestinal issues, etc. it is expected that you will not return to community day or employment services until you have been symptom free for at least 48 hours without the assistance of medication.

Clothing and Grooming

You are expected to be neat and clean every day. This means clean, loose fitting, non-revealing clothing, and neat hair. For safety reasons, no open toed shoes, flip-flops or sandals are to be worn.

Smoking

All Clearbrook facilities are non-smoking facilities. If you choose to smoke, you will be expected to smoke in a designated area(s) outside of the building, in accordance with village and state ordinances.

Transportation

Individuals in need of transportation have several choices. Private transportation includes family members or friends driving the individual to and from Clearbrook. There are also some private cab companies that will transport individuals at a reduced fee. Fees will vary depending on the service provider.

Individuals wishing to use PACE should contact the PACE Rider Services Office to inquire about reduced fares and ID cards. The Rider Services Office will also be able to help you plan your route. Community Employment Services will assist with the initial setup and training with the goal of individuals becoming fully independent with requesting transportation.

On a very limited basis, Clearbrook may provide transportation to individuals within our service area under special circumstances. While you are riding in Clearbrook vehicles, you are expected to follow basic safety rules including remaining seated while the bus is in motion. In severe weather, transportation services may be cancelled; day services will remain open.

Medication

Only Community Employment Services staff trained by Clearbrook nursing staff shall administer or dispense medications, including over the counter, to any clients at any time. Additionally, there must be a prescription on file for all over the counter medications. Copies of this prescription should be given to your QIDP. The copy should list the name of the medication, dosage, time it is to be taken, and purpose of the medication. We ask that you also let us know of any changes made to your medication (i.e. dosage, prescription, time it is to be taken, etc.).

Picture Taking

You may be asked to have your picture taken for public purposes. It will be up to you and/or your guardian to consent to this. It is not mandatory to have your picture taken. If you consent, you will be asked to sign a release. To protect the privacy of other individuals and those you work with, we ask you to refrain from taking pictures for personal use while at the program.

Emergency Drill

An alarm will sound to indicate a fire or emergency situation. Exit routes are indicated throughout the building and your supervisor will show you these exits and a place where you will be safe. Your cooperation will ensure both your safety and the safety of those around you.

Injuries and Illness

If you become injured or ill while at the program, please let your staff know at once so they can promptly get you help. Staff are available that can provide first-aid or help you get to a doctor/hospital if needed. Your guardian or residential QIDP will be notified and it will be expected that you are picked up from the program within the hour.

Grievance Procedures

If you feel that a decision/action that has been made/taken is unfair or violates your rights, you have the right to appeal that decision. You should initially attempt to resolve the problem at the lowest organizational level and work your way upward as necessary.

This would mean that you start by talking about the problem with your staff DSP or job coach. If the matter is not resolved, you can schedule a meeting with your CSM or QIDP. If you feel that the matter is still not being handled satisfactorily, you can then schedule a meeting with the program coordinator. If the matter is still not resolved to your satisfaction, then a meeting with the Director of the program will be scheduled. Should further resolution of the issue be needed, the Director can then refer the matter to the Vice President. If the Vice President is unable to settle the matter a meeting with the President of Clearbrook will be scheduled. The President's decision will be final.

Appropriate Behavior

It is always expected that you display appropriate interactions and behaviors with others in the program. This means you are to be respectful and courteous towards your peers and supervisors.

Suspension from the Program

Individuals engaging in behaviors that are dangerous to themselves or others may be suspended from the program. The length of a participant's suspension will be determined by both the specific behaviors of the individual as well as the number of previous occurrences.

Decision(s) to suspend an individual are always done with the input of the administrative personnel of your program and/or in conjunction with an individual's behavior program.

