

ARNOLD CENTER

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Exceptional People Delivering Quality Service

# Participants Handbook

## **REVISIONS:**

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5-16-08  
5-6-09  
7-14-09  
6-23-10

# ARNOLD CENTER

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## **Mission Statement**

Our mission is to promote improved quality of life for individuals with differing needs by encouraging and supporting personal growth and inclusion in the community through the development of their vocational, social and life skills.

## **Quality Statement**

Arnold Center is an employment and training organization that offers a variety of participant driven services. Each service places an emphasis on the use of the community as a learning environment encouraging an active and meaningful partnership between the individual, business, and other community agencies.

The organization's innovations and successes have led to its excellent reputation in both the business and human service communities. Arnold Center staff is committed to the goal of providing the best possible service for its participants. Staff believes this can only be achieved through the provision of quality service that results in participant satisfaction.

### **Arnold Center - Midland**

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### **Arnold Center, Inc – Gladwin**

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### **For both agencies**

Web site: [www.arnoldcenter.org](http://www.arnoldcenter.org)  
Email at: [general\\_info@arnoldcenter.org](mailto:general_info@arnoldcenter.org)

**It is hoped that this handbook will answer any questions you may have concerning the policies and procedures at Arnold Center. All of us sincerely hope that the service(s) you participate in will provide satisfaction and fulfillment.**

**An interpreter is available for you if you need assistance understanding its contents. It is also available in several different formats i.e.: Video, Tape, Universal Reader, and Large Print.**

**Arnold Center is an equal opportunity employer. All policies, including those related to compensation and benefits, shall be administered without regard to race, color, religion, sex, national origin, age or disability.**

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# I. Introduction:

## General:

Arnold Center is a community rehabilitation organization that serves as a way for improving the quality of life of persons with disabilities and/or other differing needs. We are a provider of vocational and related training programs and have developed a proud history of providing state-of-the-art services. It is our hope to play a part in your experience of full participation in community living. The agencies wide ranges of services are tailored to meet your needs. Arnold Center is committed to community inclusion and self-determination. The options and choices available to you focus largely on your interests and potential. They are also designed to promote a successful transition into work and community life.

## History:

The Arnold Center, was named to honor a charter board member, James B. Arnold, was founded in 1967 to serve persons with disabilities living in Midland and its surrounding counties. The initial program was located in an office building on Saginaw Road, but soon relocated to South Jefferson Street where it remained for the next ten years. During that time, programs were added, the number of participants increased, and manufacturing services were expanded. The Arnold Center eventually required additional manufacturing space, as well as a more sophisticated rehabilitation facility. In 1979, the Arnold Center moved to a new building on Wexford Avenue where it remains today. The facility contains 24,000 square feet of manufacturing, training, and office space and serves approximately 300 individuals in both organizational and community-based services. In 1986, Arnold Center expanded once again to Gladwin. Arnold Center began providing employment and training programs in the mid-Michigan area. Initially, the program provided organizational employment services to 24 persons with developmental disabilities. As the needs of the participants diversified and the caseload increased, the building that initially housed the program proved inadequate. In 1989 the program moved to a newly renovated state-of-the-art structure located in the Gladwin Industrial Park, where it remains today. Currently Arnold Center- Gladwin Branch serves over 100 persons on an annual basis in a variety of organizational and community based services.

## Agency Goals:

Arnold Center's main responsibility is to you, the person we serve. An awareness of this responsibility guides all professional activity and services. The following goals are based on a basic belief in the vital worth, dignity, and potential of each human being. Arnold Center's goals are:

1. To help you improve your quality of life.
2. To offer a broad range of services tailored by you and designed to enhance your independence, self-sufficiency, and productivity.
3. To develop and maintain state-of-the-art person centered services that is effective, efficient and responsive to your needs.

4. To promote individual informed choice by ensuring that you are the focus of control for all decisions affecting you. This includes involving you in the planning, decision-making, and implementation of the services you receive.
5. To provide you with services which preserve basic human rights and dignity.
6. To serve as a community resource for you by relating information relevant to you about other agencies and/or services, the business community, and the general public. Arnold Center staff provides information as appropriate and per your request will make referrals to other agencies (i.e.: DHS, Michigan Works! etc.).

## Organization:

Arnold Center is a private non-profit organization governed by a volunteer Board of Directors. The Board establishes organizational policies and employs the agency's president who in turn directly or indirectly employs a staff that is responsible for administering the affairs of the agency.



## Staff Qualifications:

The staff of Arnold Center believes in the uniqueness of each person served. Each customer presents individual characteristics including; interest, abilities, preferences, needs and personalities. To accommodate the individuality of each customer, our staff tailors services, including work assignments and service plans, to respond to each specific person's unique needs and desires. Arnold Center is committed to service excellence, which can only be achieved through staff that is composed of highly motivated and dedicated people who have developed a broad range of creative customer focused services that utilize state-of-the-art technology. These services are designed around the needs and desires of persons receiving services, are responsive to their expectations, and are relevant to their maximum participation in environments of their choice. We have an adequate number of staff to meet the expectations of the individuals we serve. We are confident that through our hiring and personnel practices which include, verifying personal credentials and background checks, that we have assembled an outstanding professional team that is exemplary in its performance. All staff members meet specific education and experience qualifications and demonstrate proficiency in the performance of their professional functions.

A staff biography notebook is available for you to get to know the current members of the staff that will be serving you. If you have specific questions concerning the qualifications of a staff member providing service to you, please contact your Service Coordinator. Your input is very important to us.

## Funding:

Arnold Center receives its operational revenue from four primary sources; program tuition, manufacturing income, United Way and private contributions. Program tuition is revenue received from organizations such as Community Mental health, Michigan Department of Career Development, and local school districts that purchase services from Arnold Center. Manufacturing income is revenue received through sub-contract services including recycling, assembly, packaging, and light manufacturing which Arnold Center provides to community businesses.



**Note:** The Arnold Center is committed to providing quality service to all persons it serves, regardless of sponsorship (or non sponsorship) the same degree of service shall be provided to all service participants.

## Referral/Acceptance:

The Arnold Center, Inc does not maintain a “waiting list” for referral to service. Currently, it has plenty of space and staff to accommodate the needs of the agency’s various participants. This is not to say that referral agency’s themselves may impose a “waiting list”. To ensure fair access to services, it is the policy of the Arnold Center to serve persons referred to service on a first-come-first-served basis. The agency will not show favoritism or prejudice to any participant being referred. The Arnold Center shall not exercise discrimination, interference, restriction or employ coercion in regard to any person referred for service and will consistently employ the following non-discrimination clauses:

1. No discrimination shall be exercised by reason of race, creed, color, ancestry, citizenship, ethnic or national origin, political or religious affiliation, belief or practice, sexual orientation, marital status, family relationship, personal or social lifestyle, or age.
2. No discrimination shall be exercised by reason of physical or mental handicap, illness or incapacity (except as may be imposed in good faith to meet the objective requirements of service once reasonable accommodations of such disability /illness or incapacity has been provided.)
3. For purposes of determining what limitations may reasonably be imposed in good faith to meet objective requirements for services, every referral to service is entitled to consideration, and past or present disability, illness / incapacity, shall be considered only to the extent that it demonstrates the person referred is currently unable to meet objective admissions requirements and/or there is objective evidence that the person referred is potentially harmful to themselves or others.

The staff of the Arnold Center is committed to providing each participant the best quality service in the safest manner possible. To do so, it is critical that referral agencies provide the Arnold Center staff with relevant information concerning the person to be served prior to the initiation of services. This information should include:

- Referral application
- Relevant medical history
- Relevant psychological information
- Relevant social history
- Information on previous direct services, supports, and employment

The intake committee will determine appropriateness for services on a case-by-case basis; all new referrals or those that have had an extended absence will be referred for evaluation services. Any participant determined to be in need of evaluation services will require financial approval from the funding agency responsible for the referral.

During the person centered planning process or any time during the provision of services, if it is determined that the person served requires services that are not available through the Arnold Center the person’s Service Coordinator shall make every effort to incorporate outside services as an integral part of the person’s

individual plan. The Service Coordinator will initiate the referral and will schedule outside services so that they coordinate with the services provided by the organization.

## Eligibility/Ineligibility:

Arnold Center provides services to persons with disabilities and/or other unique needs who can benefit from career development opportunities aimed at optimizing their integration into community life. The Arnold Center serves all persons eligible for services regardless of race, color, religion, sex, national origin, political beliefs, or any other reasons that may be interpreted as a violation of an individual's right for services. General standards for admission include\*:

- Must be sixteen (16) years of age
- Must have a sponsoring agent\*\*
- Must make accommodations for his/her transportation to and from services
- Must have a social security number
- Must have documented verification of US citizenship or appropriate alien status
- Must have expressed an interest to participate in the program.

