

WORK TRAINING CENTER INC.

Client Handbook 2011 - 2014



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**This Client Handbook is distributed to
each client enrolled in a WTC program.**

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Welcome to WTC!

Learn about the programs and opportunities available to you and let us help you reach your potential.



Welcome to Work Training Center Inc. and Affiliated Programs (WTC). We are happy that you have decided to use our programs and services. Our dedicated staff and volunteers will assist you in reaching your potential as you attend and work within our organization. Please talk to your WTC Vocational Services Counselor or ADP Program Coordinator at any time to learn more about specific programs and opportunities available to you.

Basic Rights of WTC Clients

WTC actively seeks to preserve the human rights, dignity (self-respect), and safety of all clients in programs. WTC believes that, regardless of level of skill or ability, all persons should be provided the opportunity for training. WTC does not allow physical abuse or physical punishment; financial abuse; neglect such as denying adequate nutrition (food/drink), heating/cooling, etc.; nor psychological abuse, including humiliating, frightening, or exploiting forms of punishment, including retaliation. We encourage you to self-advocate, to learn, and to seek satisfying work. We ask that, while you are pursuing your own interests, you respect the rights and interests of others.

WTC believes in your rights outside of program



WTC affirms that persons with disabilities have the same legal, personal, and civil rights under Federal and State law, as does any other citizen. Adults with disabilities have the right to exercise their citizenship rights fully in order to live as independently and normally as possible in the least restrictive environment.

A person with a disability has the right to associate with friends of his or her choice, to pursue happiness while respecting the rights and interests of others, and to be a self-advocate to express his or her views, seek further education, and pursue satisfying work.

Work Training Center Rehabilitation and Vocational Services Department staff is available to assist in access and/or referral to guardian, conservator, self-help groups, or advocacy services. If a client needs access or referral to guardian or conservator services, the client's assigned case manager will discuss the need for such services with the client and contact the appropriate persons or agencies. As an example, most clients who attend Work Training Center programs have a Far Northern Regional Center (FNRC) Service Coordinator who can assist the client with these services. FNRC also has a Client's Rights Advocate to pursue advocacy services. Work Training Center also offers self-advocacy groups for clients at various program sites.



What do I need to do first?

The intake and orientation process will help you get acquainted with our programs.

The first thing you might want to consider is to take a tour of our facilities, then talk to our staff, and think about which of our programs you might like to attend. Call Work Training Center at (530) 343-7994 and ask to take a tour (or you could have a friend or family member call for you; we encourage you to bring someone with you when you visit to help you ask questions).

The Referral Packet is necessary

After your decision to attend WTC, talk to your Referral Agent (Far Northern Regional Center Service Coordinator or Dept. of Rehabilitation Counselor) about your choice and ask them to send a Referral Packet to Work Training Center.

A Referral Packet contains information about you and your preferences, your medical needs, your psychological needs, and other important information about you that WTC will need to know about so that we can assist you to choose the program best suited for you. We review all of your information and your desires to ensure that you will receive the most benefit from WTC services.

Ask your FNRC representative to send a Referral Packet to WTC

For Adult Day Programs, the Referral Packet is sent by your FNRC Service Coordinator to the WTC Director of Rehabilitation Services. For Vocational Services Programs, the Referral Packet is sent to the WTC Director of Vocational Services. For Do-It Leisure's Individual Programs, the Referral Packet is sent to the DIL Director of Community Services. A complete referral packet has the following basic forms:

- ❖ Letter/memo from your FNRC Service Coordinator introducing you, along with your current address & phone number, and the program you are considering to attend.
- ❖ Your CDER and SANDIS information sheets.
- ❖ Your conservatorship paperwork if you are conserved.
- ❖ Your General Medical results (a Physician's Report form Lic. 602 will suffice for any WTC program placement) current within one year, including your TB and Hep-B information. Adult Day Programs also require an Ambulatory Statement from your doctor.
- ❖ Your psychological report current within two years.
- ❖ Your FNRC annual review and Social Assessment.
- ❖ Your criminal history if it is relevant to program/safety issues.
- ❖ Your FNRC IPP stating specific WTC program attendance. Authorization for tuition should be requested by your FNRC representative and forthcoming within two weeks of program entry.

WTC's official Admission Criteria describe who can most effectively be served, but are not intended to exclude persons from participating in our programs. The Admission Criteria provide a guideline when a referral for



services is received and reviewed. Using professional judgment to decide whether a program is applicable to a person's needs, staff members use the Admission Criteria to reduce the likelihood of inappropriate placements when assisting you to choose your program.

Once we receive your complete Referral Packet, our goal is for you to begin receiving services or begin working within two weeks from that date. If the program that you wish to enter has no immediate openings, you may be placed on a waiting list until that program does have an opening available. The waiting list will be on a first-come-first-served basis if all your paperwork is complete. You may attend a different program that does have an opening during the waiting period if you wish.

The Intake Interview helps us get to know you

After we receive and review the Referral Packet, it is assigned to the Vocational Services Counselor or ADP Program Coordinator associated with the program you have chosen to attend. This person will discuss any questions they have with your referral agent and your funding agent (if different), and will then schedule an Intake Interview with you and/or your representative(s).

Invite people who care about you to attend your Intake Interview

The Intake Interview will include you, your parents and/or conservator (if applicable), your care provider (if you have one), your referral agent, your funding agent (if different), your WTC Vocational Services Counselor or Program Coordinator, and other important people in your life that you want to invite to this meeting. Depending on which program you have chosen to attend, other WTC staff may come to your Intake Interview, also.

What happens at my Intake Interview?

The purpose of the Intake Interview is to provide an opportunity for all persons involved with your placement to discuss your specific needs and goals. We will discuss your specific program, your expected participation, and what you want to learn or experience. We will determine and agree upon what days and hours you will attend your program. Transportation arrangements will also be discussed and made. We will explain and discuss with you the services we will provide, financial arrangements (if applicable), and the management of your program. These discussions allow WTC staff to work with you and/or your representative/conservator so that we can design your Individual Service Plan around your hopes and dreams.



In addition, during the Intake Interview, you (or your conservator) will be signing several forms that will be read and explained to you before you sign them. Please bring your Social Security card, a photo ID card, and your Medical card (or copies of these forms) with you to your Intake Interview. These forms, along with your Individual Service Plan and Referral Packet, will become part of your Master File maintained by WTC staff.

Starting Your New Program: the first day



On the first day you attend your new program, your WTC Supervisor, Instructor, or Job Coach will show you around your program site, explain to you what activities you will be doing each day, what specific tasks you need to do, and also when and where to take your breaks and lunch. The goals on your Individual Service Plan that you discussed at your Intake Interview will be reviewed with you and your new Supervisor. Your Supervisor, Instructor, or Job Coach will note your attendance every day and assist you in learning your daily routine. If you ever want to discuss something with your Vocational Services Counselor or ADP Program Coordinator, they are available for you—just ask.

Checking On Your Progress

After you have attended program for about six to eight weeks, an Initial Progress Review Conference will be scheduled with you; your Vocational Services Counselor or Program Coordinator; your Supervisor, Instructor, or Job Coach; your parents and/or conservator; your care provider; your FNRC Service Coordinator; your funding agent (if different); and any other important people in your life that you want to invite to the meeting. Your Annual Progress Review Conference will take place during your birthday month, and your Semi-Annual Progress Review Conference will take place six months later.



What happens at my Progress Review Conferences?

The purpose of all Progress Review Conferences is to discuss your progress and any areas where you might need assistance in order to increase your skills or learn something new to you. Your Individual Service Plan will be reviewed and revised, and your attendance, your response to program activities, and your strengths, abilities, preferences (choices), needs, goals, and desired outcomes will be discussed. During your Annual Conference, you (or your conservator) will be signing forms that will be read and explained to you before you sign them.



Speak up if you are interested in other services WTC has to offer.

