



Day and Employment Services Handbook

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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

At your home, 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 engagement, 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.

1.2

MISSION

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

1.3

VISION AND VALUES

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 GENERAL POLICIES

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. Please refer to policy OP-ISS-09 and OP-ISS-10 on the Opportunity Partners website for additional information.

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. Please refer to the Rights of Persons Served.

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.

Please refer to the Rights of Persons Served.

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 an 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 OP 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.

Opportunity Partners follows appropriate federal, state, and local safety laws. If you see a safety hazard, please report it to your OP Staff right away.

Opportunity Partners has safety drills throughout the year. For these drills, you must follow the proper exit route quickly and quietly. At orientation, your OP Staff will explain the safety drills. During drills, it is important to listen to staff who will give you directions about where to go during these drills. At any time, you can ask questions to any available OP Staff.

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 OP Staff 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 waiver; however, your refusal to give Opportunity Partners permission to share data may disqualify you from receiving available services. Please refer to policy OP-ISS-04 on the Opportunity Partners website for additional information.

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. Please refer to policy OP-ISS-04 on the Opportunity Partners website for additional information.

- 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 policy or 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, please contact the Privacy Officer in writing at:

Opportunity Partners
Paul Hanson
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 practices.

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 may be broadcast on the WCCO-AM 830 radio station and local TV channels. Information about programs being closed will 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 earn.

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 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.

Our U.S. Department of Labor Special Minimum Wage certificate is posted on a bulletin board at each location. All training incentives are based on a prevailing wage survey of the same type jobs within local industry. Under the Special Minimum Wage Certificate, 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. 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 offered 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.

Please Note:

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

- 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. When your pay rate changes, you will be notified.

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. Each production job is broken down into various phases. Each phase is associated with a rate (dollar amount per piece complete). These rates are available at Production locations. This allows

people to have immediate access to their rates to understand what they are being paid for each phase they are completing.

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. This pay rate is then used when a person is being paid hourly.

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. Prior to work placement, a person served will be paid at minimum wage to complete a productivity evaluation (Pay for Performance) or On-the-Job Evaluation. The evaluation process is the first paid activity for person served.

Employment Status & Terms For Supported Employees: Change in Pay Rate

Employee:	Address:				
<p>1. Legal name of employer: Opportunity Partners</p> <p>Main office/principal place of business address: 5500 Opportunity Court, Minnetonka MN 55343</p>					
Phone number: 952-938-5511	Email address: info@opportunities.org				
<p>2. Current Status: Select Exempt or Non-Exempt</p> <p><input type="checkbox"/> Employee is exempt from: <input type="checkbox"/> minimum wage <input type="checkbox"/> overtime <input type="checkbox"/> other provisions of Minnesota Statutes 177</p> <p>Legal basis for exemption: Opportunity Partners holds a certificate under Sec. 14C of the Fair Labor Standards Act, authorizing payment of special minimum wages based on measured productivity.</p> <p><input checked="" type="checkbox"/> Employee is non-exempt (entitled to overtime, minimum wage, other protections under Minn. Stat. 177)</p>					
<p>3. Rate: Minimum Wage</p> <table border="1"> <tr> <td>Paid by:</td> <td>Hour <input checked="" type="checkbox"/></td> </tr> <tr> <td></td> <td>Salary <input type="checkbox"/></td> </tr> </table> <p>Overtime is owed after: 40 hours in one work week (Monday – Sunday)</p> <p>Allowances claimed: None</p>		Paid by:	Hour <input checked="" type="checkbox"/>		Salary <input type="checkbox"/>
Paid by:	Hour <input checked="" type="checkbox"/>				
	Salary <input type="checkbox"/>				
<p>4. Leave benefits available:</p> <p><input type="checkbox"/> Paid Holidays <input checked="" type="checkbox"/> Paid Time Off</p> <p>How benefits are accrued: Number of hours <u>0.04615</u></p> <p><input type="checkbox"/> per year <input type="checkbox"/> per month <input type="checkbox"/> per pay period <input checked="" type="checkbox"/> per hours worked</p> <p>Terms of use: Employees participating in Production & Supported Employment Teams are eligible for PTO.</p>					
<p>5. Deductions that may be made from employee's pay and amounts:</p> <p>State & Federal employment taxes and withholdings, insurance premiums, retirement savings, garnishments\attachments, amounts permitted under Minn. Stat. 181.79, any other amount the company is permitted by law to withhold from wages.</p>					
6. Number of days in the pay period: 14	Regularly scheduled payday: Every other Friday				
<p>7. Other information relevant to this position: New employees and current employees new to a job for which they will be paid MN minimum wage until a Pay for Performance (PFP) evaluation is completed. After completion of the PFP evaluation, employees determined to be exempt from minimum wage <u>will be paid</u> at the appropriate hourly or per-piece rate.</p>					

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.

