



# Day and Employment Services Handbook

Revised September 2017

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<b>1</b>	<b>GENERAL INFORMATION</b>
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<b>1.1</b>	<b>HISTORY</b>
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### **Supporting choices for people with disabilities since 1953**

Opportunity Partners helps people live, learn and work in the community through a wide variety of employment, residential and educational services. We serve people with Down syndrome, Autism Spectrum Disorder, cerebral palsy, brain injuries, physical disabilities and many other types of disabilities.

Our organization was founded in 1953 by parents of teenagers with disabilities who knew their children could work and be productive members of society if they were given a chance. At a time when many people with disabilities were institutionalized, Opportunity Workshop began in a small house in Richfield. The idea was quite revolutionary at the time: individuals with disabilities had the chance to gain work and social skills while doing light packaging for area businesses. In 1959, we expanded beyond the workshop walls when we became the first organization in the area to place people with disabilities in jobs at community businesses. Then, as people began moving from large institutions to the community in the early 1970s, we expanded our programs to include residential services.

Every day, we strive to live up to the legacy of the visionary parents who founded our organization. We carry that spirit of innovation today, expanding opportunities for people with disabilities. In 1996, we changed our name to Opportunity Partners to better reflect our philosophy of success. Today, our many programs fall into a wide range of areas promoting community inclusion and integration within Employment, Residential Services and Education.

### **Employment**

From a completely independent job to a more supported career option, we work with you to find meaningful employment.

### **Residential Services**

Whether at your home or apartment or in one of our group homes, our residential programs help you build networks with friends, enhance learning and well-being, and become a part of the community.

### **Education**

Learn valuable skills by exploring areas of interest including art, cooking, community service, health and wellness, independent living, job readiness and more.

No matter what service you choose at Opportunity Partners, our flexible plans and programs are designed to meet a lifetime of changing needs.

- Together we advance the quality of life for people with disabilities.

### Vision

- People of all abilities thrive in the world.

### Values

- Impact: Generate solutions that make a difference
  - I will be a proactive problem solver.
  - I will be an open-minded and collaborative contributor.
  - I will co-create and adopt best practices.
  - I will embrace my potential for creating change.
- Choice: Create opportunities to lead self-directed lives
  - I will be person-centered.
  - I will be committed to learning new ways to help people understand their options.
  - I will ask people what they want and I will listen.
  - I will encourage people to take risks and to dream big.
  - I will foster an environment of self-advocacy.
- Heart: Promote the dignity and worth of each other
  - I will assume positive intent.
  - I will recognize my emotions as well as the emotions of others.
  - I will be respectful of and accept all people for who they are in all areas of their lives.
  - I will take an interest in and recognize the value in others.
  - I will celebrate success.
- Partnership: Facilitate change through relationships, collaboration and advocacy
  - I will recognize my role in the broader disability community and seek opportunities to connect.
  - I will seek opportunities to educate and to learn.
  - I will have a spirit of cooperation instead of competition.
  - I will actively listen, communicate and respond.

**2.1 POLICY/PROCEDURE FOR REPORTING SUSPECTED MALTREATMENT OF VULNERABLE ADULTS & MALTREATMENT OF MINORS.**

The health and safety of the people served and Opportunity Partners employees will be protected in all facilities owned, rented or leased by Opportunity Partners, through active promotion of safety and support for people's vulnerabilities. We will also protect and promote the rights of the people served in all of our programs through involvement in the legislative process and professional associations that advocate these principles.

**2.2****NON-DISCRIMINATION**

If you are eligible for services, you will receive them regardless of your race, color, religion, national origin, sex, sexual orientation, age, or marital status.

**2.3****HARASSMENT**

Opportunity Partners prohibits harassment of any person participating in our programs, on-site or in the community. This means any harassment, sexual or otherwise. Behavior that is considered harassment may include interactions in person, by phone, text, or email/Internet.

**Harassment**

Means negative behaviors towards you, including, ridicule, harsh words, or inappropriate conduct towards you because of your disability, race, religion, age, or any other reason. Bullying is also a form of harassment.

## Sexual Harassment

Means unwelcome sexual behavior toward you, being asked to do sexual things you do not want to do, or conduct that makes it hard to do your work and/or makes you uncomfortable at work.

### What to Do if You Are Being Harassed:

- Say or communicate clearly the first time it happens: "I do not like your behavior, please leave me alone."
- Report the incident to your service coordinator, employment specialist or any other OP staff immediately.
- If it happens again, report it to OP Staff again **immediately**.

**It is not necessary for you to handle harassment yourself. If you feel harassed by a co-worker and you do not feel you can deal with him or her face-to-face, go directly to your service coordinator, employment specialist or any other staff person for assistance.**

- If you feel you are being harassed by a staff person, follow the grievance procedures.
- Please remember that if Opportunity Partners does not know about the problem, we cannot assist in solving the problem.

## 2.4

## SAFETY/DRILLS

Opportunity Partners follows appropriate federal, state, and local safety laws. Safety rules and changes to safety rules are recommended by the **Opportunity Partners Safety Committee** to reduce hazards. This committee is made up of representatives from each department. Committee representatives have the opportunity to voice the safety concerns of their departments. The Safety Committee also exchanges information and ideas about safety issues with the **Leadership Team** of people receiving services. If you see a safety hazard, please report it to your work skills instructor, SET site supervisor, employment specialist, or service coordinator.

Opportunity Partners has safety drills throughout the year. For these drills, you must follow the proper exit route quickly and quietly. At orientation, your service coordinator or



employment specialist will explain the safety drills. During drills, it is important to listen to your instructor and/or other staff, who will give you directions about where to go during these drills. At any time, questions can be asked of any safety committee member or your service coordinator or employment specialist.

## **2.5**

### **RIGHT TO KNOW**

Before you begin working with any hazardous chemical, Opportunity Partners will tell you about the substance and how it could affect you. For your protection, you will be trained to use safe work practices and personal protective equipment if needed.

Before you begin working with hazardous machinery, you will be trained in its safe use including the use of personal protective equipment if needed for your job.

You will be reminded of the safe use of machinery each time you start working with them. It will be your responsibility to follow these directions. Always ask questions if you do not understand the information given to you.

Opportunity Partners has a companion pet policy where staff can bring in a pet to work. To be on site, these pets will be appropriately licensed, vaccinated, etc... and they will not be allowed on site if they display threatening behaviors or other issues that interfere with the comfort and productivity of people working and attending programs at OP. If you have any concerns or allergies, please make sure to let your service coordinator know so that we can ensure you have an environment where you are safe.

## **2.6**

### **DATA PRACTICES**

This is to inform you that we will collect information from you and others who know about you. We will use this information to find out if you qualify for our help and we will use it to serve you. Information about you is private. It will be kept in a case file and the information it contains will only be used by authorized personnel. You will be asked to sign a waiver giving Opportunity Partners permission to share data about you with other government agencies.

You may decline to sign the wavier; however, your refusal to give Opportunity Partners permission to share data may disqualify you from receiving available services.

Opportunity Partners is required under the Minnesota Data Practices Act to provide government agencies with data about you. Examples of agencies information may be released to: U.S. Dept. of Labor, Wage & Hour Division, Minnesota Department of Human Services, County Social Services, Commission on Accreditation of Rehabilitation Facilities (CARF), Division of Rehabilitation Services, and Metro Mobility Services. This requirement is exempt from investigative data and/or law enforcement.

## 2.7

## HIPAA

Opportunity Partners is a covered entity under the Health Insurance Portability and Accountability Act (HIPAA) and complies with protection and security standards. Opportunity Partners will maintain reasonable and appropriate policies, procedures, and documents to keep your information secure. It is Opportunity Partners policy to keep your health information private, except in incidents of allowable disclosure under the law.

