

CIWP Employee Handbook

*Prepared for
Employees and Staff*

Revised December 4, 2017

[Welcome](#)

[About our Corporation](#)

[Mission](#)

[Our Goal](#)

[Your Employment](#)

[Purpose](#)

[Legal Provisions](#)

[Nondiscrimination and Equal Opportunity Employment](#)

[FEHA Discrimination and Harassment Prevention and Complaint Policy](#)

[Eligibility](#)

[Procedures](#)

[Reporting harassment or discrimination](#)

[Violations of this policy will result in discipline](#)

[Retaliation prohibited](#)

[Employment](#)

[Introductory Period](#)

[Employment Status](#)

[Office and Working Hours](#)

[Pay Periods and Method of Pay](#)

[Overtime](#)

[On–Duty Meal Periods](#)

[Full–Time and Part–Time](#)

[Employee Absences and Substitutes](#)

[Leaves of Absence](#)

[Rehire](#)

[Job Descriptions](#)

[Personal Information](#)

[Termination of Employment](#)

[Performance Evaluations](#)

[Disciplinary Action](#)

[Salary Adjustments](#)

[Training](#)

[Training and Staff Development](#)

[Pay for Mandatory Meetings/Training](#)

[Continuing Education](#)

[In–Service Training](#)

[Standards of Conduct](#)

[Courtesy](#)

[Bulletin Boards and Calendars](#)

[Staff Meetings](#)
[Staff Grievance](#)
[Telephones](#)
[Smoking](#)
[Personal Appearance](#)
[Housekeeping](#)
[Media Contacts](#)
[Conduct](#)

[Your Benefits](#)

[Employee Benefits](#)
[Health and Dental Insurance](#)
[Retirement](#)
[Flexible Benefit Plan](#)
[Holidays](#)
[Paid Time Off](#)
[Unemployment Compensation](#)
[Disability Insurance](#)
[Social Security](#)
[Workers' Compensation](#)
[Pregnancy Related Disability Leave](#)
[Family and Medical Leave](#)
[Paid Family Leave](#)

[Maintaining an Alcohol and Drug-Free Workplace](#)

[Purpose and Scope](#)
[Definitions](#)
[Coverage, Consent and Consequences](#)
[Alcohol, Legal and Illegal Drug Possession, Prohibited Use](#)
[Prescribed and Over-the-Counter Drugs](#)
[Employee Drug Screen Tests](#)
[Pre-employment Drug Screens](#)
[Reporting the Use of Prescription and/or Over-the-Counter Drugs.](#)
[Management Guidelines for Alcohol and Drug Abuse Testing](#)

[Consumer Relations](#)

[Consumer Records](#)
[Confidentiality](#)

[Programming](#)

[Consumer Orientation](#)
[Scheduling](#)
[Constant Supervision](#)

[Work and Work Program](#)
[Consumer Job Procurement](#)
[Work Rules](#)
[Consumer Assessment and Program Planning](#)
[Training Strategies](#)
[Progress Evaluation](#)
[Consumer Attendance](#)
[Consumer Fraternalization](#)

[Consumer Rights](#)

[Consumer Abuse](#)

[Curriculum](#)

[Behavior Problems and Crisis Intervention](#)
[Behavioral Intervention Philosophy](#)
[Consumer Grievance and Appeals](#)
[Personal Possessions](#)

[Transportation](#)

[Accident Prevention](#)
[Parking and Moving Violations](#)

[Consumer Health](#)

[Safety](#)
[Self-Administered Medications](#)
[Seizures](#)

[Locating Missing Consumers](#)

[Procedures for Locating Missing Consumers](#)
[Establishing a Search Party](#)
[Locating Missing Consumers on Bart or Other Mass Transit Services](#)

[Closing](#)

[Entire Agreement](#)

1

Welcome

Welcome to Community Integrated Work Program, Inc. (CIWP). We are proud of our organization and our emphasis on putting people first. We believe you will find your employment challenging and rewarding.

The success of our program is based on the quality of our employees. Therefore, we carefully select and train every new employee. The contributions you and your fellow employees make will insure our mutual success.

About our Corporation

CIWP was founded in 1987 as a California corporation vendored by regional centers to provide programs for developmentally disabled individuals. The founders, Rose and Andy Dayani, being trained, qualified, and experienced in serving the disabled, had a sincere desire to integrate these individuals into society.

We are dedicated to serving the needs of the developmentally disabled throughout California. We offer our clients the opportunity, with your help, to live and work independently in the local community. One of our objectives is to empower our clients to make choices and decisions in their lives. Your work will advance our progress toward that objective.

Mission

We recognize our clients as the focus of this program. Our mission is to provide clients with the highest quality training, skill development and behavioral intervention through development of a goal oriented working environment.

Our Goal

Our goal is to integrate the developmentally disabled into the community as contributing members of society. Integration is accomplished using the supported work model and intensive exposure to all community resources. CIWP operates using the principle of normalization. Our consumers receive the training necessary to live and work independently, helping them become ready to enter a less restrictive environment.

Integrating the developmentally disabled into the community as they learn to live and work independently is the foundation of CIWP. The goals of the program have three aims: providing effective vocational training, imparting strong community awareness skills, and developing acute social awareness.

1. Vocational training takes place on-the-job. Using the supported work model, we gain jobs in the community. Consumers can find themselves working on private and commercial sites contracted by CIWP. We vary the types of work offered to satisfy individual attitudes and interests.
2. Community skills training takes place while utilizing integrated community resources for recreation, work, and personal needs. Consumers receive training in acceptable interaction patterns with various community members. Training also includes basic safety and monetary usage.
3. Finally, social and interpersonal skills training takes place at all settings. Consumers gain sufficient interpersonal and community skills to meet the emotional and situational demands of the working world.

Individuals with behavior problems will learn socially acceptable alternatives to behaviors limiting their ability to integrate into a community-based lifestyle. The community's resource rich environment provides the ideal training environment for the developmentally disabled. A high staff-client ratio of one-to-three supports our intensive training goals.

Given that CIWP is designed to serve the whole spectrum of individuals with developmental disabilities, there is no discrimination toward consumers lacking in basic self-help or independent living skills. CIWP can successfully serve individuals from all backgrounds, including the autistic, dually diagnosed, and behaviorally disturbed.

2

Your Employment

Purpose

This Employee Handbook sets forth the terms and conditions of employment of all full-time and part-time employees. Contained within are the policies and practices in effect at the time of publication. All previously issued handbooks and any inconsistent policy or benefit statements or memoranda are superseded.

We designed this handbook to familiarize you with our major policies. Your Director will be happy to answer any questions you may have.

Legal Provisions

Nondiscrimination and Equal Opportunity Employment

CIWP is an equal opportunity employer. Employment applicants are selected based on education and experience without regard to race, religion, color, national origin, ancestry, physical disability, medical condition, marital status, age, sex (including pregnancy, childbirth or related medical conditions), veteran status, sexual orientation, gender identity or on any other basis protected by state and/or federal laws. Promotion of existing employees will be based upon performance in present capacity, indications of competence to perform tasks requiring greater degrees of responsibility, and meeting the qualifications as listed on the job descriptions. Equal employment opportunity applies to all aspects of employment with CIWP including recruitment, hiring, job assignment, training, compensation, discipline, benefits, promotions, and termination. Responsibility for implementation of this policy is with the Executive Director.

In addition, CIWP is committed to upholding all equal employment opportunity laws and regulations such as executive order 11246 as amended, (section 504 of the rehabilitation act of 1973, title IX). Regulations issued thereunder, which bar discrimination based on race, color, religion, national origin, age, sex, marital status, non-disqualifying disability (or whether the individual is a disabled veteran or a veteran of the Vietnam era), in employment and related activities.

The objective of this policy is, wherever possible, to actively recruit and include for

consideration for employment members of minority groups, females, and the disabled. We base all employment and promotion decisions on merit and bona fide occupational qualifications for the job in question, and the feasibility of any necessary job accommodations.

FEHA Discrimination and Harassment Prevention and Complaint Policy

Community Integrated Work Program, Inc. is committed to providing equal employment opportunities to all employees and applicants without regard to age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), disability (mental and physical), including HIV and AIDS, marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state and local laws.

In addition, Community Integrated Work Program, Inc. is committed to providing a work environment that is free of unlawful harassment. In furtherance of this commitment, the company strictly prohibits all forms of unlawful harassment, including harassment on the basis of age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), disability (mental and physical), including HIV and AIDS, marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, childbirth, breastfeeding, and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state and local laws.

Similarly, the company is committed to complying with all laws protecting qualified individuals with disabilities, as well as employees' religious beliefs and observances. This policy extends to all aspects of the company's employment practices, including recruiting, hiring, discipline, termination, promotions, transfers, compensation, benefits, training, leaves of absence, and other terms and conditions of employment.

Community Integrated Work Program, Inc. will provide a reasonable accommodation for any known physical or mental disability of a qualified individual or for employees' religious beliefs and observances, provided the requested accommodation does not create an undue hardship for the company and does not pose a direct threat to the health or safety of others in the workplace or to the individual. The company will not retaliate or discriminate against a person for requesting an accommodation for his or her disability, regardless of whether the accommodation was granted.

Eligibility

This policy prohibits unlawful discrimination and harassment in the workplace and applies to applicants and employees of the company, including supervisors and managers. The company prohibits managers, supervisors and employees from discriminating against or harassing co-workers as well as customers, clients, vendors, suppliers, independent contractors and others doing business with the company. In addition, the company prohibits customers, vendors, suppliers, independent contractors and others doing business with the company from discriminating against or harassing the company's employees.

