



# HANDBOOK

*For*

*Ability KC Industries, Inc.  
Organizational Employment Services Program*

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**Your Program Manager:** \_\_\_\_\_

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## *Welcome*

Welcome to Ability KC Industries, a division of Ability KC. We are pleased that you have chosen us to provide your employment needs and will do our best to ensure that your time with us is productive, positive and worthwhile. Our professional staff is committed to your success and will provide the support, encouragement and education needed to help you meet your goals.

### **Our Mission –**

To build brighter futures for children and adults with disabilities by providing therapeutic, educational, and vocational services. We do this by:

- Providing excellent and results driven services
- Maintaining a highly trained and effective professional staff dedicated to serving individuals with disabilities
- Offering programs that reflect a respectful, compassionate commitment to individuals served and their families/support providers
- Presenting educational and treatment environments tailored to individual client needs throughout their continuum of care
- Celebrating the successes of individuals served by creating clear, concise communication regarding the impact and outcomes of our programs
- Maintaining financial viability

### **Our Values –**

**We value** the right of each individual to seek and receive the highest quality of services and are committed to providing that level of service.

**We value** attitudes and behaviors that demonstrate respect for individual differences.

**We value** service delivery that honors the individual's choices.

**We value** the full and active participation of the individual's support network in their rehabilitation program.

**We value** ongoing, open, honest and constructive communication at all levels within our organization.

**We value** a positive outcomes-oriented work environment.

**We value** personal & professional commitment to our mission, goals and objectives.

**We value** fiscal responsibility and efficiency.

**We value** innovation and creativity.

**We value** individual responsibility, empowerment and achievement.

**We value** the staff as one of our organization's most important resources.

### **About Ability KC –**

Ability KC builds brighter futures for children and adults with disabilities by helping them achieve their goals. While Ability KC serves a large number of diagnostic groups, it has

the reputation as the “place to go” for the most challenging conditions, injuries and disabilities such as spinal cord injury, brain injury, concussion, stroke, amputation, birth defect, developmental delay, and neurological disorders.

With over 70 years of experience and more than 175 medical and vocational professionals on staff, we provide the most comprehensive rehabilitation services in the region. Our programs are highly individualized, goal-oriented and assist individuals at all stages in life, from birth to the elderly. Whether it is achieving success at home, school or work, we have the outpatient medical services and employment programs in place to help build brighter futures for individuals with complex conditions, injuries and disabilities.

### **Accreditation and Certifications –**

Ability KC is accredited by CARF - The Commission on Accreditation of Rehabilitation Facilities. We are certified by CMS (Centers for Medicare and Medicaid Services) as a Comprehensive Outpatient Rehabilitation Facility (a CORF). We are certified and funded by DESE (the Department of Elementary and Secondary Education). We are a member of the Missouri Association of Rehabilitation Facilities. Our programs receive support from the Heart of America United Way, Developmental Disability Services of Jackson County (EITAS) and the Platte County Board of Services and Developmental Disabilities Resource Board.

### **Privacy Policy –**

Our organization is in full compliance with the Health Insurance Portability and Accountability Act (HIPAA). Upon entry, you will receive a copy of our Notice of Privacy Practices. You may also access a copy on our website at [www.abilitykc.org](http://www.abilitykc.org). Out of respect for our patients' and clients' privacy, staff will conduct conversations about your services in private settings.

### **Non-Discrimination –**

Ability KC does not discriminate in admission or access to programs or activities based on age, race, color, ethnicity, religion, national origin, pregnancy, sexual orientation, gender identity, genetic information, sex, marital status, disability or US veteran status.

### **Accessibility Policy –**

Ability KC is an equal opportunity / affirmative action employer. Please refer to individual program descriptions for more information concerning the scope of services available and specific entrance criteria.

We are committed to providing a barrier-free environment and accessibility to the services you desire. Free accessible parking is available at all of our locations. If you encounter a barrier or need accommodations, please inform the staff member coordinating your program.

### **Access to Records –**

All requests for copies of records will be handled by our Medical Records Department. An authorization signed by you or your authorized representative must be submitted prior to releasing records. At least 72 hours notice may be required to fulfill your request and a reasonable fee may apply.