\*Specific admissions standards vary from service to service. For specific requirements, please contact the Arnold Center

\*\*You are required to have a financial guarantor responsible for the payment of service fees. Services shall not be initiated until such time as the agency receives authorization from the individual's sponsor.

If you are found ineligible for service, you and your referring counselor will be informed of the reasons by telephone or mail within two weeks of the intake committee meeting. Arnold Center will, if possible, and with your consent refer you to, and provide you with information of available alternate services.

## II. Services Descriptions:

Access Midland/Gladwin County Connection services are designed to assist the person receiving services in obtaining access to resources and activities of their choosing. The person receiving these services is included in their communities to the degree they desire. As appropriate, participants are assisted in making relevant and informed choices that focus on the development of important career and other life skills. These choices may include, but are not limited to, one or more of the following activities:

### A. Community Employment Services

Community Employment Services are designed to provide employment options and supports, as appropriate, for individuals who have expressed a desire and preference to work in the community, or possibly become self-employed. The array of services provided within the community employment program includes:

- Development of realistic employment goals that are person centered
- Establishment of service plans to achieve and maintain employment
- The identification of employment opportunities and resources in the community
- Direct assistance and support as needed
- Coordination of and referral to employment related services

Based on the identified needs, desires and preferences of the person receiving services, Community Employment Services participants may choose from one or more of the following employment options: Individual Placements, Supported Employment, Mobile Work Crews, Enclaves or Self-Employment.

**Note:** A primary objective of the Arnold Center is, on behalf of its participants, to locate and secure employment opportunities within the community. The Arnold Center does not support, encourage, or place employees in any business, industry, or company actively participating in an organized strike.

## B. Organizational Employment Services

This employment option, which is agency based, is designed to provide a variety of work opportunities in an environment that will provide participants with the skills, knowledge, and opportunities to enhance their interdependence, productivity and personal satisfaction. Organizational employment provides individuals with the opportunity to develop specific work skills, attitudes, personal characteristics, work behaviors, interpersonal skills and functional capacities to achieve positive employment outcomes.

Organizational Employment offers persons served a wide variety of work opportunities including the following: assembly, inspection, sorting, packaging, labeling, collating and recycling.

## C. Community Inclusion Services

Community Inclusion Services provides participants the opportunity to participate in social, recreational, and volunteer activities. These activities are based in the community and are accomplished through connection to services available to all community members. The scope of this service is extremely broad and is based on the needs and desires of the persons receiving service.

The agency provides the resources and support for participants to access Community Inclusion Services to the degree they desire as well as sufficient information to make informed choices and decisions. Participants of this program can expect the following results: increased inclusion in community activities, increased ability to perform activities of daily living and increase self-determination, self-reliance and self-esteem.

## D. Evaluation

This service incorporates personal background information, referral information, and current characteristics, as determined through testing, work samples, and job trials, to identify viable vocational options and to develop employment goals and objectives. To meet individual needs, the service offers a variety of program

options which may be completed in as little as a few hours or extended for several weeks. Contact the Arnold Center for more details on the variety of program options.

## E. Vocational Exploration

(Available only at Arnold Center- Midland Branch)

The Vocational Exploration Program provides school-to-work transitional services for countywide students with special needs. The program serves students within the Meridian and Bullock Creek school districts. The program provides students with opportunities for increased career awareness, vocational exploration and opportunities to interface with work through community work experiences. It is intended that these opportunities will ultimately enhance each student's transition from school to work and their marketability in the work place.

The program allows each student the opportunity to develop employability skills. While working at local businesses, the students continue to receive school credit, similar to a co-op position. Through a coordinated effort, the program offers students work experiences (based on interest and aptitude) and on-the-job support (job coaching) as required

## F. Vocational Experience

(Available only at Arnold Center- Midland Branch)

The Vocational Experience Program is a collaboration between Midland Public Schools and the Arnold Center. The program provides students the opportunity to participate in the agency's organizational employment service that offers participants paid work in a manufacturing environment. The primary goal of the program is to offer students vocational assessment and training that will assist them in preparing for a successful transition from school to work and interdependent living.

# III. Individual Plan of Service and Participant Input

A Service Coordinator will assist you with service coordination, administration, and follow-up services. Your Service Coordinator will be sure you are the driving force in the development of your own individualized plan and that all parties are aware of their responsibilities in carrying out the plan. Many areas of information are used to help develop this plan, such as: medical history, psychological history, social information, previous direct services or support, and cultural background. In cases of community employment information such as: work history, previous training, education, resources for career planning, transportation needs and the availability of natural supports are used to develop the plan. These plans also include: your strengths, abilities, needs, preferences, and expectations. Specific measurable goals are identified, methods to achieve those goals, any assistive technology needed, and potential risks that are encountered at any site are outlined to create your individualized plan. All plans are reviewed regularly and revised based on your satisfaction of services. At any time during the year, a Service Coordinator is available for questions or concerns regarding your Individual Service Plan. You will have the opportunity four times a year at minimum to meet with your Service Coordinator to receive feedback on progress of your service goals and have an opportunity to request information about other service or employment opportunities that may be available to you in your community. Annually a Person Centered Planning Meeting is held; this is your meeting and is intended to provide an opportunity for you to review your satisfaction and accomplishments from the service provided to

you throughout the previous year and if desired make any changes in your services for the upcoming year. We desire to have your input and do everything we can do to meet your needs.

To ensure quality service, Arnold Center has developed and implemented several means of participant input. Listed below, but not limited to, are a few ways our agency receives input from the participant and other relevant stakeholders (caregivers, parents, guardians, employers, funders etc.):

- Focus Groups
- Consumer Advisory Committee
- Strategic Planning Committee
- Participant Satisfaction Surveys
- Community Inclusion Committee
- Outcome Management Committee
- Participant Satisfaction Interviews
- Person-Centered Planning
- In-Service Training

The above-mentioned committees regularly review the various services offered by Arnold Center. Surveys are done annually with each individual and relevant stakeholder. The survey questions are designed by Focus Groups assembled to represent their particular group of participants or stakeholders, and is directly related to the service they receive. Through these surveys service is modified as appropriate to insure they remain state of the art and responsive to your needs. Arnold Center also uses this input to revise individualized plans, service delivery design, improve, develop, or eliminate services, plan for long term or short term goals and give insight to personnel training needs. Arnold Center has also established and implemented quality assurance measures to guarantee that you are involved in the development and implementation of the various service options, as well as, in the development and implementation of your own individualized service plan.

**NOTE:** If you are interested in participating in any of these committees please see your Service Coordinator.

## IV. Procedures:

### A. Medication:

Medication needs will be determined at intake or as changes in medication occur and reviewed annually with the participant's team. If you are in need of assistance with administration of medication, a permission to administer medication form must be filled out and signed by guardian or yourself if you do not have a guardian and proof of review of medication must be provided annually.



The support staff are trained in the administration of medications. They will administer medications for those who are unable to do so independently. All medications must be in the original container and have a pharmaceutical label that identifies:

- Who the medication is for (your name)
- Name of the medication
- Frequency
- Dosage including strength or concentration
- Time to be administered
- Method of administration and instruction for use
- Prescribing Professional and phone number
- Dispensing pharmacy and contact information

**NOTE:** At Arnold Center all medications are stored in a locked box.

### B. Service Hours:

Service hours may vary depending on such factors as program type, service needs, work site location, employer schedules, and your preferences, etc. Typically, however, the services are scheduled as follows:

|   |                       |
|---|-----------------------|
| Gladwin County Connection.....            | 8:30 a.m. - 3:00 p.m. |
| Access Midland.....                       | 9:00 a.m. - 3:30 p.m. |
| Arnold Center Vocational Experience.....  | 9:00 a.m.- 3:30 p.m.  |
| Arnold Center Vocational Exploration..... | 9:00 a.m. - 3:30 p.m. |
| Work Evaluation- Midland Office.....      | 9:00 a.m. - 3:30 p.m. |
| Work Evaluation-Gladwin Office .....      | 8:30 a.m. - 3:00 p.m. |
| Job Placement.....                        | Varies by work site   |

### C. Leaving Your Assigned Activity Site

Unless prior permission is obtained it is expected that you will not leave your scheduled activity site during service hours. Also, you will only be released to care providers or guardians unless prior permission has been obtained from proper authorities. For safety reasons we ask that you remain in the cafeteria until your ride arrives.

### D. Making or Receiving Phone Calls

Only in cases of emergency should you make or receive phone calls. If it is necessary to call someone you must receive permission from agency staff, who will direct you to the appropriate area to make your call.



### E. Lost/stolen Articles

Arnold Center is not responsible for lost/stolen articles. It is your responsibility to take the necessary steps to ensure your items are marked and/or stored in the designated area. You are asked not to accept money, items, or goods from another employee.

### F. Funds

Arnold Center does not handle, nor will it be responsible for, the funds of the individuals we serve.