Procedures

Examples of prohibited sexual harassment or discrimination

Sexual harassment includes a broad spectrum of conduct, including harassment based on sex, gender, gender identity or expression, and sexual orientation. Examples of unlawful and unacceptable behavior include:

1. Unwanted sexual advances.
2. Offering an employment benefit (such as a raise, promotion or career advancement) in exchange for sexual favors, or threatening an employment detriment (such as termination or demotion) for an employee's failure to engage in sexual activity.
3. Visual conduct, such as leering, making sexual gestures and displaying or posting sexually suggestive objects or pictures, cartoons or posters.
4. Verbal sexual advances, propositions, requests or comments.
5. Sending or posting sexually related messages, videos or messages via text, instant messaging or social media.
6. Verbal abuse of a sexual nature, graphic verbal comments about an individual's body, sexually degrading words used to describe an individual and suggestive or obscene letters, notes or invitations.
7. Physical conduct, such as touching, groping, assault or blocking movement.
8. Physical or verbal abuse concerning an individual's gender, gender identity or gender expression.
9. Verbal abuse concerning a person's characteristics such as pitch of voice, facial hair or the size or shape of a person's body, including remarks that a male is too feminine or a woman is too masculine.

Other examples of prohibited harassment or discrimination

In addition to the above listed conduct, the company strictly prohibits harassment or discrimination concerning any other protected characteristic. Such prohibited harassment includes:

1. Racial or ethnic slurs, epithets and any other offensive remarks.
2. Jokes, whether written, verbal or electronic.
3. Threats, intimidation and other menacing behavior.

4. Inappropriate verbal, graphic or physical conduct.
5. Sending or posting harassing messages, videos or messages via text, instant messaging or social media.
6. Other harassing or discriminatory conduct based on one or more of the protected categories identified in this policy.

Harassment of the company's employees, customers, clients, vendors, suppliers, independent contractors or the employees of other third parties by any of the company's employees is also strictly prohibited. Any such harassment will subject an employee to disciplinary action, up to and including termination. Employees who have any questions about what constitutes harassing or discriminatory conduct should contact, the Human Resource Manager at the corporate office.

Reporting harassment or discrimination

If an employee feels that he or she is being harassed or discriminated against in violation of this policy by another employee, supervisor, manager or third party doing business with the company, the employee should immediately contact his/her Director/Coordinator or the Human Resource Manager at (925) 776-1040 ex 20. In addition, if an employee observes harassment or discrimination by another employee, supervisor, manager or non-employee, the employee should immediately report the incident to the individuals identified above. Appropriate action will also be taken in response to violation of this policy by any non-employee.

All supervisors must report complaints of misconduct under this policy to the Human Resource Manager immediately so the company can investigate and try to resolve the claim internally.

All complaints of unlawful harassment or discrimination that are reported to management or to the persons identified above will be investigated as promptly as possible, and corrective action will be taken where warranted. All complaints of unlawful harassment or discrimination that are reported to management or to the persons identified above will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation. Complaints will be investigated by impartial and qualified internal personnel unless external involvement is warranted. The process will be documented and tracked for reasonable progress, and all investigations will be completed in a timely manner.

The California DFEH may also investigate and process complaints of harassment or discrimination. Violators are subject to penalties and remedial measures that may include sanctions, fines, injunctions, reinstatement, back pay and damages. The toll-free number for the DFEH is (800) 884-1684.

Employees' notification to the company is essential to enforcing this policy. Employees may be assured that they will not be penalized in any way for reporting a harassment or discrimination problem. It is unlawful for an employer to retaliate against employees who oppose the practices prohibited by the California Fair Employment and Housing Act (FEHA), or who file complaints or otherwise participate in an investigation, proceeding or hearing conducted by the California

Department of Fair Employment and Housing (DFEH) or the Fair Employment and Housing Commission (FEHC). Similarly, the company prohibits employees from hindering its internal investigations or its internal complaint procedure.

Violations of this policy will result in discipline

Violation of this policy will subject an employee to disciplinary action, up to and including immediate termination. In addition, under California law, employees may be held personally liable for harassing conduct that violates the FEHA.

Retaliation prohibited

Community Integrated Work Program, Inc. prohibits retaliation against those who report or participate in an investigation of alleged violations of this policy. Participating in an investigation of alleged wrongdoing in the workplace includes:

1. Filing a complaint with a federal or state enforcement or administrative agency.
2. Participating in or cooperating with a federal or state enforcement agency that is conducting an investigation of the company regarding alleged unlawful activity.
3. Testifying as a party, witness or accused regarding alleged unlawful activity.
4. Associating with another employee who is engaged in any of these activities.
5. Making or filing an internal complaint with the company regarding alleged unlawful activity.
6. Providing informal notice to the company regarding alleged unlawful activity.

The company strictly prohibits any adverse action or retaliation against an employee for participating in an investigation of alleged violation of this policy. If an employee feels that he or she is being retaliated against, the employee should immediately contact his/her Director/Coordinator or the Human Resource Manager. In addition, if an employee observes retaliation by another employee, supervisor, manager or non–employee, he or she should immediately report the incident to the individuals identified above.

Any employee determined to be responsible for violating this policy will be subject to appropriate disciplinary action, up to and including termination. Moreover, any employee, supervisor or manager who condones or ignores potential violations of this policy will be subject to appropriate disciplinary action, up to and including termination.

Employment

Our corporation looks for the most qualified individuals. We are interested in experience, ability, growth potential, initiative, and willingness to perform a task.

Because the quality of our employees is the key to our success, we carefully select our new employees. In turn, we expect employees to contribute to our success.

Our relationship will require responsibility and reciprocity. You have the right to expect fair and dignified treatment, and to receive a fair wage for your work. We have the right to expect your full attention to your job during working hours, to respect the operational practices of the corporation and to be honest in dealing with the company and its business associates.

By maintaining an atmosphere of mutual respect and open communication, we can successfully work to achieve the goals we set for ourselves.

Introductory Period

Your first three months with us are an introductory period. This gives you an opportunity to consider whether our organization and your role in it meet your expectations. In the same way, we get an established period to observe and assess how your attitude, job performance, and interests match our employment standards.

You will not be eligible for benefits during this period. If deemed necessary by the Executive or Program Director, we may extend this period. Upon completion of the introductory period we will review your performance. If your performance proves satisfactory, we will decide to continue your employment. At that time eligible employees will receive the benefits described in this handbook.

Employment Status

Employment at CIWP is employment at-will. Either of us may end the employer-employee relationship with or without cause and with or without notice at any time. Nothing in this handbook or in any document or statement shall limit the right to discontinue employment at-will. No manager, supervisor or employee of CIWP has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will. Only the Executive Director of CIWP has the authority to make any such agreement and then only in writing.

Office and Working Hours

CIWP will be in operation from January to December, 12 months each year. We observe holidays each year based on the requirements of the applicable Regional Center. The holiday schedule is listed under the heading of benefits.

Office operating hours vary slightly according to office. The corporate office observes the hours of 7:30 a.m. to 4:30 p.m. Monday through Friday.

Pay Periods and Method of Pay

We pay wages semi-monthly, on the twelfth (12th) and the twenty-seventh (27th) day of the month. These pay dates reflect hours worked from the twenty-first (21st) of the previous month through the fifth (5th) of the current month, and the sixth (6th) through the twentieth (20th), respectively. When the scheduled payday falls on a holiday or weekend, we will issue paychecks the working day before the holiday or weekend.

Involuntary deductions include all federal and state payroll withholding such as federal income tax, social security (FICA and Medicare), state disability insurance (SDI), and state income tax. In addition, we will withhold your share of your benefit costs (including health and dental insurance).

Voluntary deductions include dependent medical or dental, cafeteria withholding, and any other voluntary benefit plans begun at CIWP.

You have the responsibility of verifying the accuracy of your paychecks including the rate of pay, hours worked, personal information, and payroll deductions. You should immediately report any errors so we can take prompt corrective action.

We use time clocks at CIWP to record the time of all hourly employees. Wages are based on the hourly rate multiplied by the number of hours worked in a pay period. Record these hours on your time card. We issue your new time card at the start of each new pay period.

The time card should reflect all hours worked in a pay period, including overtime (all overtime must be approved in advance). Occasionally, a manual notation may be necessary. Make manual notations on your time cards for the following; paid time off and/or holiday hours. Also make a notation when you have forgotten to use the time clock. Your Director must initial all handwritten marks or changes on the time card.

Overtime

As necessary, you may be required to work overtime. For purposes of determining which hours constitute overtime, only actual hours worked in a given workday or workweek will be counted (paid time off or holiday hours do not count). All overtime work must be previously authorized by your Director.

CIWP provides compensation for all overtime hours worked following state and federal law as follows:

All hours worked by non-exempt employees in excess of 8 hours in one workday or 40 hours in one workweek will be treated as overtime. A workday begins at midnight and ends 24 hours later. A workweek begins each Sunday morning at midnight. Compensation for hours in excess of 40

for the workweek, or in excess of 8 and not more than 12 for the workday, and for the first 8 hours on the seventh consecutive day of work in one workweek, will be paid at a rate one and one half times the employee's regular rate of pay.

Compensation for hours in excess of 12 in one workday and in excess of 8 on the seventh consecutive workday in a workweek will be paid at double the regular rate of pay. Exempt employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.

On-Duty Meal Periods

For personnel in the Job Coach and Aide positions, meal periods are considered on-duty. Our training and supervision of consumers extend through meal periods, and we will pay you to work through meal periods.

Full-Time and Part-Time

Regular full-time employees are those we normally scheduled to work and who do work forty (40) hours per week. Following the successful completion of the introductory period, regular full time employees are eligible for the employee benefits described in this handbook.

Part-time employees are those we normally scheduled to work and who do work less than 40 hours per week. Part-time employees may be assigned a work schedule in advance or may work on an as needed basis. Part-time employees are not eligible for the benefits described in this handbook except where mandated by applicable law.

Employee Absences and Substitutes

All employees in the Job Coach, Aide or Coordinator positions must follow these steps to take days off.

1. Complete and submit to your Director an *Employee Leave Request* form at least three days before a one day request, and at least two weeks before a longer request.
2. Your substitute must be responsible and capable of handling the job requirements.
3. We list all available substitutes on the approved substitute list which will be updated periodically and distributed to staff. You may not select a substitute who is not on the list.
4. Your substitute must be trained on duties and responsibilities specific to your group. You are responsible for this training.
5. Your requested time-off will generally be approved subject to Director approval and ability to secure a responsible substitute from the list.