### **Ethical Conduct and Grievance Procedure –**

As a participant in a program at Ability KC, you or your representative (guardian, legal representative, family member or friend) have the right to file a formal complaint or grievance, without fear of retaliation or barrier to services, if you feel you have been treated unfairly or disagree with a decision that has been made about you or your program and services. Please follow these steps:

1. Discuss your concerns with the staff person responsible for the decision or action you are unhappy with or you may choose to discuss the issue with their supervisor. In most cases, a discussion between you and one of these individuals should resolve the problem.
2. If you are not satisfied with the outcome of those discussions, you may speak to the program manager or your supervisor and decide if you want to file a formal grievance. If you choose to file a formal grievance, you will be given the paperwork to complete. You may request assistance to complete the form.
3. The appropriate manager or supervisor will contact you within 3 business days of receipt of the formal grievance. He/she will gather information and contact you with an appropriate resolution within 7 business days of receiving the grievance.
4. If you are not satisfied with the resolution, you may appeal the decision to the Director of the Program involved within 10 business days. You will be informed of his/her decision in writing within 5 business days of his/her receiving your request to continue the grievance process.
5. If you are not satisfied with the decision of the Director, you may appeal the decision to the President/CEO within 10 business days. You will be informed of his/her decision in writing within 5 business days of receiving your request to continue the grievance process.

6. If you are not satisfied with the President's decision and would like an external review of the situation, we will provide contact information so that you may request a review by the licensing agency of the person or organization you are filing a grievance about (when applicable).

**Involvement of Family Members and Significant Others –**

The involvement of family members, friends and other community supports can be a critical factor in your success. At your request, these individuals will be included in planning meetings and conferences related to your program.

**Satisfaction Surveys and Outcomes –**

We value your feedback and suggestions for improving our services. During your employment program and at the conclusion of your program, we will ask you to rate the services and overall experience.

We regularly gather data concerning the impact of our services and the results achieved by people who participate in our programs. That information is summarized and available on our program fact sheets. Additional information is available upon request.

**Holidays and Cancellations During Bad Weather –**

Ability KC observes the following holidays when our programs will be closed:

Martin Luther King Day                  Memorial Day                  Independence Day                  Labor Day  
Thanksgiving Day                          Day after Thanksgiving  
December 24<sup>th</sup> thru January 1<sup>st</sup> (winter break)

As a general rule, Ability KC does not close for inclement weather. If the weather prevents you from attending work, please contact us as early as possible.

**Policy Against Harassment –**

A. Employer Commitment to Provide a Harassment-Free Workplace  
Ability KC is committed to providing a productive, comfortable and enjoyable working environment for its employees. To do so, we believe that employees should be treated and should treat each other with mutual respect, dignity and courtesy. We further believe that harassment in the workplace is incompatible with the kind of work atmosphere our employees deserve and is a form of misconduct which undermines the integrity of the employment relationship. Accordingly, Ability KC maintains a strict

policy prohibiting all forms of harassment in the workplace and is committed to preventing harassment and intervening to stop harassment.

**B. Employer Prohibition of Harassment**

This policy prohibits sexual harassment and harassment that is based on an individual's race, color, religion, national origin, age, disability, gender (even if not sexual in nature), sexual orientation/preference and veteran's status. This policy applies to all work-related settings, including without limitation, an employee's customary work location(s), off-site locations where Ability KC business is conducted, vehicles used for company business, and social and recreational events which are planned and sponsored by Ability KC. This policy also prohibits retaliation or adverse employment action against any employee who exercises his/her rights under this policy.

**C. Employee Rights**

Consistent with this policy, each employee has the following rights:

1. Freedom from Harassment. The right to work in an environment that is free of harassment from other employees, supervisors and managers, volunteers, independent contractors, vendors and other non-employees.
2. Freedom to Report Complaints. The right to report any legitimate complaints that he/she may have regarding harassment or violations of this policy, whether such conduct is directed at him/her or at other employees, and the right to share any knowledge he/she may have regarding violations of this policy during any Ability KC investigation.
3. Freedom from Retaliation. The right to be treated without retaliation and without suffering adverse employment action for expressing good faith complaints under this policy, participating in any investigation hereunder or otherwise exercising his/her rights hereunder.

**D. Reporting and Investigating Violations**

If you feel you have been harassed or have seen someone else being harassed you should report the incident immediately to your Program Manager or the Operations Manager. All complaints will be investigated and if the complaint is found to be credible, management will take appropriate action up to and including termination.

