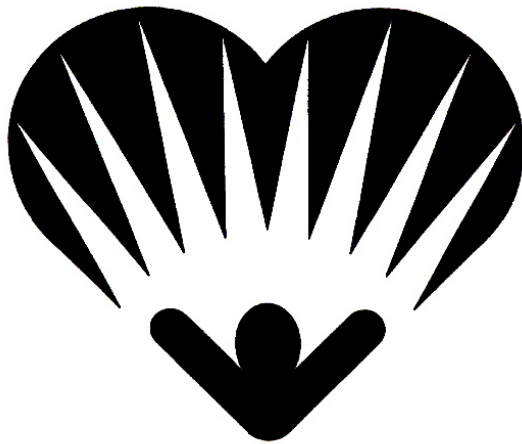


FUTURES EXPLORED, INC.



PARTICIPANT HANDBOOK



WELCOME TO FUTURES EXPLORED!!

OUR MISSION

The mission of Futures Explored is to provide life skills and work-related training to adults with developmental disabilities. We support our participants in reaching their optimum level of individual potential by delivering a broad range of resources and ongoing guidance.

Futures Explored has a wide range of services provided in Contra Costa, Alameda, Yolo, and Sacramento Counties. Each program is designed to help meet our agency's mission and participants' needs for supports and services.

OUR MOTTO

"Dignity through Work and Community Participation"

OUR CODE OF ETHICS

Respect ~ Honesty ~ Responsibility

OUR PROGRAM PHILOSOPHY

Futures Explored is committed to engaging individuals with choices that impact their lives. Those choices include the opportunity to:

- ★ Experience participation, work and/or vocational training.
- ★ Enjoy socialization and recreation with friends.
- ★ Develop one's own means of self-expression, creativity, and the skills to advocate for oneself.
- ★ Be provided with sensory stimulation and relaxation.

Each participant is at a different place in their life, and may need help expressing their desires to fully engage in meaningful choice decisions. Futures is committed to help each participant make choices, learn from choices and mistakes, celebrate successes, and in general try and be involved in their own life and the lives of their family, friends, and community.



LIFE IN THE COMMUNITY

Futures Explored's commitment to participants to engage in their community is not always simple or risk-free. Futures believes that participants can be their own self-advocates, but also knows that the community may not react and accept individuals with developmental disabilities with open arms. For this reason, Futures is committed to helping our community to grow and learn alongside and with our participants to ensure that everyone has a place in the community.

Individuals will be offered opportunities for social interactions with their peers on a daily basis and with individuals in the community at large as choice and health and safety allow. As appropriate, family and members of the community are encouraged to participate in social activities, such as family picnics, attending participant drama productions, specific projects, trips, etc.

CONSUMER ACTION COMMITTEE (CAC)

"We are the Consumer Action Committee - a group of advocates and self-advocates who take action to * Promote awareness of issues that people with developmental disabilities face. * Change the perception that community members have of people with developmental disabilities. * Live, and help others live, meaningful lives of their choosing.

In all things, we try to challenge the perception people have of ability and disability. We believe that advocacy equals ACTION!"

<https://futurescac.org>



FUTURES EXPLORED SERVICES & SUPPORTS

OUR PROGRAMS

Futures Explored is committed to working with our communities to develop services and supports that continually improve our participants' ability to be meaningful members of their community.



AFTERNOON CLUB: Additional services to families whose son/daughter needs support until their primary caregiver gets home. Focuses on participants' desires and abilities to be involved in the community. A component of the ALIVE Central program.



ALIVE DAY PROGRAM: Supports for individuals with a wide range of physical and some intellectual disabilities in order that they may fully engage in their community. The program is designed around participant choice and community activities, and ranges from community college students to individuals working and volunteering in the community, to being active on disability boards and advocating at the State level, to simply enjoying the community. Located in Antioch and Concord.



THE ARTIST'S DEN: An art gallery and studio where professional guidance is given to studio artists as a way to acquire new skills and generate income using creative exploration as a means of self-expression and empowerment in a supportive community and environment where artists feel comfortable to try new techniques and interests. Located in downtown Concord. Also serves as a community meeting spot for our ALIVE Central participants.



COMMUNITY COLLEGE TRANSITION PROGRAM (CCTP): For individuals who wish to attend local community colleges focusing on navigating the financial aid and school systems, as well as self-advocacy, organization, social skills, mobility, time management, and health and safety. Located at Los Medanos College, Pittsburg; American River College, Sacramento; Cosumnes River College, Sacramento.

EMPLOYMENT TRAINING PROGRAM: Participants move through three phases of this program: Job exploration to identify the participant's desired career; Skill building to develop both soft and technical skills necessary for success in the career; and Volunteer or internship experience in a community-based business to implement and practice developed skills. Located in Sacramento.



FUTURES EXPLORED DAY PROGRAM: Community opportunities and support as well as a number of programs that allow for expanded expression and creativity, such as art, discussion groups, current events, and physical fitness activities. Futures also has a participant-run group called Dynamics, which is focused on participant involvement. Located in downtown Lafayette for over 50 years.



FUTURES EXPLORED EMPLOYMENT SERVICES: Extensive range of employment development support, from job development to on-the-job training, to long-term support to maintain the participant's job in the community. Support can be either one-on-one or in small employment groups.



FUTURES FILMS: Non-profit production company that provides professional video services to clients while employing participants as they pursue their passion for working in film and media. With offices in Livermore and Sacramento, many of our crew members are graduates of the Film & Media Studio programs, which offer students extensive training while giving them hands-on experience and classroom instruction in all aspects of filmmaking. We are dedicated to working with clients to provide high-quality video services at competitive prices.



GARDEN DAY PROGRAM: Designed for individuals requiring total care support who may also have medical needs. The program works to have participants engaged in a variety of low-key activities, including sensory and stimulation activities and community activities at their comfort level. The program employs an on site/off site Registered Nurse that trains and certifies staff in providing medical care and support during the program day. In-home services are provided to individuals in their homes due to specific health needs that do not allow them to be served at a location. Located in Antioch, Brentwood, and Livermore.



GO GROUP: Designed for people who want to be on the go. Provides support and encouragement for individuals to participate in activities such as employment and volunteerism, education on college campuses, travel training to independently access their communities, exercise and health, skills for independence, including money management, cooking, etc., and health and safety preparation. Located in Livermore.



HUCKLEBERRY KITCHEN: Created to provide a different type of employment development, our catering company specializes in breakfast and lunch menus, party platters and baked goods for a variety of catering needs while providing onsite job training and paid work. Located in Lafayette.

HUCKLEBERRY KITCHEN AT SOMERSVILLE TOWNE CENTER: A small scale eatery where light meals are prepared and sold to patrons of the shopping mall. Located in Antioch.



INCLUSION FILM CAMP: The Joey Travolta Short Film camp offers individuals the educational opportunity to learn the process of making a short film under the guidance and instruction of Joey Travolta and his professional teaching and film crew. The two-week day camp is available for individuals ages 10-22 and takes campers through a step-by-step process of making a film, with emphasis on collaboration and teamwork, while learning the following skills: pre/post production, acting, directing, editing, technical support, and camera filming.

MOBILITY TRAINING: Training to safely use public transit to access various locations in the community.



NIFTY THRIFT, NIFTY AS IS, NIFTY GIFTS & MORE SHOPS: Participant-operated retail businesses that serve as a “living classroom” for participants in our vocational training programs designed to provide job training and support, employment, and the development of good work habits. Nifty Thrift, Lafayette; Nifty As Is, Antioch; Nifty Gifts & More, Livermore.

PAID INTERNSHIP PROGRAM (PIP): Provides opportunities to earn an income and gain work experience in the community.



FILM & MEDIA STUDIO: A 20-week vocational program designed to provide an initial entry-level working knowledge of film production and related industries and then build upon those skills with continuing workshops. The curriculum moves beyond classroom instruction and offers the individual real-world practical experience. By combining film history and theory with the "studio that teaches" experience, the goal is to prepare the individual to make entertaining, commercially viable and purposeful films. Students in the program can gain work experience through work with Futures Films and/or through the Paid Internship Program. Located in Livermore, Stockton, and Sacramento.



PROJECT SEARCH: Provides internship opportunities in a variety of settings, including hospitality and health care. Participants in this program rotate through three separate unpaid internships in different departments during their 9 months in the program. Focus is placed on developing both the soft skills necessary to maintain employment and marketable job skills which can be transferred into various work locations. Once interns have completed their internship rotations, they enter Job Development and are placed into jobs in the community.



TDS TAILORED DAY SERVICES: Support for individuals to choose and customize their day services in job exploration, job development, volunteer jobs, paid jobs, college, social skills, micro-enterprise, and health and safety, and to increase their ability to lead integrated and inclusive lives.



VOCATIONAL GO GROUP: Work-related activities including resumé development, interviewing practice, job application completion, and other job preparation skills, such as navigating employment resources, organization, time management, understanding of assignments and expectations. Training in areas such as advocacy, appropriate behavior, budgeting and money management, communication, computer training, health and safety preparation, independent living skills, job skills, mobility, and travel training. A component of Futures Explored Employment Services program.



VOCATIONAL TRAINING & EMPLOYMENT SERVICES: Extensive range of employment development support, from job seeking to on-the-job training, to long-term support to maintain the participant’s job in the community. Support can be either one-on-one or in small employment groups. Located in Sacramento and Yolo counties.

LOCATIONS / PROGRAMS

ANTIOCH:	BRENTWOOD/ CONCORD:	LAFAYETTE:	LIVERMORE/STOCKTON:	SACRAMENTO/ DAVIS:
GARDEN Antioch 925-756-0817 625 W. Fourth St Antioch, CA 94509	GARDEN Brentwood 925-626-3642 1191 Central Blvd. Ste B Brentwood, CA 94513	Futures Explored 925-284-3240 3547 Wilkinson Lane Lafayette, CA 94549	GARDEN Tri-Valley 925-454-3349 690 North L St Livermore, CA 94551	VTE Office & ETP 916-568-1422 2829 Watt Ave, Ste 100 Sacramento, CA 95821
ALIVE East 925-779-1039 808 W. Third St Antioch, CA 94509	ALIVE Central 925-825-0263 4071 Port Chicago Hwy 140 Concord, CA 94520	Huckleberry Kitchen 925-324-9620 3547 Wilkinson Lane Lafayette, CA 94549	Film & Media Studio 925-456-0255 2021 Las Positas Ct. 147 Livermore, CA 94551	Film & Media Studio 916-568-1424 5013 Roberts Ave, Ste A McClellan, CA 95652
ALIVE CCTP 925-779-1039 Los Medanos College 2700 E. Leland Road Pittsburg, CA 94565	Futures Admin 925-332-7183 2380 Salvio St, Ste 302 Concord, CA 94520	Supported Employment 925-284-3240 3547 Wilkinson Lane Lafayette, CA 94549	GTV Go Group 925-371-1617 1601 Railroad Ave, Ste F Livermore, CA 94550	VTE CCTP 916-995-4117 American River College 4700 College Oak Drive Citrus Heights, CA 95841
Nifty As Is 925-778-7747 218 I St Antioch, CA 94509	The Artist’s Den 925-895-7079 1913 Salvio St Concord, CA 94520	Nifty Thrift 925-284-5237 3467 Golden Gate Way Lafayette, CA 94549	Nifty Gifts & More 925-371-1617 1601 Railroad Ave, Ste F Livermore, CA 94550 Film & Media Studio 209-306-0493 8026 Lorraine Ave #201 Stockton, CA 95210	UC DAVIS 530-752-6771/1759 16 Dairy Rd / 633 Bike Sprocket Wy Davis, CA 95616

Futures Explored, Inc. is a private non-profit corporation. Our tax exemption status is 501(c)(3). We are a member of the California Disability Services Association (CDSA). We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).



HOURS OF OPERATION

Office Hours: 8:00 am to 5:00 pm, Monday - Friday
Day Program: 9:00 am to 3:00 pm, Monday - Friday
Afternoon Club: 3:00 pm to 6:00 pm, Monday - Friday

JOINING FUTURES EXPLORED AS A PARTICIPANT

Initial Contact: If a participant, a participant's parents, or a participant's case manager are interested in the participant attending any of Futures Explored's programs, they may call and ask for the Program Director/Coordinator, who will arrange a tour of the program. Paperwork from the Regional Center will be requested as part of the referral process.

After a tour of the program, the participant or representative may ask to become a part of the Futures Explored program that is the best fit for the participant. It may be possible for the participant to attend a one-day trial visit to see if s/he likes our program. Before starting, the participant or their representative must fill out some forms that will give the staff important information on the participant.

Participants are encouraged to access the Client Resources page on our website on a regular basis to find agency forms and information, participant web mail, TYZE online networks, a guide to the Lanterman Act, SSI information, work and benefits calculators, and more.

NEW PARTICIPANT ORIENTATION

The Program Director/Coordinator will obtain background information from the Regional Center Service Coordinator prior to a participant's start date. Before the participant starts in the program, all emergency and medical forms must be completed and in the new participant's file. The participant will meet with the designated staff person on entry date for orientation.

New participants will be introduced to other participants. Staff will be involved in introducing participants to peer groups, and will facilitate socialization at lunch time. The participant will be given a peer buddy, if appropriate, to show them the lunch room, restrooms, and general orientation to the physical environment. The Program Director/Coordinator will check with the participant on a daily basis until the participant feels comfortable.

A baseline and goal for the participant will be established in the area that Futures Explored program activities or work have been assigned. All baselines and goals will be dated, signed, and returned to the Program Director/Coordinator.

A photograph will be taken of the new participant for participant file identification purposes. The new participant will be listed on the applicable Attendance Roster. Start date will be listed. The participant's schedule will be reviewed with the participant. The Participant Handbook will be reviewed with the participant.

PARTICIPANT CHANGE IN STATUS

If any participant moves to a new address, changes his/her medication, acquires a different physician, or has any other information change, please fill out a Change of Participant Status form. This information is to be given to the Program Coordinator or Administrative Assistant, who will then change the present information in the database computer files.



PARTICIPANT RIGHTS

Upholding the dignity and human rights of each Participant is of utmost importance to Futures Explored. Participants' rights are read by/to, and signed upon entrance to Futures and reviewed annually at their planning meeting.