6. During emergencies you are still responsible for securing a substitute for your group. Having your partner involved in this process may be helpful. If your request is made on the day of your absence you are required to bring a note from your physician.
7. During holidays you are still required to secure a substitute in order to take time off. Of course, employees who request days off late in a particular holiday week and cannot find an appropriate substitute will need to work as usual. Days off will be awarded on a first come–first serve basis.
8. Each office has a designated number of employees who can take a day off at any one time. Check with your Director for information.

Leaves of Absence

We grant leaves of absence in certain circumstances. It is important to request any leave in writing as far in advance as possible, to keep in touch with your Director during your leave, and to give prompt notice if there is any change in your return date. If your leave expires and you have not contacted your Director, it will be assumed that you do not plan to return and that you have terminated your employment. Upon return from a leave of absence, you will be credited with the employment status which existed prior to the start of the leave, except that your next evaluation date will be prorated for the amount of leave.

CIWP does not continue to pay premiums for health insurance coverage for employees on leaves of absence. However, you may self–pay the premiums under the provisions of COBRA.

Any leave taken under this provision, that qualifies as leave under the state and/or federal family/medical leave acts, will be counted as family/medical leave and charged to your entitlement of 12 workweeks of family/medical leave in a 12 month period.

Rehire

All former employees eligible for rehire will be given equal consideration if seeking rehire. If hired, no credit is allowed for previous employment. Accordingly, all rehired employees will begin employment as any other new hire with respect to wages, benefits, and seniority.

Job Descriptions

CIWP has developed job descriptions for every position within the company. Job descriptions will include duties for each position, minimum qualifications, and reporting responsibilities. We will develop minimum qualifications for each position according to required education and skill levels.

Applicants for each position must meet minimum qualifications set by the applicable

job description. Job descriptions for each position will be used for hiring purposes and for staff work performance evaluations. Ongoing work performance evaluations and continued employment will be based, in part, on an employee's ability and willingness to perform job duties included in the job description.

Personal Information

It is both essential and required by law that management has your current personal information including your name, address, telephone, and social security number. Notify the accounting office promptly if this information is incorrect or whenever your information changes.

Termination of Employment

In the unlikely event of layoffs, we will attempt to provide advance notice. We will inform employees of the nature of the layoff and the foreseeable duration of the layoff. In determining which employees will be subject to a layoff, we will take into account, among other things, the skill, productivity, ability and past performance of those involved.

If you decide to resign your employment with CIWP, it will be considered a voluntary termination and we'd appreciate at least two-weeks notice. The expertise you have developed at your job will help with the training of your replacement. Upon termination of employment, all CIWP property must be promptly returned.

Performance Evaluations

You will receive periodic performance evaluations. Your Director will conduct the evaluation along with the Coordinator, if applicable. Your first performance evaluation will occur after completion of your introductory period. After that review, we will conduct performance evaluations annually. The frequency of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties or recurring performance problems.

Your performance evaluations will review factors such as the quality and quantity of the work you perform. These factors include, but are not limited to, your attitude, willingness to follow directions, willingness to interact with consumers, ability to chart consumer objectives, promptness, driving ability, the progress or productivity of your group, awareness of consumer objectives, frequency of charting objectives, personal appearance, willingness to accept constructive criticism, and interactions with co-workers.

On-the-spot evaluations may also be performed by the Director or Coordinator. No prior notice or special arrangement will be made for these evaluations. We may also counsel you from time to time regarding your performance. This may take place verbally or in writing on the employee counseling form. We offer counseling so you

may have the opportunity to correct any unsatisfactory performance.

The performance evaluation should help you become aware of your progress, areas for improvement and objectives or goals for future work performance. We encourage you to actively participate in your evaluation and in any follow-up meetings. After the evaluation, you will be required to sign the evaluation report to acknowledge that it has been presented to you and discussed with you by your supervisor, and that you are aware of its contents.

Disciplinary Action

Violation of CIWP policies and rules may warrant disciplinary action. CIWP has established a system of progressive discipline that includes verbal warnings, written warnings and suspension. The progressive disciplinary system is optional and CIWP may, in its sole discretion, use whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. Our use of progressive discipline in no way limits or alters the at-will nature of your employment relationship with CIWP.

Salary Adjustments

During your first formal evaluation, approximately twelve months following successful completion of your introductory period, you will be eligible for a salary increase. It is our intention to perform a thorough performance evaluation and, if applicable, reward outstanding performance with a salary increase. All salary increases are earned and are never guaranteed.

Every job classification has a built-in salary ceiling that cannot be surpassed. These ceilings are based on the results of periodic salary surveys. Our salaries are compared with the salaries of similar programs and adjusted to maintain a competitive position.

Below is an example of the employment track for an imaginary employee:

Step 1. Hire

Step 2. Successful completion of introductory period

Step 3. Annual performance evaluation and potential salary increase (based on a minimum score of two out of five). The same procedure will apply to all consecutive years

Step 4. Top of pay scale: await the outcome of a periodic salary survey (which shows any upward movements of market rates, price of a similar job in other agencies). Without an increase in market rates, pay rates will not increase.

Step 5. Promotion to new position

Step 6. Repeat steps 2 through 5

Here is how your performance rating can be translated into a percentage increase to your salary.

Performance Rating	Percentage increase based on annual earnings	
	\$0–\$18,000	\$18,000+
5	8.0%	6.5%
4	6.5%	5.5%
3	5.0%	4.5%
2	3.5%	0.0%
1	0.0%	0.0%

Training

Training is an important element of our program and your employment. Our program is demanding and unique. We depend on your skills to achieve our goals. You will receive the training necessary to meet these demands in the most efficient and effective manner.

Training and Staff Development

Our training and staff development program takes place in five units.

1. Initial orientation for prospective employees before hire. This orientation will include, but will not be limited to:
 - a. overview of the program, its philosophy and company policies
 - b. confidentiality
 - c. review of staff paperwork samples
 - d. consumer abuse reporting
 - e. incident reporting, and accident or emergency procedures
 - f. consumer rights
 - g. medications
 - h. consumer sexuality
2. On-the-job training and orientation for new employees to be completed within one month of hire
3. A field-day working with an existing group (employee and clients). This will benefit both the prospective employee and the company, and will determine whether the individual is suitable for the position and whether or not this individual wants to accept employment should it be offered
4. Continuing on-the-job training and orientation to include an overview of the developmental services system and its consumers, the Lanterman Developmental Disabilities Services Act, philosophy of the system, the ISP process, and day program quality assurance standards
5. Annual training of at least twelve (12) hours per year of developmental

services or related studies per state and federal requirements. Your attendance is required.

Pay for Mandatory Meetings/Training

CIWP pays non-exempt employees for their attendance at meetings, lectures and training programs that are not a requirement for employment under the following conditions:

- Attendance is mandatory
- The meeting, course, or lecture is directly related to the employee's job
- The employee who is required to attend such meetings, lectures, or training programs will be notified of the necessity for such attendance by their supervisor
- The employee will be paid at the applicable minimum wage for time spent at meetings, lectures, and training programs if the employee does not perform any productive work during such attendance since it is objectively different from the work performed in employee's position with CIWP.
- Employees who do perform productive work during attendance at meetings, lectures, or training programs will be compensated at their regular rate of pay
- Any hours in excess of eight in a day or 40 in a week will be paid at the appropriate overtime rate based on the employee's hourly rate in effect at the time the overtime work is being performed.

Continuing Education

CIWP encourages employees to seek out seminars, conferences, and any continuing education in work-related fields.

In-Service Training

We will provide regular training sessions in conformity with the requirements of individual consumer care, training, and service. Staff needs will also be addressed. Attendance is required and will be reflected in employee personnel files.

3

Standards of Conduct

Consumer, Coworker & Community Relations

Courtesy

We look to you, our employees, to help us retain courteous consumer and business relations. We request that you treat others with dignity and respect, and give courteous reception and personalized attention to those with whom we deal. Remember to wear a smile. In our line of business, a sense of humor is essential.

Bulletin Boards and Calendars

The bulletin boards and calendars in the CIWP office are for employee notifications and information. We request that you take a look at this information on a daily basis. Pertinent information is posted on these boards.

Staff Meetings

Scheduled staff meetings are considered mandatory unless excused in advance by your Director. Consult the bulletin boards or calendar for dates and times of meetings.

Staff Grievance

CIWP recognizes that conflicts may occur because of a disagreement with or misunderstanding of company policy or with a decision made by management. It is of benefit to both CIWP and staff to resolve such conflicts through normal supervisory channels. If, however, we cannot agree, we will follow these procedures:

Staff concern may be expressed verbally first to their Director, who will meet with the staff member. If we cannot agree after carefully considering all possibilities, the staff member may appeal the decision to the Executive Director.

We will hold an informal meeting, that week, if possible, between the staff member and Executive Director. The attendance of the Director and/or

Coordinator will be at the discretion of the Executive Director. The Executive Director will take into consideration the circumstances involved and all possible resolutions. We hope that we can reach an agreement through this informal counseling session. The decision of the Executive Director will be offered verbally or in writing and will be binding to all concerned parties.

Telephones

We use the telephones to conduct company business. If answering the phones, please always identify our company and your name.

Phones may be used for personal emergencies. We will request reimbursement for any personal long-distance calls.

Smoking

All offices of CIWP are smoke-free work environments. We do not allow smoking inside our offices, or in our vehicles. An outside public smoking area will be designated at each office site. We need to consider the definite health hazards to those who smoke, and the right to breathe clean air by those who do not.

Personal Appearance

Others form their opinion of CIWP from the impressions made by our employees. Neatness, cleanliness, and good taste in your dress and grooming are important to us at CIWP. Your dress must be neat, clean, and appropriate for the environment in which you perform your work. Avoid clothing that can create a safety hazard. Hair should be neat and well groomed.