**Safety Issues –**

We conduct routine safety drills which may occur during your time at our facility. Staff will instruct you on where to go and how to respond. Our facilities are smoke free and staff can inform you where the designated smoking areas are outside each of our locations. We encourage you not to bring large amounts of cash or valuables with you to program activities, as staff cannot assume responsibility for those items. Out of courtesy to others, we ask that you turn off pagers and cell phones while involved in program activities.

**The Industries Program you are now entering has three goals:**

- 1) To increase your earnings to the highest level;
- 2) To develop good work habits, behaviors and skills; and
- 3) To prepare you for the opportunity to have a job in the community.

To help you achieve these goals, the workshop has been set up like a business or factory. The work to which you will be assigned is “real work” sub-contracted from local industries. You will be assigned a Supervisor who will train you and help you improve yourself as a worker. You will have regular work hours as well as scheduled morning, lunch and in some cases, afternoon breaks. You will be paid for the work that you do, usually according to the amount you produce.

As you begin your employment in the workshop, please take the time to become familiar with this handbook so that you will know the workshop’s purpose, procedures, rules and regulations. If you have any questions about the handbook, you can ask your Program Manager or Supervisor. The workshop staff wishes you the best in your employment here and stands ready to assist you.

**Admissions Criteria -**

Services are designed for adults who experience a disability that impacts their employment options and who may reasonably be expected to benefit from available services.

Persons receiving organizational employment services must:

- Be at least 16 years of age; If under 24 years of age, must have an authorization from Missouri Vocational Rehabilitation.
- Be able to care for their personal needs or can direct such services if provided by a personal assistant. When personal assistant services are to be used, the assistant must be selected, arranged for and paid by either the participant or his/her sponsoring agency.
- Possess sufficient emotional control so as to pose no physical threat either to themselves or to others.

Individuals with uncontrolled seizure disorders or diseases that are communicable by casual contact are not eligible for services. **The Ability KC Industries Program does not provide psychiatric or substance abuse treatment or transportation to and from an individual’s place of residence.**



### **Probationary and Evaluation Period –**

The first four weeks in the workshop will be an evaluation and probationary period. During this time, we will be observing your work habits, personal appearance, physical endurance, production and work attitude to determine if working in the workshop is the right place for you. If your employment here does not appear to be an appropriate placement, you will be dismissed and provided information about more suitable programs.

### **Your Team –**

- You will have a team available to talk with you about how you can improve your work behaviors and assist you in achieving your goals.
- The most important part of your team is you. The remainder of your team may include your family, community supports, Program Manager, Workshop Operations Manager, Production Supervisor and Occupational Therapist (if needed). Program managers have a college degree and experience in human services. Production supervisors have high school diplomas and experience in many types of jobs. Workshop Operations Managers have many years of experience running sheltered workshop operations. Your Workshop team members have also received training in Gentle Teaching, MANDT, first aide, CPR, person centered thinking and other applicable topics.

All persons participating in the Industries Program will be assigned a Program Manager. Our goal is to provide the quality of services you both want and need.

Your Program Manager will meet regularly with you to talk about your performance in the workshop and to develop goals that you want to achieve. This could include goals for advancement into supported or competitive employment. Your Program Manager will develop an individual service plan with you.

At least four times each year (every three months) you and your team will meet to review your progress, potential and desire for advancement into supported or competitive employment.

### **Transportation –**

It is your responsibility to get to and from work. If you need help with bus schedules or have any problems with transportation, talk to your Program Manager. Be sure to have a dependable way of getting to work on time everyday. **You must have reliable transportation to get home during the daytime if for some reason you cannot continue to work.**

## **Pay and Benefit Program –**

Work quickly and accurately. For most jobs your pay is based upon a piece-rate system. Some jobs pay an hourly rate based on your productivity. By law, we must deduct Social Security (F.I.C.A.), Federal, State and local taxes from your earnings. Ask your Program Manager if you have questions regarding your pay rate.