If you are interested in another WTC program or wish to participate in other services available to you, just speak up! You do not have to wait until a conference to make your curiosity and desires known; but your Progress Review Conference is an ideal time and place to discuss other options of interest to you such as community employment, Do-It Leisure programs, Independent Living Skills, destination training, self-advocacy groups, and special classes like “Stop Smoking,” “Respect Yourself,” “Job Club,” or the “Success” classes.

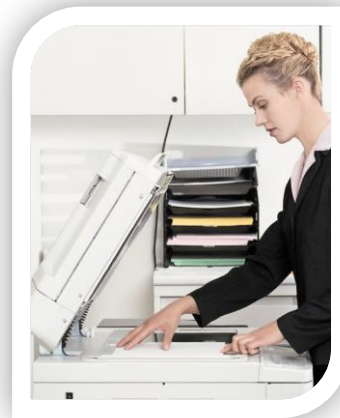
Access to your records is confidential

If you or your conservator wants to review your file, just tell your Vocational Services Counselor or Program Coordinator. They will take you to a reviewing area and loan your Master File to you. The file must remain in the reviewing area, but if you or your conservator wants copies of any of the documents, just let the Vocational Services Counselor or the ADP Program Coordinator know. Feel free to ask questions about the forms in the file, and we will explain them to you.



No other person may look at your file, except for authorized WTC staff, without your or your conservator's written consent. Also, no information about you is ever released to the public without your or your conservator's written consent. If you wish to have a bill-collector, employment agency, or any other business contact WTC about you, then you or your conservator must sign a Release of Information form stating the specific information that you will allow that business to know about you. Medical information about you may only be released when we are required to do so by law or in a medical emergency; you will receive a Notice of Privacy Practices during your intake meeting that details our policies concerning your medical information.

You may have a copy of any forms that you or your conservator have signed at any time. Ask your Vocational Services Counselor or the ADP Program Coordinator to give you a copy of the forms.



Can I make money?

All WTC Vocational Services Programs and Adult Day Programs provide employment opportunities in which you can earn money.

You will be paid for the work that you do by a commission, by piece-rate, or by an individual hourly wage, depending on the program you are in and the type of work that you do each day. The amount of money you receive depends on how many pieces of work you produce or sell, and/or on how many hours you participate in paid work. Hourly wages are based on individual productivity at the prevailing wage regulated by the Department of Labor. Wages are reviewed four times a year and will be adjusted based on information about your productivity from the wage review.

If you are working at a Supported Employment Individual Placement (SEIP) position in the community through WTC's Community Employment Services (CES), your employer must pay you at least the current minimum wage; please talk to your employer about tax issues; you must report the wages you earn to the Social Security Office (ask your Job Coach how to do this).



What about taxes?

Vocational Services Vocational Training program (BMPS, FRI, & FROC) clients **do not** have taxes deducted from their wages; you are given a W-9 to sign at intake, and you will receive a 1099 tax return form from WTC at the end of the year. All clients who work are considered "Student Trainees" and you should not be considered to be self-employed when filing your tax return, even though you receive a 1099 tax return form. WTC cannot give advice on tax issues; please see a tax professional if you have questions.

You are a "Student Trainee" and your tax professional needs to know that.

Vocational Services Supported Employment program clients (PLS, FSR, FSRO, FSRM, & Janitorial) **will have** State and Federal withholding taxes deducted from their wages; you are given a W-4 to fill out and sign at intake, and you will receive a W-2 tax return form from WTC at the end of the year.

Do my earnings affect my SSI benefits?

WTC is obligated to report all of your earnings to the Social Security Office, no matter if you cash your paychecks or not. Generally speaking, you can earn up to approximately \$85 per month and there will be no changes at all to your SSI benefits (assuming that the only earnings you receive are from WTC). Earning over \$1,709 per month would result in termination of your SSI money benefits; however, your medical benefits might still continue. Any money you earn that is between \$86 and \$1708 will affect your SSI money benefits on a sliding scale, but the total amount of your Earnings when added to your SSI money will be more than if you had no earnings at all and relied on SSI alone. WTC is not an expert on SSI benefits; please discuss your SSI issues with your Social Security professional.

Earnings + SSI Money = MORE TAKE-HOME \$ than SSI alone

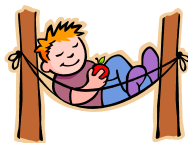
How long can I keep an un-cashed paycheck?

WTC policy is that you must cash your paycheck before 180 days (six months) from the date printed on the check, or it will become unusable (void). We offer to mail your paychecks to you, your conservator, or your representative payee if you fill out a Request to Mail Paycheck form and give it to your Vocational Services Counselor or Program Coordinator. We also offer and recommend that you use Automatic Deposit to a checking or savings account; request the paperwork and instructions from your Vocational Services Counselor or Program Coordinator.



Vacations, Holidays, and Paid Time Off (PTO)

For all Vocational Services programs, effective one year after your start date you are eligible to receive eight Paid Time Off (PTO) days per year, and you may accumulate up to a maximum of 16 days. You may use your PTO days to take a vacation, to be paid for a holiday, or to take other time off as needed.



Vocational Services will automatically assume that you wish to use your PTO credits to be paid for a holiday unless you tell us that you do not want to use them. Please submit a Vacation Request form to your Supervisor when you want to use your PTO credits for a doctor's appointment, to take a day off, etc. If you are ill or unable to attend program, and do not call in to let us know, we might think that you are "absent without leave" and we will not know if you want to use your PTO credits to get paid for that day or not.

Some Supported Employment programs may require that you work on a holiday (even when other WTC programs are closed). In some cases, you may be expected to work during hours or days when other clients are not working. You will be paid for all of the hours you work, even if you worked on a holiday.

If you have a Supported Employment Individual Placement (SEIP) job in the community through CES, you will receive the same benefits as other employees in similar positions at your place of employment. You must call your employer and CES if you are going to be absent. Your employer and your Job Coach will review these and other issues with you when you are hired.

You can apply for WTC Staff openings

Talk with your Vocational Services Counselor or ADP Program Coordinator for information about WTC Staff openings that you might be interested in. The WTC Personnel Policy states that no person shall be denied employment or in any way be discriminated against because of race, color, national origin, ancestry, gender religion, age, or non-job-related disability. If you want to apply for a Staff opening at WTC, you must turn in the standard WTC employment application packet and must meet the required qualifications as stated on the job announcement. If you are hired, there is a six-month introductory period before becoming a regular staff member.

What are my responsibilities?

Common courtesy and self-esteem can guide you to make good choices and be a responsible citizen and employee.

By showing common courtesy and having positive self-esteem, you can usually make good choices that show you are a responsible person. This will help you get along with your co-workers, other program attendees and staff, as well as other people in your community. The following rules and guidelines will help you make good decisions and be courteous and helpful to others; and you will feel good about yourself when you follow them.



Basic WTC Program Rules

The following rules apply for all programs. If you break any of these rules, an Incident Report will be written that documents your actions and it will be mailed to FNRC, your funding agency (if different), CCL (for Day Program clients), and to your care provider and/or conservator if appropriate.

1. No fighting (it may result in immediate suspension).
2. No swearing or use of offensive speech or gestures.
3. No running, kicking, pushing, shoving, poking, slapping, hitting, pinching, hair-pulling, spitting, or biting.
4. No sexual conduct inappropriate to a work or program setting.
5. No stealing.
6. No use of alcohol or illegal drugs on WTC premises, in vehicles, or while participating in any WTC program or activity.
7. No weapons (guns, knives, or other harmful devices).
8. No tobacco use except during breaks and in accepted areas outside of buildings. No tobacco use inside any WTC building or vehicle at any time.
9. No yelling, disrupting, or disturbing others, because it makes it difficult for others to work or participate in activities.
10. No leaving your workstation, classroom, or activity unless you first let your Supervisor know where you are going and when you will return.
11. No destruction or damage of WTC property.