Housekeeping

Cleanliness in our operations will help prevent accidents, reduce fire hazards, improve the work environment, and advance our overall efficiency. We expect you to contribute toward keeping our facilities and vehicles neat and clean.

Media Contacts

The news media may approach employees for interviews or comments. Only those people designated by the Executive Director should comment on CIWP policy or events. Please refer the news media to the Executive Director.

Conduct

We prohibit and will not tolerate the following conduct. This list of prohibited

conduct is illustrative only; other types of conduct harmful to security, personal safety, employee welfare and CIWP's operations also may be prohibited.

1. Incompetence
2. Dishonesty, fraud, theft, deceit
3. Gross negligence in performance of duty
4. Verbal or physical abuse or unkindness directed toward clients, their families, visitors or other employees
5. Insubordination or failure to carry out instructions or assignments from your supervisor
6. Insobriety or reporting to work under the influence of alcohol or drugs, or in a physical condition making it unsafe for the employee, consumers or other personnel
7. Reasonable suspicion of or illegal possession of narcotics or controlled substances
8. Violation of confidential information, or indiscriminate gossip
9. Failure to report observation of gross misconduct
10. Behavior during working hours which is incompatible with federal, state and local regulations or CIWP policies and procedures
11. Failure to perform work as required
12. Violations of operating rules which may result in bodily injury to consumers or co-workers
13. Embezzlement of funds, equipment, or supplies
14. Borrowing money or possessions from clients or their families
15. Tampering with employee work (time) records
16. Wearing extreme, unprofessional or inappropriate styles of dress or hair while working
17. Conviction of a crime, misdemeanor, or felony violation
18. Unlawful harassment or discrimination
19. Failure to complete training requirements
20. Engaging in criminal conduct whether or not related to job performance
21. Willfully destroying or damaging any property belonging to the consumers, other personnel, or the corporation

4

Your Benefits

Employee Benefits

CIWP offers a wide range of benefits designed for the welfare of our employees. What follows is a brief description of these benefits plans. Please take the time to learn and understand these important benefits. Your Director will be available or you may review the appropriate Summary Plan Descriptions.

Health and Dental Insurance

CIWP is concerned for the health and safety of our employees. Toward that end we have established comprehensive medical and dental insurance plans. These plans cover a variety of health needs. Please consult your health plan documents for details about these valuable plans.

Retirement

To help provide and plan for your retirement, we have adopted a profit sharing and 401(k) plan. The purpose of this plan is to reward eligible employees with retirement benefits for long and loyal service. Plan details are explained in your *Summary Plan Description*.

Flexible Benefit Plan

Participation in the CIWP Flexible Benefit Plan allows you to increase your take-home pay simply by changing the method of payment for personal out-of-pocket expenses such as medical premiums and dependent day care. Qualified expenses paid with after-tax earnings, can be paid with pre-tax earnings. This results in a reduction of mandatory federal and state taxes. Please review the *Summary Plan Description* for more information.

Holidays

We will grant regular full-time employees who have completed their introductory period the following holidays as days off with pay:

- New Years' day
- Martin Luther King, Jr. day
- Presidents' day
- Memorial day
- Independence day
- Labor day
- Thanksgiving day
- the day after Thanksgiving
- Christmas day

We may observe additional holidays as required by Regional Center schedules. Our service is provided on all other business days. Holidays falling on a Sunday are observed the following Monday. Holidays falling on Saturdays will be observed the preceding Friday. Fixed holidays which fall within a paid time off period will be treated as holidays and are not counted as paid time off.

To be eligible for holiday pay, an employee must work the day immediately preceding and the day immediately following the holiday. However, this does not apply if your Director has approved an absence on either day in advance.

Additional holidays or time off may be granted by the Executive Director in accordance with current business, governmental and/or community practices.

Paid Time Off

Regular full-time employees will become eligible for paid time off (PTO) benefits after satisfactory completion of the introductory period. PTO benefits accrue in accordance with the following years of service schedule, and continue thereafter unless broken by an absence without pay, a leave of absence, or termination of employment:

- | | | |
|---------------------------------|------------------|------------------------|
| ● Fewer than two years | 3 days per year | 3 days paid sick leave |
| ● Third year through fifth year | 7 days per year | 3 days paid sick leave |
| ● Sixth year and thereafter | 12 days per year | 3 days paid sick leave |

Paid time off can accrue to the maximum number of days listed above. Once the maximum is reached, no further PTO will accrue until some PTO is used.

PTO can be used as soon as it is earned, whenever work schedules permit. However, an employee may not use PTO before it's accrued.

For paid sick leave accrual and usage, please refer to CIWP's "California Paid Sick Leave Policy—Full-Time Employees".

If you become injured or ill or otherwise unable to work it is your responsibility to notify the Director as soon as possible so that a replacement may be found.

Unemployment Compensation

CIWP contributes thousands of dollars each year to the California Unemployment Insurance Fund on behalf of our employees. These contributions are used to provide a weekly income when you are out of work and qualify for such as determined by the Employment Development Department (EDD).

Disability Insurance

You contribute to the State of California disability insurance program through a payroll deduction (SDI). Disability payments will be made to you for up to one year when you cannot work because of illness or injury not caused by work.

Social Security

Social Security is an important part of your retirement program. CIWP matches your payroll **contributions** towards Social Security dollar for dollar.

Workers' Compensation

At no cost to you, our workers' compensation insurance policy provides added protection for you while employed by CIWP. The policy covers you in case of occupational injury or illness sustained as a result of performing work for us.

Pregnancy Related Disability Leave

We will treat pregnancy, childbirth or related medical conditions like any other disability and an employee on leave will be eligible for temporary disability benefits in the same amount and degree as any other employee on leave.

All female employees should advise their Director of their intent to take pregnancy disability leave as soon as possible. You should also do the following:

1. If you need to take a pregnancy disability leave, you must provide written notice from your doctor to CIWP regarding the pregnancy disability leave. The written notice should include the anticipated timing and duration of the leave or transfer. If the need for the leave or transfer is foreseeable because of the pregnancy, you must provide at least 30 days' advance notice before the pregnancy disability leave or transfer is to begin. You must consult with your Director regarding the scheduling of any planned medical treatment or supervision so as to minimize disruption to the operations of CIWP. Any such scheduling is subject to the approval of your healthcare provider. If 30 days' advance notice is not possible, you must give notice as soon as practicable.
2. If you request, and if recommended by your physician, we may change your

- work assignment as required to protect your health and safety.
3. We will reasonably accommodate requests for transfer of job duties only if they do not create an undue hardship for us or our staff.
 4. We will grant temporary transfers due to health considerations where possible.
 5. Pregnancy leave will usually begin when ordered by your physician. You must provide your Director with a certification from your healthcare provider. The certification indicating disability should contain:
 - a. The date on which you became disabled due to pregnancy
 - b. The probable duration of the period or periods of disability, and
 - c. A statement that, due to the disability, you are unable to perform one or more of the essential functions of your position without undue risk to yourself, the successful completion of your pregnancy, or to other persons
 6. Leave returns will be allowed only when your physician clears you to return to work.
 7. You will be allowed to use accrued Paid Time Off during a pregnancy disability leave.
 8. Duration of the leave will be determined by your physician, up to a maximum of four months. If you are part-time, you are entitled to leave on a pro-rata basis. The four months of leave includes any period of time for actual disability caused by your pregnancy, childbirth or related medical condition. This includes leave for morning sickness and prenatal care.

Leave does not need to be taken in one continuous period of time and may be taken intermittently, as needed. Leave may be taken in increments of one day.

Upon returning from a pregnancy disability leave you will be offered the same position held at the time of leaving, unless the job no longer exists. If your former position is not available, a substantially similar position will be offered instead.

If you take pregnancy disability leave and are eligible under the federal or state family and medical leave laws, CIWP will maintain your group health insurance coverage for up to a maximum of 12 work weeks on the same terms as if you had continued to work. This means that CIWP will continue to make the same premium contribution as if you had continued working (and, therefore, you must make the same premium co-payment as if you had continued working). Leave taken under the pregnancy disability policy runs concurrently with family and medical leave under federal law, but not family and medical leave under California law. If you are ineligible under the federal and state family and medical leave laws, while on pregnancy disability you will receive continued paid coverage on the same basis as other medical leave which we provide and which you are eligible to take. In some instances, we may recover premiums paid to maintain health coverage for you if you fail to return to work following pregnancy disability leave.

If you are on pregnancy disability leave and are not eligible for continued paid

coverage, or if paid coverage ceases after 12 work weeks, you may continue your group health insurance coverage through CIWP in conjunction with federal guidelines by making monthly payments for the amount of the premium. Contact your Director for further information.

Family and Medical Leave

Employees who have more than 12 months of service, who have worked at least 1,250 hours during the previous 12 month period before the date the leave is to begin, and who are employed at a workplace where CIWP maintains on the payroll at least 50 part-time or full time employees within 75 miles of the workplace where the employee requesting the leave is employed, are eligible under federal (Family and Medical Leave Act [FMLA]) and state (California Family Rights Act [CFRA]) family leave laws to take up to a maximum of 12 workweeks of unpaid family and medical leave within a 12 month period.

Family and medical leave time is permitted for the birth of your child, or placement of a child with you for adoption or foster care, to care for your spouse, child, or parent who has a serious health condition, or for a serious health condition that makes you unable to perform your job.

Time off from work because of your disability due to pregnancy, childbirth or related medical condition is not counted as time used for CFRA leave, but is counted as time used for FMLA leave. If you are pregnant, you may have the right to take a pregnancy disability leave in addition to family or medical leave; you should contact your Director regarding the individual situation. Any leave taken for the birth, adoption or foster care placement of a child does not have to be taken in one continuous period of time. CFRA leave taken for the reason of birth or placement of a child will be granted in minimum amounts of two weeks. However, CIWP will grant a request for a CFRA leave for birth or placement of a child of at least one day but less than two week's duration on any two occasions. Any leave taken must be concluded within one year of the birth or placement of the child.