## **When Do I Get Paid?**

- You will be paid every Friday beginning your second week in the workshop.
- Checks are handed out at the end of your scheduled work shift.
- If you are on vacation you may pick up your check after 12:00 PM.
- **If you are off work due to illness, weather, or disciplinary reasons, you may not come to work to pick up your paycheck. It will be mailed to you.**

## **How Much Time Off Do I Receive?**

- Sixteen days (listed earlier) for holidays.
- If you are a full time employee eighteen (18) days for vacation, sick or personnel leave, given at the first of January each year. If you start after January, leave time is prorated.
- If you work part-time your leave time is prorated based on how many hours you work.
- Vacation, sick or personal leave may be used in hourly increments.
- Leave without pay must be approved by your Program Manager.
- Unused benefits are not paid out at separation from employment.
- Unused benefit days expire Dec. 31 – there is no roll over of unused leave hours to the following year.

## **When Can I Use Days Off From Work?**

- Vacation
- Sick leave
- Personal leave

You should spread your days off throughout the year and not take all of your paid days off during the first few months. If you use up all of your paid days off, you will not be given any more until the first of January of the following year. If you are gone for an extended period from work, you may request that you receive your vacation pay, or you may ask that your time off be without pay. You cannot save your paid days off to use the following year. If you do not use all of your paid days off during the year, you will lose them.

### **How Do I Get Paid Vacation Days or Personal Days?**

- Inform your Program Manager.
- If an emergency happens, talk with your Program Manager about your situation so you can get paid for your time off.

### **How Do I Get Paid Sick Days?**

- Call your Program Manager by 8:00 am.
- If you are sick more than one day you will need to call every day.
- If you are sick 3 days or more, you may need to provide a Doctor's excuse when you return to work. If you do not, your absence may be considered to be unexcused and/or you may not be allowed to return to work until you provide a doctor's excuse. Your team will decide what disciplinary action, if any, is to be taken depending upon the circumstances.
- **You may not return to work until you are symptom free for 24 hours**

### **What are Unexcused Absences?**

- Missing work with no paid days remaining.
- Not calling in when you are off, no matter what reason.

If you have more than three unexcused absences within the year, your team may decide to terminate your employment. If you really need to have time off for some type of emergency and you do not have any paid days left, you must talk to your Program Manager and Supervisor about your situation. They can possibly approve additional days off without pay, depending upon the situation.

### **Appointments During Work Hours –**

- Try to schedule doctor, dentist or other personal appointments for late afternoon or on the weekend so that they do not interfere with your work.
- When you have an appointment, you should notify your Program Manager in advance.
- You may request the day off and receive a paid personal day or you may take part of the day off to go to your appointment, in which case you will be paid only for the hours that you worked. If available, you may use paid personal time to cover hours away from work.

The staff prefers that you take only part of the day off for appointments because this is usually how people handle this situation in a competitive job. For example, if you have

an appointment at 1:00 PM you should attend work in the morning and leave work early to attend your appointment. No matter how you decide to take time off, you may be asked to bring in an appointment slip or a written excuse from your doctor which states that you had an appointment and which explains any special work considerations that you may be under because of your health or medical condition.

**Rules and Regulations –**

1) These are the work hours for the workshops:

<u>Work Hours</u>	<u>Breaks</u>	<u>Lunch</u>
7:45 am to 2:15 pm	2/15 min	30 min

Exceptions to this work schedule may be made based on other circumstances such as: health concerns, space, or changing work load.

If you are unable to attend work or if you will be arriving late, for any reason, you must call your Program Manager. If the Program Manager is not available, contact your Supervisor. Please try to call before 8:00 AM. If you do not call you may not be able to receive a paid day off.

- 2) Excessive absenteeism may result in disciplinary action and possible dismissal. Three consecutive days of unreported absence may mean that your employment will be terminated. If you are absent for three days in a row due to illness, you may be required to submit a doctor's statement about your illness and readiness to return to work.
- 3) Absences that are required by a doctor must have that doctors order faxed (816-471-0019) within 2 days of the beginning of the absence. Failure to provide this documentation may result in termination. A release is required on the day you return to work. If a release to work is not provided on the first day back, you will be sent home until the release is received.
- 4) If you are at work and you must take time off for any reason during the day, you must request permission to leave from your Program Manager. No one may leave the workshop without notifying his/her Program Manager and Supervisor, no matter what the reason.
- 5) If you have difficulty coming to work on time, talk to your Program Manager. Repeated tardiness may result in disciplinary action and possible dismissal.
- 6) Moderate talking will be permitted as long as it does not bother those working with you or does not interfere with your production.