- You have the right to request restriction on uses and disclosures of your Protected Health Information.
- You have the right to request communications via alternative means or to alternative locations.
- You have the right to see and copy your Protected Health Information.
- You have the right to request amendments of your Protected Health Information.
- You have the right to request an accounting of disclosures of your Protected Health Information.
- You have the right to file a grievance if you are dissatisfied with Opportunity Partners privacy police of if you believe your health information has been misused.
- If you choose to file a grievance regarding your privacy protections then your grievance should be filed as close to the incident or when you became aware of the incident.

If you want more information about privacy practices or to file a grievance then please contact the Privacy Officer in writing at:

Opportunity Partners  
Amy Beyer  
Privacy Officer  
5500 Opportunity Court  
Minnetonka, MN 55343

## 2.8

## TECHNOLOGY

People receiving services may be provided access to telephones, computers, e-mail, network and Internet systems while they work and attend classes at Opportunity Partners' sites. In order for Opportunity Partners to protect its property from being used inappropriately, the company has adopted the following policy.

All people receiving services that use Opportunity Partners equipment, including, but not limited to: phones, computers, iPads, e-mail, networks, and Internet, are not allowed to use this equipment inappropriately. Inappropriate uses include, but are not limited to, the following:

- Sexual, racial or any other form of harassment against any person receiving services, OP employee, or any other person.
- Pornography.
- Unauthorized sharing of Opportunity Partners confidential information.
- Theft or violation of any law including copyright laws.
- Appeals for money or aid of any kind.
- Gambling.
- Disabling security systems or devices.
- Sending chain letters.
- Personal misuse of company telephones, including personal long distance phone calls.

- Any other use of Opportunity Partners resources, buildings or equipment, which the company believes to be inappropriate or which harms the Opportunity Partners mission or reputation.
- No unauthorized downloads of programs without the permission of the Vice President of the IT department.

## **2.9**

### **CLOSING OF OPPORTUNITY PARTNERS DUE TO EMERGENCY**

In the event of severe weather conditions or other emergencies, Opportunity Partners may close. Notice that Opportunity Partners will be closed is broadcast on the WCCO-AM 830 radio station and local TV channels. Information about programs being closed will also be posted on the Opportunity Partners web site.

## **3**

### **PAYROLL & BENEFITS**

### **3.1**

#### **EARNINGS AND WAGES**

#### **Overview**

Opportunity Partners offer a variety of employment services and supports. Not all jobs are paid in the same way and this chapter will cover in detail the different types of compensation that a person working at Opportunity Partners may receive.

Opportunity Partners has a Special Minimum Wage Certificate from the U.S. Department of Labor that allows Opportunity Partners to pay less than the minimum wage in some circumstances. If you are paid less than the minimum wage, the certificate requires Opportunity Partners to pay you an amount that is commensurate with your ability. This means Opportunity Partners must base your pay on the type, quantity, and quality of work you do compared to workers without disabilities doing the same or similar work in industry.

Our U.S. Department of Labor Special Minimum Wage certificate is posted on a bulletin board at each location. This allows you to start earning at your own ability and rate of productivity and to increase your incentive pay as you improve your work quality and speed. All training

incentives are based on a prevailing wage survey of the same type jobs within local industry. Opportunity Partners surveys the local area at least annually for the prevailing rates paid for similar jobs. Your work and production are reviewed regularly. If you are paid an hourly rate, your rate is reviewed at least every six months and your rate adjusted up or down according to your progress, quantity and quality of work.

Occasionally, you may be asked to work on samples which are used for testing or training purposes. Opportunity Partners will receive no benefit from this work. You will not receive payment for this type of assignment, and will be advised of this when you are assigned. You have the right to decline these assignments, but it is not guaranteed that there will be paid work available as an alternative.

### **Reminders**

Not all activities at Opportunity Partners are paid and pay rates may be variable.

- You are not paid for class time, recreation or therapy.
- You are not paid for volunteer activities.
- You are not paid for time when you refuse to work or do not work.
- You are not paid for days you are absent. However, you can use your PTO hours.
- Your pay may go up or down according to the amount of work available, your speed, and your work quality.

### **SUMMARY EXPLANATION OF PAY**

Persons served at Opportunity Partners are paid in one of three ways. These pay types are determined in accordance with guidelines established by the Department of Labor. The following is a brief description of each pay type, and how the rate is determined.

#### **PIECE RATE**

For persons served with production efficiency rates not yet at a level paid at minimum wage, piece rating will be the primary way they are paid for the work that they do. Persons served working at a production site will likely work on a variety of different production jobs. Pay rates for production jobs are determined by doing time studies to determine the standard for an experienced non-disabled individual on each job. The prevailing wage for production work is divided by the standard established by the time study, which calculates a price per piece. The person served is paid this rate for each piece successfully completed.

## **COMMENSURATE HOURLY RATE**

When a person is being paid a commensurate hourly rate, the Department of Labor requires that Opportunity Partners complete productivity evaluations for persons served every 6 months. Opportunity Partners has created a standard for each common job type, which is used for these evaluations. The evaluation includes the most frequent tasks required when performing the normal functions of the job type.

A standard is established determining quantity and quality, and is determined by having an experienced, non-disabled worker perform the tasks. When a person we serve completes the evaluation, their time and quality is compared to the standard created by an experienced, non-disabled worker. The performance percentage determined is then used as a percentage of the prevailing rate for that job type, which becomes the person's pay rate.

## **MINIMUM WAGE**

As of June 12, 2017, Opportunity Partners will be paying persons served at the state minimum wage for those who complete productivity evaluations at a certain percentage or higher. Since the prevailing rates gathered by our annual wage survey are different for each job type, the percentage a person must achieve to be placed at a minimum wage rate depends on what type of job they are employed under.

## **ADDITIONAL INFORMATION**

The Department of Labor requires Opportunity Partners to perform an annual wage survey to collect data from other organizations who employ experienced, non-disabled workers in similar job types that we are employing the people we serve. For each job type, a prevailing rate is determined based on an average of the data we receive from the wage survey. These prevailing rates are an accurate representation of what an experienced, non-disabled worker is paid for that job type in that year. These rates are used during productivity evaluations to determine a pay rate for each person that we serve. Pay rates may increase or decrease every six months due to either the results of the wage survey, the current minimum wage, or the results of the person's productivity evaluations.

**3.2****OVERTIME**

You will be paid at “time and a half” when you work overtime (your usual hourly wage + half your usual hourly wage). Overtime is when you work more than 40 hours per week.

**3.3****PAYDAY**

If you are participating in a work program paid by Opportunity, you will be paid every other Friday. You will receive your check at work or it will be mailed to you or your designated representative, depending on the program. If you are absent on payday, your check will be mailed to you as it is the policy of Opportunity Partners not to send an absent person's paycheck home with a co-worker.

If payday falls on a holiday, generally your paycheck will be distributed or mailed on the workday before the holiday. Opportunity Partners offers direct deposit and you can arrange this through your service coordinator or employment specialist.

**3.4****PAYROLL DEDUCTIONS**

Deductions required by law are automatically withheld from your check. Other deductions may be made if you request them. All deductions are shown on the check stub.

**FICA (Federal Insurance Contribution Act)**

When you begin paid work in the community, you will receive a check from your employer. Part of your pay will be taken out before you get your check and paid to your social security (FICA) account. Your employer will pay the same amount of money to your social security account each pay period.

If you work for Opportunity Partners directly, at a SET site, or on the production floor in one of the Opportunity Partners locations, the same rules apply and a part of your pay will be taken out before you get your check. This money will be paid to your social security (FICA) account each pay period. Opportunity Partners will pay the same amount of money to your social security account each pay period.

## **Federal Withholding Tax**

Opportunity Partners is required to make specific deductions from your wages as a credit toward your yearly federal income tax. The amount withheld from your paycheck depends on the amount of your income and the number of exemptions you claim.

## **Withholding Exemption Certificate (W-4)**

This must be filled out when employment begins and whenever a change occurs in the number of exemptions claimed.

## **Minnesota Income Tax**

The State of Minnesota requires that Opportunity Partners make deductions from your paycheck to be credited toward your yearly state income tax.