The following procedures shall apply when requests for family leave are made. Please contact your Director as soon as you become aware of the need for family and medical leave.

1. If the event necessitating the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of yourself or a family member, you must provide at least 30 days' advance notice (if practicable) before leave is to begin. You must consult with your Director regarding the scheduling of any planned medical treatment or supervision so as to minimize disruption to our operations. Any such scheduling is subject to the approval of your healthcare provider or the health care provider of your child, parent or spouse.
2. If the leave is needed to care for a sick child, spouse or parent, you must provide a certification from the health care provider which states:

- a. date of commencement of the serious health condition;
 - b. probable duration of the condition;
 - c. estimated amount of time the health care provider will provide care;
 - d. confirmation that the serious health condition warrants your participation.
3. In cases where both parents are employed by CIWP and the leave requested is for the birth, adoption or foster care of a child, CIWP will not grant more than 12 weeks total of family and medical leave.
4. If the leave is needed for your own serious health condition, you must provide a written certification from your healthcare provider which states:
 - a. the date of commencement of the serious health condition
 - b. the probable duration of the condition
 - c. that you are unable to perform one or more of the essential functions of your position because of the serious health condition.
5. You will be allowed to continue participating in any health and welfare benefit plans in which you were enrolled before the first day of the leave on the same terms as if you had continued to work (for up to a maximum of 12 weeks). This means that CIWP will continue to make the same premium contribution as if the employee had continued working (and, therefore, the employee must make the same premium co-payment as if he or she had continued working). The continued participation in health benefits begins on the date leave first begins under FMLA or under FMLA/CFRA. In certain instances, we will recover premiums paid to maintain health coverage if you fail to return to work following family and medical leave. Employees on FMLA who are not eligible for continued paid coverage may continue their group health insurance coverage in conjunction with federal guidelines by making monthly premiums for the amount of the applicable premium. Employees should contact their Director for more information.
6. Paid leave will be substituted for unpaid leave for any family and medical leave qualifying event.
7. Under most circumstances, upon return from family and medical leave, you will be reinstated to your original job, or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions. In addition, your use of family and medical leave will not result in the loss of any employment benefit that you were entitled to before using family and medical leave.
8. Leave granted under any of the reasons provided by state and federal law will be counted as family and medical leave and will be considered as part of the 12 workweek entitlement in a 12 month period. The 12 month period is measured forward from the date any employee's first FMLA leave begins. There is no carryover of unused leave from one 12 month period to the next 12 month period.
9. You may take FMLA/CFRA leave intermittently if the leave is for the serious health condition of yourself or your child, parent or spouse and the reduced leave schedule is medically necessary as determined by the health care provider of the person with the serious health condition. The smallest increment of time that can be used for such leave is one day.

Paid Family Leave

Workers who contribute to the State Disability Insurance (SDI) fund are entitled to six weeks of partial pay each year while taking time off from work to: bond with a newborn baby, adopted or foster child; and care for a seriously ill parent, child, spouse or registered domestic partner.

Workers may receive up to 55% of their weekly wages up to a maximum weekly benefit amount. The benefit amount is determined by weekly wages in the base period.

Workers are not required to take all six weeks consecutively. Paid family leave can be taken intermittently on an hourly, daily, or weekly basis as needed. Before receiving benefits, workers must serve a 7 day non-payable waiting period.

The program is administered by the California Employment Development Department, and not CIWP. To request an application or inquire about the status of an application, you must contact the EDD directly.

5

Alcohol and Drug Abuse

Maintaining an Alcohol and Drug-Free Workplace

Purpose and Scope

CIWP is concerned about the use of alcohol, legal and illegal drugs or controlled substances as it affects the workplace. Use of these substances whether on or off the job can adversely affect an employee's work performance, efficiency, safety and health and therefore seriously impair the employee's value to CIWP. In addition, the use, consumption, transfer, display, transportation, growth, sale or possession of these substances on the job constitutes a danger to the welfare and safety of other employees and exposes CIWP to the risks of property loss or damage, or injury to other persons.

The purpose of this policy is to outline company standards and procedures for dealing with employee alcohol and drug abuse. While we have no desire to intrude upon your private life, involvement with alcohol and drugs may greatly affect the quality of services provided, impact on work efficiency and most importantly, result in danger to those with whom we serve and work.

To provide the highest quality of services and a safe, healthy, and efficient work environment, we require you to report to work fit to perform your job duties. To this end, we have established the following policies and procedures to effectively ensure a drug and alcohol free workplace.

Definitions

"Alcohol" means beer, wine and all forms of distilled liquor containing ethyl alcohol. Reference to use or possessions of alcohol include use or possessions of any beverage, mixture or preparations containing ethyl alcohol.

"Employee", for purposes of this policy, means any person employed by CIWP as well as any person who performs services for the company in the capacity of an on-call substitute.

“Drug” means any substance legal (this includes cannabis) or illegal (other than alcohol) that has known mind or function–altering effects on a human subject, specifically including psychoactive substances and including, but not limited to, substances prohibited and controlled by the state or federal substance laws.

“Possess” means to have on one’s person or in one’s personal effects or under one’s control.

“Under the influence” or “impaired” means that an employee is affected by a drug or alcohol or the combination of a drug or alcohol.

The symptoms of influence and/or impairment are not confined to those consistent with misbehavior, or to obvious impairment of physical or mental ability such as slurred speech or difficulty in maintaining balance. A determination of influence and/or impairment can be established by a professional opinion, urine, blood, or any other scientifically valid tests, and in some cases such as alcohol, by a lay person’s opinion. An employee will be presumed to be impaired and in violation of this policy whenever the presence of a drug or alcohol in any amount whatsoever is detected in a substance abuse test administered under the terms of this policy.

Coverage, Consent and Consequences

Any employee who performs services for CIWP on or after September 1, 1994, shall be covered by this policy and shall be deemed to have consented to testing as required by this policy. Consent is implied by the performances of such services. Any employee who refuses to cooperate in any aspect of the drug and alcohol testing process described in this policy shall be subject to disciplinary action, including termination, for a first refusal or any subsequent refusal.

Any employee who violates this policy’s prohibition concerning legal and illegal drugs, cannabis and alcohol possession and/or use, in any manner whatsoever, shall be subject to disciplinary action, including termination for a first offense or any subsequent offense.

Alcohol, Legal and Illegal Drug Possession, Prohibited Use

No employee may use or possess alcohol or any legal or illegal drug while assigned to perform services or while being on call status for CIWP.

No employee may report for work, or remain on duty or on call while under the influence of or impaired by alcohol or under the influence of or impaired by any legal or illegal drug.

The consumption of alcohol on CIWP property or at a company sponsored activity or social event is not prohibited by this policy if specially and expressly permitted by the company’s administration in accordance with company’s policy or if the

consumption of such alcohol is not inconsistent with the safe and efficient performance of the employee's duties.

Prescribed and Over-the-Counter Drugs

With the exception of prescribed cannabis, the use of prescribed or over-the-counter drugs, or possession incident to such use, is not prohibited by this policy if the drug is legally obtained and is being used for the purpose for which it was prescribed or manufactured and if the drug is being used at the dosage prescribed or authorized and the use of the drug is not inconsistent with the safe and efficient performance of the employee's duties.

The use, consumption, possession, transfer, display, transportation, sale or growth of prescribed or non-prescribed cannabis in the workplace is prohibited by this policy.

Employee Drug Screen Tests

In order to assure compliance with the company's prohibitions concerning alcohol and drug use and as a condition of employment, employees are required to cooperate in drug and/or alcohol substance abuse tests. Such tests may be administered on a random basis without advance notice or upon reasonable suspicion that an employee is currently under the influence of or impaired by legal or illegal drugs or alcohol.

An employee may be required to submit promptly to drug and/or alcohol testing by a physician or laboratory selected by CIWP if:

- The employee sustains an on-the-job injury and there exists reasonable cause that the employee is impaired or under the influence of legal or illegal drugs or alcohol at the time
- While operating a company vehicle, the employee is involved in an accident. Additionally, when involved in any accident involving a fatality, anytime an individual must be transported for medical treatment, or either vehicle must be towed from the scene, or when the employee is cited under State or local law for a moving violation arising from the accident
- A management or supervisory employee has reasonable cause to believe that the employee is impaired or under the influence of legal and illegal drugs or alcohol in violation of this policy.

These tests shall be accomplished through analysis of a urine sample. Prior to collection of a urine sample, the employee shall be notified in writing that the sample will be tested for the presence of legal and illegal drugs or alcohol.

The company will notify the employee of the results of any test that is positive for any substance included in the procedure. In the case of a positive result, the company will provide the employee with an opportunity to explain the presence of the identified substance prior to taking any disciplinary action.

If the employee's urine sample has tested positive for any substance included in the procedure, the company may, in the absence of persuasive evidence to the contrary, presume that the employee was under the influence of or impaired by the substance that produced the positive result.

Pre-employment Drug Screens

Effective immediately, each applicant who is given favorable consideration for a position with CIWP will be tested for the presence of legal and illegal drugs. Tests will be accomplished through analysis of a urine sample. Whenever feasible, the sample will be obtained in connection with the pre-employment medical examination.

Prior to collection of the urine sample, the applicant will be notified in writing that the sample will be tested for the presence of legal and illegal drugs. In the case of an applicant who declines to be tested and withdraws the application for employment, no record shall be maintained of the declination.

The company will cause the sample obtained to be identified and tested by a competent laboratory for the presence of legal and illegal drugs. We may also test the sample for the presence of alcohol.

We will notify the applicant of the results of any test that is positive for substance abuse. In the case of a positive result, we will provide the applicant with an opportunity to explain the presence of the identified substance prior to taking any action on the application for employment. This requirement may be deemed satisfied if the company has, in connection with the medical examination or sample collective procedure, requested that the applicant provide information concerning all drugs or medication used with the previous 60 days.

An applicant with a positive result of alcohol, cannabis, drugs, or controlled substances will be denied employment.