Per Title 22, Section 82072 {which is attached at the end of this handbook for reference}, Community Care Licensing Regulations, each person receiving services has basic personal rights, which are listed on the Rights of Individuals with Developmental Disabilities (DSP 304) form. There shall be no corporal punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, abusive language, yelling (unless required as an urgent safety warning), or other actions of a punitive nature nor interference with daily living functions. Other rights include, but are not limited to, the following:

- The right to treatment and habilitation services. Treatment and habilitation services should foster the developmental potential of the person. Such services shall protect the personal liberty of the individual and shall be provided with the least restrictive conditions necessary to achieve the purposes of treatment.
- The right to dignity, privacy and humane care.
- The right to participate in an appropriate program of publicly supported education, regardless of degree of handicap.
- The right to prompt medical care and treatment.
- The right to religious freedom and practice.
- The right to social interaction and participation in community activities.
- The right to physical exercise and recreational opportunities.
- The right to be free from harm, including unnecessary physical restraint, or isolation, excessive medication, abuse, or neglect.
- The right to be free from hazardous procedures.
- The right to make choices in their own lives, including, but not limited to, where and with whom they live, their relationships with people in their community, the way they spend their time including education, employment, and leisure, and pursuit of their personal future, and program planning and implementation.
- The right to keep and be allowed to spend a reasonable sum of his/her own money for expenses and small purchases.
- The right to access their own records pertaining to services delivered.

These rights are reviewed verbally, pictorially, and in writing with each participant prior to being admitted for services and on an annual basis at the time of ISP/IHSP meetings. At any time, a participant may review their rights and be provided with any necessary clarifications.



If you wish to file a complaint with Community Care Licensing, call (510) 286-4201.

If you believe that your rights have been denied, and there is not a good reason for denying, you may call your local clients' rights advocate who must respond to your complaint.

It is the advocate's responsibility to investigate and resolve your complaint to your satisfaction. If the advocate is unable to do so, the complaint must be referred by the advocate to the developmental center or regional center director. After that, if the problem is still not resolved, it must be referred to the Office of Human Rights, State Department of Developmental Services: (916) 654-1888.

When needed, your Program Coordinator or Director will help you access self-help support services, advocacy support services, and/or legal entities for appropriate representation.



State of California—Health and Human Services Agency

Department of Developmental Services

RIGHTS OF INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES

DSP 304 (English) (Rev. 1/2000)

[Reset Form](#)

Each person residing or receiving services in this facility has the following rights:

1. To wear his/her own clothes, to keep and use his/her own personal possessions including his/her toilet articles, and to keep and be allowed to spend a reasonable sum of his/her own money for canteen expenses and small purchases.
2. To have access to individual storage space for his/her private use.
3. To see visitors each day.
4. To have reasonable access to telephones, both to make and receive confidential calls.
5. To have ready access to letter writing materials, including stamps, and to mail and receive unopened correspondence.
6. To refuse electroconvulsive therapy.
7. To refuse behavior modification techniques which cause pain or trauma.
8. To refuse psychosurgery.
9. Other rights, as specified by regulations (see e.g., Titles 17 and 22, California Code of Regulations).

Pursuant to Title 17, California Code of Regulations, Section 50530, the professional person in charge of the facility or his/her designee may for good cause deny a person any of the rights above under (1) through (5), inclusive.

If you believe that there was not a good reason for denying one of your rights, you may call the local clients' rights advocate who must respond to your complaint.

Name of Advocate	Address/Location of Office	Telephone ()
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It is the advocate's responsibility to investigate and resolve your complaint to your satisfaction. If the advocate is unable to do so, the complaint must be referred by the advocate to the developmental center or regional center director. After that, if the problem is still not resolved, it must be referred to the Office of Human Rights, State Department of Developmental Services.

Address/Phone # of Area Board:

Office of Human Rights
 Department of Developmental Services
 Sacramento, CA 95814
 (916) 654-1888
 TDD: (916) 654-2054

Address/Phone # of Regional Center:

This Notice must be posted, as well as distributed to each person with a developmental disability receiving services in any developmental center, licensed community care or health facility.

In addition to the above rights, persons with developmental disabilities also have the following rights:

1. A right to treatment and habilitation services and supports in the least restrictive environment. Treatment and habilitation services and supports should foster the developmental potential of the person and be directed toward the achievement of the most independent, productive, and normal lives possible. Such services shall protect the personal liberty of the individual and shall be provided with the least restrictive conditions necessary to achieve the purposes of the treatment, services or supports.
2. A right to dignity, privacy, and humane care.
3. A right to participate in an appropriate program of publicly supported education, regardless of degree of disability.
4. A right to prompt medical care and treatment.
5. A right to religious freedom and practice.
6. A right to social interaction and participation in community activities.
7. A right to physical exercise and recreational opportunities.
8. A right to be free from harm, including unnecessary physical restraint, or isolation, excessive medication, abuse, or neglect.
9. A right to be free from hazardous procedures.
10. A right to make choices in their own lives, including, but not limited to, where and with whom they live, their relationships with people in their community, the way they spend their time including education, employment, and leisure, and pursuit of their personal future, and program planning and implementation.

Resident/Resident Representative Signature	Date
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NOTE: Authority Cited: Sections 4502, 4503, and 4731, Welfare and Institutions Code



YOU HAVE THE RIGHT TO BE TREATED WELL AND WITH RESPECT.

Tienes el derecho de un trato justo y respetuoso.



YOU HAVE THE RIGHT TO USE THE TELEPHONE PRIVATELY TO MAKE OR GET CALLS.

Tienes el derecho de usar el teléfono para hacer o recibir llamadas en privado.



YOU HAVE THE RIGHT TO MEET PEOPLE AND TAKE PART IN YOUR COMMUNITY ACTIVITIES.

Tienes el derecho de conocer a otras personas y a tomar parte en las actividades de la comunidad.



YOU HAVE THE RIGHT TO EXERCISE AND HAVE FUN.

Tienes el derecho de disfrutar y hacer ejercicio.




YOU HAVE THE RIGHT TO BE INVOLVED IN A RELIGION IF YOU WANT TO BE.

Tienes el derecho de participar en la religión que tu quieras.



YOU HAVE THE RIGHT TO SAY "NO" TO ELECTRIC SHOCK THERAPY.

Tienes el derecho de decir "NO" a la terapia de descargas eléctricas.



YOU HAVE THE RIGHT TO SEE YOUR FRIENDS, FAMILY, GIRLFRIENDS, OR BOYFRIENDS EVERY DAY.

Tienes el derecho de ver a tus amigos, familia, novio(a) todos los días.



YOU HAVE THE RIGHT TO SPEND TIME ALONE OR ALONE WITH A FRIEND.

Tienes el derecho de estar solo o con un amigo.



YOU HAVE THE RIGHT TO SAY "NO" TO ANYBODY TRYING TO CHANGE THE WAY YOU ACT BY HURTING YOU, SCARING YOU OR UPSETTING YOU.

Tienes el derecho de decir "NO" a cualquier persona que trate de cambiar tu manera de ser, lastimandote, asustandote o causandote un disgusto.



YOU HAVE THE RIGHT TO CHOOSE HOW YOU WANT TO SPEND YOUR FREE TIME AND WHO YOU SPEND IT WITH.

Tienes el derecho de escoger como pasar tu tiempo libre v con auien.



YOU HAVE THE RIGHT TO GO TO SCHOOL.

Tienes el derecho de asistir a la escuela.



YOU HAVE THE RIGHT TO SEE A DOCTOR AS SOON AS YOU NEED TO.

Tienes el derecho de ver a un doctor inmediatamente que lo necesites.



YOU HAVE THE RIGHT TO SAY "NO" TO BRAIN SURGERY THAT PEOPLE WANT TO DO BECAUSE OF THE WAY YOU ACT.

Tienes el derecho de decir NO a una operación del cerebro, tan sólo porque la gente quiere que cambies tu forma de actuar.

THIS IS OUR RIGHT TO SAY "NO" TO ALL OF THESE!



YOU HAVE THE RIGHT TO SAY "NO" TO DRUGS, BEING TIED OR HELD DOWN, OR BEING FORCED TO BE ALONE UNLESS IT IS NECESSARY TO PROTECT YOU OR SOMEONE ELSE.

Tienes el derecho de decir "NO" a las drogas, de no ser atado, o de mantenerte separado al menos que sea necesario para protegerte o proteger a otras personas.



YOU HAVE THE RIGHT TO KEEP AND SPEND YOUR OWN MONEY ON THE THINGS THAT YOU WANT AND TO KEEP AND USE YOUR OWN THINGS.

Tienes el derecho de tener y gastar tu dinero en cosas que quieras y tener y usar tus propias cosas.



YOU HAVE THE RIGHT TO MAKE CHOICES ABOUT WHERE YOU LIVE, WHO YOU LIVE WITH, THE WAY YOU SPEND YOUR TIME AND WHO YOU SPEND YOUR TIME WITH.

Tienes el derecho de escoger en donde vivir, con quien vivir, la manera de como y con quien usar tu tiempo.



YOU HAVE THE RIGHT TO KEEP YOUR OWN THINGS IN A PRIVATE PLACE THAT YOU CAN GET INTO WHEN YOU WANT.

Tienes el derecho de tener tus cosas en un lugar privado para usarlas cuándo quieras.



YOU HAVE THE RIGHT TO WEAR YOUR OWN CLOTHES. YOU SHOULD BE ABLE TO PICK THE CLOTHES YOU WEAR.

Tienes el derecho de usar tu propia ropa. Tu podrás escoger la ropa que quieras usar.



YOU HAVE THE RIGHT TO HAVE PAPER, STAMPS AND ENVELOPES FOR WRITING LETTERS. YOU HAVE THE RIGHT TO MAIL AND GET LETTERS THAT ARE NOT OPENED.

Tienes el derecho de tener papel, estampillas y sobres para escribir cartas. Tienes el derecho de mandar y recibir correspondencia sin que ésta haya sido abierta.



YOU HAVE THE RIGHT TO SAY "NO" TO THINGS THAT WILL PUT YOU IN DANGER.

Tienes el derecho de decir "NO" a las cosas que pudieran ponerte en peligro.



GRIEVANCE PROCEDURE

Futures Explored is committed to providing a positive environment for everyone and therefore encourages everyone to be respectful of others. Occasionally, a participant will have a problem that they cannot solve. When this happens, the following process is used to help the participant resolve the issue:

1. Within a week of the occurrence, a participant should go to the staff person they feel most comfortable with who will assist them in documenting and solving the grievance. A link is posted on the Futures Explored website for this purpose:

www.futures-explored.org → Client Resources → File A Grievance

2. If the staff person does not resolve the situation to the satisfaction of the participant, the participant should ask to speak to the Program Director or Coordinator. A time for that meeting will be scheduled within 10 program days.
3. The Program Director or Coordinator will investigate, reach reasonable conclusions based on the evidence collected, and provide a written solution or explanation within 10 program days.
4. If the problem is still not resolved, the Program Director or Coordinator may present the problem in writing to the Human Resources Director, who will attempt to reach a final resolution. The Human Resources Director has 10 program days to get back to all parties involved with a written resolution or decision.
5. The participant may decide that they need outside help and will be encouraged and supported to call their case manager or other advocates to get support through the process. This may include a request from the participant to call an Inter-Disciplinary Team meeting. If requested, a meeting will be held within 20 program days to resolve the issue.

This procedure, which we believe is important for both participants and Futures Explored, cannot guarantee that every problem will be resolved to a participant's satisfaction. However, Futures Explored values your observations and a participant should feel free to raise issues of concern, in good faith, without fear of retaliation.

At no time will any of the actions taken because of the investigation lead to any form of retaliation against the participant, including but not limited to barriers to services provided.

The Grievance Procedure will be verbally reviewed with each participant prior to being admitted for services and on an annual basis at the time of the ISP/IHSP meetings. At any time, a participant may review the procedure and be provided with any necessary clarifications.

SUGGESTION / COMPLAINT PROCEDURE

Suggestions for improving Futures Explored are always welcome. At some time, a participant may have a complaint, suggestion or question. For suggestions/comments, Futures Explored has posted a link on our website:

www.futures-explored.org → Client Resources → Suggestion Box

The Suggestion Box is anonymous, and all comments are reviewed at the monthly management meetings.





PARTICIPANT GRIEVANCE FILING FORM

PARTICIPANT SECTION (to be filled out by participant):

1. Participant Name: _____

2. Program/Work Site: _____

3. Date  & Time  of Incident: _____

4. Description of Incident/Problem (Attach sheets if necessary): _____


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**STAFF SECTION (to be filled out by staff person):**

1. Staff Name: \_\_\_\_\_

2. Date Brought to Staff Attention: \_\_\_\_\_

3. Actions Taken by Staff to Resolve Problem (attach sheets if necessary): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

4. Date Notification Given to Program Coordinator/Director: \_\_\_\_\_

5. Follow up action needed:  Yes  No

Participant - I feel this issue has been resolved:  Agree  Disagree

\_\_\_\_\_  
Participant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Staff Signature / Title

\_\_\_\_\_  
Date



**Don't forget about our online Participant Suggestion Box!!**  
[www.futures-explored.org](http://www.futures-explored.org) / Client Resources / Suggestion Box Icon



## PARTICIPANT RESPONSIBILITIES

All participants will be encouraged to participate in the program of their choice to the best of their ability. Every effort will be made to have individuals participate in activities in which they will be successful. Each program has differing levels of choice for the participant, which may be determined by communication style and ability. Those participants in Supported Employment or Vocational Go Group have chosen work as their primary objective and the program is designed to help each participant maximize their work potential. Participants in our Day Programs have significant choice in what they do each day, including work, trips, classes and other activities in the community.

**ATTENDANCE:** Participants are expected to take responsibility for their lives and attendance is key to their being able to move forward and access the community on a regular basis. Good attendance is one of the key factors in being successful in the program as well as achieving a job in the community, for those who choose to pursue employment. For participants with significant physical and/or medical needs, attendance is flexible to maintain their health and safety, while ensuring their success at the day program.

- **Absences:** A participant or their representative is responsible for letting the program know when they are going to be absent. They should do this with as much notice as possible. No notification of absence may be written up, and may be grounds for termination, depending on the situation. If the absence is due to an illness, please call the program office before your start time to let them know. If the absence is due to a planned vacation, please inform staff in advance when and why you will be gone. Futures is required to report to various authorities if a participant is absent for more than 3 days without notifying us.

A participant in Supported Employment must notify his/her employer and follow any other employer required reporting/notification procedures. *If you are absent from your Supported Employment job, you must call both your employer and the job coach and let them know you are ill and missing work.*

A participant in VTE CCTP must attend the program a minimum of 18 hours per week.