## **403(b) Elections**

Opportunity Partners offers a 403(b) retirement savings plan. For eligible (employees) (who is eligible for the 403b?), a 403(b) plan allows you to defer (contribute) a percentage of your earnings to the plan. The income taxes on your contribution, as well as any taxes associated with investment earnings, are deferred until you collect the funds at a later date. There are eligibility and distribution requirements. If you are interested in participating, please contact your service coordinator, who will help you address this with Human Resources.

## **3.5**

## **WAGE GARNISHMENT**

To garnish wages is when someone has a debt they haven't paid, and the employer is asked to hold money out of that person's paycheck to pay the debt. If you have an unpaid debt, and Opportunity Partners is asked to garnish your wages, we will do so as required by law.

## **3.6**

## **PAID COSTS**

If Opportunity Partners asks you to represent the agency at any event, Opportunity Partners will pay for the expenses. The expenses may include meals, travel, transportation, lodging, and



incidental expenses. All expenses must be approved by your service coordinators or employment specialist before the event.

### **3.7**

### **HOLIDAYS**

The following holidays are regularly observed by Opportunity Partners. When a holiday falls on the weekend, Opportunity Partners will generally be closed the preceding Friday or following Monday. Check with your service coordinator or employment specialist, or the Opportunity Partners website for the current year's holiday schedule.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Day Eve and Christmas Day

### **3.8**

### **PAID TIME OFF**

Opportunity Partners believes that adequate time be provided for those employed by the organization as a part of the services they receive. OP provides a Paid Time Off (PTO) program to be used for vacation, illness, appointments, etc... A person working for OP (for example on a production floor or SET site) will start earning PTO from their first day of work at a rate of .04615 hours per regular hour worked, and can earn up to 80 hours. Once their PTO balance has reached 80 hours, a person will not be able to earn more PTO until some of the accrued PTO has been used. Upon leaving employment with Opportunity Partners, up to 80 hours of accrued PTO will paid out.

PTO can be used after the first 30 days of employment have been completed, and is paid at the person's average rate of pay over the past quarter. Before three months of work have been completed, the rate will be the average wage up until the PTO request.

Requests to use PTO should be made in advance to your Service Coordinator or Employment Specialist. If possible, requests should be made 24 hours in advance for a day off and at least one week in advance for a week or more off. Requests for time off are generally approved as the workload permits, but are not guaranteed. It is best to request the time off as early as possible, especially if it is for a “high demand” time, such as the holiday season.

If it is necessary to take unscheduled time off for an illness or other unexpected issue, you are responsible to notify your Service Coordinator or Employment Specialist as soon as possible prior to your usual start time. Failure to do so may result in the time being counted as leave without pay. If you use Metro Mobility or other scheduled transportation, you must also cancel your rides for an unscheduled day off.

Accrued PTO may be used for the following reasons:

- Vacation.
- Illness.
- Medical, dental, or personal appointments.
- Personal or family emergency.
- Opportunity Partners holidays.
- Days Opportunity Partners is closed due to weather.

### **3.9**

### **LEAVE WITHOUT PAY**

Leave without pay will be considered on an individual basis. All requests for this kind of leave should be directed to the manager or director of the program through your service coordinator or employment specialist. Prior to granting leave without pay, you must have used all your paid time off. When granted, leave without pay will not change your program status.

**3.10****MILITARY LEAVE**

Employees called to individual reserve training programs or other military duty will be granted leave without pay to the extent required by law. Collected PTO may be used for this purpose.

**3.11****JURY DUTY**

If you are selected to serve jury duty, you will be paid the difference between jury duty pay and your average hourly rate of pay for the preceding quarter. It is necessary to contact the supervisor and payroll department to make the necessary arrangements.

**3.12****VOTING LEAVE**

You may have time away from work before noon on Election Day to vote in statewide general elections or any election to fill a vacancy in an office of a representative in Congress. However, since the polling places are open from 7:00 a.m. until 8:00 p.m. on Election Day, most people have enough time to vote outside of working hours. If unusual circumstances prevent this, time off must be arranged with your service coordinator or employment specialist prior to Election Day. You will receive regular wages during the time you are absent.

**3.13****SCHOOL CONFERENCE LEAVE**

You are allowed up to 16 hours of unpaid leave in a 12-month period to attend school conferences and/or activities, if such conferences/activities cannot be scheduled outside of work hours. "School conferences" include both pre-school and after-school programs. Time off for this purpose must be arranged in advance with your service coordinator or employment specialist. Earned PTO may be used during the time you are absent.

The following policy outlines the conditions under which employees performing paid work may request time off without pay for a limited period with job protection pursuant to the Family and Medical Leave Act.

1. Family and/or medical leave (“FMLA leave”) is an approved absence available to eligible employees for up to 12 weeks of unpaid leave per year under particular circumstances that are critical to family life. Leave may be taken for the following reasons:
  - The birth of an employee's child or the placement of a child with an employee for adoption or foster care.
  - An employee is needed to care for a child, spouse or parent who has a serious health condition.
  - An employee is unable to work because of the employee’s own serious health condition.
  - An employee is needed to address certain issues arising from active duty status of a child, spouse or parent (qualifying exigency leave).
  - An employee is needed to care for a service member who is the employee’s child, spouse, parent or next of kin and who incurs a serious injury in the line of duty (up to 26 weeks of leave available).
  
2. To be eligible for FMLA leave, an employee must have been employed at Opportunity Partners for at least 12 months and must have worked at least 1250 hours during the 12-month period preceding commencement of the leave. Employees who have worked at least 1040 hours during the 12-month period preceding the leave but are not eligible for FMLA leave have leave rights under the Minnesota Parental Leave Law for childbirth/care, adoption or foster care purposes.
  
3. Opportunity Partners requires medical certification to support a claim for leave for an employee's own serious health condition or to care for a seriously ill child, spouse or parent. For an employee's own medical leave, the certification must include a statement that the employee is unable to perform the functions of his or her position. For leave to care for a seriously ill child, spouse or parent, the certification must include an estimate of the time the employee is needed to provide care. At its discretion, Opportunity Partners may require a second medical opinion and periodic recertification, pursuant to

applicable law, at its own expense. If the first and second opinions differ, Opportunity Partners may require the binding opinion of a third health care provider.

4. For qualifying exigency leave, Opportunity Partners requires copies of the service member's active duty orders or other military documentation and additional documentation relating to the reasons for the leave. For injured service member leave, Opportunity Partners requires certain information from the employee, health care providers, and Department of Defense representatives.
5. If medically necessary for a serious health condition of an employee, his or her spouse, child, parent, or covered service member, leave may be taken on an intermittent or reduced leave schedule. This type of leave is available for planned or unanticipated medical treatment, recovery from the treatment of a serious health condition or to provide care or comfort to the family member or service member. Where foreseeable, employees must work with their supervisors to schedule this leave so as not to unduly disrupt Opportunity Partners operations. If leave is requested on this basis, Opportunity Partners may require the employee to transfer temporarily to an alternative position which better accommodates recurring periods of absence or a part-time schedule, provided that the position has equivalent pay and benefits.
6. Spouses who are both employed by Opportunity Partners are entitled to a total of 12 weeks of leave (rather than 12 weeks each), for the birth, adoption or foster care of a child, subject to the requirements of the Minnesota Parental Leave Law, or for the care of an employee's parent with a serious health condition. Spouse-employees are limited to a combined 26 weeks of leave for the following purposes: injured service member leave, to care for the employee's parent with a serious health condition, for purposes of childbirth and newborn child care or in connection with an adoption or foster care purposes. In no event may an employee take more than 12 weeks for an FMLA purpose other than injured service member leave.
7. When the need for leave is foreseeable, such as the birth or adoption of a child or planned medical treatment, an employee must provide reasonable prior notice, and make efforts to schedule leave so as to least disrupt his or her working unit. In cases of illness, an employee is required to report periodically (once every week) on his or her status and intention to return to work.