Appearance, grooming, and good hygiene are important



You should always have a well-groomed appearance and good hygiene because it is very important to your own self-esteem and shows that you have respect for yourself and others. Wear clothing and shoes that are suitable for your program, that are durable, easy to clean, and comfortable to wear. You should dress for the weather conditions, especially if you will be outside. Wear clean, well-mended clothes and bathe regularly. In some circumstances, it may be wise for you to keep a change of clothing at your program site. Your Vocational Services Counselor or ADP Program Coordinator will tell you about dress standards required in your program. If you do

not comply with program-required grooming and dress standards, you may face certain specific consequences for your actions; your Vocational Services Counselor or ADP Program Coordinator will explain these to you.

Let us know about changes in your life

Common courtesy and responsible action mean that you need to let your Vocational Services Counselor or ADP Program Coordinator know whenever there is a change in your life. Please notify us immediately:

Common courtesy means you need to keep us informed.

- ❖ If you move to a new address, or change your phone number.
- ❖ If you start taking a new medication.
- ❖ If you stop taking a medication or your dosage/frequency changes.
- ❖ If you change doctors.
- ❖ If the person you want us to contact in case of an emergency has moved or changed phone numbers.
- ❖ If your conservator has moved or changed phone numbers.
- ❖ If your next-of-kin has moved or changed phone numbers.

Regular attendance is expected



Regular attendance is expected of all of our clients in all WTC programs. Regular attendance is normally five days per week; exceptions may be considered on an individual basis—please talk to your Vocational Services Counselor or Program Coordinator. There are scheduled breaks and a lunch break for each program. WTC is a tuition-based training organization (similar to a school), and we receive our tuition funding based on how often you attend your program. If you do not attend, we do not receive funding; and that makes the services that we can provide to you suffer. Individual work and program hours

may be determined at your Intake Interview or Progress Review Conference; you are expected to participate in program for the full number of hours you agreed to attend.

Adult Day Programs Vacation or Appointment Notification

Please notify your ADP Program Coordinator when you are going to be absent for a vacation, or if you are going to be absent for just part of the day because it affects our community work and leisure schedules. Please try to schedule appointments early mornings or late afternoons so that you can attend at least part of the day. ADP clients are not required to fill out a Vacation/Time-Off Request form.

Vocational Services Programs Vacation Request form

All Vocational Services program clients must notify your Vocational Services Counselor in advance of being absent by filling out a Vacation Request form for medical or business appointments or for requesting vacation time. Please try to schedule appointments during the early morning or late afternoon hours so that you can participate in program for half of the day.

If you work in a Supported Employment program or hold a job in the community, you should schedule all appointments, meetings, etc. after work hours whenever possible so that you do not disrupt regular contract work or interfere with your employer's work schedule. If you are in Supported Employment and want to take vacation time off, you must give at least one-week's notice so that we can schedule a substitute worker while you are away. If you do not comply with this, assignment to another type of work program may be necessary.

But, what if I'm sick?



Everyone becomes ill occasionally and must stay home to get well. However, if you are ill or unable to attend your program, it is your responsibility to call in or find someone to call in for you, (such as your care provider or parent) to report your absence for the day.

When you call your ADP Program Coordinator or Vocational Services Counselor, tell them the reason that you cannot attend program. You should call in every day that you are absent to let us know if you are getting better. If you are leaving a message on an answering machine, please include your first and last name, the program you attend, and the reason you will be absent. If you ride WTC transportation, you must also call them to let them know not to pick you up. If you fail to notify transportation of your absence, they will not return to your address until you call them to inform them to resume transportation services to you.

WTC policy requires that we take all necessary and reasonable measures to protect your health and the health and safety of others in our programs. Because we want everyone to be safe from harm and health risks, it may be necessary to excuse you temporarily from program if you have any of the following conditions:

Chicken pox, measles, poison oak rash, undiagnosed rash, scabies, ringworm, weeping sores, impetigo, mumps, active tuberculosis, lice, pinkeye, hepatitis, vomiting, fever, discolored mucus, severe seizures, or similar potentially dangerous or contagious conditions.

If you come to program with any of the above illnesses or conditions, you will have to return home right away; we will assist you, your parent or care provider to make arrangements to get you home. A doctor's release will be required when you return to program.

Do I need a doctor's release to return to work?

After you have been absent, we will require you to bring us a doctor's release for physical injuries such as a broken arm, sprained ankle, surgery, hospitalization, after successful treatment of a contagious disease, as stated above; or if your Vocational Services Counselor or ADP Program Coordinator requests one.



What if I want to go home during program hours?

WTC recognizes and affirms our responsibility to protect your safety, while at the same time allowing you to make adult, informed, independent decisions. If you decide you want to leave during program hours, either by yourself or with another person, WTC staff will offer you advice. There are certain circumstances that may endanger you. Your

Vocational Services Counselor or ADP Program Coordinator will assist you as needed in such situations. Staff will remind you how important it is to stay in program the full day, and may encourage you to make other plans after program is over. Of course, if you are feeling ill and need to go home, we will assist you to make arrangements to return home.

Safety rules make sense

Being safe and following safety rules just makes good sense. Nobody likes to get injured. Do not place personal belongings in aisle ways where someone might trip over them. Report any unsafe conditions such as wet floors, or cords or other items in the way. Keep your work area free from hazards to others. Do not make sudden movements or act silly near anyone operating machinery. Do not use machinery in any way not designed for the equipment.



You must follow all safety procedures for the machines and equipment that you are operating, especially wearing of all safety gear. You may be required to pass a certification test of your ability to operate some machines. You are allowed to operate only the machines and equipment that you have been trained on and assigned to. Do not wear clothing that might be caught in moving parts of the machines or equipment (please follow the dress code for your assigned work program and area).

What should I do if I get hurt during program?

If you or someone you see gets hurt during program, please IMMEDIATELY report the injury to your Supervisor or other staff member, even if the injury does not look serious to you (like bumping into a wall or tripping on a cord). We might be able to prevent others from being injured by unsafe conditions, and WTC is required to document a scrape or bruise and any first aid we give you (even a Band-Aid or ice pack). If you are seriously injured while you are participating appropriately in a program, WTC has a student accident policy and Worker's Compensation insurance to cover your medical bills. You must see a WTC-approved physician for a work-injury, even if you see the doctor after work or on a weekend or holiday. The names of our approved physicians will be given to you at intake or if an injury occurs. If you are in a SEIP job in the community and are injured on the job, your employer provides worker's compensation insurance to pay for your medical bills; however, you must also report your injury to the CES Program Coordinator.

Always report every injury no matter how small.

Can I smoke or use tobacco products during program?

Because tobacco use and secondhand smoke can harm the health and safety of others, WTC restricts the use of tobacco products, including smokeless tobacco, and complies with all Federal, State and local regulations. State law prohibits smoking inside all WTC buildings, contract facilities, and vehicles.

You may use tobacco only during breaks, lunch, before, or after program hours. Smokers do not get "extra" breaks to smoke. You may use tobacco only in an accepted tobacco-use area, and please use the proper place in this area to throw away any matches and butts. Do not spit chewing tobacco on sidewalks or any other walking surface. If you use the tobacco-use area, it

is your responsibility to help keep it clean and to be sure that all butts are put out properly to prevent fire.



If you are a tobacco user with a physical disability, it might be necessary to have a staff person assist you in the tobacco-use area. However, if no staff person is willing to assist you while you smoke, you will have to make arrangements with someone else to supervise you when you want to use tobacco.

If there is ever a dispute about the usage of tobacco between a smoker and a nonsmoker, and the two of you cannot agree to a compromise, then the nonsmoker's wishes will be favored.

From time to time WTC sponsors a program to help you stop using tobacco. If you are interested in these services, please contact your Vocational Services Counselor or Program Coordinator.

Cell Phone Use

For reasons of common courtesy, work productivity, and safety issues, personal cell phones are to be turned off during work periods. You may use your cell phone only during authorized break times or lunch. Abuse of this policy could lead to temporary or permanent suspension of your cell phone privileges.



Don't Use Your Own Tools at Work

Due to safety and liability issues, using your own personal tools while performing your work at WTC vocational training programs is not allowed. You will be issued the proper tools for the work that you are expected to do, and will return them each day. However, some clients in Supported Employment programs such as landscaping may be allowed to bring certain tools from home, on a case-by-case, preapproved basis; talk to your Vocational Services Counselor.