- **Vacation and Sick Leave:** Participants are given 12 days of leave time each year; however, this is flexible for individuals in the GARDEN programs. This leave is for the participant to take and enjoy, but they need to let staff know ahead of time so that appropriate planning can take place. If you are a community contract trainee, please see the **Community Contract Trainees** section of this handbook for more information.

Participants in Supported Employment follow the Holiday and Vacation/Sick Leave plans of their employer, and may not have a job coach available if they are scheduled to work on a holiday that is observed by Futures.

- **Leave of Absence:** A leave of absence from program or work for emergencies or medical reasons may be granted if it is requested in advance of the time you will be gone. Please ask your instructor or employment specialist for help.
- **Holidays:** Futures Explored observes most major holidays and issues a Holiday Schedule to all participants in January of each year.

**ABUSE OF ATTENDANCE POLICY:** A participant who abuses the attendance policy by taking excessive days off in addition to the stated policy, barring extended illness, medical leave, or other extraordinary circumstances, is at risk of being exited from Futures Explored. Each case is evaluated on an individual basis. For those determined to have abused the policy, a participant will first receive a Counseling Statement and warning, secondly be put on probation, and lastly demitted.



**APPEARANCE POLICY/DRESS CODE:** Futures Explored expects that participants dress appropriately for their program or work day. As these are subjective issues, **guidance will be given from time to time as to appropriate individual appearance.** Directors and Coordinators may issue more specific guidelines. Participants will then be expected to adhere to this guidance.

**HYGIENE:** Personal cleanliness, including proper oral hygiene and absence of body odors and/or smoke odors, is a standard for participants at this agency.

**GROOMING:** Hair is to be clean and neatly styled. Make-up, jewelry, cologne, and perfume should be used in moderation.

**CLOTHING:** Appropriate dress is expected for program and work. Clothing is to be clean, neat, and without rips or holes, and in moderation. Blue jeans and shorts may be appropriate for certain activities. Shorts should be hemmed, walking length (1-2" above the knee).

Clothing **must not:** Be tight fitting or revealing; Advertise beer, cigarettes, or other alcohol or tobacco products; Have inappropriate pictures or language; Be political, religious, or offensive in nature. Clothing that can create a safety hazard must be avoided.

**FOOTWEAR:** Appropriate footwear must be worn according to program/work site. Shoes should have a closed toe. No flip-flops. Non-slip shoes must be worn in kitchens and other designated locations.

In regard to employment, the participant's supervisor will let the individual know what is required. It will vary for each type of employment. The following are some of the clothing styles that may make sense for certain positions:

- Office skilled jobs require clothes that fit into the setting. Styles should conform to the general worksite attire.
- Food service jobs or maintenance jobs require clean and neat casual clothing or uniforms and non-skid shoes.
- Landscape crews require good work clothes and supportive shoes and may require clothes for changes in weather conditions.

The impression a participant makes by his/her appearance while in the community can make a difference for their job future. Good hygiene and appropriate grooming are required to maintain employment.

**MEDICATION:** Most participants manage their own medication. Each participant has a personal record of any medication s/he takes during the day. This information is needed in case of an emergency. If there are any changes to a participant's medication after being admitted to the program, the Program Coordinator must be notified immediately. In most Futures Explored programs, staff cannot help any participant in taking medication, but may offer a reminder. However, staff at certain programs, such as GARDEN, will be trained and certified by a Registered Nurse to administer medications during the program day. These medications should be maintained at the program and will be locked up. A record of any medications administered during the program day will be maintained as well.

**LUNCHESES:** Participants or their representatives are responsible for their lunches, although they may decide to purchase and/or make lunches as a part of their day if they so choose. Certain programs, such as ALIVE, do not allow participants to go to a scheduled work site or on planned trips if they do not bring their lunch or lunch money. A supervised lunch is provided for all participants who need such support. If an individual requires feedings of formula during the program day, a supply of formula, provided by the participant or their representative, can be maintained at the day program.



**PERSONAL BELONGINGS:** Futures Explored encourages responsibility for oneself, including personal belongings. Participants are discouraged from bringing items that they will not be using during the program/work day. Futures is not responsible for loss and/or theft of personal items. Participants should keep all valuables and money on their person.

**TRANSPORTATION:** Transportation is not the responsibility of Futures Explored in most of our programs. Participants or their representative should arrange for transportation, and any changes thereafter, with their case managers.

**SMOKING:** There is no smoking permitted in any of our sites' buildings, on the premises, or on the premises of any community work site, except in designated areas. Smoking is allowed only in specified areas, and then only during designated break times. Smoking during program or while on the job is prohibited. No tobacco or tobacco products will be sold on the premises.

**FIREARMS/WEAPONS:** Futures Explored does not allow any firearms or weapons to be brought on the premises or to be carried by any participant or any staff person while working or when on the premises of Futures.

**ALCOHOL/DRUGS:** It is the intent of Futures Explored to maintain an environment that is free of drugs and alcohol. Participants may not be under the influence of alcohol or drugs during program and/or work hours. The use of alcoholic beverages and/or drugs, on or off premises, during program/work hours, is strictly prohibited. As a condition of continued participation at Futures Explored, each individual must abide by these guidelines.

**BEHAVIOR VIOLATIONS:** Participants that behave in a way that is a threat to themselves or others may be asked to take a leave from the program and/or their job. Participants that cause property damage to Futures Explored or in the community will be asked to pay for the damage. Each case is evaluated on an individual basis. If a participant is asked to take a leave of absence or is suspended, their case manager will be notified and a meeting may be scheduled to review, discuss and plan for the future. We believe that taking a leave is a natural consequence for a harmful action.

**COUNSELING STATEMENTS:** In the case of misconduct, a participant may receive a written warning detailing the issues and the improvement required in the form of a Counseling Statement. This system is not formal and Futures may, at its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. See Code of Conduct section.



## STANDARDS OF CONDUCT

### PROGRAM EXPECTATIONS

All participants are expected to conduct themselves in a manner consistent with the mission, values, and philosophy under which this agency operates. Participants are expected to perform the following as part of their participation in our programs:

- Maintain a good attitude and promote a positive image of Futures Explored, Inc.
- Adhere to appropriate standards, whether in the community or at Futures Explored.
- Contribute to an environment in which a team can work cooperatively toward common goals.
- Be on time and regular in attendance.
- Maintain a healthy, positive relationship with other participants, staff, and community members.
- Maintain agency, staff, and participant confidentiality at all times, including off duty.

### CODE OF CONDUCT

This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee and/or participant welfare, and company operations also may be prohibited and will result in disciplinary action. Disciplinary action may include a verbal warning, a written Counseling Statement, a behavior contract, suspension from program, program activities, or work, probation, and/or termination from program and/or job. Disciplinary action will be in compliance with the Lanterman Act, and Licensing and/or Regional Center Guidelines. Participants may be asked to write an apology or acknowledgement letter if the incident involves another participant. The following conduct is prohibited and will not be tolerated by Futures Explored:

- Excessive absenteeism or tardiness;
- Unexcused absences from program or work. Absences protected by state or federal law do not count as violations of this policy. Protected paid sick time under California law does not count as a violation of this policy;
- Failing to notify staff or obtain permission to leave program or work for any reason;
- Not complying with subjectively set standards in behavior, dress, or appearance, including consistently poor hygiene;
- Having a disturbing, unprofessional, or inappropriate appearance or style of dress or hair while in program/work;
- Misuse of electronic communications;
- Unauthorized disclosure of confidential information;
- Excessive cell phone use that is not authorized;
- Threatening injury to persons or property;
- Committing of or involvement in any act of unlawful harassment of another individual;
- Making discriminatory statements or sexual comments and/or innuendos regarding and/or in the presence of coworkers, supervisors, participants, or community members;



- Exhibiting behaviors that are disruptive of program activities and/or work;
- Exhibiting behaviors that are not compatible with accepted standards of behavior in the community;
- Theft and deliberate or careless damage or destruction of any company property, or the property of any employee or participant;
- Being under the influence of alcohol or illegal drugs during program or work;
- Engaging in criminal conduct;
- Using foul, rude, vulgar, abusive, threatening or intimidating language at any time;
- Committing an act of intimidation, a threat of violence, or an act of violence;
- Causing, creating, or participating in a disruption of any kind;
- Provoking a fight or fighting;
- Carrying firearms or any other dangerous weapons;
- Failing to provide a physician's certificate when requested or required to do so;
- Failing to promptly report program- or work-related injury or illness;
- Violating any safety, health, security or Futures Explored policy, rule, or procedure;
- Conduct in violation of Futures' Code of Ethics.

### **ELECTRONIC MEDIA USE**

Futures Explored uses various forms of electronic communication including, but not limited to computers, e-mail, telephones, internet, and cell phones. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of Futures Explored and are to be used only for Futures business and only for incidental personal use.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Futures' policy, or not in the best interest of Futures.

Participants who misuse electronic communications and engage in defamation, discrimination, harassment, or related actions will be subject to discipline and/or immediate termination.

Participants may not install personal software or unauthorized software on Futures' computer systems.

Access to the internet, websites, and other types of company-paid computer access are to be used for authorized program/work activities only.

Questions about access to electronic communications or issues relating to security should be addressed to the IT Director and/or the Executive Director.

### **SOCIAL MEDIA USE**

Futures Explored uses social media in limited circumstances for defined business purposes. Social media is a set of Internet tools that aid in the facilitation of interaction between people online. Use of Internet based programs such as Facebook, Linked In, and Twitter (this is not meant to be an exhaustive list) may be used in furtherance of Futures Explored goals. If you have specific questions about which programs Futures



Explored deems to be social media, please contact the IT Director. Participant authorization is limited to program activities.

Respecting differences, appreciating the diversity of opinions, and speaking or conducting yourself in an appropriate manner is expected at all times. If you aren't completely confident about what you intend to share, contact your Director/Coordinator or the Administrative Director before you post.

When using social media, participants must:

- Adhere to policies and procedures included in the Participant Handbook, including Anti-Harassment, Confidentiality, and Electronic Media Use.
- Ensure and protect confidentiality of Futures Explored information, including that of participants, staff, supervisors, and outside contacts.
- Respect the law, including those laws governing defamation, discrimination, harassment, and copyright and fair use.
- Refrain from posting items that could reflect negatively on Futures Explored, including comments or other posts about drug or alcohol abuse, profanity, off-color or sexual humor, and other inappropriate conduct.
- Refrain from using ethnic slurs, personal insults, obscenity, or engage in any conduct that would not otherwise be acceptable in Futures Explored's program/workplace.
- Identify themselves honestly, accurately, and completely when using Futures Explored social media tools.

Postings regarding discriminatory statements or sexual innuendos regarding participants, staff, or community members will not be tolerated and will subject the individual to discipline.

Futures Explored encourages employees and participants to promptly report any incidents in violation of its Social Media Use and Electronic Media Use policies so that corrective action may be taken. Any incidents should be reported to your Program Director/Coordinator or to any Futures Explored Supervisor or the Executive Director. Please refer to the **Grievance Procedure** in this handbook.

Futures Explored reserves the right to monitor the use of electronic communications as necessary to ensure that no misuse or violation of Futures Explored policy or any law occurs. Futures Explored Facebook pages, Twitter accounts, etc., may require approval when the participant is posting about Futures Explored. Futures Explored reserves the right to request that certain subjects are avoided, to withdraw certain posts, and to remove inappropriate comments. If you have further questions about the Social Media Use policy, please contact the Administrative Director.

#### **CELL PHONE USE - PERSONAL**

Personal cell phones are to be kept on "vibrate" during program and/or work hours. At employer work sites, mobile communication devices must be turned off during work hours. Futures is aware that there are times when participants need to receive and make personal phone calls/text messages. Such calls/texts must be kept to a minimum, and should be made during break periods. If at any time this privilege is abused, there will be a conference with the participant. If a participant feels that an incoming call/text is an emergency, s/he should check with a site supervisor and take a break at that time, if possible. Participants may use personal cell phones to listen to music or for other activities during program/work time, if allowed by their site supervisor.





### **PROHIBITION OF CAMERAS / CAMERA DEVICES**

Futures Explored is committed to a strict standard of confidentiality to protect the agency, staff, and participants. Futures Explored prohibits the use of cameras and camera devices, video and audio recording devices, and video or recording features of cell phones and other devices in restrooms, changing rooms, break rooms, and areas designated as private, or solely for the use of women to express breast milk, as well as any other area where employees and participants have the expectation of privacy.

The taking, using, and/or sharing of photographs and/or videos of any employee or participant for business use and/or personal use is prohibited without the subject's knowledge and consent.

Prior to the use of photographs and/or videos of any employee or participant for publicity or other media, a Publicity Release consent form must be signed and placed in the individual's file.

### **TIPS / GIFTS**

Employees are prohibited from soliciting tips or gifts for any service rendered in the course of their duties.

### **MONEY**

Employees are prohibited from loaning money to participants or accepting loans from participants at any time.

### **SOLICITATION AND DISTRIBUTION**

At Futures Explored, we believe employees and participants should not be disturbed or disrupted in the performance of their job duties and/or program. For this reason, solicitation of any kind by one employee or participant of another employee or participant is prohibited while either person is on working time. Solicitation by non-employees on Futures Explored premises is prohibited at all times.

Distribution of advertising material, handbills, or printed or written literature of any kind in working areas is prohibited at all times. Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on Futures Explored property.



## HARASSMENT, DISCRIMINATION, AND RETALIATION PREVENTION

Futures Explored is committed to providing a work environment free of harassment, sexual harassment, discrimination, retaliation, and disrespectful or other unprofessional conduct based on: Age (40 and over); Ancestry, Color; Denial of family and medical care leave; Disability (mental and physical) including HIV and AIDS; Gender; Gender identity; Gender expression; Genetic information; Marital status; Medical condition (cancer and genetic characteristics); Military and veteran status; National origin (including language use restrictions and possession of a driver's license issued under Vehicle Code section 12801.9); Race; Registered domestic partner status; Religious creed (including religious dress and grooming practices); Sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth and breastfeeding); and Sexual orientation or any other basis protected by federal, state, or local law, ordinance or regulation.

It also prohibits discrimination, harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

In addition, Futures Explored prohibits retaliation against individuals who raise complaints of discrimination or harassment or who participate in workplace investigations.