Opportunity Partners delivers wage updates to the people we serve via written notices. Opportunity Partners must provide the notice to people in English, however, please note the notices may be requested by the employee to be provided in another language.

Translation providers approved by the Minnesota Department of Administration

Betmar Languages, Inc. 6260 Hwy. 65 N.E. Minneapolis, MN 55432 763-572-9711 best@betmar.com	The Bridge World Language Center, Inc. 110 Second Street S., #308 Waite Park, MN 56387 320-259-9239 mini@bridgelanguage.com	Fox Translation Services 1152 Mae Street, #122 Hummelstown, PA 17033 866-369-1646 or 407-733-3720 dina@foxfordcasemanagement.com
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Global Translation and Interpreter 913 E. Franklin Ave., #206 Minneapolis, MN 55404 612-722-1244 sandor@globaltranslations.com	Latin American Translators Network, Inc. 1720 Peachtree Street N.W., #532 Atlanta, GA 30309 800-943-5286, ext. 8641, translations@latn.com 800-943-5286, ext. 8620, idenis@latn.com	Latitude Prime, LLC 80 S. Eighth Street, #900 Minneapolis, MN 55402 888-341-9080, ext. 501 elle@latitude.com
Lingualinx Language Solutions, Inc. 433 River Street, #6001 Troy, NY 12180 518-388-9000 abartlett@lingualinx.com	Prisma International, Inc. 1128 Harmon Place, #310 Minneapolis, MN 55403 612-349-3111 jromano@prisma.com	Swits, LTD 110 S. Third Street Delavan, WI 53115 262-740-2590 translations@swits.us

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 Partners, you will be paid every other Friday (14 days per pay period) and you will receive your check electronically through direct deposit. Opportunity Partners will give you information to create an account with ADP to view your check and pay stubs.

If payday falls on a holiday, generally your paycheck will be finalized on the workday before the holiday. If you do not have access to direct deposit your checks will be mailed to you.

Employer:

Opportunity Partners
5500 Opportunity Court
Minnetonka, MN 55343
(952) 938-5511

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), 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 OP Staff, who will help you address this with Human Resources.

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. Your OP Staff must approve all expenses 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 OP Staff or the Opportunity Partners website for the current year's holiday schedule.

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.

Supported employees begin to earn paid time off (PTO) from their date of hire. The amount of earned hours is .04615 hours per regular hour worked. PTO can be used for sick time, vacation, personal needs or for pay during holiday or weather-related worksite closures.

Supported employees may begin using PTO after 30 days of employment.

Supported employees may accrue up to 80 hours of paid time off. Once an individual has accrued 80 hours, further accruals will be suspended until he/she utilizes some hours and brings his/her balance under 80 hours.

Requests for PTO should be made in advance. If possible, there should be 24 hours' notice for a PTO day and one week notice for a week or more. PTO must be approved by the supervisor. Supervisors are responsible for scheduling a person's time off so that there is a minimum of interference with work team functioning. The procedure may vary according to the demands of work groups. Supported employees should check with their supervisor for instruction specific to their group.

Supported employees who find it necessary to use unscheduled PTO hours have the responsibility to notify their supervisor as soon as possible prior to their normal reporting time. Failure to provide this notification will result in the time being counted as leave without pay.

Upon leaving the employment of Opportunity Partners, any unused PTO will be forfeited. PTO hours do not count as hours worked for overtime purposes.

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 OP Staff. 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 OP Staff prior to Election Day. You will receive regular wages during the time you are absent.

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 OP Staff. 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 OP Staff 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 OP Staff 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 OP Staff.

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 OP Staff 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 OP Staff if you have any questions about your FMLA rights or obligations.