Cost of Services



Generally, all service costs for all programs are covered by tuition from FNRC or the Dept. of Rehabilitation (we accept private pay in certain specific situations, which is arranged through WTC's Accounting Department).

However, additional costs, such as special events, activities in the community in our Adult Day Programs (such as swimming, lunch at a local restaurant, bowling, etc.) are not covered by FNRC or by the Dept. of Rehabilitation. *These costs are your responsibility alone.*

Note: We do not assist with money management in any Vocational Services program. If you wish to have money management services, please contact Far Northern Regional Center and ask about "representative payee" services.

How do I get to and from program?

If you are not able to use other forms of transportation, WTC can provide transportation service to and from your program.

If you are not able to use other forms of transportation such as the public bus system, walking, biking, or driving, WTC can provide transportation for you both to and from your WTC program upon approval by FNRC. If you would like to learn how to use the public bus system, you can contact your WTC Vocational Services Counselor, your WTC Program Coordinator or your FNRC Service Coordinator and ask them for “Destination Training”.



Most WTC programs are open between 7:00 a.m. and 5:00 p.m.; however, the WTC Transportation Department office is open from 5:30 a.m. to 5:30 p.m. The time you will be picked up and the time you will be dropped off may be different from the operating hours of the program you attend, and these times are determined by many things including where you live, the number of other clients in your area, and what program you need to get to. Your Vocational Services Counselor or Program Coordinator will help you understand your transportation arrangements.

Call Transportation at 343-5706 if you are not going to attend program that day.

If you use WTC transportation, and you are ill or unable to attend program, you or your care provider **must call the Transportation Office** to let them know about your absence before you are scheduled to be picked up so they can let the bus driver know. **Their phone number is: 343-5706.** You may call and talk to a live person as early as 5:30 a.m., but for calls before that time, or after 5:30 p.m., there is an answering machine. Leave a message that includes your name (first and last), your address, your phone number, and your route number if you know it. If you do not notify transportation of your absence, they will not return to your address until you call them to inform them to resume transportation. You must also call your Vocational Services Counselor or ADP Program Coordinator and tell, them, too.

Transportation Rules of Behavior

The following rules apply at all times while in any WTC or staff vehicle. If you break any of these rules, an Incident Report may be written that documents your actions and will be mailed to FNRC, CCL (for Day Program clients), and to your care provider and/or conservator if appropriate.

1. There will be absolutely no physical or verbal misbehavior (fighting, teasing, pestering, pushing, poking, etc.).
2. Inappropriate physical contact (sexual, etc.) with others or yourself will not be allowed.
3. Everyone will wear a seat belt at all times.
4. No beverages or food will be consumed while inside the vehicles. (Water in a plastic container with a lid is the one exception to this rule.)
5. Stay seated until the vehicle has fully stopped.



6. Keep all parts of your body inside the vehicle.
7. Do not throw anything out of the vehicle window.
8. Keep your feet on the floor of the vehicle.
9. While riding in a vehicle, the Driver is your Supervisor, and you must follow his/her directions.
10. Baggage is limited to one small bag (backpack, purse, etc.), and a lunch pail. (Other items may be transported on occasion with prior permission; talk to your bus driver).
11. Harmful, unsafe, or continued disruptive behavior towards yourself or others may result in being prohibited to ride WTC transportation.
12. No weapons are allowed on the vehicles.
13. The use of tobacco products is not allowed in any WTC vehicle.
14. Causing damage to the bus and/or other people's property is not allowed.

It is your Driver's responsibility to get you to your destination safely. Please help your Driver by following all of the transportation rules and any directions given to you by your Driver. Your cooperation ensures that you may continue to ride on our vans. If you have a complaint about your Driver, please speak with your Vocational Services Counselor or ADP Program Coordinator or call Dispatch at 343-3406.

Transportation in the Event of Emergency Evacuation



The WTC Transportation Department will never leave you alone and unsupervised if you live in a care home, certain supported living situations, or in certain family homes at any time when being dropped off. You or your family will be asked to give us specific instructions on the Home Alone Authorization form that you will receive during your intake meeting.

In case of a state of emergency or disaster, if it is not possible to transport you to your home and it becomes necessary to transport you to an evacuation site, then your care home, supported living home, or family home will be notified of the supervised evacuation site that you have been or will be transported to so that you can be picked up.



Let me tell you about Work Training Center!

We have many programs and services that you can choose to attend; it may be possible for you to receive services from more than one area at the same time.

Work Training Center Inc. and Affiliated Programs (WTC) is a private, not-for-profit organization. We are one of the largest rehabilitation and service facilities in Northern California. WTC is accredited by CARF, the Rehabilitation Accreditation Commission. We are certified by the California State Department of Rehabilitation, the U.S. Department of Labor, and the California State Department of Developmental Services. Our Adult Day Programs are licensed by California Department of Social Services Community Care Licensing. WTC doesn't discriminate with regard to employment, promotion, pay, or place of work because of race, religious creed, color, ancestry, national origin, sex, sexual orientation, non-job-related disabilities, age, marital status, mental and physical disability or medical condition. WTC is an equal opportunity employer. For more information, you can visit our website at www.wtcinc.org.

Our mission is to assist you



WTC's mission is "to assist and support people with disabilities as they achieve increased independence in work and leisure, and to enhance the quality of their lives." Our values are Personal Development, Opportunities, Respect, Professionalism, and Inclusion.

WTC provides a variety of programs and services designed to meet individual needs. Our staff works cooperatively with you, your referral and funding agencies, and with the people involved in your life to ensure that you are given the best opportunities to achieve your potential. We review our programs periodically to ensure that our clients' needs and desires are being met.

Our staff is trained to assist you

All WTC staff members bring a variety of qualifications and experiences to their departments. Depending on the position, advanced educational degrees or professional certification is required. All staff must have a basic level of education combined with experience to be hired by WTC. Regular "in-service training," as well as additional continuing education, conferences, and instruction is offered and encouraged in order for the staff to provide you with the best services possible.

Additionally, WTC staff adheres to a written code of ethics that outlines how WTC staff and our Board of Directors will conduct business and treat you, our clients. An Ethics Review Committee serves as a forum on ethical issues and recommends policies or procedures to strengthen or clarify



WTC's Code of Ethics. This code includes information about any potential conflict of interest such as a family member working as a staff member in a program you may choose to attend. For specific qualifications for any staff position, or to see a copy of our complete code of ethics, please ask at the front desk in the main office on Fair Street.

Those staff positions that may work directly with clients are:

Vocational Services Programs—Director of Vocational Services, Program Coordinators, Program Directors, Vocational Services Counselors, Job Developers, Crew Leaders, Job Coaches, Production Workers, and Production Aides.

Adult Day Programs—Director of Rehabilitation Services, Program Coordinators, Instructors, Program Attendants, and Program Aides.

Do-It Leisure—Director of Community Services, Program Coordinator, Camp Director, Camp Leaders, Specialists, GSR Leaders, Sports Instructors, and Sports Leaders.

Transportation—Director of Operations, Dispatchers, Maintenance Supervisor, Maintenance Technicians, Bus Drivers, Community Outing Drivers, and Bus Companions.

A quick overview of WTC divisions and programs

WTC consists of three main divisions—Vocational Services Programs, Adult Day Programs, and Do-It Leisure programs.

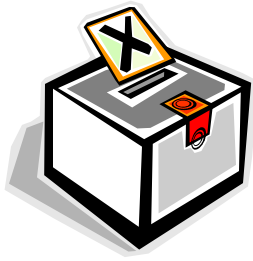
- ❖ **Vocational Services Programs** are accredited by CARF, and provide services in three levels of work activity training: vocational training (base programs), supported employment (groups), and individual placements.
- ❖ **Adult Day Programs** are licensed by Community Care Licensing; providing services to individuals who want a blend of pre-vocational and non-vocational activities throughout the program day. The Social Skills Training Program is an additional service of the Adult Day Programs, based on a positive behavior support model, that assists individuals with problem solving, communication, and improved social skills.
- ❖ **Do-It Leisure Programs** provide a wide variety of recreational, social, and independent living skills services. Do-It Leisure also offers special events, dances, and outings.