- 7) Headset radios will be allowed at the work stations. However, headphone may not be used when someone is talking to you and when you are walking around the workshop. Using headphones when walking will result in the loss of the opportunity to use them during work hours. Computers, I-Pads, and TVs are not permitted in the workshop.
- 8) Vending machines are available in the lunchroom during breaks and lunchtime. You are responsible for bring correct change for these machines. Some machines will take \$1.00 bills. After you have finished eating, please put all of your trash in the waste can. Food is not allowed on the workshop floor or at your workstation. Only drinks that have spill proof lids are allowed on the workshop floor.
- 9) Microwaves are available.
- 10) **There is to be no borrowing or lending of money, food, soda pop, or cigarettes in the workshop.** You are responsible for making sure that you bring enough money for transportation, lunch, pop, etc. **There will be no borrowing of money from staff.** You will need to bring only \$1.00 bills or change.
- 11) No Soliciting! There is to be no selling or buying from one another.
- 12) Do not take another person's property or completed work. Stealing is a crime and you may be suspended or dismissed if involved in such activity. This includes lunches and cigarettes.
- 13) Any employee caught deliberately destroying property will be suspended or dismissed, depending on the nature of the incident.
- 14) Running is not allowed in the workshop due to the danger of injuring yourself or others. Walk to and from your destination.
- 15) Inappropriate behavior will not be tolerated in the shop. Inappropriate behaviors include "clowning around", "horse play", "teasing and tormenting", "gossiping", "offensive sexual comments or gestures that could be considered sexual harassment" or doing anything else which bothers co-workers or other people in the workshop, preventing the successful completion of another person's work or endangers the safety of others.
- 16) Public display of affection towards other workers (kissing, holding hands, etc.) will not be permitted in the workshop, or on Ability KC property. **This rule applies to lunch and break times as well as during working hours.** This type of behavior is not an appropriate behavior in any work setting.

- 17) Disagreements can be worked out peacefully with the help of your Program Manager and Supervisor. Fighting will not be tolerated. Incidents of fighting will be dealt with on an individual basis. Anyone involved in a fight will be suspended. Employees can be dismissed from employment after the first incident of fighting. If a second incident of fighting occurs, the employee will be dismissed no matter who started the fight.
- 18) Weapons or drugs of any kind are not allowed in the workshop. Any person who has weapons or drugs will have the weapon or drugs confiscated and may be suspended or terminated from employment.
- 19) Anyone who is observed drinking alcoholic beverages or taking illegal drugs on the premises or anyone who reports to work under the influence of alcohol or drugs is subject to immediate dismissal.
- 20) If you take prescribed medication during the workday, you must be able to give the medication to yourself on your own. Your Program Manager, Supervisor and other staff are not allowed to give out or store medication. Your Program Manager does, however, need to be kept informed of any medication changes in order to keep your Emergency Medical Information Sheet updated.
- 21) **You should notify your Program Manager immediately of an address change or a new telephone number. This information is needed to keep our records up-to-date. For example, we may need to call your family or care giver in case of an emergency, or mail your paycheck to you.**
- 22) You should wear appropriate clothing to work. This means that your clothing should fit properly and cover your body. Open toed shoes or sandals are not allowed for safety reasons. Shorts and dresses are allowed: shorts must be of an appropriate length, no more than about 2 inches above the knee, dresses should be mid-calf (nothing above the knee) with no slits up the front, back or sides. Tank tops are permitted; straps must be at least 2 inches in width (no spaghetti straps). You may wear a hat while working as long as it is appropriate. Clothes with offensive logos will not be allowed. **If you come to work dressed inappropriately you will be sent home to change clothes.**
- 23) You will be expected to keep good personal hygiene while you are here. This means that you should bathe, wear clean clothes, brush your teeth and wash and comb your hair every day. You may be sent home if you do not display good personal hygiene.
- 24) Please keep the restrooms clean for yourself as well as others. Do not throw paper towels, tampons or excessive toilet tissues in the toilets because it plugs up the

stools causing them to overflow. If observed engaging in these types of action you could be subject to disciplinary action.