## G. Visitors and Guests for Participants

Visitors to Arnold Center whether first time or frequent visitors, are required to sign in at the front desk. Visitors must be escorted when conducting business outside of the reception areas. An employee of Arnold Center should greet your visitors and assist them with their needs, or arrange for appropriate personnel to assist them, while they conduct their business.

Arnold Center recognizes that employees are proud of their jobs and that they may occasionally want to show friends and family what they do. If employees wish to give friends or family a tour of their work site, they must pre-arrange the tour with their supervisor. Certain sites do not lend themselves to visitors and therefore requests to have visitors may be denied. When authorization to have a visitor is granted, discretion should be used to insure the visitation does not disrupt participant activity or Arnold Center operations and that the duration is kept to a minimum. Drop-in visits from friends or family members are discouraged, but may be unavoidable. If drop-in visits become excessive (more than 5 or 6 times per year) and extend beyond a few minutes per visit, the employee may be subjected to disciplinary action.

Participants of the Arnold Center shall only be released to known care providers unless prior permission is granted by proper authorities (guardians, parents, care providers, Service Coordinators, etc.). When a release to an unauthorized person is requested, the staff person approving the release must first confirm with the person's Service Coordinator that prior authorization was received, and second, confirm the person's identification by requesting to see his/her driver's license. Documentation of authorization and identification shall be made in the individual's master file.

## H. Call In/ Notification of absence

If you have a scheduled appointment that would prevent you from participating in services, or you want to take a personal day, you are required to notify your Service Coordinator as soon as possible.

If you are unable to participate in services due to illness, you are expected to call Arnold Center at least one-half hour before your scheduled start time.

If you are eligible for paid personal time, and **fail** to call Arnold Center at least one-half hour before the start of your work shift you will **not** receive compensation and you forfeit those paid personal time equal to the hours you were scheduled to work.

If you fail to call-in for more than eight absences a year, you will lose your paid benefits for the following year.

**Note:** Your Service Coordinator will keep track of the number of times you fail to call in and a balance of your personal leave hours. Once you have exceeded the total number of personal days you are eligible for, your team will meet and discuss a plan of action to determine the consequence of the violation of the policy.

Though employees are encouraged to take vacations they are also cautioned to budget an adequate number of personal time days for unforeseen emergencies, illness and other personal business.

## I. Weather

Arnold Center **WILL NOT close due to weather conditions**. If you decide not to come in because of poor weather conditions, please notify your Service Coordinator. If Dial-a-Ride is closed due to poor weather conditions, **YOU MUST ARRANGE TRANSPORTATION** to get to and from work. If you miss a day due poor weather conditions and would like to make it up your Service Coordinator will work with you to arrange a make up date.



## J. Appropriate Dress

It is expected that when you participate in Arnold Center services, you will adhere to good judgment with respect to clothing that is clean and appropriate to the activity setting. If you choose to participate in Organizational Employment, consider the following attire: comfortable slacks or jeans, blouses and shirts, sweaters, simple jewelry, and substantial leather shoes or work boots that encloses the entire foot. During the summer months, Bermuda shorts are allowed. However, jogging shorts or short-shorts, and open toed shoes are not appropriate. Ladies are requested not to wear halters or strapless tops.

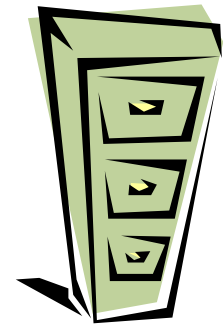
The clothing you wear to work depends on the type of work you are performing. At Arnold Center we perform many different jobs, which make it difficult to know what to wear each day. For instance, painting or working outside, you will want to wear old clothing, if working inside (labeling, collating, etc.) you will want to wear casual clothing.

**NOTE:** Employees working at community based work sites are required to follow the dress codes of the organization where you work.

## K. Personnel Records

Accurate and up-to-date personnel records are important. You are required to notify your Service Coordinator immediately of any changes in the following:

- Home address and/or phone number
- Person to be notified in case of emergency
- Legal change in name
- Change in guardianship (if applicable)
- Change in marital status
- Any changes of dependent status (as this information is needed for income tax purpose)
- Any change in medication



The information you provide us, along with any additional information staff may generate concerning you, will be maintained in a highly confidential master file. No information will be released from this file without your authorization.

Also, it is your right to review your file at your request. You must have a supervisor in your presence while reviewing your file. If you would like to see your file, please notify your Service Coordinator. Arnold Center does not prohibit the persons served from having access to their own file, unless specific instructions are given by a health care professional. Some information within the file may not be released to the individual

unless the originating individual, (such as the psychologist in the case of an individual's evaluation), has given authorization.

## L. Intake Interview and Orientation

All new participants will begin with an intake interview. The purpose of this interview is to;

- Discuss available services and give customer opportunity to decide whether you want to participate in the program.
- Provide the customer with necessary brochures (program, activities, employment)
- Review available staff and qualifications using a staff biography notebook..
- Staff to become acquainted with customer and assess his or her needs, allowing time for questions and answers.
- Provide potential customer with a tour of the facilities.
- Discuss (when applicable) utilization of other agencies that may provide services that are not available in this facility.
- Discuss transportation, wage determination, and other applicable agency policies.

After all admission criteria have been obtained and the participant has decided to participate in services, the Service Coordinator will confirm a start date. Then a process called Intake Orientation will take place. This orientation will include:

- An explanation and completion of applicable forms (I-9, tax, enrollment application, release of information, medical, wage determination, etc...)
- Review and receive a copy of Participant's Handbook
- My Budget and Individual Service Plan is outlined
- Tour of agency and introduction to staff
- Community-based participants will be given an orientation of their specific sites. This orientation will include a review of the site's policies and procedures.

Note: Prior to your start date, your assigned Service Coordinator will inform all staff working with you of any pertinent information which may include pertinent medical and psychological information, health and special considerations, transportation arrangements, review of services chosen by customer as well as goals and expectations and any accommodations necessary.

You can also be assured that participant services can be modified at any time. As a new customer you will have the opportunity to experience service options as your interest dictate. You are given leeway to experience and participate in many different activities (providing it can accommodate an additional person).

## M. Exiting Service

If you're exiting any service, your Service Coordinator will ask you to summarize the satisfaction of the services you were provided. A transition plan for future services will be discussed and/or recommended because it is our desire is to help you achieve your future goals.

You will also be contacted approximately ninety days after services have ended to ensure your needs and goals have been met.

## N. Accessibility

Arnold Center will ensure reasonable accommodations are made to assist you to access the same benefits and privileges that are equal to those enjoyed by others. Our services are broad and accessible and are designed around the needs and desires of the people we serve. We are alert to our customer's ever-changing expectations and are dedicated in our commitment to help the persons we serve achieve maximum participation in work or other environments of their choosing. The Arnold Center is committed to providing an enhanced quality of life for the individuals served by eliminating, or assisting in the elimination, of any barriers that might hinder full participation in the programs. Accommodations are available on an individualized and needed basis. Some examples may include:

- Braille
- Universal Reader
- Modifications to work stations
- Manuals in various formats
- Interpretative services



If you have any questions about accessibility, or are in need of an accommodation, please see your Service Coordinator.

## O. Gift giving and Gratuities

It is natural to want to give a gift to someone for doing a good deed or for just being your friend. However, please remember that it is against agency policy for the staff of Arnold Center to accept purchased gifts from its participants. Rather than buying a present to show your appreciation, consider a personal thank you or a card expressing your appreciation. Homemade gifts, that have no retail value, are acceptable and encouraged provided they are given on an infrequent basis.

Gift giving between participants should only be done with the knowledge of the Service Coordinator. It is our desire to ensure the safety and well being of all participants involved in our services. Some participants may have allergies, restrictions from doctors and/or guardians, etc. that would prohibit the giving of some kinds of gifts. Each participant's Service Coordinator would be knowledgeable about any restrictions or allergies and would be able to determine if the exchange should take place. If you have questions concerning this policy, please see your Service Coordinator.

## V. Pay Information:

### A. Pay Period

If you are employed by Arnold Center the pay periods will begin on Thursday and end on Wednesday of the following week. You will be paid the following week on Friday.

If you are on the payroll of a community employer you will be paid according to their policy.



## B. Pay Day

Weekly paychecks are distributed each Friday. If you do not work on Friday, you may see your Service Coordinator to obtain your check. Employees working at community based work sites, who do not attend Arnold Center, may have their checks mailed to them if they so choose. If no arrangements have been made and you do not work on Friday, your check will be mailed on Friday. If a mistake has been made in your check, your Service Coordinator should be notified immediately.

If a holiday is on a Friday, paychecks will be distributed on the following workday. All attempts will be made to get the checks out early, but due to time constraints this may not always be possible.

If someone other than yourself will be picking up your check, prior arrangements need to be made with your Service Coordinator.

## C. Deductions from Paychecks

Federal law requires Arnold Center to make deductions from your paychecks for personal income tax and Social Security payments. State law also requires Arnold Center to take withholding from your paychecks for personal income taxes.