**All such conduct violates Futures Explored policy. All such discrimination and/or harassment is unlawful.**

**Harassment Prevention:** Futures Explored's policy prohibiting harassment applies to all persons involved in the operation of Futures Explored. Futures Explored prohibits harassment, disrespectful or unprofessional conduct by any member of Futures Explored, including supervisors, managers and co-workers. Futures Explored's anti-harassment policy also applies to third parties, including vendors, customers, independent contractors, unpaid interns, volunteers, persons providing services pursuant to a contract and other persons with whom you come into contact while working.

Prohibited unlawful harassment, sexual harassment, disrespectful, or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, propositions, comments, posts, or messages;
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations;
- Visual conduct such as leering, making sexual gestures, or displaying of derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests or sexual advances as a condition of continued employment, or to avoid some other loss and offers of employment benefits in exchange for sexual favors;
- Making or threatening reprisals after a negative response to sexual advances;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law or by Futures Explored policy.



The Fair Employment and Housing Commission regulations define sexual harassment as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser.

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward a person because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by sexual desire.

Prohibited harassment is not just sexual harassment but harassment based on any protected category.

**Non-Discrimination:** Futures Explored is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in Futures Explored operations. Futures Explored prohibits unlawful discrimination against any job applicant, employee, or participant by any employee of Futures Explored, including supervisors and coworkers.

Futures Explored prohibits unlawful discrimination in making decisions about job assignments and promotions.

**Anti-Retaliation:** Futures Explored will not retaliate against you for filing a complaint or participating in any investigation and will not tolerate or permit retaliation by management, employees or participants.

**Reasonable Accommodation:** Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, Futures Explored will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any job applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact the Administrative Director to discuss the need for an accommodation. Futures Explored will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the job. An applicant, employee, or unpaid intern who requires an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should also contact the Administrative Director to discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, Futures Explored will make the accommodation.

Futures Explored will not retaliate against you for requesting a reasonable accommodation and will not knowingly tolerate or permit retaliation by management, employees, or co-workers.

You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment, discrimination, and retaliation in employment. If you think you have been harassed or discriminated against or that you have been retaliated against for resisting, complaining or participating in an investigation, you may file a complaint with the appropriate agency. The nearest office can be found by visiting the agency websites at [www.dfeh.ca.gov](http://www.dfeh.ca.gov) and [www.eeoc.gov](http://www.eeoc.gov).



## HEALTH & SAFETY

To help the agency maintain a safe program/workplace at both on-site and off-site locations, everyone must be safety conscious at all times. All work-related injuries or illnesses must be reported immediately to a Director/Coordinator and the Administrative Director. In addition, report unsafe acts, work practices, and conditions to the site supervisor. In compliance with OSHA and California law, and to promote the concept of a safe program and workplace, Futures maintains a written **Emergency Action Plan (EAP)** and an **Injury & Illness Prevention Program (IIPP)**.

### HEALTH & SAFETY COMMITTEE

Participants who are on the Health & Safety Committee attend Health & Safety Committee meetings, and assist with the Health & Safety program, emergency drills, and site inspections.

### PARTICIPANT URGENT CARE PLAN

If a participant appears to be ill or states that s/he doesn't feel well, the care provider/emergency contact must be called for immediate pick up of the participant from the program. In case of a serious condition or an emergency, 911 will be called.

### MAJOR DISASTERS

In the event of a major disaster (earthquake, fire, explosion, severe flooding) outside of working hours, the affected site will be closed if the building is damaged or highways leading to the site are damaged. Employees must contact a Director/Coordinator immediately, if possible, to receive instructions on reporting to an alternate location. In the event of a major disaster during working hours, the safety of participants and staff is of primary importance. All actions taken shall bear in mind the safety and well-being of both. Futures will be closed, and participants will remain under the supervision of Futures Explored staff.

### CLIPBOARDS-IN-A-BOX

In the event of an emergency, all staff shall utilize the Clipboards-In-A-Box system and assume the role indicated by the clipboard: Management, Operations, Logistics, Planning, and Finance. Each site maintains a large file box stored in a place known to all staff containing five clipboards, each with a pen attached. Clipboards-In-A-Box is grabbed on the way out the door. Please refer to the Emergency Action Plan.

### ERGONOMICS

Futures Explored believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being, and is essential to our business. We intend to provide appropriate resources to create a risk-free environment. If you have any questions about ergonomics, please contact your Director/Coordinator.

### HEAT ILLNESS PREVENTION

Participants who work or spend a significant amount of time outside may be exposed to extreme temperatures or adverse working conditions, particularly in the summer months. All supervisors and staff are trained in the recognition and prevention of heat illness. Outdoor workers are encouraged to frequently drink water. Outdoor workers are also allowed and encouraged to take a cool-down rest in the shade of at least five minutes (in addition to the time needed to access the shade) when needed to protect themselves from overheating. These preventative cool-down rests are paid time.

Please refer to the agency's Heat Illness Prevention Plan/Injury & Illness Prevention Plan, or talk to your Director/Coordinator for details on how to ensure you are protected from heat illness dangers.



## CODE OF SAFE PRACTICES

1. All persons shall follow these safe practice rules, render every possible aid to safe operations, and report all unsafe conditions or practices to the Director/Coordinator and the site Staff-in-Charge.
2. Directors/Coordinators expect that Futures Explored members observe and obey every rule and regulation, as is necessary to conduct their work duties safely.
3. All Futures Explored members shall be given frequent injury and accident prevention instructions and trainings.
4. Anyone known to be under the influence of drugs or intoxicating substances that impair the individual's ability to safely perform the assigned duties shall not be allowed on the job while in that condition, and may be placed on job probation or terminated.
5. Horseplay, scuffling, and other acts that tend to have an adverse influence on the safety or well-being of the employees and/or participants shall be prohibited.
6. Work shall be well-planned and supervised to prevent injuries in the handling of materials and in working together with equipment.
7. No one shall knowingly be permitted or required to work while the individual's ability or alertness is so impaired by fatigue, illness, or other causes that it might unnecessarily expose the individual or others to injury.
8. Futures Explored members shall be instructed to ensure that all guards and other protective devices are in proper places and adjusted, and shall report deficiencies promptly to the Director/Coordinator.
9. Crowding or pushing when boarding or leaving any vehicle or other conveyance is prohibited.
10. Futures Explored members shall not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of their duties, unless they have received instructions from their Director/Coordinator.
11. All injuries shall be reported promptly to the Director/Coordinator so that arrangements can be made for medical or first aid treatment.
12. When lifting heavy objects, the large muscles of the leg instead of the smaller muscles of the back shall be used.
13. Appropriate footwear and clothing must be worn according to program/work site.

### DISCIPLINARY ACTION

If an unsafe practice or action occurs, it should be reported immediately to your Director/Coordinator or to the Safety Director. Disciplinary procedure will be:

- × A verbal warning will be issued defining the problem and the corrective action required. For example: no safety goggles worn when using the band saw as safety goggles must always be worn when using the band saw. This verbal warning will be noted on a Counseling Statement form and put in the personnel file.
- × If action occurs a second time, a written warning will be issued on a Counseling Statement form, which both parties will sign.

If the action is repeated, the individual will be recommended for termination or other appropriate punitive action.



**PROGRAM/WORKPLACE SECURITY & ANTI-VIOLENCE POLICY**

Futures Explored is committed to providing an environment that is free from acts or threats of violence. It is therefore essential that every Futures Explored member understands the importance of program/workplace safety and security.

Futures Explored has adopted the following program/workplace security/anti-violence policy to ensure a safe working environment for all Futures Explored members (employees, participants, volunteers, independent contractors, visitors, and community members).

Without exception, acts of intimidation, threats of violence, or acts of violence are not permitted. All such acts and threats will be taken seriously, even those made in apparent jest or electronically and/or on social media, and will lead to discipline up to and including termination.

Every threat of violence is potentially serious and must be treated as such. A threat includes, but is not limited to, any indication of intent to harm a person or damage company property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. Possession of weapons on company premises and at company-sponsored events shall constitute a threat of violence.

Threatening behavior can include such actions as throwing objects, making verbal threats to harm another individual or destroy property, displaying an intense or obsessive romantic interest that exceeds the normal bounds of interpersonal interest, or attempting to intimidate or harass other individuals.

Program/workplace bullying is considered threatening behavior, including the use of intimidation through power, influence, tone, or language and repeated, unreasonable actions that degrade, humiliate, or undermine another person and/or create a risk to the health or safety of the person.

Any Futures Explored member found to be in violation of this policy shall be subject to disciplinary action up to and including dismissal, and, if appropriate, shall be prosecuted to the full extent of the law.

**Intimidation:** An intentional act toward another person, causing the other person to reasonably fear for his/her safety or the safety of others.

**Threat of Violence:** An intentional act that threatens bodily harm to another person or damage to the property of another.

**Act of Violence:** An intentional act that causes bodily harm, however slight, to another person or damage to the property of another.

The following are examples of threats and acts that shall be considered violent - this list is in no way all-inclusive:

| Example                                                              | Type of Threat  |
|----------------------------------------------------------------------|-----------------|
| Making a hitting motion, fist shaking, or obscene gesture.           | Nonverbal       |
| Saying, "Do you want to see your next birthday?"                     | Indirect        |
| Writing, "Employees who kill their supervisors have the right idea." | Indirect        |
| Intimidation through direct or veiled verbal threats.                | Direct/Indirect |
| Saying, "I'm going to punch your lights out."                        | Direct          |



|                                                                                                                                                                                    |                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Unwelcome name-calling, obscene language, and other abusive behavior.                                                                                                              | Direct           |
| Displaying weapons.                                                                                                                                                                | Extreme          |
| Stalking or otherwise forcing undue attention on someone, whether romantic or hostile.                                                                                             | Extreme          |
| Taking actions likely to cause bodily harm or property damage.                                                                                                                     | Acts of violence |
| Throwing objects in the program/workplace regardless of the size or type of object being thrown, or whether a person is the target of the thrown object.                           | Acts of violence |
| Physically touching another person in an intimidating, malicious, or harassing manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing. | Acts of violence |

**RESPONSIBILITIES OF EMPLOYEES, PARTICIPANTS, VOLUNTEERS, AND INDEPENDENT CONTRACTORS:**

All Futures Explored members are required to adhere to this policy. It is the responsibility of every Futures Explored member to assist and cooperate in making the program/workplace as safe and secure as possible. Individuals who become aware of any threats of program/workplace violence must report these threats immediately to their Director/Coordinator and to the Executive Director.

- ✓ Any conduct or “jokes” which involve intimidation and/or threats are inappropriate and will be taken seriously.
- ✓ Futures Explored members must report any perceived violation of the Program/workplace Anti-Violence Policy to their Director/Coordinator who is not a party to the violation. No Futures Explored member shall be subjected to criticism, reprisal, retaliation or disciplinary action for good faith reporting pursuant to this policy. No Futures Explored member shall be retaliated against in his/her employment for reporting intimidation, threats or acts of violence.
- ✓ Futures Explored members who are the subject of, or witnesses to, a possible violation of this policy may be requested by management to document their experience or observations in order to facilitate the handling of the situation.
- ✓ Members are strongly encouraged to report Restraining Orders to Human Resources and to their supervisors when those Orders affect the program/workplace.

For an individual who becomes aware of any actual violence, imminent violence, or threat of imminent violence, obtaining emergency assistance must be a matter of first priority. The individual should immediately contact the Police Department by dialing 9-1-1.



## **PARTICIPANT TRAINING**

### **HEALTH & SAFETY TRAINING**

Futures Explored provides initial and ongoing health and safety training to staff and participants. Health and safety trainings are held on a monthly basis for all staff and participants in the agency. Topics include earthquake and disaster preparedness, fire prevention and safety, shelter-in-place, standard and universal precautions, abuse awareness and prevention, aging awareness, crime prevention, extreme heat, food preparation and storage, healthy living, housekeeping and sanitation, internet and social media safety, medication safety, nutrition and diet, pedestrian/wheelchair safety, preventing falls, summer safety/skin protection, understanding and preventing physical & sexual abuse, and program/workplace safety.

### **FIRST AID/CPR/AED TRAINING**

If an eligible participant would like to become First Aid, CPR and/or AED certified, s/he may take the class offered by Futures Explored. Eligibility includes the ability to understand the curriculum and procedures taught in the class. Eligibility to take the class is determined by the Program Coordinator/Director, who will inform the Administrative Director to assign the participant to the next available or convenient class date. If a participant requires an accommodation, a job coach/instructor can be assigned to attend the same class to provide additional assistance with clarification of the instructions provided at the training.

To successfully pass the class, the participant must demonstrate (independently) an understanding of the skills, techniques, and knowledge both verbally and physically, which will be determined by the class instructors. Certification is valid for 2 years; however, a participant is welcome to take the class annually if necessary to stay up to date on skills and knowledge.





## PROGRAM POLICIES & PRACTICES

### PERMANENT RECORDS

It is the policy of Futures Explored to have a single permanent case record, known as a Case File, for each participant. The Case File is confidential and can only be accessed under the terms of the California Welfare and Institutions Code.

All information in the Case File is systematically organized for ease in filing and locating required information. In addition, the files are placed in alphabetical order in a locked cabinet. The case file cabinets are located in each department's office. Staff are responsible for control and maintenance of the files of each of their participants. The Program Director/Coordinator is responsible for implementing policies and procedures pertaining to Case Files.

After obtaining the signed release of information forms from participants and, if necessary, conservators, Program Directors/Coordinators may grant their staff access to confidential participant documents on a case-by-case basis. Staff who remove files are required to return them on the same day they were removed and refrain from leaving them where unauthorized individuals could read them. Staff are prohibited from discussing information found in the case files, unless the discussion occurs for a professional purpose. All California Welfare and Institutions Code restrictions regarding participant information must be met. At all times, primary consideration is given to protecting the security and privacy of our participants' files.

Access to these records is limited to the participant and professional agency staff providing direct services. If any other person or agency that is currently providing services to our participants requests this type of information, the participant will be informed of the request and will determine if s/he wants Futures Explored to release information to the agency requesting it. The signed approval form with a list of the released documents will be kept in the participant's file.

All participants have the right to arrange a meeting with their Program Director/Coordinator for the purpose of reviewing their records at any time.

Current files contain information of value, such as goal tracking, progress on objectives, teaching strategies and emergency information. The information accumulated in these files is compiled for progress reports. These reports are available to the referral agency, funding source and the participant. The reports are kept in the Case File binder.