8. An employee who is granted FMLA leave is required to make arrangements to pay his or her normal monthly contribution in order to retain group health benefits. If an employee elects not to return to work upon completion of the approved leave, Opportunity Partners may recover from the employee the cost of any payments made to maintain the employee's coverage unless failure to return to work was for reasons beyond the employee's control.
  
9. A request for FMLA leave must be submitted to your service coordinator or employment specialist at least 30 days in advance of the effective date of the leave, if possible. Within 15 days of the request, if the leave involves a serious health condition, the employee should provide the service coordinator or employment specialist with a medical certification form completed by the appropriate health care provider. Medical certification forms must include the date on which the serious health condition commenced, the probable duration of the condition, and other information required for FMLA eligibility.

For purposes of leave to care for a child, spouse or parent, the certification should give an estimate of the amount of time the employee is needed to provide such care. For purposes of leave for an employee's illness, certification must state that the employee is unable to perform the functions of his or her position. In the case of certification for intermittent leave or leave on a reduced leave schedule for planned medical treatment, the dates on which such treatment is expected to be given and the duration of such treatment must be stated. **Medical certification forms may be obtained through your service coordinator or employment specialist.**

10. FMLA leave is unpaid leave. If, however, the employee is eligible for any accrued paid time off (PTO), the employee will be required to exhaust the accrued paid leave, with the exception of 40 hours, upon the commencement of, and concurrently with, FMLA leave (unless the employee's own serious health condition has caused the leave and the employee is receiving short-term disability or workers' compensation benefits). Paid leave will run concurrently with and be counted toward the employee's total 12-week or 26-week period of FMLA leave.

Employees on leave that qualifies both as workers' compensation and FMLA leave who are offered a light duty position will have the option of remaining on FMLA leave without pay (and foregoing the light duty position and additional workers' compensation benefits) or accepting the light duty position. If the employee accepts the light duty position, then the employee's right to job restoration (as described below) runs through the end of the applicable Leave Year. If the employee accepts light duty, then he/she retains the right to be restored to the same position the employee held at the time his or her FMLA leave commenced or to an equivalent position.

11. Following FMLA leave, an employee will return to his/her previous or an equivalent position unless the position has been eliminated or is not available for reasons unrelated to the employee's leave.
12. An employee returning to work after FMLA leave for the employee's own medical condition must provide their service coordinator or employment specialist with a written release from his or her physician certifying the employee's ability to perform his or her job duties (the "return-to-work certification"). If the employee requires accommodations or has any work restrictions, that information should be included in the return-to-work certification. Employees will be notified of this requirement when they begin their leave and will be provided a copy of their job descriptions to give to their health care providers. The return-to-work certification will be placed in the employee's confidential medical file.
13. If an employee requesting FMLA leave is among the highest paid ten percent of employees and keeping the job open for the employee would result in substantial economic injury to Opportunity Partners, reinstatement to the employee on leave can be denied. In this situation, however, the employee will be notified prior to the commencement of the leave.
14. This summary of employees' rights under the Family and Medical Leave Act is subject to the details of the law itself and interpretations of the law by Department of Labor Regulations and court opinions. Please contact your service coordinator or employment specialist if you have any questions about your FMLA rights or obligations.

Opportunity Partners recognizes the need for steady work for all people; however, there are unavoidable “slow” times in the production areas. We will inform you of such slow times as far in advance as possible. When a slowdown does occur, you may talk with your staff to discuss options.

**Layoff**

There may be times when work is not available. You will then be dismissed from work. Staff will notify you when work is available again.

**Opportunity Partners Tech**

You may have the opportunity to participate in training and learning activities taught by the work skill instructors during times when there is no work. These non-paid training and learning activities will enhance skills directly transferable to the jobs on the production floor.

**Downtime**

You will be paid for downtime that occurs due to “set up” between jobs.

Opportunity Partners wants to make sure that its program and work sites are free of illegal drugs and alcohol that could affect the health and safety of the people receiving services, increase crime, and lower the quality of the programs we offer. In order to make sure that all sites are free of alcohol and illegal drugs, Opportunity Partners does not allow using, selling, or possessing drugs, drug-related items, or alcohol on your person or in your locker or other belongings at any time. This policy applies to all people receiving services while they are working or attending classes in any of Opportunity Partners buildings or on Opportunity



Partners grounds, in Opportunity Partners vehicles or other transportation providers' vehicles, or at community work or class sites.

If a person receiving services is found with drugs or alcohol on them or with their belongings, the drugs or alcohol will be turned over to staff for proper destruction, an incident report will be completed, and an Interdisciplinary Team meeting will be held as soon as possible to determine the next steps in addressing the problem.

## 4.2

## SMOKING

Opportunity Partners sites are smoke-free buildings. People receiving services are not permitted to smoke inside the building at any time. Smoking outside of the building is permitted during scheduled breaks from the program in designated areas only. This includes electronic/vaping smoking devices.

## 4.3

## RIGHTS AND RESPONSIBILITIES

You have a number of rights when you are receiving services from Opportunity Partners. It is important to understand that you have responsibilities along with these rights. A copy of these rights and responsibilities will be given to you on the first day you attend Opportunity Partners. Your service coordinator or employment specialist must explain these rights and responsibilities to you within 5 working days after you start.

**We support your right to know about available services. My responsibilities include:**

- Learning about what services Opportunity Partners can or cannot offer me.
- Investigating all of my choices for services.
- Using the services I have to get the things I need.
- Working with Opportunity Partners creatively to implement my plan.
- If you are supported in a vocational program, the right to request and seek support for the type of employment of my choosing.

**We support your right to know Start and Stop policies at Opportunity Partners. My responsibilities include:**

- Expecting full explanations from Opportunity Partners about stopping my services.
- Expecting that Opportunity Partners will provide me with written notice before they can stop serving me.
- Recognizing that “Start” means an initiation of my services, and “Stop” means a discharge of my services.
- Seeking explanations of policies in my handbook if I do not understand them.
- Listening to the reasons why services are being stopped.
- Asking any questions I may have.
- Knowing I have the right to appeal any decision.

**We support your right to know about service charges and who pays for them. My responsibilities include:**

- Asking who pays and what they pay for my services.
- Listening to the answers to my questions.
- Seeking support in understanding the budgeting for services.
- Requesting only the services I actually need.
- Seeking other services if Opportunity Partners is not meeting my needs.

**We support your right to be trained by capable staff. My responsibilities include:**

- Expecting that Opportunity Partners will make sure that staff receives any training needed to work with my plan.
- Calling my case manager and discussing the issue if I have concerns.
- Allowing my case manager to investigate the situation if there are problems.
- Asking questions and working with my case manager.
- Expecting that staff be trained to meet my individual needs.
- Telling my staff what I need from them.
- Calling my case manager to talk about any concerns and trust that they will work closely with Opportunity Partners to find a solution.

**We support your right to keep your records private. My responsibilities include:**

- Expecting that people (including staff) only look at my records or talk about me with others if my guardian or I give permission.
- Reviewing my records if I desire.
- Knowing I can give permission for others to review my records and doing so with care.
- Asking questions to help me understand before I sign anything.

**We support your right to be free from harm. My responsibilities include:**

- Reporting any emotional, physical, or sexual abuse, neglect, harassment, theft or misuse of my possessions or resources to an Opportunity Partners staff, my Case Manager, or some other person I trust.
- Understanding that any of the above is called “Maltreatment.”
- Treating others respectfully and expecting them to do the same in return.
- Receive services in a clean environment, free from accumulated dirt, grease, garbage, peeling paint, mold, vermin and insects.
- Receive services in a safe location, free from hazards that threaten a person’s health or safety.

**We support your right to be treated with courtesy, and respect, and to have your property treated with respect. My responsibilities include:**

- Treating others with respect and courtesy.
- Reminding people not to talk about me without my permission.
- Reminding people to speak to me directly and not just to those who support me.
- Requesting that staff be respectful of my cultural and ethnic practices and religion.
- Reporting any concerns to an Opportunity Partners staff, your case manager, or another advocate.
- Have access to my personal possessions at any time, including financial resources.