Can I help to make WTC programs better?

WTC is committed to continuously improving our services; we are accredited by CARF, the international accreditation organization. We are committed to providing you with the best possible services—using the latest technology, best supports, equipment, and resources—in order for you to achieve your goals and dreams. WTC staff constantly monitors and assesses our performance against very specific performance goals.



We want your input—we are committed to listening to you, our clients, and to constantly developing our services to meet your needs. To achieve excellence, we listen, learn and work together to continuously improve our services and supports.



We will ask you to tell us how we are doing and to have a say in how we offer services, what new services you would like to have available to you, and how satisfied you are with the services we currently provide. We will ask you questions on a Client Satisfaction Survey during your annual progress review conference, and you may also participate in and express your views at your monthly client meetings held in your programs. You may participate in an election of a member of your program to represent you on the WTC Client Council. In addition, each program has set performance goals to measure our services to see if they are helping you to learn new skills and improve your quality of life.

The Client Council is a group of elected client members from each of WTC's programs that meets once a month to discuss the general operations of their programs. They give their input into some WTC management decisions, and review client concerns and complaints. Some members of the Client Council also serve on the WTC Board of Directors, and some serve on the WTC Program Committee to further ensure that your voice is heard by WTC management



Vocational Services Programs provide on-the-job work training

The Vocational Services Programs offer you real work and on-the-job training skills, along with counseling support while you earn income.

Vocational Services Programs are made up of three levels of job training: basic vocational training (base programs), supported employment (group) programs, and individual community placement.

Base programs include Bear Mountain Production Services in Chico (BMPS), Feather River Industries in Oroville (FRI) and Feather River Opportunity Center in Oroville (FROC).

Supported Employment programs include Prestige Landscape Services in Chico (PLS), and Fair Street Recycling in Chico, Magalia, and Oroville (FSR, FSRM, and FSRO).

Community Employment Services programs (CES) include the supported employment Janitorial crews in Chico and Oroville, job development for individual placement, individual placement with job coaching through an employer in the community (SEIP), and situational assessments.

Vocational Services admission and entrance criteria

- ❖ You must be 16 years of age or older (18 years old for Individual Placement).
- ❖ You must have a disability that represents a barrier to employment.
- ❖ You must demonstrate the vocational, social, and emotional abilities to function within the program.
- ❖ You must not have a current or recent history of assaultive type behavior (however, some exceptions may be granted, but this behavior must be reduced or eliminated in program).
- ❖ You must be able to care for your own personal needs, including self-medication during program hours (some exceptions may be granted if a personal care nurse is provided for you).
- ❖ You must be able to attend program as scheduled.
- ❖ You must demonstrate the ability to comply with established dress standards required for your program placement.
- ❖ You must be eligible for Regional Center services.
- ❖ Supported Work and Individual Placement clients must be eligible for California Department of Rehabilitation services.



Referral Packets for potential Vocational Services Program participants should be sent to Brett Barker, WTC Director of Vocational Services, 2255 Fair Street, Chico, CA 95928.

VOCATIONAL TRAINING (BASE) PROGRAMS

Bear Mountain Production Services



Bear Mountain Production Services (BMPS) in Chico recently combined its program with the former Deer Creek Sewing program. BMPS is a multi-faceted production division that contracts with businesses all over the United States via the Internet as well as with local California customers. BMPS performs light industrial assembly; packaging; mail preparation; and produces tote bags, backpacks, and custom sewn products for resale. Program participants must have the ability to use their hands, and reach with their hands and arms; demonstrate manual dexterity and minimal hand-eye coordination; and perform simple grasping and some fine manipulation (exceptions may apply depending upon the job being performed). Program participants receive pay based on individual productivity by piece-rate at the prevailing wage regulated by the Dept. of Labor. Bear Mountain can accommodate trainees who use wheelchairs.

Feather River Industries

Feather River Industries (FRI) in Oroville is a commercial woodshop production division that manufactures specialty shipping crates, pallets, gift boxes, and a wide assortment of custom wood products. FRI contracts with a variety of businesses locally and throughout California. Trainees will learn how to operate a variety of industrial woodshop power and hand tools in the completion of wood product contracts. Trainees must be able to regularly stand, twist, walk, bend and do some lifting. Trainees must have the ability to use their hands, and reach with their hands and arms; demonstrate manual dexterity and hand-eye coordination; and perform simple grasping and fine manipulation. FRI woodworker trainees receive pay based on individual productivity at the prevailing wage regulated by the Dept. of Labor.



Feather River Opportunity Center



Feather River Opportunity Center (FROC) in Oroville is a production division that performs light industrial assembly and manufacturing; mail preparation and packaging; and confidential document shredding. FROC contracts with a variety of businesses throughout California. Trainees must have the ability to use their hands, and reach with their hands and arms; demonstrate manual dexterity and minimal hand-eye coordination; and perform simple grasping and some fine manipulation (exceptions may apply depending upon the job being performed). FROC workers receive pay based on individual productivity at the prevailing wage regulated by the Dept. of Labor. FROC can accommodate trainees who use wheelchairs.

SUPPORTED EMPLOYMENT GROUP PROGRAMS

Prestige Landscape Services

Prestige Landscape Services (PLS), based in Chico is a full-service landscape installation and maintenance company that contracts with many local businesses throughout Butte and Glenn Counties. Our thirteen landscaping crews have three or four trainees each, who perform a variety of outdoor landscaping services under minimal supervision. Four crews maintain grounds daily for two different contract businesses, while the mobile crews travel from day-to-day to various locations and work until that contract is finished. Landscaping trainees must be able to bend, reach, lift up to 40 pounds, and stand for a full 7-hour shift (with breaks). Trainees must be able to work outdoors in all types of weather in suitable clothing and protective gear. Landscaping trainees receive pay based on individual productivity at the prevailing wage regulated by the Dept. of Labor.



Fair Street Recycling



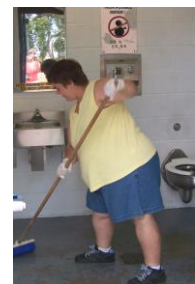
Fair Street Recycling (FSR) in Chico, Fair Street Recycling in Magalia (FSRM), and Fair Street Recycling in Oroville (FSRO) are State-certified recycling centers that pay their customers redemption values on a variety of beverage containers, and also accept donations of paper, cardboard, and non-beverage plastic containers. FSR Trainees sort and process recycled materials, serve customers, and must be able to represent Work Training Center in a positive manner. Trainees at the Chico location will learn to use the can and glass crushers and the paper baler. FSR, FSRM,

and FSRO Trainees must have the ability to bend, reach, occasionally lift 30 to 50 pounds, and stand/walk around for a full 7-hour shift (with breaks). Trainees must be able to work outdoors in all types of weather in suitable and safe clothing and safety gear. Trainees receive wages based on individual productivity at the prevailing wage regulated by the Dept. of Labor.

COMMUNITY EMPLOYMENT SERVICES PROGRAMS

Pioneer Janitorial Groups

The Pioneer Janitorial Groups in Chico and Oroville are a Supported Work program administered by our Community Employment Services division (CES). These groups perform typical janitorial and custodial tasks such as sweeping, vacuuming, mopping, dusting, and cleaning, including cleaning restrooms. The Pioneer Janitorial Groups have five crews:



The CES Custodial crew works during the afternoon and evenings for various contract sites in Chico. The Chico Pioneer Janitorial Crew works late evenings and nights for specific contract sites in Chico. The Oroville Pioneer Janitorial Crew works afternoons and evenings at various contract sites around Oroville. The DWR Administration crew

works at the Department of Water Resources complex in Oroville during their normal business hours, and trainees may also learn to strip, wax and buff floors using power equipment. The DWR Remote crew based in Oroville works from 8 a.m. to 4 p.m. three days per week (MWF). These trainees perform typical janitorial tasks at remote locations throughout Butte County such as boat ramp areas and campsites.