3.15

WORK SLOWDOWN/LAYOFF/ DOWNTIME

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 available. 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.

4 **PROGRAM CONDITIONS**

4.1 **DRUG AND ALCOHOL POLICY**

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. **The Rights and Responsibilities will be given Annually and as any changes are made.** Please refer to the Rights and Responsibilities for further information or ask your OP staff for a copy.

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

Committee of Advocacy & Leadership (COAL)	opportunities.org/wp-content/uploads/COAL_FAQSheet.pdf	People served by Opportunity Partners can be part of the self-advocacy movement through COAL. Various locations and meeting days/times.
Advocating Change Together (ACT) 1821 University Avenue, Ste. 306 St. Paul, MN 55104 Patrick Mitchell 651-641-0297	selfadvocacy.org/programs/self-advocates-minnesota-sam	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.
The ARC of MN 641 Fairview Ave N St Paul, MN 55104 952-920-0855	thearcofminnesota.org	Allies in self-advocacy
The ARC Greater Twin Cities 2446 University Ave. W. Suite 110 St. Paul MN 55114 952-920-0855	arcgreatertwincities.org	Provides resources on self-advocacy, civic engagement, person-centered planning, as well as training on a variety of topics.
Metropolitan Center for Independent Living (MCIL) 530 Robert St N St. Paul, MN 55101 651-646-8342	mcil-mn.org	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.
Disability Linkage Line 1-866-333-2466	mcil-mn.org/programs/disability-linkage-line	A service of the Metropolitan Center for Independent Living (MCIL). Information about community resources for people with disabilities, including housing and benefits referral.
Disability Minnesota (online resource)	mn.gov/disability	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.

The Minnesota Consortium for Citizens with Disabilities (MNCCD) 1600 Broadway St NE, Minneapolis, MN 55413	mnccd.org	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.
The Minnesota State Council on Disability (MSCOD) 1600 University Avenue W, Suite 8 Saint Paul, MN 55104 651-361-7800	disability.state.mn.us	A state agency providing leadership to empower and strengthen the rights of Minnesotans with disabilities. Also offers legislative updates.
Minnesota Disability Law Center 111 N 5 th St Suite 100 Minneapolis, MN 55403 612-334-5970	Lawhelpmn.org	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.
Minnesota Life College 7501 Logan Avenue South, Suite 2A Richfield, MN 55423 612-869-4008	Miccommunity.org	Provides their students with continued practice in training internships to help them develop the skills and tools necessary to live independent and meaningful lives.
The MN Governor's Council on Developmental Disabilities 370 Centennial Office Building 658 Cedar Street St. Paul, MN 55155 651-296-4018	mn.gov/mnddc/	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.
Self-Advocates Becoming Empowered (SABE) (online resource)	sabeusa.org	National self-advocacy organization
The Riot! (online resource)	theriotrocks.org	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.

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

A grievance is a claim or complaint that you or your legal representative may bring, involving dissatisfaction with your program over an issue 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.

A grievance can be filed at any time but should be filed as close to the incident as possible.

Please refer to policy OP-ISS-03 on the Opportunity Partners website for additional information.

At all times, you have the right to bring your complaint to the President/CEO of Opportunity Partners:

Bill Schultz
President & CEO
5500 Opportunity Court
Minnetonka, MN 55343-9020

4.6

ORIENTATION

When you begin an Opportunity Partners program you will be given an orientation. The orientation is conducted by your OP Staff 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
- 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. You are expected to follow the dress code and maintain appropriate personal cleanliness. If you have any questions, talk with your OP Staff.

Opportunity Partners Dress Code:

- Wear clothes that are clean and well kept.
- Do not wear clothes that can get caught in machinery or cause you to trip. Examples may include: ruffles, fringes, hanging/loose or baggy fabric, decorations, or jewelry dangling from your ears, neck or wrist.
- 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.
- 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 comply with attendance, rights and responsibilities and safety procedures detailed in this handbook.

- It is requested that you follow directions given to you by OP Staff. This is important because instructions for your job and/or your role may change at any time.
- Purses, bags and other personal items may not be allowed at your work station or in some program areas; follow correct procedure based on your program or job. 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 OP Staff. 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 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 will work with you and your team on a plan to follow cell phone guidelines.
- Security measures are in place at our program locations. This includes video monitoring, door chimes, door bells, etc.
- 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 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 OP Staff, or their supervisor.