**Futures Explored maintains the right to archive information from participant files on a regular basis in order to facilitate the ease of using the information. Archived information is filed by each participant's last name in a locked storage unit accessible only to the appropriate staff. Any destroyed information is shredded.**

### CONFIDENTIALITY OF INFORMATION

Futures Explored is required to maintain records on all participants that we serve throughout the organization. The basic information required is similar amongst the programs, but various funding sources and licensing have different requirements. Futures Explored treats all information received as confidential and it is shared with staff working with participants as needed. Futures Explored is also required to track and report on a number of items to funding sources, and this information is also treated confidentially.

### CONSERVATOR / FAMILY / CARE PROVIDER INVOLVEMENT

Futures Explored strives to maintain positive, productive relationships with conservators, family members, and care providers while at the same time honoring the participant's privacy and autonomy in their own life. Futures Explored requires documentation verifying Conservatorship or Power of Attorney. Documentation must include the name of the Conservator or Power of Attorney and a description of the domains in which the person is conserved and/or the rights of the Power of Attorney in the life of the person served. Futures Explored is happy to include family members and care providers who are not conservators in the planning team and or team communication with the permission of the person served.



### **SPECIAL REPORTING**

Futures Explored and its entire staff are mandated reporters under the laws protecting dependent adults from abuse and neglect. These laws require that we file reports about incidents, such as accidents (bumps and bruises), reports of abuse (physical, sexual, financial, etc.) or neglect and/or incidents where the participant has harmed him/herself or others. Futures Explored believes that for the protection of all a quick and thorough investigation of any allegation or special situation by an appropriate unbiased third party is required. Futures Explored will strive to ensure that each participant's confidentiality and rights are maintained through the process; however we cannot choose to not report.

### **ACCESSIBILITY POLICY**

It is the policy of Futures Explored to encourage employment as well as architectural, environmental, communicative, and attitudinal access to the agency by persons with disabilities. Futures believes that its attitude and activities around access should serve as a model to the community.

As both a Day Training/Activity Center and a Supported Employment site, Futures promotes full accessibility for all participants served. We are philosophically committed to and actively involved in the promotion of both community opportunities for persons with disabilities and the removal of barriers to access activities for individuals we serve.

Futures remains committed to recognizing the importance of program and physical accessibility in the provision of services to our participants. Futures will review on an annual basis the possibility of staff training in the area of non-verbal communication to ensure program accessibility.

To this end, Futures will:

- Uphold that one third (1/3) of the Board of Directors shall be individuals who participate in any of the programs operated by Futures Explored and/or family members of any said individuals;
- Provide necessary accommodations and supports so that persons with disabilities have equal access to employment opportunities within the agency and in the community;
- Not deny admission to services to any participant based on accessibility barriers unless it is determined by Futures that the costs to provide access would undermine the services to other participants; and
- Support a referral to an accessible and receptive alternative service, if admission is denied.

Futures maintains compliance with the Americans with Disabilities Act (ADA) and all other applicable laws.

### **ASSISTIVE TECHNOLOGY**

Futures Explored provides necessary accommodations and supports so that persons with disabilities have equal access to integration and employment in the community. Futures may utilize the services of other agencies as appropriate to provide the necessary support systems needed to enable participants to access all community and employment opportunities.



## ENTRANCE & EXIT POLICIES & PRACTICES

### FUNDING FOR OUR PARTICIPANTS

Futures Explored provides services to participants who are eligible to receive services from the Regional Center. There are two sources of funding for our programs: Regional Center funding (Regional Center of the East Bay and Alta Regional Center) and the Department of Rehabilitation. The Regional Center funds our Day Programs, transitional work programs, and our social recreation programs. The Department of Rehabilitation funds our Supported Employment programs. In order to receive services at Futures or one of its programs, a new participant must have authorization to receive services from either the Regional Center or the Department of Rehabilitation.

The Regional Center, upon completion of the participant's Individual Program Plan, will provide Futures with an authorization for service called a "Purchase of Service" authorization. This authorization lets both the participant and Futures know what services have been authorized.

The Department of Rehabilitation will also issue an authorization for services that will allow for Intake, Placement, Retention and Job Coaching support services to be offered by Futures. The Department of Rehabilitation's intake process helps them to determine each participant's ability and readiness to find employment in the community either in a small group or as an individual. Not all participants that apply will be deemed ready to receive supported employment services. The Department of Rehabilitation will let the participant know what they need to work on in order to become ready.

Futures Explored Day Programs offer a number of opportunities for participants to develop their job skills and readiness in a less stressful environment, so participants may start as Regional Center-funded participants and transfer to Department of Rehabilitation.

### OUR GENERAL ENTRANCE CRITERIA

Futures Explored serves adults with developmental disabilities that have a desire to receive services and supports through our programs. Some programs have specialized entrance requirements, due to the requirements of the Regional Center or Department of Rehabilitation and/or specialized program offerings by Futures.

Each participant:

- ✓ Must be over the age of 18 and no longer served in the educational system.
- ✓ Must be a Regional Center participant or agree to pay for the services and support privately.
- ✓ Must have in their Individual Program Plan an objective(s) that can be met with the services and supports provided by Futures.
- ✓ Must have basic self-care skills, i.e. dressing, grooming and/or hygiene (See specific requirements for ALIVE and GARDEN below).
- ✓ Should be able to make needs known to others.
- ✓ Has the ability and desire to interact with others.
- ✓ Is not physically dangerous to self or others.
- ✓ Must be seen as benefiting from services and supports offered by Futures Explored.
- ✓ Has a required level of support that falls within the guidelines of the program, or receives additional supports which allows successful participation in the program.



## SPECIALIZED ENTRANCE CRITERIA

### **ALIVE - Community College Transition Project (CCTP)**

Each participant:

- ✓ Has graduated from high school.
- ✓ Is able to be mobility trained.
- ✓ Is committed to living independently.
- ✓ Has the full support of the family and/or care provider.
- ✓ Exhibits no behaviors that would disrupt classes.

### **GARDEN - Total Care and Restricted Health Conditions**

Each participant:

- ✓ Requires support in the areas of personal hygiene/care, feeding, dressing and toileting and/or has a medical condition that is chronic and stable or is temporary in nature, and is expected to return to a stable condition.
- ✓ Has a medical condition that is chronic and stable or is temporary in nature, and is expected to return to a stable condition.
- ✓ Is under the medical care of a licensed professional.
- ✓ Has a written Restricted Health Condition Care Plan, developed prior to admission.
- ✓ Provides documentation that their physician or designated licensed professional has determined that their condition is stable, what the specific services they need are, that the participant does not require 24-hour nursing care and/or monitoring, and that the outlined plan and training will be sufficient to meet the participant's health and safety needs.
- ✓ Has one of the following Restricted Health Conditions: Gastronomy tube, colostomy, requires finger stick testing or the use of oxygen. Other allowable Restricted Health Conditions must have Regional Center of the East Bay approval prior to entrance.

### **Supported Employment Programs at Futures Explored and VTE**

The initial program funding for individuals entering Supported Employment services is through the Vocational Rehabilitation Program funded by the Department of Rehabilitation. Participants who are Regional Center eligible may be provided services based on our normal intake procedure and process, regardless of whether or not the Vocational Rehabilitation Program is in Order of Selection, as there is an allowance for the Regional Center to pay for intensive supports if that happens.

The Department of Rehabilitation's Order of Selection may impact participants who are eligible for our Supported Employment Services, but who are not Regional Center eligible participants.

- ✓ Order of Selection happens when the Department of Rehabilitation discovers that it does not have enough funds to pay for services for all of the eligible participants.
- ✓ The Department is then required to establish for each participant, whether they are in one of the following three categories:
  - An individual who is the "most significantly disabled";
  - An individual who is "significantly disabled"; or
  - An individual who is "disabled".



- ✓ The Department then provides funds for service based on serving those individuals with the “most significant disabilities” first, based on who submitted their application first. This allows the Department of Rehabilitation to establish waiting lists.
- ✓ When Order of Selection is implemented, Futures Explored Supported Employment programs may put individuals who the Department of Rehabilitation has on their waiting list onto a waiting list at Futures Explored until that participant has become eligible to receive services funded by the Department of Rehabilitation.

### **GENERAL EXIT CRITERIA**

Futures Explored is committed to working with individuals as their life needs change and one of those changes may be to leave the program. Futures strives to ensure that participants leaving our programs move to a program that will better meet their needs, and works with that new service provider to ensure a smooth transition. The following are some of the reasons people leave the program.

The participant:

- ✓ Would have his/her health and/or safety jeopardized by continued participation in the program.
- ✓ Requests to leave the program for any reason.
- ✓ Can no longer attend the program due to an anticipated or unanticipated change in residence.
- ✓ Has received the full benefit of the program and is prepared to move to a less restrictive environment.
- ✓ Has been assisted by the program in making reasonable progress toward the IPP objective(s) for which the participant originally entered the program, but the level of skills and ability development indicate that continued placement in the program no longer meets the participant’s need.
- ✓ Develops a medical condition that Futures is prohibited from serving.
- ✓ Exhibits behaviors that are disruptive of program activities, or are otherwise specified in the Participant Handbook as deserving of discharge from the program if not corrected; namely (a) consistently poor hygiene, (b) abuse of alcoholic beverages or illegal drugs during program hours, and (c) threatening injury to persons or property.
- ✓ Does not display behaviors that are compatible with accepted standards of behavior in the community.
- ✓ Has received an evaluation by the ID Team which has determined that Futures’ program no longer meets the participant’s needs.
- ✓ Requires a level of staff support that denies other participants their right to program services, if additional support is not provided by the funding source.

### **SPECIFIC EXIT CRITERIA**

#### **Supported Employment Programs at Futures Explored and VTE**

The participant:

- ✓ Is unable to meet the attendance, grooming, or other job requirements of the community employer.
- ✓ Can no longer meet the job requirements of the community employer.
- ✓ Decides that they want an alternative Supported Employment provider to provide Job Coaching services.
- ✓ Stabilizes on the job so that supports are no longer required.

#### **GARDEN - Total Care and Restricted Health Conditions**

The participant:

- ✓ No longer has a need for medical support, due to a change in their restricted health care condition and/or plan.
- ✓ Does not update and keep in compliance with the Restricted Health Care Condition plan.



## COMMUNITY CONTRACT TRAINEES

### WORK AND VOCATIONAL OPPORTUNITIES

Futures Explored encourages all participants to try different vocational opportunities and/or to sell their creative products during the year. Futures Explored strives to be a community employer, with the same expectations that our participants would face in working at a community job site. Therefore, we set our expectations accordingly.

### PARTICIPANT WORK CATEGORIES

In our efforts to expand employment for individuals with developmental disabilities, Futures Explored places individuals in community employer contract positions, paid internship placements, and/or internal positions in the agency. Community Contract Trainees earn minimum wage, work regularly scheduled hours, and have specific job descriptions/duty statements.

1. **Community Contract Trainees I:** Work for a specific community contract or agency position.
2. **Community Contract Trainees II - Interns:** Work for a Community Company in order to gain work experience.

### WORKING HOURS / SCHEDULES

Directors/Coordinators will assign individual work schedules. All Community Contract Trainees (CCT's) are expected to be at their assigned workstations at the start of their scheduled shifts, ready to perform their work. Business hours vary at each community job site and will be given to each individual based on their job description. Exchanging work schedules with other CCT's is not allowed. If a CCT needs to miss work, the Director/Coordinator and the site supervisor must be notified as soon as possible, before the beginning of the shift. The Director/Coordinator will make the necessary coverage assignments. If a CCT's submitted schedule changes, the Director/Coordinator must be informed in writing, either by text or by e-mail.

### PUNCTUALITY / ATTENDANCE

Community Contract Trainees of Futures Explored are expected to be punctual and regular in attendance. Any unplanned absence, tardiness, or early departure may cause problems for co-workers and supervisors. When a Community Contract Trainee is absent or tardy, or leaves work early, the assigned work must be performed by others.

CCT's are expected to report to work as scheduled, on time, and prepared to start work. Late arrivals, early departures, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided. CCT's are expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized company business.

It is mandatory that all Community Contract Trainees inform their Director/Coordinator by direct contact that they will not be in to work, that they will be late to work, or that they will need to leave early from work. If you a) are unable to report for work on any particular day, b) will be late for your assigned shift, or c) must leave before the end of your assigned shift, you must provide reasonable advance notice to your Director/Coordinator before the time you are scheduled to begin working for that day.



If you fail to provide reasonable advance notice before your scheduled time to begin work (but could have):

- 1) That you are unable to report for work, your absence will be considered unexcused for that day.
- 2) That you will not arrive in time for your assigned shift, you will be considered tardy for that day.
- 3) That you will need to leave before the end of your assigned shift, you will be considered in violation of this policy for that day.

**PROCEDURE IF YOU WILL BE LATE OR ABSENT, OR MUST TAKE AN EARLY DEPARTURE:**

1. Text or call your Director/Coordinator on their cell phone. Emailing and/or leaving a voicemail on a desk extension are not acceptable.
2. Text or call your site supervisor (if different than your Director/Coordinator) on their cell phone.
3. If the Director/Coordinator/Site Supervisor does not reply within 20 minutes, text or call another Staff-in-Charge on their cell phone.
4. Once you have approval, request the leave electronically in ADP. See the **TIME OFF REQUESTS** section of this handbook for instructions.

If the circumstances for the tardiness, absence, or early departure were unforeseen, CCT's must inform their Director/Coordinator as soon as practicable. In all cases of tardiness, absence, or early departure, CCT's must provide their Director/Coordinator with an honest reason or explanation.

Community Contract Trainees also must inform their Director/Coordinator of the expected duration of any absence. Excessive tardiness, absenteeism, or early departures, providing false information, and/or abuse of leave laws will not be tolerated.

If you have a late arrival, early departure, or other unanticipated and unapproved absence from scheduled hours three or more times in a 4-week period, you will receive a Formal Counseling Statement.

**NO CALL/NO SHOW:** Not reporting to work and not contacting your Director/Coordinator to report the absence is a no call/no show and is a serious matter. When a CCT is a no call/no show, it is the practice of Futures Explored to call the CCT's emergency contacts. If your emergency contacts don't know where you are, the local police are called and asked to do a health and safety check at your home.

The first instance of a no-call/no-show will result in a written Formal Counseling Statement placing you on job probation.

The second (separate) offense may result in termination of employment with no additional disciplinary steps.

Any no call/no show lasting three days is considered job abandonment and will result in immediate termination of employment.