**Note:** If you qualify for exempt status your taxes will not be withheld. If you have chosen organizational employment and/or community employment as your service options you will become (or are) a wage earner and as such you should be familiar with the potential impact your earnings may have on the public assistance services you are receiving. Though your Service Coordinator is knowledgeable about such matters, and can provide you with general information, he/she will likely refer you to the professionals at the Arc of Midland (989) 631-4449 or Community Mental Health-Gladwin (989) 426-5471. It is important to review your financial situation regularly to avoid future problems with your benefits!

## D. Overtime

It is the Corporation's policy to pay hourly employees at a rate of time and one-half for all time actually worked in excess of forty (40) hours per week. Absences covered by annual leave and other paid benefits are not considered as time actually worked for purposes of computing overtime compensation.

## E. Wages

If you are on the payroll of Arnold Center you will be paid for all work completed. Your rate of pay may vary from assignment to assignment, but generally falls under one of the following categories:

- 1) **Piece Rated**- This means you will be paid for each piece of work you complete.
- 2) **Hourly** - This is a wage based on your performance on an established work performance measurement system. Your performance will be reevaluated every six months, but more frequently as changes in your productivity occur. If you earn minimum wage or above, performance evaluation is not required. For more information see web site [www.dol.gov/claws.com](http://www.dol.gov/claws.com).

**NOTE:** Wages are not based on minimum wage, but prevailing wages (which are updated annually) as it is always higher.

## F. Unemployment Compensation

You are not covered under Unemployment Compensation.

## G. Additional Entitlements

Through the provision of service it may be determined that you are eligible for any one or a number of entitlements and services including but not limited to Supplemental Security Income, Social Security Disability Income, food stamps, bus passes, personal facilitation, public health services, guardianship, tax returns, property tax credits, home heating credits and a variety of local, county and state assistance. Your Service Coordinator is familiar with many of these services and is equipped with the resources necessary to refer you to the proper authority or you may personally contact the ARC of Midland at (989) 631-4439. You may also contact Community Mental Health who has staff members knowledgeable about the requirements for obtaining and retaining each of these services.

## H. Reporting Wages to Social Security

According to Social Security regulations, all Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) beneficiaries must report wages earned, no matter what the amount, to Social Security. If you have a guardian or representative payee, then your payee must report your earnings. You will need to report monthly gross wages (the amount before taxes and other deductions are subtracted). You should also report if you start or stop working, increases or decreases in income, if you start a second or third job, work expenses related to your disability, etc.

If you do not report earnings to Social Security, sooner or later, you will run the risk of an over-payment. You may be required to return the over-payment to Social Security. If Social Security charges you with an over-payment you will need accurate records to support your case. You are encouraged to keep complete records of your employment, check stubs, taxes, etc. The Arnold Center Inc is not responsible for maintaining your earnings records for you. If you request an earnings history from the Arnold Center, it can be provided at a cost of \$25.00 per request.

It is not the Arnold Center's responsibility to report your earnings to Social Security. That is your responsibility or, as appropriate, the responsibility of your representative payee. As a courtesy, however, and only following written authorization, the Arnold Center will report your earnings to Social Security on a monthly basis. Following authorization, your name will be added to a master list of other employees who have authorized the Arnold Center to release their earnings records to Social Security. Monthly this list, including your name and monthly gross earnings will be sent to Social Security. **(The Arnold Center does not assume responsibility for ensuring the list once received by Social Security is properly processed. You, and as appropriate your representative payee, are encouraged to contact Social Security regularly to ensure your earnings are received and properly processed).** Your name will remain on the list until you, or your representative, advise us otherwise or until you are no longer on the payroll of the Arnold Center. If you leave the Arnold Center and return at some later date you will need to re-authorize the Arnold Center to submit your earnings to Social Security.

Understanding the importance of accurately and timely reporting all earnings to Social Security will substantially reduce the risk of an over payment. We understand that this can be a complex and overwhelming process. The good news is there is help available.

Locally you may contact the ARC of Midland (989) 631-4439 or the local Social Security Office (989) 759-0013. For more information call the Social Security Administration at 1-800-722-1213 or search their web site at [www.socialsecurity.gov](http://www.socialsecurity.gov).



## VI. Benefits:

### A. Benefits for Long-Term Employees

(Participating in service for at least one year)

You will be eligible for benefits, outlined below, if you have been employed by Arnold Center through organizational and/or community services for one year and work at least fifteen hours per week.

There are two classifications of employment, eligible and non-eligible. Eligible is defined as: persons employed by Arnold Center (on Arnold Center payroll) 15 hours or more a week. Non-eligible is defined as; persons employed by Arnold Center (on Arnold Center payroll) less than 15 hours each week.

If your services are interrupted for thirty calendar days or longer because of an unpaid leave of absence, "service termination" or "on hold status," the benefits you were eligible for will be forfeited and, upon your return, you will be required to work a full year before being eligible for benefits. The exception to this rule occurs when you request, and are granted, an approved medical leave (authorization from a doctor) not to exceed twelve weeks. If this occurs, during this time you will use

all of your personal time, then upon your return you are required to attend the rest of the year, without unexcused absences. In January, you will be given another bank of personal hours. During an approved medical leave, you will not be eligible for paid holidays that may occur during your absence.

**NOTE:** Your life insurance policy is not affected by your absences (see details listed in the Group Life section of this handbook) however, to be eligible for holiday, and paid personal time in any given year, you must have complied with the agency's personal time policies during the previous year. Should you exceed your personal time allowance in a particular year, your holiday and personal leave benefits will immediately be canceled. You will not be eligible for reinstatement of benefits before one calendar year.

## 1. Holiday Pay

After one year of service an eligible employee qualifies for holiday pay. There are five (5) paid holidays each year: New Years Day, Memorial Day, July 4<sup>th</sup>, Thanksgiving Day, and Christmas Day. If the holiday falls on a day you are not scheduled to work you will not be paid for that holiday.

**Note:** Employees working on a holiday will be paid holiday plus time-and-a –half.

When a holiday falls on a Saturday, it shall be observed on the preceding Friday. When a holiday falls on a Sunday, it shall be observed on the following Monday. Payment for holidays shall be made only if you are present for work on your scheduled days preceding and following a holiday, unless it is pre-approved vacation time. Part-time employee holiday benefits will be pro-rated (Refer to Chart A). The hourly rate at which you will be paid holiday pay is based on your individual average rate of productivity on piece-rated work during the pay period in which the holiday falls. If piece-rated work was not available to you, then your average hourly rate will be used to determine the reimbursement rate.

## 2. Personal Leave

On an annual basis (January 1 through December 31) each participant in the GCC/Access Midland programs is eligible for personal leave as determined by the following formula:

Multiply the number of hours you are typically scheduled to participate in the program per week by the factor 3. The product is the number of personal leave hours you are eligible to use in a calendar year (hours scheduled X 3 = annual leave time).

EXAMPLE:

Jane Doe's current My Budget indicates she participates in services a total of 25 hours per week. To determine the number of personal hours Jane is eligible to take during the new Year, she will multiply her weekly schedule (hours) **25** by the factor **3**, which equals **75**. Jane is eligible to take 75 hours of personal leave time in the new Year.

Personal leave hours are awarded at the beginning of the year and may not be carried over to the next year. You are encouraged to ration your bank of personal hours wisely so you will have time available later in the year should you need it. Remember, personal time is intended to be used for both sick and vacation needs.

In the first year of service your personal leave benefits may be pro-rated based on the month in which your eligibility was determined to be effective.

**EXAMPLE:**

Jane Doe began services in May. Using the formula described above it is determined that Jane is eligible for 75 personal leave hours on an annual basis. To determine the number hours she is eligible to take during the balance of this her first year of eligibility, divide 75 (annual personal hours she is eligible to take annually) by 12 (number on months in a year) to determine the number of hours per month she is eligible to take,  $75 / 12 = 6.25$  hours per month. Next, multiply 6.25 by 7 (the number of months remaining in the calendar year) to determine her annual leave bank for the balance of the year. Jane is eligible for 43.75 personal leave hours for the balance of the year.

### 3. Paid Leave

Persons who qualify for personal leave and:

- Have been working at the agency for one year,
- Presently work a minimum of 15 hours per week in organizational employment and/or community employment,
- Have followed call-in and notification policies during the previous year,
- And have not exceeded the approved time that they were eligible to take during the previous year, may be eligible to take a portion of their personal leave as paid leave. The maximum amount of paid leave an employee is eligible to take annually is determined by their work schedule. Refer to the following chart:

#### CHART A

| AVERAGE HOURS WORKED PER<br>WEEK | PAID PERSONAL HOURS PER<br>YEAR |
|----------------------------------|---------------------------------|
| 0-14                             | Ineligible                      |
| 15-20 Hours                      | 40                              |
| 21-25 Hours                      | 50                              |
| Over 26 Hours                    | 60                              |

Each day, or portion of a day, you are absent from the program (whether excused or not) will be charged against your balance of personal leave hours. You may continue to use personal leave until your bank is depleted. Note, depending on your daily activity schedule, and how well you follow the related policies outlined in this handbook, it is possible to deplete your personal leave bank prior to using all of the paid time for which you are potentially eligible as indicated in Chart A. You will not be eligible for paid time once your personal leave schedule is depleted. Also, unused paid personal leave time will be forfeited at the years end.