**We support your right to have your concerns heard. My responsibilities include:**

- Communicating my concerns to my service coordinator, employment specialist or another Opportunity Partners staff.
- Contacting my case manager, my guardian, or another advocate with my concerns.
- Following the steps of complaint or grievance procedure.

**We support your right to have your problems resolved. My responsibilities include:**

- Understanding that I can tell the problem to my service coordinator, employment specialist or any Opportunity Partners staff.
- Working with my service coordinator, employment specialist or any other Opportunity Partners staff to resolve the problem.
- Reading (or having someone explain to me) and following the grievance procedures steps.

**We support your right to additional assistance or help. My responsibilities include:**

- Talking to an Opportunity Partners staff about it.
- Contacting my case manager, guardian, conservator, advocate or other trusted person when I need assistance.
- Asking for the assistance I feel I need.
- Selecting individuals whom I deem would be appropriate to assist me with my personal needs.

**We support your right to stand up for your rights without Opportunity Partners punishing you. My responsibilities include:**

- Learning about my rights from others including team members, self-advocates and friends.
- Talking with Opportunity Partners staff, friend, family, Case Manager, or advocate.
- Asking others to support me in standing up for my rights.
- Joining self-advocacy groups if I desire.

**We support your right to refuse to participate in any experiment or research. My responsibilities include:**

- Finding out all the details of an experiment before making a decision.
- Asking a trusted person to explain to me all the terms and conditions of the experiment.
- Making my own yes or no decision.

**We support your right to privacy. My responsibilities include:**

- Respecting other people's privacy.

**We support your right to have friends. My responsibilities include:**

- Understanding that people cannot tell me who my friends are.
- Choosing friends carefully and listening to concerns that others may have about my friends.

**We support your right to personal privacy. My responsibilities include:**

- Selecting individuals whom I deem would be appropriate to assist me with my personal needs.
- Telling people when I want to be alone.
- Arranging for privacy when I want to be alone.

**We support your right to plan activities. My responsibilities include:**

- Planning for activities in advance so I have proper funds and supports in place.
- Communicating with others about my plans.
- Asking for supports in making arrangements if I need it.
- Listening to all the choices before deciding.
- Telling people what activities I enjoy and have interest in planning and doing.
- Thinking of second choices, in case my first choice doesn't work out.

**We support your right to know about medicines that can help you progress. I have the right to choose to refuse these at any time. My responsibilities include:**

- Asking any questions I may have about the medicines.
- Reading the "Informed Consent" section of my handbook (chapter 6.3).
- Understanding that if I choose not to agree, I can just say "no."
- Making my decision after listening to all the information.

**We support your right to safely run the machinery while you work. My responsibilities include:**

- Listening carefully when I am being trained.
- Using the safety skills I have been taught when using the machine.
- Not using any machine until I have been trained.

**We support your right to be trained on the safe use of chemicals. My responsibilities include:**

- Expecting Opportunity Partners staff to explain any physical or health effects of hazardous chemicals I could come in contact with.
- Listening carefully when I am being trained.
- Using the safety skills I have been taught while using the chemical.
- Not using the chemical until I have been trained.

**Additional Resources on Rights and Responsibilities**

The federal Workforce Innovation & Opportunity Act (W.I.O.A.) requires that organizations like Opportunity Partners provide information about self-advocacy, self-determination, and peer mentoring training opportunities available in our geographical area. Below is a list for your reference. We have also posted this information in our handbook and on our Web site at [opportunities.org/advocate](http://opportunities.org/advocate)

<p><b>Committee of Advocacy &amp; Leadership (COAL)</b></p>	<p><a href="http://opportunities.org/wp-content/uploads/COAL_FAQSheet.pdf">opportunities.org/wp-content/uploads/COAL_FAQSheet.pdf</a></p>	<p>People served by Opportunity Partners can be part of the self-advocacy movement through COAL. Various locations and meeting days/times.</p>
<p><b>Advocating Change Together (ACT)</b> 1821 University Avenue, Ste. 306S St. Paul, MN 55104 Patrick Mitchell 651-641-0297</p>	<p><a href="http://selfadvocacy.org/programs/self-advocates-minnesota-sam">selfadvocacy.org/programs/self-advocates-minnesota-sam</a></p>	<p>For self-advocacy group listing by state, online lessons, research translation that you can understand and use, and self-advocates commenting on topics of interest.</p>
<p><b>The ARC of MN</b> 800 Transfer Road, Suite 7A St Paul, MN 55114 651-523-0823</p>	<p><a href="http://thearcofminnesota.org">thearcofminnesota.org</a></p>	<p>Allies in self-advocacy</p>
<p><b>The ARC Greater Twin Cities</b> 2446 University Ave. W. Suite 110 St. Paul MN 55114 952-920-0855</p>	<p><a href="http://arcgreatertwincities.org">arcgreatertwincities.org</a></p>	<p>Provides resources on self-advocacy, civic engagement, person-centered planning, as well as training on a variety of topics.</p>

<p><b>Metropolitan Center for Independent Living (MCIL)</b> 530 Robert St N St. Paul, MN 55101 651-646-8342</p>	<p><a href="http://mcil-mn.org">mcil-mn.org</a></p>	<p>The Peer Mentoring program is a main service of MCIL. Volunteer mentors share their time and experience with individuals to overcome particular barriers in their life in learning to live more independently.</p>
<p><b>Disability Linkage Line</b> 1-866-333-2466</p>	<p><a href="http://mcil-mn.org/programs/disability-linkage-line">mcil-mn.org/programs/disability-linkage-line</a></p>	<p>A service of the Metropolitan Center for Independent Living (MCIL). Information about community resources for people with disabilities, including housing and benefits referral.</p>
<p><b>Disability Minnesota</b> (online resource)</p>	<p><a href="http://mndisability.gov/public/">mndisability.gov/public/</a></p>	<p>A single entry point to over 100 Minnesota state agency programs, products, and services devoted to disability issues. Also provides access to laws, statutes, and regulations in disability-related areas.</p>
<p><b>The Minnesota Consortium for Citizens with Disabilities (MNCCD)</b> 2446 University Ave W, Suite 110 St. Paul, MN 55114 952-818-8718</p>	<p><a href="http://mnccd.org">mnccd.org</a></p>	<p>A broad-based coalition of advocacy and provider organizations, working to change public policy to improve the lives of people with disabilities through building awareness, providing education, and engaging the community.</p>
<p><b>The Minnesota State Council on Disability (MSCOD)</b> 121 E. 7th Place, Suite 107, St. Paul, MN 55101 651-361-7800</p>	<p><a href="http://disability.state.mn.us">disability.state.mn.us</a></p>	<p>A state agency providing leadership to empower and strengthen the rights of Minnesotans with disabilities. Also offers legislative updates.</p>
<p><b>Minnesota Disability Law Center</b> 430 First Avenue North, Suite 300 Minneapolis, MN 55401 612-332-1441</p>	<p><a href="http://mylegalaid.org">mylegalaid.org</a></p>	<p>Provides professional legal help to Minnesotans with disabilities and others who traditionally lack access to the American justice system and cannot afford the services of a private attorney.</p>
<p><b>Minnesota Life College</b> 7501 Logan Avenue South, Suite 2A Richfield, MN 55423 612-869-4008</p>	<p><a href="http://minnesotalifecollege.org">minnesotalifecollege.org</a></p>	<p>Provides their students with continued practice in training internships to help them develop the skills and tools necessary to live independent and meaningful lives.</p>