An applicant who has refused to submit to pre-employment testing will not be considered for employment.

Reporting the Use of Prescription and/or Over-the-Counter Drugs.

Any employee who is using a prescribed or over-the-counter drug, including cannabis and who has been informed or has reason to believe or feels that the use of any such drug may affect his or her ability to perform his or her job duties safely and/or efficiently is required to report such drug use to his or her supervisor.

Any supervisor who has been informed by an employee, or thinks that an employee is using a prescribed or over-the-counter drug that may affect the employee's ability

to perform his or her duties safely and/or efficiently shall report such information to their Director who in turn shall consult with appropriate administrators, the treating practitioner, or the physician designated by CIWP.

In those circumstances where the use of a prescribed or over-the-counter drug is inconsistent with the safe and efficient performance of job duties, an employee may be required to take paid time off, leave of absence, or other action as determined to be appropriate by our company administration.

Management Guidelines for Alcohol and Drug Abuse Testing

Managers may request that an employee submit to a legal and illegal drug and/or alcohol analysis when there are factors constituting reasonable cause which indicate that an employee is intoxicated or under the influence of legal or illegal drugs or alcohol.

Any of the following objective factors may constitute reasonable cause:

- Incoherent or slurred speech, disorientation, or inattention
- Odor of alcohol or legal and illegal drugs on breath
- Staggering gait or balance problems
- Red, watery eyes with dilated or constricted pupils
- Dry mouth with frequent swallowing or lip wetting
- Hand tremor
- Highly energetic, agitated, talkative, paranoid, or bizarre behavior
- Drowsiness, or detachment from physical and/or emotional pain
- Preventable accident
- Preventable on-the-job injury

Any manager or supervisor requiring an employee to submit to an alcohol and/or drug analysis shall document in writing the facts constituting reasonable cause relating to the employee in question who appears intoxicated or under the influence of legal or illegal drugs or alcohol.

6

Consumer Relations

Consumer Records

A separate, complete and current written record or file will be maintained in the main office on each consumer. The purpose of the chart is:

1. To provide information about the consumer's previous social, psychological, and medical history, as well as current medical data.
2. To direct the servicing of the consumer according to their needs as listed in the ISP and reports.
3. To verify attainment of consumer goals.
4. To provide a consumer progress report.
5. To provide a legal record for reference and review.

Each record will contain information including but not limited to the following:

- Consumer name
- Birth date
- Social Security number
- Address and telephone number
- Names, addresses and telephone numbers of authorized representatives
- Signed copy of the program participation agreement
- Signed copy of the authorization or consent for medical and emergency treatment
- Signed copy of the photographic release
- Signed copy of the authorization to examine consumer files
- Copy of I.D. card, including a recent photograph, physical description, and current address and telephone
- Admission date
- Quarterly medication updates
- Psychological assessments
- Any available social assessment
- Any available medical assessment
- Individual service plan (ISP, following a reasonable assessment period)
- Semiannual and annual progress reports
- Date of discharge
- Discharge summary
- Consumer access record sheet attached to cover for signatures

- Department of Labor wage applications

The information specified above will be updated as necessary to ensure accuracy. We will maintain the original file or photocopy on each consumer for at least three years following consumer discharge.

The Field Chart or ISP is a legal written record. It presents a written picture of the consumer. Because the chart is a legal record, there are certain principles that we must follow when charting:

- Write all entries in ink
- Sign all entries with your first initial and last name including your title
- Enter information in chronological order
- Enter factual information only. You legally attest to the accuracy of all signed entries
- Never remove the chart from the office

Use due care when completing this document. You will be held legally responsible for falsifying any company document, especially consumer records.

The initial observations and documentation must be accurate, complete and timely. Consumer goals are established through the efforts of all those providing service or care or supervision to the consumer.

Because goals are so important, it is necessary to work toward helping consumers achieve their goals and every bit as important to document or chart their progress or lack of progress toward reaching these goals. Once a week, besides the daily progress charting, the Job Coach or Aide should comment in the field charts regarding ISP identified consumer goals.

Submit paperwork promptly. Make accurate and complete entries (for example, each day in the pay period must be listed whether or not the client was attending, and entries must be made through the last day of the period). We will return all paperwork not meeting these requirements. The Job Coach is ultimately responsible for all group paperwork.

Here is your schedule of reporting deadlines:

- Client activity records—5th and 20th of every month
- Ledger books (with all receipts)—15th and last day of the month

On the last working day of the month submit the following:

- Attendance records
- Mileage records
- Gasoline records and receipts
- Work records (list all working days in the month, check when jobs are completed, submit job orders for each new job, show the amount of fliers

- distributed, if any)
- Evacuation drill (at least one and preferably two per month, with consumer signatures, if possible)
 - Seizure records (for consumers with a history of seizures, one record per consumer, indicate none if no seizures during the month)
 - Medication logs (also note medication and dosage)

And on a quarterly basis (January, April, July, and October):

- Quarterly medication updates (one per consumer). List the name of each medication, dosage, and frequency on each update. Do not use ditto or quotation marks. Do not refer to previous updates.

When new forms are added to the chart, print the proper headings on all of the pages, including the consumer's complete name.

The consumer's chart is subject to California law dealing with consumer rights. "... (each consumer) shall be assured confidential treatment of his personal and medical records." This means that you respect the consumer's right to privacy, and that consumer information remains at work and confidential.

Confidentiality

We maintain consumer records in the main office in a locking cabinet or room. The only personnel authorized to have keys to confidential consumer records will be:

- Executive Director
- Program Director

Consumer files will be available to staff for review and charting only during work hours. We will train staff on the confidentiality of consumer records and documents. These records must never leave the main office. Our training will also cover consumer workplace dignity and consumer confidentiality. Consumer information must not be discussed outside the program.

You must record access to consumer records on the face of the file. Please state your purpose, the date, and your name.

Consumer records will be open to inspection by the consumer's authorized representatives, if any. We will not release these records to any person other than the consumer, their authorized representative, an authorized CIWP employee, an authorized representative of the Regional Center, or an authorized representative of the Department of Labor. We will allow no other individual access without the written consent of the consumer or their guardian or care provider.

Programming

Consumer Orientation

Upon intake, we will provide new consumers and all others involved with a formal orientation to CIWP. The Director, Coordinator or Job Coach will use the existing consumer handbook as a guide for orientation.

Scheduling

Each group will maintain weekly work schedules and will include the scheduled weekly work contracts. These schedules will include a full five and one-half hours for each consumer.

We will post daily and weekly schedules on a schedule board for each group. Schedules will include the following:

- Pickup and drop-off times
- Work times and locations
- Skill training times and locations (including community integration)
- Restroom break times and locations
- Lunch times and locations

Report any scheduling change (due to weather conditions, emergencies or unexpected circumstances) to the office immediately. Alternative schedules will make full and efficient use of time. This means that if weather conditions disrupt regular work schedules, you should provide training in various community and social domains such as restaurant training skills, library skills, banking and budgeting skills, shopping skills, safety skills, consumer rights and self-advocacy training, group counseling sessions, refining progress on consumer ISP goals and objectives, survival skills, social visits, interactions with senior citizens, recreational activities and others approved by the program.

Under no circumstances shall “driving around” or “down time” be permitted. Additionally, we do not allow “unaccounted” as part of the consumer’s program day. A current schedule will be maintained to give the location of each group anytime of the day.

Constant Supervision

Due to the nature of your responsibilities, direct-care staff must give consumers constant supervision in each respective group during the program day. We compensate all Job Coaches and Aides for hours worked during their day, including an on-duty lunch, and on-duty breaks.

Work and Work Program

We expect consumer involvement in the planning of their work program. After reviewing the work skills assessment, give consumers a choice of available work sites and encourage them to actively participate in the development of the ISP's.

Consumer Job Procurement

Consumer job procurement is vital to the success of the program. We strive to find appropriate and dignified work environments where consumers can receive the training necessary to reach their maximum potential.

Work Rules

Consumers are expected to be on time for work, and to be dressed and groomed appropriately for the job, to work cooperatively with peers and to follow their individual service plans during work hours.

Consumer Assessment and Program Planning

Two assessment tools help us determine the level and nature of consumer services and ensure appropriate work opportunities, the *Client Intake Form* and the *Job Matching Survey*. Both tools, in addition to referral information, give CIWP an initial assessment to facilitate client placement.

Within the first thirty days of client participation, the Job Coach will compile a thorough client assessment. This facilitates the development of appropriate consumer goals and objectives.

Training Strategies

We emphasize the use of positive programming and non-punitive behavior modification. Consumers at CIWP, through our behavioral programming, receive sound training which will enable them to face life with a strong, positive stance.

The role of CIWP's behavior change curriculum is twofold, 1) to decrease the occurrence of inappropriate behavior, and 2) to encourage socially acceptable alternatives. We accomplish this through positive behavior change strategies.

Progress Evaluation

We evaluate each consumer's progress regularly. The Job Coach and the consumer review semiannual progress reports. We relate required improvements to the

consumers to improve performance. Evaluations are directly related to productivity and may or may not affect wage ratings.

Consumer Attendance

It is our policy that consumers attend programs Monday through Friday of each week. Employers have a right to expect good attendance. Whenever possible, consumer medical and dental appointments should be made after program hours.

We encourage normal work procedures for all consumers. Contact the office in case of unexpected client absence. Also, provide advance notice of scheduled vacations to help with the scheduling of substitutes.

If a client absence exceeds five consecutive days for an unknown reason, the Regional Center CPC should be contacted. We will attempt to enlist the assistance of the Regional Center when appropriate to encourage participation in the program to the fullest degree possible.

Consumer Fraternization

We strive to provide consumers with a supportive environment that encourages their maximum development. However, staff is not to fraternize with consumers in places or situations that could compromise the consumers, staff or reputation of CIWP.

We do not encourage friendly association with consumers outside program hours. Friendly hours are not, however, to be confused with therapeutic hours. Misunderstandings, misstatements or accusations from consumers could possibly and unfortunately, lead to loss of your employment (sexual or other exploitation of a consumer can lead to legal action). Please make this disclosure clear to consumers.