**NOTES:**

- Program participant's scheduled to participate in Organizational Employment 30 or more hours per week are eligible for "tenure leave". Tenure leave bases the amount of non-paid annual leave a participant is eligible to use each year on their duration of employment with the agency. Thus, as a participant's tenure increases, so does the factor used to calculate their total annual leave time. The following schedule shall be used to determine tenure leave.

| TENURE (Years in program) | FACTOR |
|---------------------------|--------|
| 1 - 5                     | 3      |
| 6 - 10                    | 4      |
| 11 and over               | 5      |

A participant does not need to have participated in Organizational Employment 30 or more hours weekly each year of their tenure with the agency to be eligible for tenure leave. Eligible is based the current year's Community Employment (My Budget Schedule) and actual work schedule.

- If you fail to call in or properly notify your Service Coordinator of an absence, the hours you are absent will be deducted from your annual leave bank. If, on the day of the absence, you were scheduled to work a portion of the day and participate in social/recreational activities a portion of the day, the entire day will be charged against your bank of personal leave hours. Those hours that you were scheduled to work on that day will be deducted from your eligible bank of paid time (Chart A) even though you will not be paid because you did not follow proper procedure.

#### **4. Group Life Insurance**

Eligible employees may participate in the agency funded Group Term Life Insurance Program which provides \$3,000 coverage for death due to illness, accident or dismemberment. The life insurance company's rate of pay out changes with age. The policy begins at \$3,000 with the following cumulative or collective reductions:

- 35% reduction at age 65
- 25% reduction at age 70

- 10% reduction at age 75
- 10% reduction at age 80
- 5% reduction at age 85
- 5% reduction at age 90

To be eligible, an employee must be in work services for one continuous year and work at least 15 hours a week (Organizational Employment or Community Employment or a combination of both as reflected by the My Budget form 0056). If your service is interrupted for thirty calendar days or longer because of an unpaid leave of absence, “service termination” or “on hold status”, the life insurance benefits you were eligible for will be terminated. The exception to this rule occurs when you request, and are granted, an approved medical leave (authorization from a doctor) not to exceed twelve weeks. However, if your workweek reflects less than 15 hours (taking your absences into consideration) it is possible the *insurance company* will deny your claim. If you are scheduled to work 15 or more hours per week, but actually work less than 15 hours per week because of absenteeism, the Arnold Center will not cancel your life insurance policy. If you are terminated, your Service Coordinator will send a letter to you and your guardian, informing you of the policy termination.

## **5. Retirement**

After one year of service an eligible employee qualifies for the opportunity to contribute to a 403 (b) retirement program offered through Arnold Center. The plan is a tax deferred salary reduction plan where you contribute. For specific information concerning the plan, please contact your Service Coordinator.

## **6. Regular Employment Status**

Arnold Center, in recognition of its responsibility to its employees, reaffirm its goal to provide every possible opportunity for individuals it serves.

Regular Employee Status consists of two options:

1. An Employee hired by the Arnold Center but working at another jobsite performing duties as dictated by the host business. This employment opportunity is developed through Placement Services and is modeled after temporary services. It must be mutually agreed upon by appropriate personnel at Arnold Center, host business personnel and the employee.

2. An Employee hired by the Arnold Center working as regular employee of the agency.

At the recommendation of an employee's Service Coordinator, an employee participating in Organizational Employment may be recommended for hire as a production employee of the agency. To become eligible for consideration for employment status, an employee must have demonstrated the following characteristics for a minimum of three months:

- A consistent production rate of 50% or higher on each job assigned
- Work quality that is consistent with established standards of the manufacturing department
- The ability to follow through on multi-step instructions
- The ability to make appropriate decisions regarding safety and specific work issues
- A willingness to accept direction and to be flexible with job assignments
- Good attendance
- The ability to interact appropriately with co-workers and staff
- Appropriate grooming and hygiene
- The physical and emotional stamina to handle a predetermined work schedule
- Provide own transportation

## B. Worker's Compensation

Provisions of the Worker's Compensation Act cover all employees of the Corporation, regardless of status and beginning with their first day of employment. This protection provides benefits to employees who are injured on the job. It pays for all reasonable and necessary medical care if an employee becomes injured or develops an occupational disease due to work-related conditions. An employee is not entitled to wage loss benefits for the first week of a work-related disability. After that waiting period, the employee is entitled to weekly wage loss benefits beginning on the eighth day of disability for the duration of the disability and shall be paid retroactively for the first week if the disability lasts longer than two weeks. Michigan law and the Worker's Compensation Act regulate wage loss reimbursement rates.

### NOTES:

- It is your responsibility to report any and all accidents to your supervisor immediately.
- Workers compensation benefits are approved and authorized by the agencies worker compensation carrier not Arnold Center.
- Workers compensation benefits do not apply to social recreational activities or volunteer sites, ONLY injury during work hours on the job.

## VII. Rules and Regulations:

All employees participating in Arnold Center services are expected to follow agency and site rules and regulations. Occasionally these rules are broken and when they are, the person's assigned Service Coordinator will handle the situation on an individualized basis in the context of the total services at Arnold Center. The Corporation is committed to providing the best possible environment for its participants and employees. To this end, the following rules are intended to provide guidelines for the conduct of all employees to ensure a safe, productive and enjoyable work environment.

### A. Safety Rules

1. Wear proper safety equipment and apparel (safety glasses and gloves)
2. Use and store tools and equipment properly
3. Know emergency procedures
4. Act in a mature manner
5. No roughhousing (fighting, pushing, shoving, yelling) which may endanger self and others
6. Create and maintain a safe work area
7. Smoke in designated areas only
8. Follow supervisors directions carefully while operating mechanical equipment
9. Report all accidents and injuries to Supervisor
10. Display proper personal care and cleanliness
11. Remain in building during work hours unless you have permission to leave
12. No running
13. Never enter unauthorized areas without permission
14. Gift giving without knowledge of Service Coordinator (see section IV. – O. Gift giving)

### B. Causes for Disciplinary Action

This following list includes examples of actions for which the Corporation has “zero-tolerance” and will result in disciplinary action, should they occur. The seriousness of a particular offense and repeated offenses will determine the severity of the discipline. The following list is extensive, but not all-inclusive.

The following are the major reasons for disciplinary action:

1. Frequent unexcused absences or tardiness or absence from work for three (3) consecutive days without properly notifying Arnold Center
2. Unauthorized removal of property
3. Falsification of information submitted at the time of employment
4. Workplace violence (See following description)
5. Possessing or being under the influence of liquor or narcotics (See following description)
6. Refusal to follow direction of supervisors or other persons in authority

7. Fighting, whether provoked or not
8. Continual use of abusive language or profanity toward co-workers or staff
9. Failure to report accidents
10. Violation of Arnold Center site safety and health rules
11. Smoking in restricted area
12. Poor personal care and cleanliness, as required for a specific job
13. Damage or removal of other employee's property
14. Immoral behavior

**Workplace Violence:** It is a violation of the law to touch another person in an unwelcome way or with the intent to harm or threaten. Threats, threatening behavior, or acts of violence against employees, participants, visitors, or others on agency property, will not be tolerated. Such acts include:

- a) Physical conduct that results in harm to people or property.
- b) Threats; direct or implied.
- c) Possession of weapons\* on agency property. It is a violation of agency policy to possess or store weapons on agency property without prior written permission from the President or Vice President.
- d) Intimidating conduct or harassment that disrupts the work or training environment or results in fear for personal safety.
- e) Other inappropriate and threatening behavior such as:
  - Unwelcome name-calling, obscene language and other verbally abusive behavior.
  - Throwing objects, regardless of size or type of object, or whether a person is the target of the thrown object.
  - Physically touching another person in an intimidating, malicious or sexually harassing manner. By way of example, this conduct includes acts such as hitting, slapping, poking, kicking, pinching, grabbing, pushing, etc.
  - Physically intimidating others, including such acts as obscene gestures, "getting in your face", and fist shaking.

\* Weapons are described as any type of gun, knife or other deadly or dangerous item or instrument of like character including devices / containers holding explosive or noxious substances. It is up to each individual to help make the Arnold Center a safe workplace for everyone. The expectation is that each person will treat all others with dignity and respect. You can and should expect management to care about safety and to provide a safe working environment by having preventive measures in place.

**Drug and Alcohol Policy:** It is Arnold Center's desire to provide a drug-free, healthy and safe workplace. While on the premises and while conducting business-related activities, no employee may use, possess, distribute, sell, or be under the influence of alcohol or engage in the unlawful manufacture, distribution, circulation, possession, or use of illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner.