Reasons for Dismissal from Programs

Individuals participating in the 1815 Employment Day Program and Community Employment Programs can be immediately discharged for posing a threat to self or others by means of assaultive, threatening, or intimidating behavior or bringing illicit drugs, weapons or alcohol on the premises. In accordance with the Drug Free Workplace Act of 1988, you are required to notify Clearbrook within 5 days of any criminal drug statute conviction for a violation occurring in the workplace. Clearbrook will then notify the contracting or granting agency within 10 days after receiving notice that you have been convicted of a criminal drug violation in the workplace. Additional reasons for dismissal may include: loss of one's funding for services, poor attendance and/or participation and in instances where it appears the individual no longer is receiving benefit from services offered. For any individual discharged from services, there is an appeal process which will be explained at the time of discharge. An individual may also choose to voluntarily leave the program at any point in time.

Returning to the Program after Job Loss

Re-entry will be available to individuals that lose their jobs due to changes in job duties, downsizing by the company, or failure to meet performance standards. Individuals dismissed from employment due to criminal acts will not be readmitted to the program.

Personal Belongings

You will be assigned a specific area or locker for your personal belongings depending on the day services site. However, it is advisable that you do not bring expensive things to the programs such as radios or large amount of cash or jewelry because they may get lost or stolen. If you choose to bring them anyway, it will be at your own risk. Please put your name on personal belongings so that you will be able to identify them if they are misplaced. Personal items are not permitted in other areas.

Visitors

It is required that you inform your CSM or QIDP ahead of time if you are planning to have a visitor come to see you at the program. Visitors are required to sign in at the reception desk and obtain a visitor's badge.

Release of Information

Information about you will be kept private. It will be kept in a file and the file will be secured at all times. You may request access to your file at any time by contacting your CSM or QIDP. It will only be shared with members of your team who are helping

you to achieve your goals. It will be given to other people only if you/ your guardian give us permission.

Non-Discrimination Policy

Clearbrook does not discriminate against applicants on the basis of race, color, sex, age, religion, national ethnic origin or persons with a mental, physical or cognitive disability.

WHAT YOU CAN EXPECT OF CLEARBROOK

Holidays

Clearbrook observes the following holidays:

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|--------------------------------|-----------------------|
| New Year's Day | Thanksgiving Thursday |
| Martin Luther King Day | Thanksgiving Friday |
| Memorial Day | Christmas Eve |
| Juneteenth Day | Christmas Day |
| Independence Day (4th of July) | New Year's Eve |
| Labor Day | |

On the above holidays, the 1815 Employment Day Program will be closed to staff and program participants. In addition to the above holidays, the 1815 Employment Day Program will also be closed to program participants on two in-service days and/or program-planning days. However, if you are working in the community, it may be possible that you would be expected to work on holidays depending upon your schedule at your place of employment.

Wages

Individuals who are hired to work at Clearbrook locations will be paid minimum wage.

- Rev: 5/2024
- Rev: 03/2023
- Rev: 11/2021 EF
- Rev: 11/2016

Office of the Inspector General



The Department of Human Services Office of the Inspector General (OIG) investigates allegations of abuse, neglect, and domestic abuse, neglect or exploitation of adults with disabilities or mental illnesses.

If you are abused or neglected or see someone being abused or neglected, call the OIG Hotline:

1-800-368-1463 (V/ITY)

All calls and investigations are kept confidential.

La Oficina del Inspector General (OIG) del Departamento de Servicios Humanos investiga alegaciones de abuso o negligencia, abuso domestico, negligencia y explotacion de adultos con deshabilidades o problemas mentales.

Si usted ha sido victitna de abuso o negligencia o ha observado abuso o negligencia en otros, Uame a la linea de informacion de OIG al

1-800-368-1463 (Voz/TTY)

Todas las llamadas e investigaciones son confitdenctales



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CLIENT HANDBOOK SIGNATURE SHEET

I acknowledge having received a copy of *Clearbrook's 1815 Employment Day Program and Community Employment Services Consumer Handbook*.

I understand this handbook is an overview of services and the expectations that both Clearbrook and the program participants may reasonably have of one another.

I also understand Clearbrook retains the right to change the guidelines and rules contained within the handbook at their discretion.

Client/Guardian Signature

Date Received

Rev: 5/2024
Rev. 03/2023
Rev: 11/2021 EF
Rev: 8/2014