<p><b>The MN Governor's Council on Developmental Disabilities</b>  370 Centennial Office Building  658 Cedar Street  St. Paul, MN 55155  651-296-4018</p>	<p><a href="http://mn.gov/mnddc/">mn.gov/mnddc/</a></p>	<p>Contains presentations and publications containing information related to developmental disabilities.  Includes Partners in Policymaking, a free program designed to teach people with disabilities the power of advocacy to positively change the way people with disabilities are supported and how/where they live and work.</p>
<p><b>Quality Mall</b>  (online resource)</p>	<p><a href="http://qualitymall.org">qualitymall.org</a></p>	<p>Resources for person-centered supports for self-advocacy, self-determination, peer mentoring, and other topics.</p>
<p><b>Self-Advocates Becoming Empowered (SABE)</b>  (online resource)</p>	<p><a href="http://sabeusa.org">sabeusa.org</a></p>	<p>National self-advocacy organization</p>
<p><b>The Riot!</b>  (online resource)</p>	<p><a href="http://theriotrocks.org">theriotrocks.org</a></p>	<p>Newsletter, blog where self-advocates can share opinions, online art gallery, and other services to help individuals become stronger self-advocates.  They also provide training or technical assistance on self-advocacy, self-determination, and setting up peer support networks.</p>

**4.4 INFORMED CONSENT**

Sometimes, for people to progress, they need extra support physically, or through medication. If you ever need such assistance, these extra measures will be fully explained to you. If you choose to let us use extra physical or medical measures, your CSSPA will contain that information. However, you may change your mind at any time. If you are asked to participate in research or an experimental treatment, you will be told about it. If you choose to participate, your CSSPA will also be updated.

**4.5 PROCEDURE FOR FILING A GRIEVANCE**

1. A grievance is a claim or complaint that you or your legal representative may bring, involving dissatisfaction with your program over an issues which Opportunity Partners has control, for example:
  - The working conditions at your community or Opportunity Partners job.



- Your Extended Employment support plan.
  - Your access to employment in the community.
  - The quality and effectiveness of your employment support services.
2. A grievance can be filed at any time but should be filed as close to the incident as possible.
  3. If Opportunity Partners does not follow the steps on time you have the right to continue the procedure and go to the next step.
  4. You may choose a representative or advocate to help you with all the steps of the procedure. If you choose a co-worker as your representative or advocate, the co-worker may ask to be released from work to be with you at all meetings that have to do with the complaint or disagreement.
  5. You and your co-worker representative or advocate will receive regular pay for time away from work to go to meetings to discuss the grievance.
  6. All meetings between you and Opportunity Partners will take place during normal work hours, unless you wish otherwise. You will be allowed a reasonable time during working hours to give your side of the grievance.

If you have a disagreement with an Opportunity Partners employee, you should discuss it first with that person. If the disagreement cannot be settled through discussion or you are dissatisfied with the resolution, then you may file your grievance using the following steps.

1. If you have a disagreement with your service coordinator or employment specialist or a complaint about your instructor, you should discuss it first with that person. If your complaint is about the service coordinator or employment specialist, you may skip step one and go directly to step two. You should give the service coordinator or employment specialist a statement telling them about the problem and ideas of how to settle the complaint, in writing. You may ask any Opportunity Partners employee or a friend or family member for help in writing your complaint. A reply to the complaint will be made by the service coordinator or employment specialist and a copy submitted to the manager or director.
2. If the problem is still not settled to your satisfaction you may appeal the service coordinator or employment specialist decision by sending a written request to the manager or director of the program. The manager or director will reply in writing.
3. At all times, you have the right to bring your complaint to the President/CEO of Opportunity Partners:

Armando Camacho  
President & CEO  
5500 Opportunity Court  
Minnetonka, MN 55343-9020

4. Opportunity Partners will complete a response to your concerns within one calendar month from the date the appeal is received.

## 4.6

## ORIENTATION

When you begin an Opportunity Partners program you will be given an orientation. The orientation is conducted by your service coordinator or employment specialist and will take place during your first 24 hours in the program. Orientation may include the following, as appropriate to the program you are entering:

- Review of the program handbook, which includes:
  - Review of safety guidelines
  - Review of work guidelines
  - Review of program guidelines
  - Review of data privacy policy
  - Right to Know
  - Bill of Rights
  - Alcohol and Drug Policy
  - Review of services available
- Tour of building
- Introduction to staff
- Review of schedule

## 4.7

## DRESS CODE

The purpose of this dress code is to provide a guideline for what Opportunity Partners considers appropriate work clothing. It has been developed with input from the Leadership Team. You are expected to follow the dress code. If you have any questions, talk with your service coordinator or employment specialist.

## **Opportunity Partners Dress Code:**

- Wear clothes that are clean and well kept.
- Do not wear clothes that can get caught in machinery. Examples may include: ruffles, fringes, hanging fabric, decorations, or jewelry dangling from your ears, neck or wrist.
- Do not wear extremely loose or baggy clothing that could get caught in machines or cause you to trip.
- Do not wear sandals or open-toed shoes in the production area.
- Do not wear halter tops, bare midriffs, sundress tops with spaghetti straps, dresses that are strapless and/or backless, muscle shirts, T-shirts with words or pictures that may be offensive to others.
- Dress appropriately for weather conditions.
- Shorts that are closer in length to the knee than the hip are allowed.
- Practice good grooming skills.
- Community placement jobs may have specific dress code requirements or uniforms. You will be told about these before you start the new position.

### **4.8**

### **PROGRAM GUIDELINES**

Below is a list of guidelines a person is expected to follow while participating in Opportunity Partners' programs.

- It is requested that you will comply with attendance, rights and responsibilities and safety procedures detailed in this handbook.
- It is requested that you follow directions given to you by an Instructor before beginning your work. This is important because the job instructions and/or your role in the job may change at any time.
- Purses, bags and other personal items may not be allowed at you work station or in some program areas without prior permission, for safety reasons. Some work sites provide lockers, if not, please ask staff if you need a safe place to put your purse or bag.
- Borrowing, lending, or exchanging, in any way, money, cigarettes, gifts or other items is not permitted while engaged in an Opportunity Partners program. Staff is not permitted to borrow from you or accept gifts from you. If you have questions or concerns about this, ask your Service Coordinator. This is in accordance with laws pertaining to vulnerable adults and codes of conduct common to the work place.

- When participating in programs on Opportunity Partners property, food and drinks are only to be consumed in the designated kitchen, cafeteria, or break area. No food or drinks are not allowed on the production floor without prior permission from staff. You may use drinking fountains that are on the production floor. If you are at a job site not owned by Opportunity Partners, you will be informed of the guidelines for food and drinks in and around your work area and appropriate lunch and break areas.
- You will be informed regarding what areas of job sites and program facilities are available to you during breaks and before and after normal program hours.
- Personal radios, digital music devices, or compact disc players may be allowed in work and program areas with pre-approval of staff.
- Cell phones may be permitted in your work or program area. Use is requested to break times and in locations where others are not disturbed by the use of the phone. If cell phones become a distraction to you or others, Opportunity Partners reserves the right to disallow you to have your cell phone with you while participating in any program activity.
- Weapons of any kind are not allowed at program or work areas at any time. A “weapon” means anything that can be used to hurt yourself or someone else, including, but not limited to, knives, guns (loaded or unloaded), toy guns or knives, air guns, pellet guns, BB guns, stun guns, ammunition, blades, metal knuckles, nun chucks, throwing stars, mace, fireworks, explosives, clubs, poisons, chains, arrows, and other items that have been changed to serve as a weapon.

If you need further assistance in understanding these guidelines, please contact your Service Coordinator or other Opportunity Partners staff.

## **4.9**

## **DISCIPLINARY ACTIONS**

It is the policy of Opportunity Partners staff to act on disciplinary issues. If you violate your personal plan or any of the previously mentioned guidelines and procedures, including the rights of others, the situation will be dealt with on an individual basis in consultation with you and your Interdisciplinary Team and may include, but not limited to, a verbal warning, written warning, suspension, and possibly discharge from the program. In disciplinary action Opportunity Partners staff seeks only to provide coaching and education. Disciplinary actions are proportionate to violations and are intended to support making connections between

one's actions and the natural consequences of those actions. We also seek to provide protection for the safety of other people receiving services, members of the community and our staff. Our goal is never to punish or assign punitive measures as a consequence. If you or your team have questions about disciplinary consequences please feel free to discuss them with your service coordinator, employment specialist, or their supervisor.