**NOTE:** Arnold Center demonstrates a commitment to a system that nurtures personal growth and dignity. If behavior management approaches are used, positive behavior interventions are implemented prior to the use of restrictive procedures. These procedures shall be written in a formal plan and approved by you and your planning team. When restrictive procedures are implemented, staff members will be trained in their use.

## C. Disciplinary Action

When disciplinary action is necessary, and depending on the sensitivity of the incident, it should be one of the following:

1. Action as described in a pre-established plan
2. Verbal warning
3. Written warning
4. Temporary lay-off without pay
5. Permanent removal from the site
6. Termination of services

**NOTE:** If severe disciplinary action is brought against you (# 5 or #6) to resume services with Arnold Center, you and your team must meet and develop a plan of action to prevent reoccurrences of the offense.

**NOTE:** Any program participant who violates the Violence the Workplace and Drug and Alcohol policies will be suspended from service until a special staffing, involving the participant's support team, can be scheduled to determine the appropriate course of action. If the situation escalates to the level that staff feel the situation is out of control, and the welfare of others is in jeopardy, 911 (the police) shall immediately be called to intervene and possibly remove the person from the site.

## D. Equipment Responsibility

You are responsible for Arnold Center's equipment used in performing a job and/or other activities you may be participating in. Abuse or improper use of such equipment will be subject to disciplinary action.

## E. Complaint and Grievance Procedure

You may have a complaint, a grievance or an appeal relating to decisions or actions made by personnel at Arnold Center. Initially your complaint will be considered and an attempt to resolve it will occur before formal action is taken. The following grievance procedure is the formal action to be taken if the complaint cannot be resolved. This action will not result in any type of barrier to services and will be explained in a manner that is easily understood by persons served.

**Step #1** Report any grievance to the Support Staff or Service Coordinator depending on the nature of the grievance in writing (help will be provided if needed). They will have a maximum of two (2) working days in which to investigate, complete a grievance report, and respond to you in writing.

**Steps #2** If not satisfied with the response to #1, immediately contact Arnold Center's Recipients Rights Officer. The Recipients Rights Officer will review the complaint and refer to the appropriate party (the agency's Program Coordinator/Vice President or the Community Mental Health Recipient Rights Officer). The agency's Program Coordinator/ Vice-President will respond to a grievance in writing within 72 hours.

**Step #3** In the event you and the agency's Program Coordinator/ Vice President cannot resolve the matter, the grievance will be reported to the President for a binding decision. The written decision shall be made within five working days and shall be adhered to in all instances.

**NOTE:** A person may have a third party present, such as the Recipient Rights Officer or another outside party during this grievance or appeal. A person may also initiate an external review of a grievance or an appeal by contacting the office of Recipient Rights at 989-631-5140.

The resolution of the grievance will be provided to the persons receiving service and/or their families in a manner understandable to them. The grievances will be reviewed annually to ensure negative trends in service do not occur and to improve future services.

**NOTE:** A grievance or complaint initiated by you will not result in retaliation or barriers to the service you are provided. The Arnold Center will make all reasonable efforts to protect the confidentiality of persons filing a grievance. A person who files a grievance can also be assured that their grievance will be free from retaliation. Retaliation includes, but is not limited to, any form of intimidation, reprisal or harassment.

## F. Conflict of interest

Arnold Center staff shall be alert to avoid conflicts of interest that could result in impartial advocacy to its participants. Our staff will inform you when a real or potential conflict of interest arises. They will take reasonable steps to resolve the issue in a manner that makes your interest primary and protects you to the greatest extent possible. If you feel there is a conflict of interest regarding the provision of service to you or someone else, or that there is a potential for conflict of interest, please report the situation to your Service Coordinator or the agency's Recipient's Rights Officer.

## VIII. Employee Rights Policy:

### A. Rights

All staff of the agency recognizes that you are entitled to fair treatment, respect, and dignity.

As an Arnold Center customer, you have certain rights that are safeguarded by operational policy, as well as other mandated laws. An awareness of and respect for these policies and laws shall guide staff in

carrying out their responsibilities to you. You are encouraged to ask questions about your treatment and about your rights and to make suggestions that you feel are in your best interest.

### **General Rights Information:**

You have the right:

- To receive information about your rights and to find out whom your Rights Officer or Advisor is as soon as you enter the program. At the Arnold Center, the Rights Officer is the Receptionist.
- If you think your rights have been violated or that there is something wrong about your treatment, you have the right to speak to your Rights Officer about your concern(s).
- If you have a complaint, you (or someone for you) may fill out a Recipient Rights Complaint form or may visit, or write your Rights Officer or your Service Coordinator.
- When a rights complaint is received, your Service Coordinator or Rights Officer will investigate and seek appropriate action on your behalf.
- Your rights, as well as grievance and appeal procedures, are described in detail in this Handbook.

### **Admissions Rights:**

All admissions to the Arnold Center are of a voluntary nature. If you are a recipient of services, you have entered the program because:

- You have been provided pertinent information regarding the service and decided to attend.
- You and your referring agent have requested services.
- You have complied with admission criteria.
- You have been accepted.
- The program you need is available.

On the basis of informed choice, you have decided to participate in Arnold Center services. You may end your involvement in the service at any time. However, if you do end your program and later change your mind and wish to return, you may have to wait your turn and go through a new application process.

When you exit from a particular service, a formal discharge plan shall be developed and implemented. The discharge plan shall be planned with your active participation and shall help you make a smooth transition into post discharge services as appropriate.

### **Treatment Rights:**

You have the right:

- Not to be abused, neglected, threatened, or insulted in the course of receiving services. (Physical abuse, sexual abuse, psychological abuse, and physical punishment are prohibited and must be reported to staff immediately.)
- To be treated with dignity and respect at all times.
- To receive fair and equal services.
- To direct the development and the planning of your individual service plan and to approve any changes in the plan.
- To ask questions about your plan and ask for changes if you think the plan is not meeting your needs.
- To make independent and informed decisions, express feelings and ideas.
- To support services and help in accessing guardian, conservator, self-help groups, and/or advocacy groups when requested.
- Not to be discriminated against based on race, color, national origin, marital status, sex, age, political affiliation, religion, physical or mental handicap, weight and height.
- To have information about you kept private. Information about you, either Arnold Center generated or obtained from others, is confidential and cannot be shared with anyone except your referring agent and guardian (if applicable) without your written consent or as permitted by law.
- To ask to see your file. In fact, you are encouraged to review your file at least annually. You must have a supervisor in your presence while reviewing your file. If you would like to see your file, please notify your Service Coordinator. Arnold Center does not prohibit the persons served from having access to their own file, unless specific instructions are given by a health care professional. Some information within the file may not be released to the individual unless the originating individual, (such as the psychologist in the case of an individual's evaluation), has given authorization. You or

your guardian (if you have one) may read or get a copy of your file or a part of it upon written request. (There may be a charge for the cost of copying).

- Not to be photographed or have your name used for any purpose other than as required to provide services without you or your guardians (if you have one) consent.
- Have freedom from physical restraints (except in an emergency or when necessary to protect you from injury to yourself or others).
- Have available worksite rules, regulations and safety practices governing employee conduct.
- To have a clean, safe work environment under conscientious supervision aware of safety policies and procedures.

If you feel your rights have been violated, you should follow the complaint and grievance procedure as described in this Handbook.

Your rights shall be reviewed with you at orientation or at intake. If you have questions however, or would just like to learn more about your rights, ask the agency's Rights Officer or your Service Coordinator.

Also, if you were referred to the Arnold Center by Community Mental Health you are entitled to specific Rights as defined by the Mental Health Code. For a copy of these rights, you may download them at [www.michigan.gov/documents/rightsbooklet\\_9716\\_7.pdf](http://www.michigan.gov/documents/rightsbooklet_9716_7.pdf) or you may contact your Rights Officer.

## B. HIPAA Privacy Notice

### 1. Our Commitment to you

We receive information about you when you enroll with us for services. It includes information such as your sex, religion, identification information, and other personal information. We also receive bills, reports from your doctor and other data about your physical and mental health.

We care about your privacy. The information we collect about you is private and is protected by two laws: the Michigan Mental Health Code and the Federal Health Insurance Portability and Accountability Act (HIPAA). We are required to give you a notice of our privacy practices. Only people who have both the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for the purpose of treatment, payment, business operations or when we are required by law to do so.