The Human Resources department has the right to use its discretion in applying this policy under extenuating or unique circumstances, such as a serious accident or hospitalization.

**Absences protected by local, state and federal law do not count as a violation of the punctuality and attendance policy. Paid sick time protected under California law does not count as a violation of this policy.**



## MEAL BREAKS AND REST PERIODS

**MEAL BREAKS:** All Community Contract Trainees will be provided an uninterrupted unpaid meal period of at least 30 minutes if you work more than five (5) hours in a workday. When a Community Contract Trainee works for a work period of more than five hours, a meal period must be provided no later than the end of the CCT's fifth hour of work (no later than the start of the CCT's sixth hour of work). For example, your clock out which starts your unpaid meal break needs to happen no later than 4 hours and 59 minutes into your shift.

You must clock out for your meal period. You will be permitted a reasonable opportunity to take this meal period, and you will be relieved of all duty. During your meal period, you are free to come and go as you please and are free to leave the premises. You are expected to return to work promptly at the end of any meal period.

If the total work period for the day is more than five hours per day but no more than six hours, a Community Contract Trainee may waive the meal period. This cannot be done without the mutual consent of the CCT and the Director/Coordinator. Any such waiver must be discussed with a Director/Coordinator in advance.

Community Contract Trainees must clock out for any meal period and record the start and end of the meal period. CCT's are not allowed to work "off the clock". All work time must be accurately reported on your timecard.

If for any reason you are not provided a meal period in accordance with employment law and/or our policy, or if you are in any way discouraged or impeded from taking your meal period or from taking the full amount of time allotted to you, please immediately notify the Administrative Director.

Anytime you miss a meal period that was provided to you (or you work any portion of a provided meal period), you will be required to report to your Director/Coordinator and document the reason for the missed meal period or time worked.

**REST PERIODS:** All Community Contract Trainees are entitled to periodic rest break periods during their workday. Community Contract Trainees will be paid for all such break periods and will not clock out. CCT's are required to remain on the work premises during rest break(s), and are expected to return to work promptly at the end of any rest break. The Director/Coordinator will advise CCT's of the time and duration of breaks.

Generally, Community Contract Trainees are entitled to one (1) 10-minute rest break for every four (4) hours worked (or major fraction thereof, which is defined as two (2) hours). If you work a shift from three and one-half (3.5) to six (6) hours in length you will be entitled to one (1) ten-minute rest break. If you work more than six (6) hours and up to 10 hours, you will be entitled to two (2) ten-minute rest breaks. If you work more than 10 hours and up to 14 hours, you will be entitled to three (3) ten-minute rest breaks.

All rest breaks and meal periods must be taken away from the regular work area. Community Contract Trainees may leave the premises for the meal periods.

If for any reason you do not take the applicable rest breaks and/or meal periods, you must notify your Director/Coordinator immediately.

Please also refer to Futures Explored's Timekeeping Requirements policy.





## **TIMEKEEPING REQUIREMENTS**

All Community Contract Trainees are required to electronically clock in and clock out to record time worked for payroll purposes. All time worked must be accurately reported on your timecard. The workweek begins at 12:01 a.m. Sunday and ends at midnight on Saturday.

Community Contract Trainees must record their own time at the start and at the end of each work period. Community Contract Trainees must clock out for their meal period and record the start and end of the meal period. CCT's also must record their time whenever they leave work for any reason other than Futures Explored business.

Community Contract Trainees are not allowed to work "off the clock". Working off the clock violates company policy. Any work performed before or after a regularly scheduled shift must be approved in advance by your Director/Coordinator. If a CCT performs any off-the-clock work, it must be reported to the Director/Coordinator immediately, and then clocked.

Community Contract Trainees are not allowed to work while on sick leave. Do not work from home when you have called in sick. Working while on sick leave violates company policy.

Timecards are to be an accurate reflection of time worked. If a CCT does not record his/her hours accurately, s/he will receive a written warning. "Accurate" means a CCT must record the actual time s/he arrives at work, goes to lunch, returns from lunch, and stops working. Community Contract Trainees will be required to certify that their time record is accurate.

Any errors on your timecard should be reported immediately to your timecard supervisor. Any changes to a Community Contract Trainee's timecard must be approved by the timecard supervisor.

Falsifying any timecard, either your own or another person's, is not permissible and is subject to disciplinary action.

Please also refer to Futures Explored's Meal Breaks and Rest Periods policy.

Timecards are due by the date determined by the Payroll & Benefits Coordinator. A Timecard/Payday Schedule is distributed and posted on our website at the beginning of each calendar year.

Timecard supervisors review each Community Contract Trainee's electronic input in the payroll system and verify for accuracy the number of hours worked and that the times recorded are accurate. Timecard supervisors then approve each person in their department before the Payroll & Benefits Coordinator processes the payroll. When a timecard supervisor is away from Futures, another supervisor is required to take over this task.

## **REPORT TO WORK PAY**

Each workday a Community Contract Trainee is required to report for work and does report, but is not put to work or is furnished less than half said CCT's usual or scheduled day's work, the CCT shall be paid for half the usual or scheduled day's work, but in no event for less than two (2) hours nor more than four (4) hours, at the CCT's regular rate of pay, which shall not be less than the minimum wage.

For example, if a Community Contract Trainee is scheduled to report to work for an eight-hour shift and only works for one hour, the employer is nonetheless obligated to pay the CCT four hours of pay at his or her regular rate of pay (one for the hour worked, and three as reporting time pay). Only the one hour actually worked, however, counts as actual hours worked.



Exceptions to the requirement for reporting time pay found in [IWC Orders 1-16, Section 5\(C\)](#) are as follows:

1. When operations cannot begin or continue due to threats to workers or property, or when civil authorities recommend that work not begin or continue; or
2. When public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities, or sewer system; or
3. When the interruption of work is caused by an Act of Mother Nature or other cause not within the employer's control, for example, an earthquake.

Additionally, employers are not obligated to pay reporting time pay under the following circumstances:

1. If the Community Contract Trainee is not fit to work.
2. If the Community Contract Trainee has not reported to work on time and is terminated or sent home as a disciplinary action.

The reporting time pay provisions do not apply to Community Contract Trainees on paid standby status or when a CCT has a regularly scheduled shift of less than two hours.

### **PAYMENT OF WAGES**

1<sup>st</sup> - 15<sup>th</sup> - Paychecks issued on the 25<sup>th</sup> / 16<sup>th</sup> - 31<sup>st</sup> - Paychecks issued on the 10<sup>th</sup>

Paydays are scheduled on the 25<sup>th</sup> and 10<sup>th</sup> of the month for the semi-monthly pay periods ending on the 15<sup>th</sup> day of the month and the end of the month respectively. If a regular payday falls on a weekend or holiday, Community Contract Trainees will be paid on the closest preceding workday. Paychecks are normally available by 12:00 p.m. at the Futures Admin and VTE Admin office. If you observe an error on your check, please report it immediately to the Payroll & Benefits Coordinator.

Timecards are due from staff by the date determined by the Payroll & Benefits Coordinator. A Timecard/Payday Schedule is distributed and posted at the beginning of each calendar year. On payday, payroll bundles are distributed to the appropriate supervisors. When supervisors are unable to hand out a paycheck due to an absence or for some other reason, the paycheck is to be mailed by noon of the following working day. If a Community Contract Trainee wants his/her check mailed or picked up by someone else, a written notice (email) must be sent to the Payroll & Benefits Coordinator at least one day prior to payday. If a CCT wishes to pick up a check after payday, the request must be in writing with instructions.

Futures offers automatic payroll deposit for all Community Contract Trainees on the 25<sup>th</sup> payday. Community Contract Trainees may begin and stop automatic payroll deposit at any time. To begin automatic payroll deposit, you must enter your information in ADP. CCT's should carefully monitor their payroll deposit statements for the first two pay periods after the service begins. To stop automatic payroll deposit, you must delete the information in ADP. Community Contract Trainees will receive a regular payroll check on the first pay period after the receipt of the form, provided it is received no later than 3 days before the end of the pay period.

If there is an error on a paycheck, the Payroll & Benefits Coordinator must be informed in writing with the specific problem, as well as the Community Contract Trainee's name, title and date. In the absence of the Payroll & Benefits Coordinator, the Administrative Director is informed in the same manner. In the absence of both the Payroll & Benefits Coordinator and the Administrative Director, the Executive Director is informed in the same manner.



If a Community Contract Trainee loses a paycheck, the Payroll & Benefits Coordinator is informed as above. Deductions are as follows: State withholding; Federal withholding; Social Security/Medicare; SDI (State Disability Insurance); Unemployment Insurance.

### **ADVANCES**

Futures does not permit advances against paychecks. Paychecks will never be issued early to anyone.

### **OVERTIME**

Community Contract Trainees may occasionally be asked to work beyond their normally scheduled hours. When this occurs, supervisors should attempt to provide as much advance notice as possible. Community Contract Trainees who are required or permitted to work overtime will receive overtime pay in accordance with the requirements of the Fair Labor Standards Act and the state laws. All CCT's will receive overtime pay computed according to the law. Hours worked means time actually spent on the job. It does not include hours away from work due to vacation, sickness, or holiday even where these days are compensated. Unpaid sick leave or any other time away from work is also not considered hours worked. The workweek begins at 12:01 a.m. Sunday and ends at midnight on Saturday.

All overtime must be approved in advance by the CCT's timecard supervisor. The timecard supervisor must document all overtime in ADP. This documentation must include the reason for the overtime and the status of advance authorization by the supervisor.

### **VACATION LEAVE**

**Community Contract Trainees** are not entitled to accrue paid vacation leave. There is unpaid vacation leave for this employment category. Unpaid vacation leave may be taken for vacation or personal reasons depending on agency needs and coverage availability at the time.

### **SICK LEAVE**

Sick leave is a form of insurance that Community Contract Trainees accumulate in order to provide a cushion for incapacitation due to illness or injury. All Community Contract Trainees who have worked in California for 30 or more days within a year from the start of their employment will be entitled to paid sick time. Sick leave is intended to be used only when actually required for the reasons described below; **sick leave is not to be used for other "personal" absences.**

Community Contract Trainees may use sick leave for the following reasons:

1. The diagnosis, care, treatment of, or preventative care for, the Community Contract Trainee's own health condition or that of a covered family member, as defined below.
2. For certain, specified purposes when the Community Contract Trainee is a victim of domestic violence, sexual assault, or stalking.
3. As otherwise stated in this Handbook or permitted by law.



For purposes of paid sick leave, a covered family member includes a:

- Child defined as a biological, foster or adopted child; a stepchild; or a legal ward, regardless of the age or dependency status of the child. A "child" also may be someone for whom you have accepted the duties and responsibilities of raising, even if he or she is not your legal child.
- Parent defined as a biological, foster or adoptive parent; a stepparent; or a legal guardian of a Community Contract Trainee or the Community Contract Trainee's spouse or registered domestic partner. A parent may also be someone who accepted the duties and responsibilities of raising you when you were a minor child, even if he or she is not your legal parent.
- Spouse.
- Registered domestic partner.
- Grandparent.
- Grandchild.
- Sibling.

Community Contract Trainees are expected to provide as much advance notice as possible of their need to take time off under this policy, and may be required to provide appropriate medical documentation when permitted by law. If the need for paid sick leave is foreseeable, Community Contract Trainees must provide advance oral or written notification to their Director/Coordinator. If the need for paid sick leave is not foreseeable, Community Contract Trainees must provide notice to their Director/Coordinator as soon as practicable.

Paid sick leave can be used in one hour increments.

Any Community Contract Trainee that misses work because they are sick must be free of contagious symptoms for 24 hours before returning to work.

Any Community Contract Trainee out **three** or more consecutive days *due to a non-work-related injury or disabling condition* must obtain a doctor's note stating that the Community Contract Trainee can return to work, and what, if any, restrictions might affect their work.

Community Contract Trainees are entitled to accrue paid sick leave for active service as shown below. Active service commences on the Community Contract Trainee's start date and continues thereafter unless broken by an absence without pay, a leave of absence, or termination of employment.

Community Contract Trainees who are rehired within one year of separation from employment may be eligible for reinstatement of previously accrued paid sick time.

**Paid sick leave may not be used before it is accrued.**

Futures Explored will not tolerate abuse or misuse of your sick leave privilege.

Community Contract Trainees are required to take accrued and unused paid sick leave (if eligible) before taking unpaid sick leave (if eligible).

Paid sick leave will be paid at the rate required by law.

Paid sick leave is not hours worked and is not counted in the calculation of overtime.

Paid sick leave will not accrue during periods of unpaid leave.



Community Contract Trainees are responsible for tracking their paid and unpaid sick leave.

Futures does not pay Community Contract Trainees for unused paid sick leave. Paid sick leave has no cash value upon separation of employment or at any other time. A Community Contract Trainee whose employment terminates will not be paid for unused accrued sick leave. Futures Explored does not pay Community Contract Trainees in lieu of unused sick leave.

As of July 1, 2015, California law provides for mandatory paid sick leave under the Healthy Workplaces, Healthy Families Act (the "Act"). This paid sick leave policy is intended to comply with the requirements of the Act.

Community Contract Trainees cannot be discriminated or retaliated against for requesting or using accrued paid sick time.

If you have any questions about paid sick leave, please contact the Administrative Director.

**Community Contract Trainees** are entitled to accrue paid sick leave at the rate of:

| MONTHS OF SERVICE | ANNUAL MAXIMUM  | ACCRUAL RATE PER MONTH | ACCRUAL RATE IN HOURS            | MAXIMUM HOURS |
|-------------------|-----------------|------------------------|----------------------------------|---------------|
| 000 - 999         | 3 days/24 hours | N/A                    | 1 hour for every 30 hours worked | 48 hours      |

Paid sick leave accrual may not exceed **48 hours**. Once this maximum is reached, all further accruals of sick leave cease. Any unused portion in a calendar year will be credited in the following calendar year.

Community Contract Trainees I are required to take accrued and unused paid sick leave before taking unpaid sick leave.

*There is unpaid sick leave for this employment category.*

*There is unpaid sick leave for this employment category.*



## TIME OFF REQUESTS

When vacation, sick and/or another leave is to be taken, Community Contract Trainees must inform their site supervisor. Leave requests for Community Contract Trainees must be electronically entered in ADP and approved by their timecard supervisor. Leave requests are approved by the timecard supervisor depending on agency needs and coverage availability at the time. Leave must be requested with as much advance notice as possible.