#### **4.11**

#### **DISCHARGE AND TERMINATION CRITERIA**

A person may be discharged or their services terminated if they and/or their IDT decide that the program is no longer the best available option or if Opportunity Partners determines that they can no longer meet the needs of person receiving services. The following criteria have been developed to provide you guidelines for what may constitute discharge or termination from services:

- You can be discharged if you or your legal guardian chooses to end services from the program.
- You may be discharged if you move out of the service delivery area.
- You may be discharged if your financial status changes and there is no funding available to pay for services.
- You may be discharged if you stop attending for a period of time. Opportunity Partners often has a waiting list for services and we want to make sure our services are used to their fullest potential.
- Your services may be terminated if your actions or behavior present a danger to yourself or others.

If it is determined that you may no longer be eligible for services or that your status for receiving services may be in question, the following steps will be taken:

1. You and your team meet to review the facts and to support you to making changes to your program goals.
2. If there are still concerns, you and your IDT will officially meet. Outside people may be involved (with the permission of you and your case manager) and other changes could be considered. Temporary suspension in services, or leave of absence, may be used. It is the procedure of Opportunity Partners to review cases on leave of absence every 30 days.

3. Written notice of termination of services will be provided to you, as well as the guardian and/or referral source( when applicable) 60 days prior to the proposed date of discharge in cases where termination is initiated by Opportunity Partners and not agreed upon in advance by the IDT. The notice will include specific reasons for discharge or termination of services. Opportunity Partners may suspend services up to the 60 day date if attendance in program would endanger the health, safety, or wellbeing of the person served or others.
4. You have the right to file a grievance regarding decisions to suspend or terminate services. See the grievance procedures outlined in this handbook for more information on the process.
5. If sufficient documentation supports that you no longer meet admission criteria, are no longer eligible for services, or have unresolved attendance issues, you may be discharged.

When your participation In an Opportunity Partners program has ended, you will receive a report summarizing your involvement. Your file will be organized and stored for a minimum of seven years. If you decide you want to come back to the program or that you need more assistance, contact the Manager for the program to discuss the possibility of reinstatement.

## **4.12**

## **INTERDISCIPLINARY TEAM (IDT)**

The people on your Interdisciplinary Team (IDT) may include a case manager, guardian, conservator, residential staff, parents/relatives, Opportunity Partners staff, and others you choose or as necessary.

This team meets with you at least once a year to discuss your progress and work with you to plan ways to support you so that you can reach goals you have set for yourself. At that time, a report is created to document your progress on your goals and will be given to you and other members of your team. This report is also filed in your case file.

Sometimes, extra meetings are held to discuss concerns as they arise. In order to give you the best services, other people may be asked to attend.

You have the opportunity to tell Opportunity Partners if you are satisfied with the services you receive and suggest changes you feel would benefit you by answering questions annually in a satisfaction survey.

## 4.13

## JOB POSTINGS & TRANSFER

### **Job Postings**

Service Coordinator or Employment Specialist will create a resume in CareDirector noting if you are employed, employed and seeking or seeking. Supported Employment Team (SET) job opportunities in the community will be posted in CareDirector “New Supported Employment Job Opportunity”. Service Coordinator or Employment Specialist will receive notification of New Job Postings. They will reach out to you and submit an application for SET to consider and note outcome.

SET model is to be a temporary work and training experience, lasting up to 24 months. Job development will become involved during that time to explore competitive and independent jobs. At any time, if you want to work independently in the community, you are encouraged to talk to your service coordinator or employment specialist.

### **Transfer**

If you would like to transfer to a new job, or if you lose your community job due to causes beyond your control, you will be given first consideration for return to a similar position when and if openings are available that fit your interests and abilities. You are encouraged to talk to your service coordinator or employment specialist when you want to transfer to a new job. Your service coordinator or employment specialist will request the transfer for you.

<b>4.15</b>	<b>TELEPHONE/CELL PHONE</b>
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Telephones may be available for your use. You may make local calls during scheduled break times. Telephone calls should be limited to three minutes. Local calls are free of charge. Long distance calls must be pre-approved by the site manager. If you have to make an important call during work hours and need a more private area to call from, please let your service coordinator or employment specialist know. A more secluded area to call from can be arranged.

You may bring a cell phone with you to the program. In consideration of everyone in the class or activity, please use your phone outside of class or activity hours.

<b>5</b>	<b>DESCRIPTION OF SERVICES</b>
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<b>5.1</b>	<b>PROGRAMS</b>
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There are a number of services available through the Opportunity Partners programs.

### **Brain Injury Services**

The Brain Injury Services supports people with brain injuries in learning or reacquiring life skills and work skills to maintain or move toward further community integration.

- **Prevocational Service:** In-center supported work training designed to help individuals reacquire basic job skills.
- **Structured Day Service:** Classroom and community-based programming designed to help individuals reacquire general life and social skills.
- **Supported Employment Service:** Community-based supported work training designed to help individuals reacquire advanced job skills.

### **Day Training and Habilitation (DTH)**



DTH is another day service that supports people with disabilities in learning new skills, gaining greater independence, exploring the community and developing friendships. Some locations specialize in working with Autism Spectrum Disorders and aging and dementia.

- **Employment:** Offers Individual Job Placement, Supported Employment Teams and onsite production work.
- **Education:** Individuals can supplement their employment activities with a wide range of academic, self-advocacy and health and safety classes.
- **Community Inclusion:** Provides opportunities to access community experiences through volunteering, leisure recreation, and community based education classes.

## Vocational Services

Vocational Services assists people in securing individualized and independent competitive employment. We will assist you in making informed decisions regarding competitive, integrated employment, including community based experiences, understanding the impact a job can have on your quality of life, information and support to understand your options and information and support to understand your options related to getting a job. Competitive, integrated community employment will be the first option we explore if you choose that option.

- **Vocational Evaluation:** The Vocational Evaluation team specializes in community evaluations, gathering information about work interests, skills, behavior, and tolerances while the person is performing a job. Employers and vocational evaluators provide valuable feedback on performance during the evaluation. Opportunity Partners regularly works with over 40 different businesses throughout the Twin Cities Metro area and can develop a customized evaluation site to fit participant's needs. A variety of assessments can be conducted including career interest and aptitude inventories, as well as achievement assessments, such as computerized clerical assessment, cash register assessment.
- **Job Development:** The job developer and the person receiving services work together to navigate through the networking, application, interviewing, and hiring process to secure gainful employment. Job developers work with individuals to identify ideal employment, research the current job market, and to develop and execute a personalized job search. Opportunity Partners has relationships with over 300 employers and network aggressively for more.

- **Job Retention:** Employment specialists provide on and off the job coaching and job skills training. They develop employment support plans, facilitate natural supports at work sites, and identify needs and accommodations. Job coaching provides training and consultation to the individuals and the business to facilitate successful competitive integrated employment. Individuals are also offered long-term follow up to maintain successful employment.
- **Career Learning Pathways:** A collaboration between Opportunity Partners and Dunwoody College of Technology to provide skills training with dual certification that can lead to new learning certifications and expanded career options for people with disabilities through learning tracks that meet employer specifications and are customized to industry standards.

### **Youth in Transition Services**

Transition Services assists students in transition from academic learning to on-the-job education through work experiences on Supported Employment Teams (SETs) and Opportunity Partners onsite Production areas.

## **5.3**

### **MEASURING SATISFACTION WITH SERVICES**

Opportunity Partners values your input and the input of your Interdisciplinary Team Members. Once each year, a survey will be sent to you and your team members asking how you feel about the services you receive from Opportunity Partners. The survey includes areas for you to write about any concerns or problems you may have. This information is collected, studied, and used by Opportunity Partners managers to improve or enhance our programs. Any problems noted are followed up on by the Service Coordinator, Employment Specialist, or Manager.