4.10**SERVICE SUSPENSION AND TERMINATION**

A person may have their services suspended, discharged or their services terminated if they and/or their Interdisciplinary Team 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 the person receiving services. **Please refer to policy OP-ISS-02 on the Opportunity Partners website for further information.**

4.11**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.

4.12

SUPPORTED EMPLOYMENT TEAMS & JOB TRANSFER

Supported Employment Team (SET)

SET model may be temporary work and training experience, lasting up to 24 months. Job development may 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 OP Staff.

Job 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 OP Staff when you want to transfer to a new job. They will request the transfer for you.

4.13

TELEPHONE

Telephones may be available for your use. You may make local calls during scheduled break times. Telephone calls should be limited to a reasonable length. 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 OP Staff know. A more secluded area to call from can be arranged.

5 **DESCRIPTION OF SERVICES**

5.1 **PROGRAMS**

There are a number of services available through the Opportunity Partners programs.

Day and Employment Services

Day and Employment Services are another service that supports people with disabilities in learning new skills, gaining greater independence, exploring the community and developing friendships. Some services specialize in working with Brain Injuries, 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, life skills, self-advocacy and health and safety classes.
- **Community Inclusion:** Provides opportunities to access community experiences through volunteering, leisure recreation, and community based education classes.

5.2

MEASURING SATISFACTION WITH SERVICES

Opportunity Partners values your input and the input of your Interdisciplinary Team Members. Periodically, 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 OP Staff or Manager.

5.3

COAL GROUP

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 OP Staff for more information.

5.4

HOURS OF SERVICE

Day 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 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 OP Staff 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 OP Staff, all locations check messages regularly during normal work hours. If you are unsure whom to call, you can leave a message at Koch Campus from 7:30am to 4:00pm. The main Opportunity Partners phone number: 952-938-5511.

OP Staff will return calls received during holidays or vacations as soon as they can when they return to the office. If your OP Staff 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. If you have concerns about not receiving return calls, notify your OP Staff's supervisor by calling the main office number and asking for your OP Staff's supervisor.

5.5**EMERGENCY CLOSINGS**

In the event of emergency conditions, you will be notified that Opportunity Partners will close. If weather conditions make it impossible to report to work, you should notify your OP Staff. You may use your PTO hours for the day or you choose to take it without pay.

5.6**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 Team 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. For additional information, please refer to the Enrollment Commitment Letter, given Annually.

- If you need to miss a day of programming or work, call or notify your OP Staff as soon as you know you will be missing. **If you ride Metro Mobility you are responsible for same day cancellations.**

5.7**MEDICATION ADMINISTRATION**

Opportunity Partners makes every effort to promote the health and wellbeing of all people. Please communicate with your OP Staff about any health issues or emotional stress you may be encountering. You should also tell your OP Staff 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 OP Staff 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 OP Staff for the correct fax number if you need it.

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.

5.8	BREAKS
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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, or one to two 15-minute paid breaks.

5.9	STORAGE OF PERSONAL ITEMS
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Depending upon location each person may be 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/ program area. You are encouraged to obtain a lock for your locker. Your OP Staff 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 your items.

Lunchrooms may have vending machines from which food and beverages can be bought during breaks and lunch. You are responsible for packing lunch each day and bringing it with you to work. Some Opportunity Partners locations do not provide refrigerators, please use cooler packs as needed.

If you forget your lunch, tell your OP Staff and an accommodation will be made for you. 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.

5.11**Transportation Go-To Card**

Opportunity Partners may supply you with a Go-To card to pay for your transportation to and from services provided by Opportunity Partners. If you use a Metro Mobility Go-To Card that is supplied by Opportunity Partners, you will only use the funds on that Go-To Card for trips directly related to the services provided by Opportunity Partners. You will not use it for personal uses or for services by other providers other than Opportunity Partners. If you do use the card for other services or trips, you understand that you will need to reimburse Opportunity Partners for the funds used for these unauthorized trips. You will need to return the Go-To card that is supplied by Opportunity Partners, if and when you no longer receive services from Opportunity Partners.

Personal use Go-To Cards can be purchased at www.metrotransit.org

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.