In the event of an unforeseen absence, leave must be requested as soon as possible, either from home or upon return to work. The Community Contract Trainee's supervisor may request the leave on behalf of the Community Contract Trainee.

Leave must be used unless it is one hour or less of work time that will be missed. Leave requests are entered electronically in ADP.

1. When requesting leave, enter the requested date and select the correct Time Off Policy.
2. Enter the amount of hours you would like to use as follows:
  - Whole Day Missed = 4 - 8 hours; Partial Day Missed = 1 - 7.75 hours / Maximum 8 hours for the day
3. For a full day, enter your normal work start time for that day. For a partial day, enter the time the leave is to begin/end.
4. In the Comments section:
  - For a planned absence, write the words "Plan for Coverage:" and describe the plan for coverage, or write "No Coverage Needed".
  - If the leave has already been taken without advance approval, write the words "Already Taken". (Leave is considered "already taken" if you do not request the time off by the end of the previous work day at the end of your regularly scheduled work shift.)
  - If you are taking a partial day off, write the words "Partial Day/Already Taken" or "Partial Day/Plan for Coverage:" or "Partial Day/No Coverage Needed".
  - If a cancellation is made, write in the reason or explanation.
5. The completed request will be submitted electronically to your timecard supervisor for approval.

## BEREAVEMENT LEAVE

Futures Explored may grant an unpaid bereavement leave of absence in the event of the death of an immediate family member, an extended family member, or other significant person in the CCT's life.

When bereavement leave is taken, Community Contract Trainees must request the leave electronically and have it approved by their timecard supervisor as soon as possible. Please submit proof of the death, such as a copy of the obituary or funeral program.

## JURY DUTY/WITNESS LEAVE

Futures Explored encourages individuals to serve on jury duty when called. Upon reasonable advance notice to Futures, a Community Contract Trainee may take unpaid time off to serve on a jury or appear as a witness.

You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You must provide written verification from the court clerk of performance of jury service.

When jury duty/witness leave is taken, Community Contract Trainees must request the leave electronically and have it approved by their timecard supervisor. Leave must be requested with as much advance notice as possible.

You may retain any mileage allowance or other fee paid by the court for jury services.



## WORKERS' COMPENSATION INSURANCE

Futures Explored, in accordance with state law, provides insurance coverage for employees and Community Contract Trainees in case of work-related injury. The workers' compensation benefits provided to injured paid-work participants may include: Medical care; Cash benefits, tax free, to replace lost wages.

To ensure that you receive any workers' compensation benefits to which you may be entitled, you will need to:

1. **Immediately** report any work-related injury or illness to a supervisor or the Administrative Director. You will then be given the "Claim for Worker's Compensation Benefits DWC1" to fill out and return to the Staff-in-Charge.
2. **Immediately** complete the written "Claim for Worker's Compensation Benefits DWC1" form and return it to the Staff-in-Charge.
3. Seek medical treatment and follow-up care, if required. Paid-work participants who are injured in a work-related incident will be referred to the nearest **Network Medical Provider** (see list). Before you are sent for treatment, the Staff-in-Charge will call the closest location (or your preference) and let them know you are on the way. If there is no answer, you go anyway.
4. The Executive Director or the Staff-in-Charge will make the decision as to how to transport you. You may drive yourself, or the Staff-in-Charge can transport you in their car, send you by taxi, or send you by ambulance to the hospital in the event of an emergency, depending on the situation.
5. Provide Futures with all certification from the health care provider regarding the need for workers' compensation disability leave, modified work, or return to work.

Futures Explored provides medical treatment for work-related injuries through a medical provider network, which Futures has chosen to provide medical care to and paid-work participants injured while on the job because of their experience in treating work-related injuries.

The law requires Futures Explored to notify the workers' compensation insurance company of any concerns of false or fraudulent claims.



## **Futures Explored Participant Handbook Acknowledgment Page**

As a participant of Futures Explored, we hope you will find your program to be both rewarding and challenging. This Participant Handbook outlines in general terms the policies of being a participant at Futures Explored. This Handbook is the property of Futures Explored, and it is intended as a source of information for you and is your own personal reference book. Futures Explored reserves the right to add, modify, or delete provisions of this Handbook or the policies on which it is based at any time with or without notice.

Every effort has been made to include all significant information for you; however, if there is any other information you desire, please feel free to contact your Program Director/Coordinator or the Executive Director. Each participant, including both new and continuing participants, should sign the acknowledgement form and return it to their Program Director/Coordinator. This will provide Futures Explored with a record that each participant has received the Handbook. By signing this acknowledgement form, each participant acknowledges that s/he has reviewed this Handbook and is familiar with its contents.

I have had a chance to review and ask questions of the content of the Participant Handbook and I understand my rights and responsibilities while in a Futures Explored Program.

I promise to keep this Participant Handbook in a safe and convenient location for easy reference.

---

Participant Name and Signature or Mark

---

Person who helped me understand the information

---

Date





**Community Care Licensing**  
**Personal Rights (Section 82072)**  
**(issued 1/12/07)**



# Rights of Individuals with Developmental Disabilities

## Derechos de Personas Incapacitadas

Each person living in or receiving services in this facility has the following rights:  
Toda persona viviendo o recibiendo servicios en este lugar tiene los siguientes derechos:



You have the right to wear your own clothes. You should be able to pick the clothes you wear.  
Tienes el derecho de usar tu propia ropa. Te podrás escoger la ropa que quieras usar.



You have the right to be treated well and with respect.  
Tienes el derecho de un trato justo y respetuoso.



You have the right to keep your own things in a private place that you can get into when you want.  
Tienes el derecho de tener tus cosas en un lugar privado para usarlas cuando quieras.



You have the right to spend time alone or alone with a friend.  
Tienes el derecho de estar solo o con un amigo.



You have the right to see your friends, family, girlfriends or boyfriends every day.  
Tienes el derecho de ver a tus amigos, familia, novio(a) todos los días.



You have the right to go to school.  
Tienes el derecho de asistir a la escuela.



You have the right to use the telephone privately to make or get calls.  
Tienes el derecho de usar el teléfono para hacer o recibir llamadas en privado.



You have the right to see a doctor as soon as you need to.  
Tienes el derecho de ver a un doctor inmediatamente que lo necesites.



You have the right to have paper, stamps and envelopes for writing letters. You have the right to mail and get letters that are not opened.  
Tienes el derecho de tener papel, estampillas y sobres para escribir cartas. Tienes el derecho de mandar y recibir correspondencia sin que esta haya sido abierta.



You have the right to be involved in a religion if you want to be.  
Tienes el derecho de participar en la religión que tu quieras.



You have the right to say "NO" to electric shock therapy.  
Tienes el derecho de decir NO a la terapia de descargas eléctricas.



You have the right to meet people and take part in your community activities.  
Tienes el derecho de conocer a otras personas y a tomar parte en las actividades de la comunidad.



You have the right to say "NO" to anybody trying to change the way you act by hurting you, scolding you or punishing you.  
Tienes el derecho de decir NO a cualquier persona que trate de cambiar tu manera de ser, lastimarte, amonestarte o castigarte sin derecho.



You have the right to exercise and have fun.  
Tienes el derecho de disfrutar y hacer ejercicio.



You have the right to say "NO" to brain surgery that people want to do because of the way you act.  
Tienes el derecho de decir NO a una operación del cerebro, tan solo porque la gente quiere que cambies tu forma de actuar.



You have the right to say "NO" to things that will put you in danger.  
Tienes el derecho de decir NO a las cosas que pudieran ponerte en peligro.



You have the right to choose how you want to spend your free time and who you spend it with.  
Tienes el derecho de escoger como pasar tu tiempo libre y con quien.



You have the right to make choices about where you live, who you live with, the way you spend your time and who you spend your time with.  
Tienes el derecho de escoger en donde vivir, con quien vivir, la manera de como y con quien usar tu tiempo.



You have the right to services that help you live, work and play in the most normal way possible.  
Tienes el derecho de recibir servicios que te ayuden a mejorar tu vida, a trabajar y jugar de la manera más normal posible.



You have the right to say "NO" to drugs, being tied or held down, or being forced to be alone unless it is necessary to protect you or someone else.  
Tienes el derecho de decir "NO" a las drogas, de no ser atado, o de mantenerse separado al menos que sea necesario para protegerte o proteger a otras personas.



You have the right to keep and spend your own money on the things that you want and to keep and use your own things.  
Tienes el derecho de tener y gastar tu dinero en cosas que quieras y tener y usar tus propias cosas.



You may have other rights as provided by law or regulation.  
Tu puedes tener otros derechos que la ley o las regulaciones proveen.

The Department of Developmental Services would like to acknowledge the following: Capital People First, Smart Center North/DESO Inc., HyperBehavior Co.  
El personal de este participante agradece al personal de las siguientes organizaciones: Capital People First, Smart Center North/DESO Inc., HyperBehavior Co.























[www.dds.ca.gov](http://www.dds.ca.gov)

10-11-11



# Զարգացողական Անկարողություն Անհատների Իրավունքները

## Այս բաժանմանի մեջ ապրող և ծառայություններ ստացող յոթաբանյոթ անհատ ունի հետևյալ իրավունքները.

-  Դուք իրավունք ունեք հազնելու ձեր անձին պատճառով հարգասանքը:  
 Դուք պետք է կարողանաք ընտրել այն հաստատությունը որ դուք հազնում եք:
-  Դուք իրավունք ունեք պահելու ձեր անձնական իրենք այնպիսի տեղում, որտեղով ցանկացած ժամանակ հասանելի լինի ձեզ:  
 Դուք իրավունք ունեք ինքնուրու պատճառով, կամ ընկերոջ կես առանձին ժամանակ անցկացնելու:
-  Դուք իրավունք ունեք սեռավիճակով, ընտանիքի, ընկերակիցների կամ սոցալ ընկերակիցի հետ առնել օր:  
 Դուք իրավունք ունեք թարոջ հազնախելու:
-  Դուք իրավունք ունեք անհատական օգտագործել հեռախոսը զանգահարելու կամ զանգ ստանալու նպատակով:  
 Դուք իրավունք ունեք անմիջական կարիքի դեպքում բոլշկ տեսնելու:
-  Դուք իրավունք ունեք նամակագրության համար ունենալ թուղթ, դիտչությունը և ծրարներ: Դուք իրավունք ունեք ստարելու և ստանալու ցրացված ծրարներ:  
 Դուք իրավունք ունեք ցանկության դեպքում առնչվել կրոնական աշխատանքներում:
-  Դուք իրավունք ունեք «ՈՉ» ասելու էլեկտրական ցնցանով բաժանման:  
 Դուք իրավունք ունեք մարդկանց հանդիպել և մաս կազմել ձեր համայնքի միջոցառումներին:
-  Դուք իրավունք ունեք որեւէ անհատի «ՈՉ» ասել որը փորձում է փոխել ձեր վարքը ձեզ կազմելով, վախացնելով կամ ներացնելով:  
 Դուք իրավունք ունեք մարմանամարզության կատարելու և հանելի ժամանակ անցկացնելու:
-  Դուք իրավունք ունեք «ՈՉ» ասելու այն անհատներին որոնք կուզեն ուղղի վերահաստատության կատարել ձեր վարմունքին որպես հեռանալ:  
 Դուք իրավունք ունեք «ՈՉ» ասելու այն բաներին որոնք կարող են ձեզ վտանգագրանալ:
-  Դուք իրավունք ունեք ընտրելու ինչպե՞ն և ո՞ւմ հետ անցկացնել ձեր ազատ ժամանակը:  
 Դուք իրավունք ունեք ընտրելու ձեր ապրելավայրը, ձեր հետ ապրողը, ինչպես անցկացնել ձեր ժամանակը և ում հետ անցկացնել ժամանակը:
-  Դուք իրավունք ունեք օգտվելու այն ծառայություններից որոնք ձեզ կօգնեն ապրելու, աշխատելու և գործելու առնաբանական հնարավոր պայմաններում:  
 Դուք իրավունք ունեք «ՈՉ» ասելու դեղեր ընդունելու, ձեզ կազմելու կամ բանի ուժ գործարդելու կամ առանձին մասու պարտատրանսիբն բացի անընթացաբան դեպքում ձեզ կամ այլ անհատի պաշտպանության նպատակով:
-  Դուք իրավունք ունեք ձեր անձնական դրամը պահել և ծախսել ձեր ցանկացած իրենք ունենալու համար և պահել ու օգտագործել ձեր անձնական իրենք:  
 Դուք կարող եք ունենալ այլ իրենքներ որոնքի ու կանոնի թուղթատրության սահմաններում:

Մասնագրություն. Բնագիրը բարդված է. Capitol People First's Consumer Rights Privacy-ի կողմից:  
 Այս առարկայի է նաև կարգի է. փոքրագրված ասանց նախագրաբան բարդագրանք ձեր թղթը. Department of Developmental Services. Նախկին տեղեկությունների տեսակը հետևյալից. 619(6)-1881 հազնագրել:  
 www.dds.ca.gov OSIP 00 50285



## 患有發育性殘障個人可享受的權利

每一位住在本設施內或在本設施內接受服務的個人均享有以下權利：

|  |                                        |  |                                            |
|--|----------------------------------------|--|--------------------------------------------|
|  | 您有權穿戴自己的衣物。您可以選擇自己希望穿戴的衣物。             |  | 您有權受到善待和尊重。                                |
|  | 您有權將自己的物品存放在一個專屬於您的處所，並在需要時取用。         |  | 您有權獨處或單獨與一位朋友在一起。                          |
|  | 您有權每天見您的朋友、家人、女朋友或男朋友。                 |  | 您有權上學。                                     |
|  | 您有權單獨打電話或接聽電話。                         |  | 您有權在需要時立即前往醫生處就診。                          |
|  | 您有權獲得用於寫信的紙張、郵票和信封。您有權寄信並收到未開封的信件。     |  | 如果您願意，您有權參加宗教活動。                           |
|  | 您有權對電擊療法說「不」。                          |  | 您有權與人們交往，並參加您所在社區的活動。                      |
|  | 您有權對任何試圖以傷害您、恐嚇您或打擾您的方式改變您的行為方式的人說「不」。 |  | 您有權參加運動和娛樂。                                |
|  | 您有權對施行大腸外科手術說「不」，人們由於您的行為方式而希望對您施行該手術。 |  | 您有權對會使您面臨危險的事情說「不」。                        |
|  | 您有權選擇如何度過您的自由活動時間以及與誰在一起度過您的自由活動時間。    |  | 您有權對您的居住場所、與誰住在一起、度過時間的方式以及與誰在一起度過時間作出選擇。  |
|  | 您有權接受幫助您以盡可能正常的方式生活、工作和娛樂的服務。          |  | 您有權對毒品、被捆綁或強行按住、或被強迫獨處（除非是對保護您或他人有必要）說「不」。 |
|  | 您有權保存自己的錢，用於購買您想要的物品，並保存和使用您自己的物品。     |  | 您可以按照法律或規章規定擁有其他物品。                        |