- 25) If you smoke, you must go outside to the designated smoking areas during your break times to do so. There is no smoking allowed anywhere in the building, outside the entrance to the building, in stairwells, or in the entry between the front doors. Please put your cigarette butts in the containers that are provided. Smoking in the buildings is prohibited and will result in immediate termination. **DO NOT THROW YOUR CIGARETTES AND TRASH ON THE GROUND!!**
- 26) Cell phones are not allowed on the workshop floor during work hours. They may be used during breaks and at lunch.
- 27) The telephones in the workshop and staff offices are for Industries business. You are not allowed to use the telephone without staff permission.
- 28) **Ability KC will not be responsible for any personal items you bring to work.**

Any employee who does not adhere to the rules and regulations, or will not follow the direct orders of his/her Supervisor or other staff is subject to disciplinary action.

#### **Disciplinary Action –**

The following procedure will be used by the workshop staff when violations of workshop rules occur:

First Violation: - verbal warning; a notation made in your case record.

Second Violation: - written warning; the disciplinary reports are placed in your record.

Third Violation: - possible suspension for one or more days; the length of suspension will be determined by your team.

This procedure is subject to change depending on the severity of the behavior.

***Important Note:*** Multiple suspensions for any reason or reasons may be grounds for dismissal. Dismissal will be used as a last resort after all other methods of dealing with behavior problems or unacceptable work habits have been exhausted. If a time period of six months passes without further violations and suspensions, then previous disciplinary reports will be disregarded in terms of future disciplinary actions.

#### **Dismissals and Re-Entry Policy –**

When you have been placed into a job in competitive employment or other employment services, your position in the workshop will remain open for at least ninety days.

If you are dismissed or fired from the workshop for disciplinary reasons or failure to follow the rules, policies and procedures, you will not be eligible for rehire for one year unless there is some reason to expect a change in your behavior or attitude (for example, you have been involved in counseling or have completed a drug treatment program).

If you are unable to continue working for other reasons, you can re-enter the program at a later date if the Ability KC's Operations Manager and you agree the re-entry into the program best addresses your needs, abilities, strengths and preferences.

### **Safety Awareness Policy –**

Everyone has a responsibility for safety. If you see any unsafe condition or actions, please notify your Supervisor, Program Manager or Operations Manager.

**a) Injury or Illness:** In the event of an accident or illness while at work, you should notify your Supervisor, Program Manager or Operations Manager immediately. They will assist you with obtaining any necessary medical attention and will contact your group home, family or other emergency contact person if necessary to send you home or to the hospital. If you are too ill to continue working, staff will assist you in making arrangements to go home for the remainder of the day. If you go home sick you must stay home the following day.

**b) Seizures:** Some persons working in the workshop have seizure disorders. Should a co-worker have a seizure, remain calm and seek out the closest staff member for help.

**c) Equipment:** Do not utilize any of the equipment in the workshop without the permission of your Supervisor. When another person is moving stock with a forklift or floor jack, you must remain seated and out of the way.

**Worker's Compensation:** In case of an accident, report what happened to your Supervisor immediately. Workers' Compensation covers only those incidents which happen while you are on Ability KC's property and which are reported within 24 hours after they occur.

**Suggestions:** If you would like to make suggestions or express concerns about your work environment, the rules or the policies, you may talk to your Program Manager about your ideas.

### **Financial Arrangements –**

Services are provided at no charge to participants in the Industries Program.



## **Other Services Offered in the Employment Services Department –**

Participants may request to enter into Community Employment Services at different times throughout the year. The Program Manager will assist the Person Served in contacting the Missouri Division of Vocational Rehabilitation to make application for Community Employment Services. If the individual enters into services with MOVR, his/her position in RI Industries will be held open for a one-year period, should they choose to return. The choice of which Community Employment Provider he/she elects to work with will be at the sole discretion of the Person Served. If Ability KC is selected as the Community Employment Provider, the following services may be offered based on the needs of the Participant and the MOVR Counselor.

- Vocational Evaluation, Career Counseling and Exploration – A battery of aptitude and interest tests and work samples to identify vocational interests and goals.
- Job Site Assessment – Work habits, behaviors, attitude, work speed, physical abilities and stamina may be observed and assessed in a work environment.
- Job Coaching – Assistance of a job coach when placed at a Employer site to provide support to the Person Served and/or Employer during the start of employment.
- Job Placement – Assistance with conducting a direct job search for permanent employment.
- Supported Employment – Long-term personal and vocational support to maintain employment in the community.
- Assistive Technology – ACCT Program – Alternative methods of communication or special adaptations through assistive technology tools that may help in the home, school, work or community environment.