- Treatment We may disclose health information about you to coordinate your health care. We may disclose information to other health care providers in our service network such as the group home where you reside.
- Payment We may use and disclose information so the care you get can be properly billed and paid for.
- Business Operations We may need to use and disclose information for our business operations. For example, we may use information to review the quality of care you receive.
- Exceptions For certain kinds of records, your permission may be needed even for treatment, payment and business operations.
- As Required by Law We will release information when we are required by law to do so. Examples of such releases would be for law enforcement or national security purposes, subpoenas or other court orders, communicable disease reporting, disaster relief, review of our activities by government agencies, to avert a serious threat to health or safety or in other kinds of emergencies.
- With Your Permission If you give us permission in writing, we may use and disclose your personal information. If you give us permission, you have the right to revoke it this must be in writing too. We cannot take back any uses or disclosures already made with your permission.

## 2. Your Privacy Rights

You have the following rights regarding the health information that we have on file for you. Your requests must be made in writing to the Arnold Center.

- Your Right to Inspect and Copy In most cases, you have the right to look at or receive copies of your records. You may be charged a fee for the cost of copying your records.
- Your Right to Amend You may ask us to change your records. If you feel there is a mistake, you have the right to add a statement. We can deny your request for certain reasons, but we must give you a written reason for our denial.
- Your Rights to a List of Disclosures You have the right to ask for a list of disclosures made after April 14, 2003. This list will not include the times that the information was disclosed for treatment, payment, or health care operations. The list will not include information provided directly to you or your family or information that was sent with your authorization. You may be charged a fee for the cost of copying.
- Your Right to Request Restrictions On Our Use or Disclosure of Information You have the right to ask for limits on how your information is used or disclosed. We are not required to agree to such request.
- Your Right to Request Confidential Information You have the right to ask that we share information with you in a certain way or in a certain place. For example, you may ask us to send information to your work address instead of your home address. You do not have to explain the basis for your request. We will attempt to honor your request.

We reserve the right to revise this notice. A revised notice will be effective for health information we already have about you as well as any information we may receive in the future. We are required by law to comply with whatever notice is currently in effect. Any changes to our notice will be available at our offices. You may call or stop by to receive a revised one.

## C. Informed Choice/Refusal and Self Determination:

Arnold Center staff will inform you with adequate information about any decision or choice you are making relating to the services we provide. This information will be given to you in an understandable manner before asking you to make a decision or choice.

When applicable, and with your permission, staff will direct you to other agencies that may provide services needed that are not available at Arnold Center.

You will have the opportunity four times a year at minimum to meet with your Service Coordinator and have an opportunity to request information about other service or employment opportunities that may be available to you in your community. Also available is information on how to secure and retain public assistance you may be eligible for. See resource lists at the end of this manual or see your Service Coordinator for a full Resource List.

Staff will be available to answer your questions and provide support as necessary.



## IX. Safety and Housekeeping:

### A. General Safety

Arnold Center conducts regular safety walkthroughs both from internal and external sources, to enhance and maintain compliance with safety standards. All other sites (volunteer and community based-work) also have regular safety checks. Arnold Center does not want any persons injured. You should be alert for conditions that might cause injury and should report to a support staff or Service Coordinator any hazardous situations. All electrical equipment of any nature, as well as lights and fans should be turned off when not in use. If you work at a community-based work site, you will be required to adhere to the safety policies of the work site.

All staff is trained in local health and safety requirements. First aid equipment and emergency numbers are readily available to them.

## B. Safety Equipment

Safety equipment is required for certain jobs. If such equipment is needed, a Support Staff will inform you. If you feel additional equipment may be needed to safely perform your job, ask a Support Staff or a Service Coordinator.

## C. Reporting Accidents/Incident Reports

First aid treatment is available to handle minor injuries. However, serious accidents or serious illness will be referred to personal doctors. If a personal doctor is unavailable, you will be referred to a local doctor or an ambulance service to transport you to the Mid Michigan Regional Medical Center. Compensation claims are submitted for work related accidents/illness only.

**It is your responsibility to report all critical incidents or serious accidents promptly and accurately to a Support Staff or a Service Coordinator. This includes accidents, incidents and near misses pertaining to staff, participants, visitors, and others in anyway associated with the agency Situations may include but not limited to:**

- Medication errors
- Use of seclusion and restraint
- Any incidents involving injury -no matter how minor
- Communicable diseases
- Infection control
- Violence or aggression
- Death or serious physical or psychological injury or risk of such things
- Use or possession of weapons
- Elopement and/or wandering
- Vehicle accidents
- Bio-hazardous/chemical accidents
- Use or possession of licit or illicit substances
- Abuse or neglect
- Suicide or attempted suicide
- Equipment damage
- Near misses that could cause serious injury or death

As soon as possible, an incident report form shall be completed by the appropriate staff person. The form must be completed within 24 hours of occurrence, except for a holiday or weekend. In such situations, the form shall be completed on the first day the staff person returns to work.

The form is submitted to a supervisor upon completion who will immediately add comments and/or a plan to prevent the incident from happening again, as appropriate, and then it is forwarded to the agency's Vice President or President, or in the case of Arnold Center-Gladwin Branch the Program Director, for required action.

## D. Emergency Plans

If you are participating in activities, volunteer or community employment, all emergency plans are written and unannounced drills will be held periodically. Drills will include, but are not limited to: fire, bomb threats, natural disasters, power failure, medical emergencies, and safety during violent or other threatening situations. During a drill you may be asked to evacuate the building as if it is a real emergency. It is important that you learn locations of exits, emergency numbers, fire extinguishers, temporary shelters, and first aid kits for each site you attend.



## E. Smoking

Arnold Center are smoke free buildings. Smoking is restricted to breaks and lunch periods and must be done outside the building in the designated smoking area.

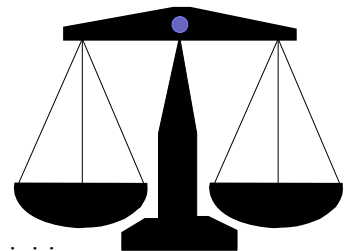
## F. Housekeeping

Maintaining good housekeeping is essential. Equipment and work areas need to be kept clean and organized. The appearance of the worksite and the condition of the equipment should be important to everyone.

## G. Vehicles

Transportation may be provided during service hours by Arnold Center for Social Recreation, Volunteer and Employment Services. All drivers are trained and properly licensed to perform this service. Your safety is our number one concern. Vehicles are checked and maintained on a regular basis. Whenever riding in an agency vehicle it is your responsibility to buckle your seat belt and not be a distraction to the driver. Remember eating and drinking is not permitted in agency vehicles.

## X. Code of Ethics



We declare the following Principles to be the Code of Ethics for all professional activities relating to Arnold Center. Members of the organization are responsible for upholding and advancing these principles.

1. All participants have the right to be treated with dignity and respect.
2. All participants shall have access to services that achieve optimum outcomes.

3. All participants shall be empowered to exercise the principles of informed choice and self-determination. When participants lack the capacity to make informed choices, steps shall be made to safeguard their interests and rights.
4. All participants shall have access to services provided by staff that are alert to, and avoid, conflicts of interest (personal, religious, political, or business interests) that interfere with the exercise of professional discretion and impartial judgment.
5. All participants shall have access to service provided by staff that recognizes diversity in culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language.
6. All participants have access to services that protect their rights to privacy and confidentiality, as required by law and professional standards.
7. All participants have access to services that promote healthy and safe work environments
8. All participants have the right to services provided by professionals who are proficient in their practices and represent themselves as competent only within the boundaries of their education, training and professional experience.
9. All participants have access to services provided by professionals that maintain a high level of professional ethics and consistently comply with the organization's Code of Conduct and ethical standards.
10. All participants have access to participant-driven services that utilize participant input as the basis for organizational quality and ultimately, service excellence.
11. All participants conducting business and/or financial activities with the agency shall be furnished service in accordance with accepted "best business practices" and applicable legal requirements.
12. All participants shall have access to services that exercise fees that are fair, reasonable, and commensurate with the services provided.

**NOTE:** You have the right to report or grieve according to procedures described in this handbook, if you feel your rights, as defined in this code, have been violated.

## XI. Resource List

### A. Benefit Assistance

Benefits Counselor for your county:

1-800-211-1356

Email at: [hemgesberg@ucpmichigan.org](mailto:hemgesberg@ucpmichigan.org)

Covering:

Alcona, Alpena, Antrim, Arenac, Bay, Benzie, Clare, Crawford, Gladwin, Grand Traverse, Iosco, Kalkaska, Lake, Leelanau, Manistee, Mason, Mecosta, Missaukee, Montmorency, Muskegon, Newaygo, Oceanna, Ogemaw, Osceola, Oscoda, Otsego, Roscommon, and Wexford counties.

#### **The Law Center for Social Security**

Rights for the Disabled

21650 W Eleven Mile Rd

Suite 202

Southfield, Mi. 48076-3768

(248) 350-1000

Toll free

1-800-832-3471

#### **Employment Support Representatives in Michigan**

Based in Grand Rapids SSA Office

(616) 233-2205

Jackson SSA Office (888) 674-6249 Extension 3105

Cincinnati OH (513) 821-9424 Extension 3105

#### **Local Department of Human Service**

Clare County:

725 Richards St

Harrison, Mi.