Janitorial crew members must have the ability to stand and walk around for a full 7 hour shift (with breaks); work outdoors in all types of weather wearing suitable clothing; lift, bend, twist, carry, and manipulate items; and the ability to follow specific instructions and sequences of tasks. Workers receive pay based on individual productivity regulated by the Dept. of Labor.

CES Individual Placement



The Community Employment Services (CES) Supported Employment Individual Placement program (SEIP) assists and guides people with disabilities in their search for employment within the community. The Individual Placement program includes individual job development, then placement with job coaching at a place of business in the community.

Clients are first interviewed and evaluated by our Job Developer. Then possible positions in the community are examined based on the desires and abilities of each client. The client can apply for the position(s) with guidance from the Job Developer; and, if invited by the employer, an interview between the client and the potential employer is set up. If the client is chosen for the position, he or she will be provided with a Job Coach to assist in learning the routines of the job, to learn to interact with co-workers and the supervisor, and to provide other support as needed. Clients placed in individual jobs in the community receive at least minimum wage, and are given the same wages and benefits as other employees in similar positions at that particular place of business.

Other Community Employment Services

Community Employment Services works cooperatively with the California Dept. of Rehabilitation and also with the Veteran's Administration to perform **Situational Assessments** of a client's work abilities and skills, his or her interaction with co-workers, and any barriers to employment, by observing the client work in a real-life setting provided by cooperating community employers.

In addition, CES also works cooperatively with the California Dept. of Rehabilitation through their **COMPASS** program to provide individual job development and placement, with a 90-day job coach "shadow" for persons with disabilities.



Adult Day Programs give you many options

Adult Day Programs strive to give you learning opportunities in a friendly, happy and relaxed yet structured atmosphere.

Adult Day Programs include the Joe McGie Center in Chico (JMC), the Sierra Center in Oroville (SC), the Creative Learning Center in Paradise (CLC), and the Made in Paradise gift store and art gallery (MIP). The Social Skills Training Program (SSTP) is an additional service of the Adult Day Programs. Our Adult Day Programs strive to provide learning opportunities in a friendly, positive and relaxed yet structured atmosphere. We emphasize teamwork and social skills.



Program participants are encouraged to participate in activities that promote growth in the following areas: independent living skills, social and emotional skills, communication, as well as vocational skills. Each participant is given individual attention in order to maximize his/her own interests and skills. Our staff endeavors to develop highly individualized classes and community activities for each program participant. Each client's Individual Service Plan focuses on personal strengths, abilities, needs and preferences (choices). Adult Day Programs operate Monday through Friday, from 8:30 a.m. to 2:30 p.m. Offices are open Monday to Friday, 7:30 a.m. to 4:30 p.m.

Adult Day Program admission and entrance criteria

- ❖ You must be 18 years of age or older.
- ❖ You must have a primary diagnosis of developmental disability.
- ❖ You must demonstrate the potential to benefit from the services that are offered.
- ❖ You must not be a danger to self or others.
- ❖ You must be able to attend program regularly either on a full-time or part-time basis.
- ❖ You must have a need for close supervision and assistance.
- ❖ You must be able to function in a group setting with no less than a 1:3 staff-to-client ratio (exceptions to this are possible and negotiated with FNRC on a case-by-case basis).

Referral Packets for potential Adult Day Program participants go to Deb Royat, WTC Director of Rehabilitation Services, 2255 Fair Street, Chico, CA 95928.

Made in Paradise



The Made in Paradise Program includes a gift shop and art gallery that provides a creative outlet and small business for individuals to develop their artistic skills, independent living, public social skills and communication. Additionally, MIP provides gallery space and a gift shop to display and sell products created by individuals receiving services in other WTC programs and organizations as well as guest artists from our

local community. Artists are paid by commission for their creations that are sold. Made in Paradise was first opened in September 2006 through requests from program participants at CLC and other interested parties. MIP provides a 1:4 staff-to-client ratio.

Joe McGie Center, Creative Learning Center, and Sierra Center



The Joe McGie Center (JMC) in Chico, the Creative Learning Center (CLC) in Paradise and the Sierra Center (SC) in Oroville provide a structured, center-based class schedule as well as community involvement. JMC was first opened in 1970, and became part of the WTC family in 1982; CLC was established in 1978; and SC was opened in 1997 to serve individuals living in South County.

The staff encourages an environment which is low in pressure and rich in positive support. Classes and activities are offered to enhance life quality, build friendships, and focus on increased independence. Regular Motor Skills Development, directed by Physical and Occupational Therapists, is offered to help maintain and/or improve physical health and stamina. Nursing services are offered at JMC and CLC to assist with medical needs and G-Tube feeding throughout the program day. Snoezelen environments and sensory garden offer a relaxing atmosphere at all centers.

Participants choose from a variety of classes, including Life Skills, Music, Performing Arts, Computers, Ceramics, Arts and Crafts, Exercise, Cooking, Gardening, Fine Arts, Current Events and Vocational Skills. New classes are always being developed to reflect the changing interests and needs of our program participants. Community integration is a key component to supporting social growth and development, and includes work experiences as well as recreation and leisure activities. The programs provide a 1:3 staff-to-client ratio.

Social Skills Training Program



The Social Skills Training Program (SSTP) operates within the framework of the established Adult Day Programs, and provides programming and training for individuals who have behavioral concerns that prevent them from placement in conventional rehabilitation programs. Designated SSTP staff use a positive behavior support philosophy to assist in the development of social skills and useful behaviors, which will then permit each individual to function in a community integrated day or vocational program without the need for specialized behavior management services. SSTP shapes the client's behaviors for the setting in which they are needed. Each individual becomes familiar with the daily routine of community employment and activities and/or center-based classes and activities, works with the program staff throughout the day, and establishes relationships with peers and others in the community. SSTP provides a 1:3 staff-to-client ratio, and in some cases 1:1 support.

Do-It Leisure programs provide recreation, social, and independent living skills

Do-It Leisure programs promote wellness through leisure, and assists individual behavioral and personal growth to its fullest.

Do-It Leisure has provided recreation programs for people with disabilities since 1975. In 1981, Do-It Leisure merged with Work Training Center, Inc. Do-It Leisure is partially funded through grants from the City of Chico, United Way of Northern California, and three local community recreation districts (CARD, PRPD, & FRRPD). Additionally, we receive funds from Butte College. We cooperate with local human service organizations and clubs in an effort to provide quality programs for people with disabilities. Our emphasis is on providing quality of life experiences for individuals with developmental disabilities. Do-It Leisure is comprised of two major components: Community Programs and Individualized Programs.”



DO-IT LEISURE INDIVIDUALIZED PROGRAMS

The Individualized programs are vendorized through Far Northern Regional Center, which receives funds from the State Department of Developmental Services. The programs are designed to maximize individual growth and give the clients the opportunity to develop new skills. Referred clients are placed in one of two programs and assigned a worker. The two programs currently offered are Independent Living Skills (ILS) and Group Social Recreation (GSR).

Independent Living Skills (ILS)



Do-It Leisure staff assists clients in increasing their individual skills in order to live in the least restrictive environment possible. An assessment is completed to assist persons in establishing and maintaining a positive life style and developing their fullest potential. Programming may include: self-help skills, personal residence skills, nutrition and cooking, comparative shopping, money management, emergency preparedness, health and safety, hygiene, emotional functioning and communication.

Another component of ILS is parenting where we assist clients with learning the many things involved in raising a child and being an effective parent.

Group Social Recreation (GSR)

The Group Social Recreation Program is generally provided on a 1:2 & 1:3 basis. Groups are formed according to the individual needs of the clients since their levels of social functioning vary greatly and group activities maximize their existing skills and the opportunity to develop new skills. Specific group activities may include, but are not limited to, participation in community based recreational activities, peer



socialization, community integration, friendship development, instruction in the creative and constructive use of free time, improving interpersonal skills, community awareness, and development of self-esteem and confidence in personal abilities and skills. The main focus of the Group Social Recreation Program is to aid in the social, physical, emotional, behavioral, and developmental growth of persons with developmental disabilities in a group setting. At the time when the group begins to function independently from the group leader, the group leader will decrease contact with the group and focus on providing support to the group, as needed.