### ***Rights and Responsibilities of Participants***

Recognizing your right to quality services, we believe that our mutual respect for rights and responsibilities will contribute to better outcomes and satisfaction with your program.

#### ***RIGHTS OF PARTICIPANTS:***

##### **As a participant, you can expect:**

#### **RESPECTFUL AND SAFE SERVICES:**

- Be given considerate, respectful and compassionate treatment, care and services.
- Be given care in a safe environment, free from physical, sexual, or psychological abuse, physical or psychological neglect or physical punishment, humiliation,

threats, exploitative actions (financial or otherwise) or retaliation from employees of Ability KC.

- Know the names and jobs of the people who work with you.
- Know when students or other trainees are involved in your program.
- Have your culture and personal values, beliefs and wishes respected.
- Discuss your concerns, questions, and needs with your program manager or other appropriate staff without fear of retaliation. Presenting a concern will not affect your ability to receive quality services.
- Be treated without discrimination based on race, color, age, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language, or your ability to pay for your care.
- Be given a list of legal representation, self-help and advocacy services, when needed. These services help certain persons (e.g. children, elderly, disabled) exercise their rights and protect them from abuse and neglect.

### EFFECTIVE COMMUNICATION AND PARTICIPATION IN YOUR SERVICES

- Receive information in a way you can understand. Availability of language interpretive services or assistive devices such as TDD machines for the hearing impaired.
- Obtain from your program manager complete current information concerning your job and outcomes of services (anticipated and unanticipated) in terms that you can reasonably be expected to understand.
- Participate in the planning of your own program. The individualized program plan developed jointly with the staff should tell you how the staff expects to help you reach your goals.
- To meet regularly with staff to talk about your program. Ask questions and get a timely response to your questions or requests
- Involve your family in decisions about your program.
- Refuse services.

### INFORMED CONSENT

- Give permission (informed consent) before starting your job including risks and benefits of your job duties.
- To choose to or refuse to participate in research projects. Staff of Ability KC will adhere to research guidelines and ethics involving research projects.
- Agree or refuse to allow photos or videos.

### YOUR RECORDS:

- To review your records and receive copies of the records at a reasonable photocopying fee. At least 72 hours notice may be required to prepare copies.
- To refuse the release of information from your records.

## PRIVACY AND CONFIDENTIALITY

- Have privacy and confidential treatment and communication about your services.
- Be given a copy of the HIPAA Notice of Privacy Practices.

## COMPLAINTS AND GRIEVANCES

- You have the right to complain and have your complaint reviewed without affecting your services. If you have a problem or complaint, you may talk to the program manager or other appropriate staff.
- You have the right to file a formal grievance without fear of punishment, retaliation, or barriers to services, and to expect that your grievance will be investigated and resolved to the best of our ability.

## ***RESPONSIBILITIES OF PARTICIPANTS:***

***As a program participant, you have the following responsibilities:***

- Provide complete information requested by staff and related to your program. That may include medical, social, psychological, educational and vocational history. If changes occur, please let us know as soon as possible.
- Inform staff about accommodations, cultural issues or other beliefs that are important to consider in planning your program.
- Keep scheduled appointments and be on time. When appointments cannot be kept for whatever reasons, you should contact Ability KC immediately to cancel or reschedule.
- Participate actively in developing your program.
- Comply with the program plan we develop together or, if you disagree, discuss your needs with the staff person responsible for coordinating your program.
- Accept responsibility for your decisions and consequences, if you refuse services or don't follow the agreed-upon plan.
- Follow the rules and regulations explained to you and outlined in the participant handbook.
- Be considerate of others including safety and freedom from abuse of any kind.
- Provide a copy of documents supporting guardianship or custody when requested.
- Respect the rights of staff members and others regarding noise, cell phone use, inappropriate language, etc.
- Do not bring valuables with you. **Ability KC CANNOT BE RESPONSIBLE FOR THEM.**

If you have any questions regarding these rights or wish to voice a concern about a possible violation of your rights, please contact the Director of Professional Standards at 816-751-7832.