鳴謝：上文內容係從Capital People Fitout的「消費者權利指南」改編而來。Icon軟體係由Maya-Johnson Company開發。  
未經許可服務商等先許可不得複製本指南的任何部份。詳情請電 (916) 654-1848。





# Cov Cai Ntawm Cov Tibneeg uas Muaj Teebmeem Kev Tu-ncua hauv Kev Lojhlol

Txhua tus tibneeg uas nyob hauv lossis tabtom tau txais cov kev pabcuam hauv lub tsev no muaj cov cai hauv qab no:

-  Koj muaj cai huav tau koj tej khaub-ncaws. Koj xav tau cov khaub-ncaws uas koj huav.  Koj muaj cai kom luag ua zoo thiab saib taus koj.
-  Koj muaj cai khawv koj tej khoom rau ib qhov chaw uas tsuas yog koj thiab muaj muab tau xwb.  Koj muaj cai siv sijhawm nyob ib leeg lossis nyob ib leeg nrog ib tus phoojywg.
-  Koj muaj cai ntsib tau koj cov phoojywg, tsevneeg, cov hlus nkauf lossis hlus nraug, tohua huab.  Koj muaj cai mus kawm ntawv.
-  Koj muaj cai siv thiab hu xovtooj mus rau tej phoojywg yam tsis pub leejtwg paub.  Koj muaj cai mus ntsib ib tus lews khomob sai li uas sai tau.
-  Koj muaj cai muaj tau ntawv, stamps thiab huab ntawv los sau thiab xa rau lwv tus. Koj muaj cai xa thiab tau txais ntawv yam tsis pub leejtwg muab qhub.  Koj muaj cai mus koom rau hauv ib twj kev ntses yog tias koj xav tau.
-  Koj muaj cai hais "NO" rau kev siv huavtawv xob los tom khomob.  Koj muaj cai mus ntsib tibneeg thiab muaj feem mus koomtes nrog tej kev ua hauv koj lub zejzot.
-  Koj muaj cai hais "NO" rau txhua tus uas xav kom koj hloov koj tus coojpwm lossis tej uas koj ua los ntawm kev ua kom koj rang mob, hem koj lossis ua kom koj elum.  Koj muaj cai mus tawm dagnog thiab muaj kev lomzem.
-  Koj muaj cai hais "NO" rau kev phais kho hlwb uas tibneeg ua vim lawv xav hloov koj tus coojpwm lossis tej uas koj ua.  Koj muaj cai hais "NO" rau tej yam uas yuav ua rau koj rang mob.
-  Koj muaj cai xav hais tias koj yuav siv koj lub sijhawm xyeej los ua dabtsi thiab nrog leejtwg nyob.  Koj muaj cai los xav hais tias koj yuav nyob qhov twg, nrog leejtwg nyob, siv koj lub sijhawm lcas thiab yuav siv koj lub sijhawm nrog leejtwg.
-  Koj muaj cai tau txais cov kev pabcuam uas los pab kom koj nyob, ua haujlwm thiab ua si tau li lwv tus li uas luag pab tau.  Koj muaj cai hais "NO" rau kev siv yeeb-thuaj, muab khi lossis tuav kom nyob twbywm, lossis rang yuam kom nyob ib leeg thwj hais tias yuavtsum tau ua li nitawd los tivthaiv koj lossis lwv tus xwb.
-  Koj muaj cai khawv thiab siv koj cov nyiaj mus yuav tej yam uas koj xav tau thiab khawv thiab siv koj cov khoom.  Koj muaj cai muaj tau lwv yam raws li twj kevcai lossis kev twjhlwm hais tias muaj tau.

Kev qhia: Cov lus no yog tau qiv los ntawm daim Capitol People First's Consumer Rights Poster. Lub icon software yog tism los ntawm lub Mayer-Johnson Company. Yaw tam kaiaj qd tias tias li yam uas hais huav daim poster no mus siv yam tias tau kev hloov nrog los ntawm lub Department of Developmental Services. Yog siv tau kev qhia ntau, hu rau (816) 254-1000.



# 발달 장애인의 권리

이 시설에 거주하거나 서비스를 받는 장애인은 다음과 같은 권리가 있습니다:



자신이 원하는 옷을 입을 권리가 있습니다. 여러분은 자신이 입을 옷을 고를 수 있어야 합니다.



자신의 물건들을 원할 때 사용할 수 있도록 사적인 장소에 보관할 권리가 있습니다.



친구, 가족, 여자 친구 또는 남자 친구를 매일 만날 권리가 있습니다.



사적으로 대화를 걸거나 만기 위해 전화기를 사용할 권리가 있습니다.



편지를 쓰기 위해 종이, 우표, 봉투를 사용할 권리가 있습니다. 봉합된 편지를 우편으로 보내거나 받을 권리가 있습니다.



전기 충격 치료를 "거부"할 권리가 있습니다.



여러분에게 때를 입히거나, 위협을 하거나, 당황케 하여 여러분의 행동 방식을 바꾸려고 시도하는 사람에 대해 이를 "거부"할 권리가 있습니다.



여러분의 행동 방식을 교정하기 위해 사람들이 쳐수술을 하기를 원할 때 이를 "거부"할 권리가 있습니다.



여가 시간을 어떻게 그리고 누구와 함께 보낼 것인지를 선택할 권리가 있습니다.



가능한 가장 정상적인 방법으로 생활하고, 일하고, 노는 데 도움이 되는 서비스를 받을 권리가 있습니다.



자신의 돈을 소유하고 원하는 곳에 사용하며, 자신의 물건을 소유하고 사용할 권리가 있습니다.



인격을 존중하는 좋은 대우를 받을 권리가 있습니다.



혼자서 또는 친구하고만 시간을 보낼 권리가 있습니다.



학교에 갈 권리가 있습니다.



필요할 때 즉시 의사의 진료를 받을 권리가 있습니다.



원하는 경우, 종교를 가질 권리가 있습니다.



사람들을 만나고 공동체 활동에 참여할 권리가 있습니다.



운동과 놀이를 할 권리가 있습니다.



여러분을 위협에 처하게 하는 일들을 "거부"할 권리가 있습니다.



여러분이 살 곳과 함께 살 사람, 시간을 보내는 방법과 함께 시간을 보낼 사람을 선택할 권리가 있습니다.



자신이나 다른 사람을 보호하기 위해 필요한 경우를 제외하고, 약을 먹이거나, 묶거나, 움직이지 못하게 하거나 강제로 혼자 있게 하는 것을 "거부"할 권리가 있습니다.



법이나 규정에 정해진 다른 것들을 소유할 수 있습니다.

참사 드립니다: 본부는 Capitol People First의 소비자 권리 포스터로부터 개작되었습니다. 아이본 소프트웨어는 Mayer-Johnson Company가 개발했습니다. 이 포스터는 일부는 아마도 발달 서비스부의 사면 허가 없이 복제할 수 없습니다. 더 자세한 정보를 원하시면 (916)654-1888로 전화하십시오.























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CSP 00 50285



# Mga Karapatan ng mga Taong May mga Disabilidad na Debelopmental

## Ang bawat taong nakatira o tumatanggap ng mga serbisyo sa pasilidad na ito ay may mga sumusunod na karapatan:

-  May karapatan kang magbuot ng sarili mong mga damit. Dapat kang makapili ng mga damit na isinusuot mo.
-  May karapatan kang itago ang iyong mga gamit sa isang pribadong lugar na mapapasok mo tuwing gusto mo.
-  May karapatan kang makipagkita sa iyong mga kaibigan, pamilya, karelasyong lalaki o babae araw-araw.
-  May karapatan kang gamitin ang telepono sa paraang pribado upang tumawag o sumagot ng mga tawag.
-  May karapatan kang magkaroon ng papel, mga selyo at sobre para sa pagsusulat ng mga liham. May karapatan kang mapakoreo at kumuha ng mga liham na hindi pa nabubuknan.
-  May karapatan kang magabi ng "HINDI" sa paggamot na sumagamit ng panggulat na koryente.
-  May karapatan kang magabi ng "HINDI" sa sinuman na nagtirikap baguhin ang iyong kilos sa pamamagitan ng pananakit sa iyo, pananakot sa iyo o pangagalit sa iyo.
-  May karapatan kang magabi ng "HINDI" sa pag-opera ng utak na gustong gawin ng mga tao dahil sa kilos mo.
-  May karapatan kang pilim kung paano mo gustong guguhin ang iyong libreng oras at kung sino ang gusto mong makasama sa paggugol nito.
-  May karapatan ka sa mga serbisyo na tumutulong sa iyo na mamuhay, magtrabaho at maglaro sa pinakanormal na paraang possible.
-  May karapatan kang magtago at gumasta ng sarili mong pera sa mga bagay na gusto mo at ingatan at ganutin ang iyong mga gamit.
-  May karapatan kang trabuhin nang maayos at may paggalang.
-  May karapatan kang sumugol ng oras na mag-iisa o kasama ng isang kaibigan.
-  May karapatan kang pumasok sa paaralan.
-  May karapatan kang magpatingin sa isang doktor sa sandaling kailangan mo.
-  May karapatan kang sumali sa isang relihiyon kung gusto mo.
-  May karapatan kang mabisalamuha sa mga tao at lumahok sa mga sawain sa inyong komunidad.
-  May karapatan kang mag-ehersisyo at mag-saya.
-  May karapatan kang magabi ng "HINDI" sa mga bagay na maglalagay sa iyo sa pangasub.
-  May karapatan kang pumili kung saan gusto mong tumira, kung sino ang gusto mong makasama sa tirahan, kung paano mo guguguhin ang iyong oras at kung sino ang gusto mong makasama sa paggugol nito.
-  May karapatan kang magabi ng "HINDI" sa mga droga, sa pagtatali o hindi pagpapakilos, o sa panimlit na tumugil kang mag-iisa sa isang lugar maliban kung ito ay kailangan upang protektahan ka o ang ibang tao.
-  Maaring may iba ka pang mga karapatan na itinatadhana ng batas o regulasyon.




















Pagkilala: Ang teksto ay kinuha sa Foster ng mga Karapatan ng Consumer ng Capitol People First. Ang ikon software ay nilikha ng Mayer-Johnson Company.   
Walang bahag ng poster na ito na maaaring kopyahin nang walang pahintulot mula sa Pagsuporta ng mga Serbisyo Debelopmental. Para sa karagapang impormasyon, tumawag sa (813)554-1888.





## Các Quyền của Những Người Bị Khuyết Tật Phát Triển

Mỗi người sinh sống hoặc tiếp nhận các dịch vụ trong cơ sở này có những quyền sau đây:

|                                                                                       |                                                                                                                                                 |                                                                                      |                                                                                                                                                 |
|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
|    | Quý vị có quyền mặc quần áo của riêng mình. Quý vị có thể chọn quần áo để mặc.                                                                  |    | Quý vị có quyền được đối xử tử tế và kính trọng.                                                                                                |
|    | Quý vị có quyền cất vật dụng riêng tại một chỗ riêng tư để dùng khi muốn.                                                                       |    | Quý vị có quyền dùng thì giờ một mình hoặc tiếp bạn bè trong chỗ riêng tư.                                                                      |
|    | Quý vị có quyền gặp bạn bè, gia đình, bạn gái hoặc bạn trai mỗi ngày.                                                                           |    | Quý vị có quyền đi học.                                                                                                                         |
|    | Quý vị có quyền dùng điện thoại riêng để gọi đi hoặc nhận điện thoại gọi đến.                                                                   |    | Quý vị có quyền gặp bác sĩ khi cần.                                                                                                             |
|    | Quý vị có quyền có giấy, tem và phong bì để viết thư. Quý vị có quyền gửi thư và nhận thư không bị bóc xem.                                     |    | Quý vị có quyền thực hành tôn giáo nếu muốn.                                                                                                    |
|    | Quý vị có quyền "TỪ CHỐI" liệu pháp giặt điện.                                                                                                  |    | Quý vị có quyền gặp gỡ mọi người và tham gia các sinh hoạt cộng đồng.                                                                           |
|    | Quý vị có quyền "TỪ CHỐI" bất cứ người nào muốn thay đổi hành động của quý vị bằng cách gây tổn thương, đe dọa quý vị hoặc làm quý vị đau buồn. |    | Quý vị có quyền tập thể dục và vui chơi.                                                                                                        |
|   | Quý vị có quyền "TỪ CHỐI" giải phẫu não bộ mà người khác muốn thực hiện vì hành động của quý vị.                                                |   | Quý vị có quyền "TỪ CHỐI" những gì gây nguy hiểm đến mình.                                                                                      |
|  | Quý vị có quyền chọn cách dùng thì giờ của mình và tiếp bất cứ người nào.                                                                       |  | Quý vị có quyền chọn lựa sinh sống ở đâu, sống với ai, cách dùng thì giờ và tiếp bất cứ người nào.                                              |
|  | Quý vị có quyền hưởng các dịch vụ giúp quý vị sinh sống, làm việc và chơi đùa theo cách bình thường nhất có thể được.                           |  | Quý vị có quyền "TỪ CHỐI" dùng thuốc, không bị trói hoặc dè xàng, hoặc buộc phải ở một mình trừ phi cần thiết để bảo vệ quý vị hoặc người khác. |
|  | Quý vị có quyền giữ và tiêu tiền riêng cho những vật dụng quý vị muốn cũng như có quyền cất giữ và dùng vật dụng riêng của mình.                |  | Quý vị được phép có những vật dụng khác theo quy định của luật hoặc điều lệ.                                                                    |

Cảm tạ: Tài liệu được ăng trích từ Bích Chương Các Quyền của Người Tiêu Thu của Capitol People First. Như kiện hình do Mayer-Johnson Company phát triển. Không được sao chép bất cứ phần nào của bích chương này nếu không có phép trước của Dịch Vụ Phát Triển, Miền Bắc miền Trung, gọi số (713) 654-1888