DO-IT LEISURE COMMUNITY OUTREACH PROGRAMS

Community Program

The Community Program provides adapted day, weekend, and evening recreational and sports related activities for individuals with disabilities. Year-round activities improve the “quality of life” for all participants because they fulfill their needs for socialization with peers and provide access for out of town recreational activities. Participants may choose to become Do-It Leisure Members by purchasing an annual discount card.

The Community Program provides many activities such as weekend camping trips, craft workshops, out-of-town excursions, six dances throughout the year, weekly bowling classes, extended trips to far-off locations such as Hawaii, Alaska, and Mexico, and various other special events such as BINGO, Karaoke, and Movie nights. The Community Program is supported in part through annual fundraisers, such as the Chico Community 4th of July Celebration in Bidwell Park and the Chico ER Summer Adventures Fund drive. Do-It Leisure may also sell locally-made products as an ongoing fundraiser throughout the year.



Policies and procedures concerning you

Because WTC wants you to have all the information you need to know available to you, we are including some of our policies and procedures in this handbook.

Resolving conflicts

It's wise to talk it out first



If you believe that you have a conflict with a staff member or with a co-worker, you should talk to your Vocational Services Counselor or ADP Program Coordinator who will assist you with the resolution of the conflict. You may also choose to have others present who will make you feel more comfortable. It is always best to resolve a disagreement, issue or concern through discussion before the formal grievance process is begun. This policy also applies to parents or care providers who have conflicts with WTC staff. These steps should be followed when attempting to resolve a conflict through discussion:

1. You will be encouraged to discuss the conflict with the other individual(s) involved and see if a compromise can be made.
2. Your Vocational Services Counselor or ADP Program Coordinator will discuss the cause of the conflict with everyone involved.
3. With the assistance of your Vocational Services Counselor or Program Coordinator, alternative ways to resolve the conflict will be reviewed and discussed. This may involve clarification of both sides of the issue, an apology by one or both parties, future steps to improve the work relationship, listening skill practice, or role-playing.
4. Your Vocational Services Counselor or ADP Program Coordinator will document the conflict, actions, and results on an Incident Report.

Formal grievance procedure

My issue wasn't resolved, now what?

If the conflict is not resolved by the steps outlined above, then you may file a formal grievance. There are four levels of review in a formal grievance. All steps will be properly documented by your Vocational Services Counselor or Program Coordinator. The grievance procedure may be closed if, at any level, a satisfactory solution is obtained. **Any actions that may be taken during the grievance procedure will not result in any retaliation or barriers to service to the individual who filed the formal grievance.** The formal grievance procedure also applies to parents or care providers who have conflicts with WTC staff.

Level One—Within five working days after the discussion steps outlined above, tell your Supervisor, Job Coach, or Instructor that you want to file a formal grievance. The staff person will document your request, and make an attempt to resolve the issue. If you do not reach a satisfactory solution within two working days, go on to the next level.

Level Two—Within five working days after the Level One attempt to resolve, tell your Vocational Services Counselor or ADP Program Coordinator that you have started a formal grievance and it was not resolved by your Supervisor, Job Coach, or Instructor. This staff person will document your request and make an attempt to resolve the issue. If you do not reach a satisfactory solution within two working days, go on to the next level.

Level Three—Within five working days after the Level Two attempt to resolve, make an appointment with the Director of Rehabilitation Services (Day Programs), Director of Vocational Services (work programs), or Director of Community Services (Do-It programs) to present your grievance. The staff Director will document your request and make an attempt to resolve the issue. If you do not reach a satisfactory solution within two working days, go on to the next level.

Level Four—Within five working days after the Level Three attempt to resolve, make an appointment with the Executive Director of WTC. The Executive Director will resolve the grievance within three working days. During this process, all other individuals involved in the previous levels may be called into session. The Executive Director will prepare a written notification to you regarding the final decision.

All documentation of the formal grievance and its resolution will be placed in the Formal Grievance folder in the appropriate staff Director's office. A copy may also be placed in your master file.

There are three agencies that you may contact to assist you with your rights and advocacy:

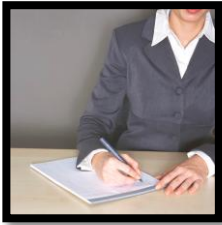
- ❖ Disability Rights California, Andy Holcombe, Clients' Rights Advocate, 1280 E. 9th Street, Suite E, Chico, CA 95928; (530) 345-4113, FAX (530) 345-4285, TTY: (877) 669-6023; email: andrew.holcombe@disabilityrightsca.org
- ❖ Office of Clients' Rights Advocacy (ORCA)/Protection and Advocacy, Inc., 100 Howe Ave., Suite 240-N, Sacramento, CA 95825; (916) 575-1615 or Toll Free (800) 390-7032; on the web at www.pai-ca.org.
- ❖ Office of Human Rights & Advocacy Services, Dept. of Developmental Services, 1600 Ninth Street, Room 240, Sacramento, CA 95814; (916) 654-1888; on the web at www.dds.cahwnet.gov

Suspension policy and procedure



Being suspended from attending a WTC Adult Day Program or Vocational Services Program may result from situations where a client's actions require extraordinary intervention by WTC staff. Some actions that may result in suspension include: physical violence toward yourself or others, unmanageable conduct, refusal to participate in program, willful damage to WTC property, possession of or reporting to program under the influence of alcohol or drugs not prescribed by your physician, running away from program (elopement), verbal abuse toward others, or repeated non-compliance with established rule or dress standards.

There may be exceptionally rare circumstances in which a client's actions cannot safely be physically controlled. In these cases, 911 will be contacted for assistance. If the gravity of the incident is such that it is not considered suitable to allow the client to remain at WTC, an immediate suspension may be authorized by the Vocational Services Counselor or Program Coordinator.



The actions/incident leading to suspension must be documented in an Incident Report. The reporting staff person will describe the client's actions and the reason(s) for recommendation for suspension. The Incident Report must be submitted to the Vocational Services Counselor or Program Coordinator, who may meet with the client and the staff person who recommended suspension. If it is decided that the client's actions warrant it, the client will be suspended for a period of time determined at this meeting (a one or two day suspension is typical). The Vocational Services

Counselor or ADP Program Coordinator will notify the client's parents/care providers, the referral agent, WTC Transportation Department (if applicable), and the client's supervisor.

The Director of Rehabilitation Services or the Director of Vocational Services will be notified about all suspensions; the Executive Director will be notified about unusual suspensions.

The client must leave the program site immediately upon being suspended in order to realize the serious nature of his/her actions. If the client is unable to transport independently, the client's care provider or parent will be responsible to come and get him or her. A suspended client is not allowed to be on any WTC property during the time they are on suspension. The Vocational Services Counselor or ADP Program Coordinator will provide follow-up counseling after the suspension to see if the client is willing to change his or her actions in order to come back into program.



If the client is suspended the day before a payday, he or she will need to make arrangements to pick up his or her check, or to have it mailed. We cannot release a suspended person's paycheck to anyone else unless we have a signed Release of Information from the client or his/her conservator.

If a client is frequently suspended, he or she may be transferred to another program more suited to his/her needs, grievances, or actions. If the transfer is not satisfactory to the client or suspension-type behavior continues, as a last approach, the client may be discharged from program.

Appeals to changes of program

If you or your conservator do not agree with a decision affecting your placement in a WTC program, the following procedure for appeal should be followed:

Contact the Director of Rehabilitation Services, the Director of Vocational Services, or the Director of Community Services within five working days after the decision affecting your

placement was made. This particular Director will arrange an appeals meeting with the involved persons to discuss the decision within five working days. The results of that meeting and the Director's decision will be documented and distributed to the concerned persons within five working days.