The people served by Opportunity Partners have an opportunity to be a part of the self-advocacy movement! The Committee of Advocacy and Leadership (COAL) is a self-advocacy group at Opportunity Partners. Self-advocacy is a movement of people with disabilities around the country, and across the world, who work together to make sure their voices are heard.

Within the self-advocacy movement, self-advocates are leaders with disabilities. There are many self-advocates served by Opportunity Partners. Some self-advocates have been involved in politics and others are more focused on advocating in their homes or at work. Self-advocates are sometimes supported by allies who do not have intellectual disabilities.

Anyone who receives services from Opportunity Partners, either vocational or residential, is welcome to be a part of COAL. Staff members of Opportunity Partners are encouraged to be allies to COAL self-advocates.

What COAL works on is determined by the self-advocates who participate. In the time COAL has been active, the group has had meetings about legislative advocacy within the political system, accessible voting for people with disabilities, the rights and responsibilities of being in a relationship, anti-bullying efforts, and much more. COAL has also been active in the community through food drives, car-wash fundraisers, volunteering at a nursing home, and more. As the membership of COAL continues to grow, the issues the group works on and the events they participate in will continue to expand as well.

COAL meetings are held outside of regular work hours and the locations may vary. If you are interested in joining the COAL group or just attending a meeting to check it out, ask your service coordinator or employment specialist for more information.

DTH and Brain Injury services run Monday through Friday, and hours vary upon the location. Your specific days and hours of services will depend on your specific services and the supports you choose. Some programs may even include a second shift. If you work at a SET site or an independent job, your hours may be different and could include some evening or weekend shifts.

Generally, all service coordinators and employment specialists can be reached between 8:00 a.m. and 3:30 p.m. Monday through Friday via their direct dial numbers or by email. Some employees may work earlier or later depending on the needs of their caseloads. If you cannot reach your specific service coordinator or employment specialist, most DTH and Brain Injury locations also have a receptionist or coverage staff answering phones and checking messages during normal work hours. If you are unsure whom to call, there is a receptionist available at the Koch Campus from 7:30am to 4:00pm who can assist you. They can be reached via the main Opportunity Partners phone number: 952-938-5511.

Service coordinators and employment specialists will return calls received during holidays or vacations as soon as they can when they return to the office. If your service coordinator or employment specialist is on vacation or out of the office for an extended period of time, their voicemail will notify you of an alternate person that you may contact in their absence. Please be patient while waiting for your return call. If you have concerns about not receiving return calls, notify your service coordinator's or employment specialist's supervisor by calling the main office number and asking for your service coordinator's or employment specialist's supervisor.

## **5.7**

### **EMERGENCY CLOSINGS**

In the event of emergency conditions, Opportunity Partners may close. Unless a closing is announced, you will be expected to report at the usual time. If weather conditions make it impossible to report to work, you should notify your service coordinator or employment specialist. You may use your PTO hours for the day or you choose to take it without pay.

## **5.8**

### **ATTENDANCE AND PARTICIPATION**

Opportunity Partners requires willing and active participation. You are responsible to attend scheduled activities, meetings and programs. If low attendance or lack of participation is observed, the observations and possible solutions will be discussed with you and your IDT and we will work with you to discover the supports you need to improve your attendance and

participation. If your attendance and participation does not improve, discussions will continue until your attendance and/or participation increases or you decide to discharge from services.

Regular attendance is important. We will meet with you and your IDT to develop a schedule that meets your needs.

- If you need to miss a day of programming or work, call or notify staff as soon as you know you will be missing. **If you ride Metro Mobility you are responsible for same day cancellations.**
- If you are to meet with an employment specialist or job developer please inform them you will not be able to meet with them at least 1 hour before the scheduled meeting time, 24 hours in advance when possible.

## 5.9

## MEDICATION ADMINISTRATION

Opportunity Partners makes every effort to promote the health and wellbeing of all people. Please communicate with your service coordinator or employment specialist about any health issues or emotional stress you may be encountering. You should also tell your service coordinator or employment specialist if any of the following apply to you:

### 1. Doctor's Orders

You may require specific accommodations, medical procedures or prescription medications during the program day. A written doctor's order must be received by the service coordinator or employment specialist prior to any procedure or medication being administered (a complete prescription label from a pharmacy is acceptable as well if it is affixed to the medication container). Physicians may fax orders directly to Opportunity Partners. Ask your service coordinator or employment specialist for the correct fax number.

## 2. Medication

No medication, prescription or over the counter will be administered to you without written authorization by your doctor. A doctor's order must be completed with the dosage and time identified (a complete prescription label from a pharmacy is acceptable as well if it is affixed to the medication container). This form must be on file (at your service location) before medication will be administered. Prescription medication must be in an original pharmacy package. Over the counter medication must also be in original packaging.

### 5.10

### BREAKS

Number of breaks, duration, and times that breaks are given vary based on program or work location. Typically included in the normal workday is an unpaid 30-minute lunch break and one or two 15-minute paid breaks.

### 5.11

### STORAGE OF PERSONAL ITEMS

Depending upon location each person is assigned a locker. The locker is for storing your belongings and is to be kept clean. For your safety, we encourage you to keep your personal items such as purses, coats or jackets, and personal electronic devices in your locker and off of the production floor/ area. You are encouraged to obtain a lock for your locker. Your service coordinator or employment specialist can keep an extra key or the combination for the lock at your request.

For reasons of safety and health, the lockers may be inspected and cleaned periodically. You will be informed when an inspection is coming up and asked to remove personal possessions and leave the locker unlocked.

At each location, you will have a place to securely store you items.

### 5.12

### LUNCHROOM

Lunchrooms may have vending machines from which food and beverages can be bought during breaks and lunch. Those at other sites need to pack a lunch each day and bring it with

them to work. Some Opportunity Partners locations do not provide refrigerators. At those locations people receiving services are encouraged to use cooler packs to keep their food cool.

Unless specified otherwise, you are responsible for bringing the lunch and/or snack you will need depending on your schedule. If you forget your lunch, tell your service coordinator or employment specialist and you will be offered a basic meal. If you forget your lunch repeatedly, We will work with you to create a plan to ensure that you have the food that you need.

## 5.15

## TRANSPORTATION RULES

If you ride a bus to and from Opportunity Partner each day or utilize Metro Mobility vans, it is important to understand that we follow all state safety guidelines Some of these rules are laws which, if broken, could result in suspension from riding the Metro Transit buses or vans.

The complete “Metro Mobility Service Guide”, including detailed information on using Metro Mobility services and Metro Mobility policies, is available through the Metropolitan Council by request and on the transportation page of Metropolitan Council website. Opportunity Partners staff can assist you in obtaining the guide.

### **Before you board:**

- Please be ready to board the van 5 Minutes before the scheduled pick-up time.
- Please do not bring open food or drinks on the van.
- Please use the restroom beforehand if needed, and in plenty of time to be ready for your ride. Some rides can be rather lengthy.
- Please be patient and flexible as you wait to board the van.

### **On your ride:**

- Please fasten your seatbelt and remain seated until the van is stopped.
- Please be polite and respectful to your fellow passengers and to the driver.
- Please remember to have friendly conversations using quite voices.
- Please be respectful of things that belong to others and other riders’ personal space.

**As you leave:**

- Please be patient and flexible as you wait to leave.
- Please be sure to take all of your belongings with you.

**Expectations of Drivers:**

- Please be polite, respectful, and prompt.
- Please be recognizable by your uniforms and badges.
- Please keep vehicles clean and properly maintained.
- Please be patient and flexible when assisting riders.



Please sign and date this page to indicate that you have received a copy of the Handbook. Then detach this sheet and give to your staff person, who will place a copy in your file. The handbook is yours too keep and reference as needed. You will be notified of any changes to the handbook. If you need the handbook in an alternative format, notify your staff and they will assist you.

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Person Served Signature

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Date