The disclosure of personal telephone numbers to consumers is not encouraged or recommended. Tell consumers to contact the office in case of an emergency.

We recognize that we serve a vulnerable population and expect staff to adhere to professional conduct when dealing with consumers, both on and off the work site.

Consumer Rights

We train all staff on consumer rights and self-advocacy. You are, in turn, and on a regular basis, to inform and help consumers understand, to the best of their ability, these rights. This includes recognition and application of their rights. The State of California guarantees all our consumers the following rights:

1. To be accorded dignity in personal relationships with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishings

- and equipment to meet my needs.
3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, or other actions of a punitive nature, including but not limited to: interference with the daily living function, including eating, sleeping, or toileting, or withholding of shelter, clothing, medication or aids to physical functioning.
 4. To be informed, by the licensee of the provisions of law regarding complaints including, but not limited to, the address and telephone number of the complaint receiving units of the licensing agency, and of information regarding confidentiality.
 5. Freedom to attend the religious service or activity of choice and to have visits from a chosen spiritual advisor.
 6. Free to leave or depart the facility at any time (given appropriate supervision).
 7. Not to be locked in any room, building or facility premises by day or night.
 8. Not to be placed in any restraining device, except a supportive restraint approved in advance by the licensing agency as specified in the state licensing regulations.
 9. The right to appropriate medical care or health-related service.
 10. In addition, CIWP accords the following personal rights:
 - a. To visit the facility with relatives and/or authorized representative(s) prior to admission.
 - b. To be free to file a complaint with the facility, as specified in section 84072.2.

Consumer Abuse

Our policy prohibits any consumer abuse, physical, verbal, emotional, or psychological. Never humiliate, frighten or exploit consumers. Review the training strategies regarding positive programming and non-punitive behavior modification. If you observe abuse, you must report it. Consumer abuse will lead to immediate termination.

Curriculum

The following strategies may be used interchangeably throughout a consumer's program:

- Differential reinforcement of other behavior (DRO)
- Differential reinforcement of alternative behaviors (Alt-r)
- Stimulus control
- Stimulus change
- Extinction

The following strategies may be used to carry out the use of positive programming:

- Modeling (role play, imitation)
- Verbal and gestural prompting
- Shaping
- Partial and total hand guidance
- Reinforcement—as preferred by each consumer
- Systematic relaxation training
- Task and activity redirection

The techniques listed above are initially used as suggested by the consumer's needs. We should apply them consistently and in absolute compliance with the consumer's ISP. The level of assistance and reinforcement will be gradually decreased as the consumer gains independence and develops a healthy sense of self-worth.

The Executive Director or a behavior specialist will devise and monitor a written behavioral intervention plan. We will train in the appropriate use of the plans as we apply them to each consumer.

Behavior Problems and Crisis Intervention

The ISP addresses specific strategies for each individual in case of a behavior problem. The ISP stresses the use of positive programming and structured non-aversive behavioral strategies to safely control and/or arrest further escalation.

We feel that timely, positive intervention will completely remove the need for more intrusive procedures such as physical restraint. We stress the use of various techniques to strengthen consumers' self control and their ability to express negative feelings constructively.

During the initial stage of escalation, we will ask that a consumer to accompany the trainer to the van or to a calm and quiet area in a given community setting. Once separated from most of the group and the triggering stimuli, the trainer will maintain a calm stance and will help the consumer to achieve composure. Please notice that the strategy used will have been previously selected to adapt to each consumer's needs and preferences.

In the very unlikely event that a behavior continues to escalate and a physical attack takes place, the Job Coach will physically restrain the consumer. It is of extreme importance to understand that only if there is imminent danger to others or to themselves, will the consumer be physically restrained. This procedure will also be used in instances where the individual puts their self in danger (runs out to the street or in the face of moving vehicles).

The Aide's role in this instance is to walk with all the five remaining consumers to the nearest telephone and call the local office for help. A clear and concise description of the incident is required and appropriate instructions will be given. The Aide should then return to the van and supervise the group until the arrival of help.

Remember, physical restraint is a last resort intervention, warranted only if there is evidence of the Job Coach having exhausted all the possible measures available. Any use of physical restraint will be carefully scrutinized. The main purpose of a restrictive procedure is to block harm and to give the individual an opportunity to regain self-control. Under no circumstances should a person use physical restraints as punishment.

Pressure in hand contact should be applied in moderation always taking care that the individual being restrained is not suffering any harm or pain. The Job Coach should first attempt to evade any blows rather than to contain them. Dodging or deflection of blows and blocking are preferred. We will provide appropriate training to all staff.

No restrictive manual devices for prevention of self-abuse (containing gloves, caskets, sitting on hands, etc.) are included in our programming.

Behavioral Intervention Philosophy

We strongly advocate and explore the use of alternative, non-aversive intervention procedures to alleviate challenging behavior.

Within the field of non-aversive behavior modification, we have selected a model developed and perfected by Dr. Gary Lavigna and Dr. Thomas Willis at the Institute of Applied Behavior Analysis. We consider this method to be a comprehensive, highly effective tool in working with people with developmental disabilities, largely because of the emphasis given to the individual's overall quality of life and the strengthening of the individual's ability to make choices and gain control over their environment.

Our behavioral intervention philosophy focuses on the following areas:

1. Intervention at the ecological or environmental level
 - a. modification of the environment such as curricular or programmatic considerations, instructional considerations, communicative functions
 - b. increase self-esteem through the provision of choice making opportunities
2. Positive programming
 - a. teach new alternative behaviors
 - b. teach effective alternative communication strategies
 - c. foster development of a variety of social-interpersonal skills through formal social skills training sessions such as personal effectiveness training and incident-based training
 - d. foster development of productive life skills such as community resource utilization, vocational and recreational training, and self advocacy
3. Direct treatment strategies
 - a. differential reinforcement of other behavior (DRO)

- b. differential reinforcement of alternative behaviors (DRA)
- c. other indicated variations of DRO or DRA
- d. stimulus control
- 4. Reactive strategies:
 - a. active listening
 - b. stimulus change
- 5. Functional analysis
 - a. describe the target behavior to include the topography, cycle, and strength of each behavior
 - b. antecedent analysis
 - c. consequence analysis
 - d. an assessment of the overall life of the individual which may have a relationship to the target behavior (ecology)
 - e. analysis of the function(s) which the behavior may serve for the individual
 - f. a motivational analysis

Consumer Grievance and Appeals

We recognize that conflicts may occur because of a disagreement with or misunderstanding of company policy or with a decision made by the consumer's Job Coach. It is of benefit to both CIWP and the consumer if such conflicts can be resolved through normal supervisory channels. If, however, no agreement can be reached, the following procedure may be followed:

Consumer concern may be expressed verbally first to the consumer's Job Coach. A private meeting between the consumer and Job Coach with or without the Aide will be held. If no agreement can be reached after careful consideration, the consumer may appeal the decision to the Director.

An informal meeting will be held, that week, if possible, between the Director and the consumer. The attendance of the Job Coach and/or the Aide will be at the discretion of the Director. The Director will take into consideration the circumstances involved and all possible resolutions. We hope that we can agree through this informal counseling session. The decision of the Director will be offered verbally or in writing to all concerned parties.

An appeal of the decision of the Director may be made in writing to the Executive Director. The Executive Director (or designees) will arrange for and meet with the concerned parties and will render a decision which will be binding on all parties.

Personal Possessions

CIWP serves developmentally disabled individuals with behavior problems who occasionally exhibit aggressive behaviors. These behaviors may result in damage to your personal possessions (i.e., clothing, jewelry, watches, glasses, etc.). We do not provide reimbursement for these articles, and you wear them at their own risk. You should wear comfortable yet businesslike clothing.

Transportation

The following procedures shall be followed regarding transportation.

1. We permit only licensed drivers to transport our consumers
2. All drivers must be age 18 or over to satisfy insurance requirements
3. All drivers must have an acceptable record from the Department of Motor Vehicles
4. The seating capacity of all vans shall not be exceeded
5. Vans shall be maintained in safe operating condition
 - a. Report required maintenance immediately to the mechanic
6. Passengers must be secured with a seat belt
7. Mileage records must be maintained
8. Drivers will attend defensive driving training and always drive defensively
9. All accidents, traffic citations, and parking tickets must be reported immediately, no matter how minor
10. No personal use of company vehicles
11. All vehicles will be washed and cleaned regularly
12. Check vans daily according to van check off lists

Accident Prevention

Both employer and employee share important responsibilities for safeguarding clients during the workday, especially while providing transportation. The degree to which we exercise these responsibilities is directly related to the safety of our clients and the success of our program.

- The employer has the responsibility to provide properly maintained vehicles, along with the training necessary to operate them safely.
- The employee has the responsibility to operate company vehicles in a safe, courteous, and defensive manner.

Failure to meet these responsibilities, especially when resulting in an accident, can seriously impact the health of our clients, fellow employees, and/or the overall program. To minimize preventable accidents, we initiate the following policy:

All drivers involved in a “preventable accident” must complete eight hours of

driver training, certified by the Department of Motor Vehicles or the California Highway Patrol, on their own time and at their own expense.

This training must be completed within thirty days of the accident. If after thirty days the training has not been completed, the employee will be suspended, without pay, for up to two weeks. During the two weeks suspension, the employee must complete the required training or reinstatement cannot occur.

A preventable accident shall be defined as any accident in which a driver failed to exercise every reasonable precaution to prevent an accident's occurrence. Additionally, an accident is "preventable" when a public agency finds our driver at fault (such as a police department or Highway Patrol). Backing accidents are almost always "preventable". Your Director, after examining the facts, will make a final determination.

Drive safe and remember that safety must always take precedence over expediency.