If you or your conservator/guardian are not satisfied with the results of the appeals meeting, contact the Executive Director of WTC within five working days of receiving the documentation of that meeting. The Executive Director will review the decision and make a final recommendation within five working days and may meet with the involved persons before coming to a decision. The final results will be documented and distributed by the Executive Director to the concerned persons within five working days.

Transfer and Discharge policy and procedure

I want to attend a different WTC program, what do I do?

If you are currently enrolled in a WTC program, and only want to transfer to another WTC program, let your Vocational Services Counselor or ADP Program Coordinator know. A two-week trial placement may be arranged to see if you like the new program. If you decide to transfer, your Vocational Services Counselor or ADP Program Coordinator will contact your FNRC Service Coordinator, and a new IPP and funding authorization will be sent to us (there is no need to duplicate referral records already on file with WTC). Transportation arrangements must also be discussed and arranged. If you are transferring from a vocational training (base) program to a Supported Employment program, a referral to the Dept. of Rehabilitation will be made by FNRC, and the Dept. of Rehabilitation will become your funding agency until you are stable on your job.

What if I don't want to attend WTC anymore?



If you are going to move out of our service area, your health has become a barrier to your participation, you want to attend an agency other than Work Training Center, you want to attend college full time, or you just do not want our services any longer, you may inform your Vocational Services Counselor or ADP Program Coordinator to discharge you from your current program.

Please let us know what is going on in your life—don't just stop attending without telling us. Exit/Discharge planning is good for everyone concerned. An Exit/Discharge meeting involving you, and your Vocational Services Counselor or Program Coordinator, your referral agent, and other individuals appropriate to your welfare can be arranged. An Exit/Discharge Summary will be written by your Vocational Services Counselor or ADP Program Coordinator and a copy sent to your referral agent. A follow-up contact with you three months after the date of your discharge will be documented. The purpose of the follow-up contact is to ensure that you are doing well, and to inquire if you would like to return to WTC or need any services that you are not receiving.

Discharge as a serious consequence

There may be exceptionally serious reasons for which a client might be discharged as a consequence of his/her actions. Examples may include physical violence toward self or others;

willful damage to WTC property; possession of or reporting to program under the influence of alcohol or drugs not prescribed by client's physician; a history of unexcused or unauthorized absences; or repeated suspensions.

Readmission to program



If you have discharged from WTC and then want to re-enter a WTC program, you must first contact your referral agent (FNRC Service Coordinator) and ask him or her to send a Referral Packet to the appropriate WTC program director. The regular referral and intake process outlined at the front of this handbook will be followed (if the regular referral paperwork on file with WTC is still current, it does not need to be duplicated).

If a client who has been placed in a community job loses his or her position within 60 days of placement due to circumstances beyond his or her control, then a position in the program that they attended before the community placement was made will be guaranteed just as soon as an opening is available.



Addresses and phone numbers for WTC facilities and other support agencies

WTC has many programs in several cities; we offer you this handy list for your convenience.

W T C W E B S I T E S

www.wtcinc.org

www.bearmountaingifts.com

A D M I N I S T R A T I O N , R E H A B I L I T A T I O N , & V O C A T I O N A L S E R V I C E S O F F I C E S

❖ **Work Training Center Inc. and Affiliated Programs**

2255 Fair Street

Chico, CA 95928

(530) 343-7994

Toll Free: 1-866-214-1790

Main FAX: 343-4619

Accounting FAX: 343-1714

T R A N S P O R T A T I O N S E R V I C E S

❖ **WTC Transportation Department**

1811 Kusel Road

Oroville, CA 95966

Dispatch: (530) 343-5706 or 343-7541

FAX: 534-3137

V O C A T I O N A L S E R V I C E S (W O R K P R O G R A M S)

❖ **Bear Mountain Production Services (BMPS)**

Mail to: 2255 Fair Street

Chico, CA 95926

(530) 343-7994

(530) 343-8221

FAX: 343-7247

❖ **Community Employment Services (CES)**

2255 Fair Street

Chico, CA 95928

(530) 343-7994, ext. 108

FAX: 343-4619

❖ **Fair Street Recycling, Chico (FSR)**

Mail to: 2255 Fair Street

2300-B Fair Street

Chico, CA 95928

(530) 343-4394 or: 343-8641

- ❖ **Fair Street Recycling, Magalia (FSRM)**
 14559 Skyway
 Magalia, CA 95954
 (530) 873-6000 FAX: 873-6900

- ❖ **Fair Street Recycling, Oroville (FSRO)**
 1245 Oro Dam Blvd., #1
 Oroville, CA 95965
 (530) 533-5189 or: 533-5311

- ❖ **Feather River Industries (FRI)**
 1811 Kusel Road
 Oroville, CA 95966
 (530) 534-1112 From Chico, dial: 342-8913 FAX: 534-3137

- ❖ **Feather River Opportunity Center (FROC)**
 2905 Lincoln Blvd.
 Oroville, CA 95966
 (530) 534-8922 FAX: 538-9623

- ❖ **Pioneer Janitorial Services, Chico/Oroville (all Janitorial crews)**
 2255 Fair Street
 Chico, CA 95928
 (530) 343-7994, ext. 108 FAX: 343-4619
 DWR Admin Crew: 624-9069

- ❖ **Prestige Landscape Services (PLS)**
 Mail to: 2255 Fair Street
 2300 Fair Street
 Chico, CA 95928
 (530) 343-7615 FAX: 899-9342
 Cal-Trans Work Crews, Willows Rest Stop Phones:
 (530) 934-0224 or 934-7910

REHABILITATION SERVICES (ADULT DAY PROGRAMS)

- ❖ **Creative Learning Center (CLC)**
 1080 Ewald Court
 Paradise, CA 95969
 (530) 877-1366 FAX: 877-8364

- ❖ **Joe McGie Center (JMC)**
 2812 Hegan Lane, Suite 100
 Chico, CA 95928
 (530) 343-3406 FAX: 533-9423

- ❖ **Made in Paradise (MIP)**
 7837 Skyway
 Paradise, CA 95969
 (530) 872-3296 FAX: 872-8593

- ❖ **Sierra Center (SC)**
1276 Feather River Blvd.
Oroville, CA 95965
(530) 533-7008 FAX: 533-8690
- ❖ **Social Skills Training Program Office (SSTP)**
2255 Fair Street
Chico, CA 95928
(530) 343-7994, ext.119 FAX: 343-4619

DO-IT LEISURE PROGRAMS

- ❖ **Do-It Leisure Individualized Programs & Community Programs**
2233 Fair Street
Chico, CA 95928
(530) 343-6055 FAX: 343-2756

AGENCIES THAT SUPPORT OR ASSIST WTC PROGRAMS

- ❖ **Approved Worker's Comp Clinics**
Chico: Enloe Prompt Care, Occupational Health Dept.
888 Lakeside Village Commons
Chico, CA 95928
(530) 332-5100
Paradise: Immediate Care
5875 Clark Road
Paradise, CA 95969
(530) 877-5433
- ❖ **Area 2 Board (State Council on Developmental Disabilities)**
1367 East Lassen Avenue, Suite B-3
Chico, CA 95973
(530) 895-4027 Email: area2bd@maxinet.com www.scdd.ca.gov
- ❖ **B-Line Bus Services**
Butte Regional Transit
2580 Sierra Sunrise Terrace, Suite 100
Chico, CA 95928
(530) 342-0221 (800) 822-8145 www.BLineTransit.com
- ❖ **California Disability Services Association**
1029 J Street, Suite 380
Sacramento, CA 95814
(916) 441-5844 FAX: (916) 441-2804 www.cal-dsa.org

- ❖ **Office of Human Rights & Advocacy Services, Dept. of Developmental Services**
1600 Ninth Street, Room 240
Sacramento, CA 95814
(916) 654-1888 www.dds.cahwnet.gov

- ❖ **Social Security Department**
2035 Forest Avenue 1500 Lincoln Street
Chico, CA 95928 Oroville, CA 95965
(530) 345-5199 Toll Free: 1-800-772-1213 www.socialsecurity.gov

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