(989) 539-4260

Gladwin County:

250 N State St.

Gladwin, Mi.

(989) 426-3300

Midland County

1509 Washington suite A

Midland, Mi.  
989-835-7040

Mount Pleasant:  
1475 S Bamber St  
Mt Pleasant, Mi.  
(989) 772-8400

**TDD (Telecommunication Device For The Deaf)** (989) 772-8463

[www.mfia.state.mi.us/mars.com](http://www.mfia.state.mi.us/mars.com)  
[www.worksupport.com](http://www.worksupport.com)

[www.ssa.gov/work/index2.html](http://www.ssa.gov/work/index2.html)

[www.ssa.gov/work/resourcetookit/redbook.html](http://www.ssa.gov/work/resourcetookit/redbook.html)

[http://spiconnect.org/best\\_practices1htm](http://spiconnect.org/best_practices1htm)

## **B. Protection and Advocacy**

ARC  
220 W. Main St.  
Midland, MI 48640  
(989) 631-4439  
<http://www.thearcofmidland.org/>

Adult Protective Services  
Midland County Department of Human Services  
(989) 839-1100

First Call For Help  
220 W. Main St.  
Midland, Mi. 48640  
(989) 835-2211  
<http://liveunitedmidland.org/firescallforhelp.php>

Recipient Rights  
Community Mental Health of Central Michigan  
(989) 631-5140  
<http://www.cmhcm.org/>

Rights for the Disabled  
21630 W. Eleven Mile Rd.

Suite 202  
Southfield, MI 48076-3768  
(800) 832-3471

### **Employment Support Representatives in Michigan**

Michigan Department of Rehabilitation Serves  
1490 Washington St.  
Midland, MI 48640  
(898) 631-3073  
<http://www.michigan.gov/mdcd/0,1607,7-122-25392---,00.html>

Michigan Works!  
1409 Washington St  
Midland, MI 48640  
1 (800) 285-9675 or (989) 631-3073

Michigan Works!-Region 7B  
150 Commerce Ct  
Gladwin MI 48624  
(989) 426-8571

[www.michiganworks.com](http://www.michiganworks.com)

Local Family Independence Agency Office  
Midland County Department of Human Services  
1509 Washington  
Midland, MI 48640  
(989) 839-1100

## **B. Personal, Legal and Self Help**



### **CLOTHING**

- Midland County Department of Human Services (989) 839-1100
- Gladwin County Department of Human Services (989) 426-3300
- Seventh Day Adventist Community Services (898) 835-3675

1113 E Carpenter, Midland Mi.

- Sacred Heart Mission: (989) 426-4661  
Hours: M-W, 9:00A-3:30P; R 9:00A-5:00P; F 9:00A-1:30P
- Helping Hands Mission: Beaverton Area; (989) 435-9979  
Hours: M-T, 10:00A-3:00P; W, 10:00A-4:00P; R-F, 10:00A-3:00P;  
Sat, 10:00A-2:00P
- St. Anne's/St. Phillip's (989) 465-1768

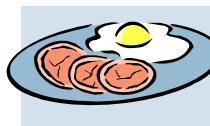
**EMERGENCY SHELTER**

- Gladwin County (Department of Human Services): (989) 426-3300
- Shelter house: In case of domestic violence and/or sexual assault only (877) 216-6383
- Veteran Affairs: Hours: (800) 827-1000
- Veteran Affairs Open Door: Midland Mi (989) 835-2291
- Mid Michigan Community Action Agency/Salvation Army: (989) 426-2801
- Open Door: 412 W. Buttles St. Midland MI 48640: (989) 835-2291
- Children's Protective Services (989) 426-5731 daytime (989) 426 5731 after hours
- Adult Protective Services (989) 426-5731 daytime (989) 426 5731 after hours



**FOOD**

- Gladwin County DHS Department of Human Services): (989) 426-3300
- Midland County DHS (Department of Human Services): (989) 839-1100
- Senior Services Midland (989) 835-3041
- Midland County Food Pantry (989) 839-1100
- USDA Commodity Program through MMCAA/Salvation Army: (989) 426-2801
- Council on Aging: (over 60) call for meal sites (989) 426-4891



- Veteran Affairs: Hours: M-F, 8:30A-4:30P (989) 426-4891
- Sacred Heart Mission: Hours: M-W, 9:00A-3:30P; R 9:00A-5:00P; F 9:00A-1:30P (989) 426-4661
- Helping Hands Mission: Beaverton Area; (989) 435-9979  
Hours: M-T, 10:00A-3:00P W, 10:00A-:00P R-F, 10:00A-3:00P; Sat, 10:00A-2:00P
- Living Hope Assembly: (hours vary, please call) (989) 435-3491
- Cedar River Chappel: (989) 435-2651
- Red Cross: (989) 426-7732

## MEDICATION

- American Red Cross (989) 631-3262



## LEGAL

- Mid-Michigan Dispute Resolution Center: 200 S. Michigan (800)878-465837 Saginaw, MI 48602
- Legal Service of Eastern Michigan: 148 E. Main St. Midland MI 48640 (800) 322-9142

## COUNSELING

- Central Michigan Community Mental Health: Gladwin (989) 426-9295, Midland (989) 631-0772
- 24 hour Crisis Line (989) 631- 4450
- Human Aid, Inc. (989) 426-4551
- Shelter house: In case of domestic violence and/or sexual assault only (877) 216-6383
- American Cancer Society: (800) 728-2323



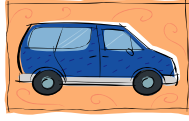
## FINANCIAL ASSISTANCE

- Social Security Administration: (800) 772-1213
- Council on Aging: 60 and over (989) 426-2915
- MMCAA: (989) 426-2801

- Midland County Department of Human Services (989) 839-1100

## TRANSPORTATION

- Dial-A-Ride Midland (989) 837-6940
- County Transit Midland (989) 837-9540
- City County Transit Gladwin (989) 426-6514



## EDUCATION

- MSU Extension: (989) 426-7741
- Gladwin Adult and Continuing Education: (989) 426-4442
- Human Aid, Inc.: (989) 426-4551
- Gladwin County Library: (989) 426-8221

## ELECTRONIC LINKS

- CARF Commission on Accreditation of Rehabilitation Facilities  
[www.carf.org](http://www.carf.org)
- Community Mental Health for Central Michigan  
<http://cmhcm.org/>
- Disability Network of Mid-Michigan  
<http://www.dnmm.org/>
- Excalibur Registrations, Inc.  
<http://www.excaliburregistrations.com/>
- Grace A. Dow Memorial Library  
[www.midland-mi.org/gracedowlibrary/](http://www.midland-mi.org/gracedowlibrary/)
- ISO International Organization for Standardization  
<http://www.iso.org/iso/home.htm>

- Job Accommodation Network  
[www.jan.wvu.edu](http://www.jan.wvu.edu)
- MARO Employment and Training Association  
[www.maro.org](http://www.maro.org)
- Michigan Commission on Disability Concerns  
[www.michigan.gov/dleg/0,1607,7-154-28077\\_28545---,00.html](http://www.michigan.gov/dleg/0,1607,7-154-28077_28545---,00.html)
- Michigan Commission for the Blind  
[www.michigan.gov/mcb](http://www.michigan.gov/mcb)
- Michigan Disability Rights Coalition  
[www.copower.org](http://www.copower.org)
- Michigan Disability Resources  
[www.michigan.gov/disabilityresources](http://www.michigan.gov/disabilityresources)
- Michigan Loan Funds  
[www.michiganloanfunds.org](http://www.michiganloanfunds.org)
- Michigan Protection & Advocacy Service, Inc.  
<http://www.mpas.org/HomePage.asp>
- (MSHARP) Michigan Safety & Health Achievement Recognition Programs  
[www.michigan.gov/msharp](http://www.michigan.gov/msharp)
- Michigan Talent Bank  
[https://www.michworks.org/mtb/user/MTB\\_EMPL.EntryMainPage](https://www.michworks.org/mtb/user/MTB_EMPL.EntryMainPage)
- Midland Community Center  
[www.midlandcommunitycenter.org](http://www.midlandcommunitycenter.org)

- Midland County Educational Service Agency (ESA)  
<http://www.mcesa.k12.mi.us/>
- Midland Public Schools  
<http://www.mps.k12.mi.us/>
- RICC (Regional Interagency Consumer Committee)  
[http://www.michigan.gov/mdch/0,1607,7-132-2941\\_4868\\_4897-14646--,00.html](http://www.michigan.gov/mdch/0,1607,7-132-2941_4868_4897-14646--,00.html)
- The Michigan Association on Higher Education and Disabilities  
<http://www.mi-ahead.org/>
- United Way of Midland County  
[www.unitedwaymidland.org](http://www.unitedwaymidland.org)
- United Way of Gladwin County  
[www.unitedwaygladwinco.org](http://www.unitedwaygladwinco.org)