Parking and Moving Violations

It is the responsibility of employees to follow all traffic laws when operating a company vehicle. As such, any employee who does not follow these laws will be held responsible for the payment of any fine, fee, or penalty incurred as a result. If you receive a traffic and/or parking ticket while working, you will be personally responsible for paying the ticket. These costs will not be reimbursed by CIWP. Moreover, if you receive a traffic ticket while performing work for CIWP, you are required to report the traffic violation to CIWP within 24 hours of receiving the traffic ticket. Failure to do so may subject you to disciplinary action, up to and possibly including termination of employment.

Consumer Health

Safety

The safety and well-being of our consumers and staff are a foremost concern. Refer to our injury and illness prevention program. In addition, please keep an eye open for any unsafe conditions and report them immediately to your supervisor. If you or a consumer are injured or become ill, report the incident immediately. Incident report forms and accident report forms are available in the office.

In the event of an emergency arising due to dangerous consumer behavior not controllable by individual behavior plans, follow these emergency procedures:

1. Escort other consumers to a safe place away from danger (Aide)
2. De-escalate the aberrant behavior of the consumer in the least restrictive

- manner possible following assault crisis training procedures (Job Coach)
3. If endangering behavior persists, call appropriate emergency numbers in the following order until someone has been notified:
 - a. regional CIWP office
 - b. main corporate office
 4. If the emergency persists, and if staff is unable to reach any of the above, call appropriate emergency numbers in the following order:
 - a. police
 - b. paramedics
 - c. nearest county hospital. This should occur only as a last resort and after you have exhausted all of the above sources
 5. A representative of CIWP will contact the residential service provider or parent or a responsible person and the Regional Center caseworker of incident when time permits
 6. Prepare complete Incident Report on same day and submit it to your Director

Self-Administered Medications

The following procedures will be used regarding consumer medications:

1. When possible, administer consumer medications at the consumer's place of residence.
2. Care providers shall be asked to send necessary medications in appropriate containers. Containers shall bear the following information:
 - a. consumer's name
 - b. medication name
 - c. prescribed dosage
 - d. doctor's name and phone number
3. Quarterly medication updates will be sent to parents or care providers to list prescribed consumer medications and to list any changes or common reactions.
4. Medications will be stored either in the van's ice chest or in the CIWP refrigerator, unless refrigeration is contraindicated.
5. Medication witness logs are available in the CIWP office should documentation be required.
6. All staff will remind the consumer to take their medication at the appropriate time.
7. All staff will observe the self-administration of medication.
 - a. staff will observe the consumer take the appropriate medication from the container labeled with the appropriate consumer name and dosage information
 - b. staff will observe the consumer orally administer and swallow oral medications, or properly apply topical medications
8. In the event a consumer may refuse to take their medication, staff will contact the office and the residential care provider will be contacted. Occasionally, we may need to drive the consumer home so that the care provider may take

appropriate action.

9. In case of error in the type of medication or in the number of tablets or capsules immediately notify the office and care provider.
10. These procedures will be made known to the care providers of prospective consumers prior to admission into the program.

We will train all staff regarding the legal implications of medication administration. You are not licensed by the California State Department of Health to administer medications. If a registered nurse is hired as an employee the medicine can be administered with approval of the Director.

Seizures

Prior to your employment at CIWP, you will receive training that specifically targets the type of seizures that afflict our consumers and the pertinent action procedures.

The following is a summary of steps to be taken for a grand mal or a psycho motor seizure.

1. Familiarize yourself with each of your consumers' seizure history (if any). Notice the type of seizure (petite mal, grand mal or psycho motor), and the estimated frequency.
2. Review and become familiar with the medications the consumer is taking.
3. Observe for any signs of an "Aura," (any particular sign that marks the onset of a seizure).
4. When a seizure occurs, help the person to the floor. Turn the person on his or her side. If available, place a soft blanket or coat under the person's head.
5. Remove all objects that may cause the person harm.
6. Allow the person to regain consciousness or control over the seizure on their own.
7. Assess whether the person is able to remain at work or if the person needs to be returned home. This assessment is done by using good judgment and learning the consumer's preference. If the person chooses to stay, allow the person time to rest comfortably.
8. Make a record of the seizure, duration and location in your seizure records.
9. Do not do any of the following:
 - a. place anything in the person's mouth
 - b. attempt CPR or any other first aid procedure while the person is seizing
 - c. attempt to move the person, restrict movement, or force recovery

Call paramedics (911) if the consumer has a "Grand Mal" or Generalized Tonic Clonic seizure. This type of seizure is characterized by unconsciousness, convulsions, and muscle rigidity.

In this type of seizure, the consumer loses consciousness and usually collapses. The loss of consciousness is followed by generalized body stiffening (called the "tonic"

phase of the seizure) for 30 to 60 seconds, then by violent jerking (the "clonic" phase) for 30 to 60 seconds, after which the consumer may go into a tired phase usually marked by sleepiness.

Locating Missing Consumers

It is the policy of CIWP to provide appropriate support procedures that assure consumer safety, health, and welfare. Staff is responsible for responding to crisis situations and contacting their supervisor and/or Director.

After receiving notice that a consumer is missing, the Program or Executive Director will organize a search party. Staff must be prepared to assume the responsibility for locating the consumer. If necessary, staff may be required to work overtime to assist with the search until the consumer is found, or until they have been released by the Director. As necessary, the Director will recruit additional staff from other groups or offices.

Procedures for Locating Missing Consumers

In the event that a consumer is missing, staff is to implement the following procedures:

1. Notify the office as soon as you realize that a client has gone missing (see special BART or mass transit procedures below).
2. Inform office of current location what client is wearing and give a description of the events that led up to the client leaving the area. Also, please include the client's level of functioning and ability to communicate in the initial verbal report as it may have bearing upon the rapidity with which the police are called. The lower functioning/more vulnerable the client is perceived to be, the sooner the authorities will be asked to assist.
3. Office will notify any groups that are in the area and instruct them to go to the location.
4. At least one person from the office will go to the location and coordinate the search. That person should bring copies of photograph of client to hand out if necessary and bring a copy of the client ID and emergency contact sheet
5. Administrative staff should bring at least one cell phone with them, the schedules for group who are in the same area of town when programming, and a list of phone numbers for the other groups.
6. The administrator on scene will make the determination that it is time to contact the authorities. Be prepared to provide the following information to the dispatcher:
 - a. Your name
 - b. The reason for the call (developmentally disabled adult has gone missing)
 - c. Physical description of consumer and description of what he or she is

- wearing if known, do not guess
- d. Approximate time of disappearance
 - e. Physical location from which the client went missing
 - f. Location that client may likely be found (i.e. mall, group home, mom's house)
 - g. Possible behavior problems, issues, seizures, preferred method of communication (i.e. ASL), medical conditions, awareness of street safety, self-preservation awareness.
 - h. Important contact information i.e. telephone numbers for client's care provider, Director's cell phone, your office, and lastly, the number for the corporate office.
 - i. If instructed to contact hospitals in the surrounding area, call in a missing person report and provide the information above Physical location from which the client went missing

All available CIWP staff must be prepared to search the community upon notification from the Program or Executive Director to include Directors, Coordinators, Job Coaches, Aides and Crisis Team members where appropriate).

Establishing a Search Party

After receiving notification that a consumer is missing, CIWP administrative personnel will organize a search team. The team will thoroughly and methodically search the area where the client was last seen. The primary objectives of the administrative personnel will be the following:

1. Determine what areas should be searched.
2. Determine the number of people necessary to do a thorough and satisfactory search of all areas where the client may potentially be found.
3. Determine the time frame in which to dispatch the search party members.

The CIWP search party will have the following characteristics:

- Comprised of sufficient numbers to effectively search the specific location and surrounding areas.
- Consist of administrative personnel. Direct care staff may be sent to search an area with their groups if required. Additional direct care staff may be sent if the consumer has not been located by the end of the program day.
- Administrative staff from adjacent offices may be called for assistance. All CIWP administrative personnel should be prepared to participate.

Locating Missing Consumers on Bart or Other Mass Transit Services

When programming at BART or similar mass transportation locations, consumers may be required to keep temporary emergency identification cards on their person (please note that the ratio of 3:1 must be maintained while CIWP clients are

accessing public transportation. All clients participating in the ADP/BMP programs must be accompanied by a Job Coach and/or Aid when using public transportation.

In the event that a consumer is missing at a BART station or similar location, staff is to implement the following procedures:

1. Immediately notify the Director that the client has gone missing and the location from which the client left.
2. The Job Coach will immediately locate one of the following BART personnel: the booth attendant or security. If it is necessary to leave the immediate area, the Job Coach will take clients with him or her in order to maintain ratio at all times.
3. The Job Coach will inform BART personnel that a developmentally disabled person may have boarded a train.
4. Job Coach will instruct BART personnel to contact adjacent stations to the present one.
 - a. Job Coach will inform BART personnel to be prepared to stop the trains upon arrival and do a car-by-car search.
5. Job Coach will provide the following information for BART personnel:
 - a. Your name
 - b. A physical description of the client i.e. name, age, hair color, height, weight, appearance, clothing, etc.
 - c. Time of disappearance
 - d. Possible behavioral issues/concerns, seizures, describe client's level of functioning and method of communication in layman's terms, no jargon as well as medical conditions, awareness of street safety, and ability to self-protect
 - e. Provide telephone call back numbers if necessary (care provider, Director, corporate office)
6. Search the station thoroughly for 15–20 minutes, ensuring that you look in areas where the consumer is most likely to be found, i.e.: designated smoking areas, restrooms, information desk, platforms, elevators, food vendors, etc.

7

Closing

We hope you enjoy and benefit from your employment with CIWP. You are here to help people, our clients, as well as our staff and those in the local community. We are confident that as you learn more about us and your work with us, you will feel proud to be part of the CIWP team.

Entire Agreement

This handbook presents the policies and procedures of Community Integrated Work Program, Inc. (CIWP), in their entirety. CIWP reserves the right to review, modify, delete, or add to any and all policies, procedures, work rules or benefits stated in this handbook or in any other document. However, any such changes must be in writing and must be approved by the Executive Director.

Any written changes to this handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way change or alter the provisions of this handbook.