



THE ENRICHMENT
C E N T E R

Employment Gateway
1006 South Marshall Street
Winston-Salem, NC 27101
Telephone - 336.777.0076
Fax - 336.777.0520
Website - www.enrichmentarc.org

Employment Gate- way Client Rights Hand-

Our Mission Is:
“Empowering individuals with disabilities:
growth, dignity, & choice”



The Enrichment Center-An Affiliated Chapter of The Arc, is a not-for-profit United Way agency that is a vendor through the North Carolina Division of Vocational Rehabilitation. We are here to provide you with employment support services such as Supported Employment and/or Work Adjustment. Referrals are made to our program by the Division of Vocational Rehabilitation (VR).

This handbook will give you some of the information you will need. But, **never** be afraid to ask questions!! Upon admission you will have intake meeting with your VR counselor, your job coach and any one else you would like at the meeting to help in planning your services. This could be a legal guardian, a spouse, group home staff, or a friend. An Individualized Plan for Employment or IPE will have already been created with you and your VR counselor. This document will let us know what type of job you are looking for and who will be doing what while receiving services provided by VR. You can change any of these employment goals, see or get a copy of your IPE at any time, we simply must request a meeting by phone or in writing with your VR counselor to discuss your changes. You can have access to you complete file at any time. All you have to do is ask.

~Staff Training~

It is our goal to provide services that are of high quality. One way we make sure we do this is to train staff in how to work with persons with disabilities. Employment Gateway staff receive training in CPR and First Aid, Alternatives to Restrictive Interventions, Safe Driving Techniques, OSHA Bloodborne Pathogens, Seizure Training, Client Rights, Person-Centered Planning, Critical Incident Reporting and general safety training. Additionally one-on-one job coach training is conducted with new hires.

~FEES~

The Enrichment Center is a vendor of the North Carolina Division of Vocational Rehabilitation and no fee is required for our employment services. Our job placement and training services are paid for through Vocational Rehabilitation and there is no cost to you or the employer.

~Duration of Service~

It is difficult to say how long it will take to find you a job. However we can say that once your case is opened with us, a job coach will work with you to find the best job that meets your employment needs. In Supported Employment we will work with you as long as necessary to ensure you can do the job. Vocational Rehabilitation would like to see this accomplished in no more than 250 hours. If we all agree it is a good job match, but a little more time is needed a special request can be made for additional time. For Work Adjustment we have approximately 160 hours of training time once you are employed to make sure you are successful. With either service it may take less time. We will work with you to determine exactly how much time is needed. In Supported Employment we will continue to follow-up with you indefinitely to make sure you are able to maintain your job.



~Your Responsibilities~

- You are expected to act in a professional manner and dress professionally when seeking a job
- Be respectful to your job coach and employers
- You should work with your job coach on any issues that may be keeping you from finding a job.
- Be honest about your work history and any employment related info
- Be honest about any criminal background
- Be willing to sign a release for a thorough background check
- Talk with your job coach if there are any problems regarding your job search or placement on the job
- Have transportation to and from your job.

~Your Job Coach's Responsibilities~

- Help you find a job
- Schedule regular appointments with you to find employment
- Listen to what types of jobs you want and those you do not want
- Help train you on the job site
- Treat you with respect and dignity
- Provide you with a reasonable time to make decisions
- Work with you in problem solving any issues related to finding and keeping a job
- Provide transportation while seeking a job, if needed
- Help you fill out paperwork related to a job
- Work with the employer on any needed job accommodations
- Make sure the job is a good job match
- Maintain open communication with your VR counselor



~Accessibility~

The Enrichment Center strives to provide an environment free of architectural, environmental, attitudinal, employment, and communication barriers, and continually attempts to identify and remove any barriers at all locations. The Enrichment Center also works towards removing barriers related to transportation, financial, and environmental issues. We encourage feedback from clients, families, and external stakeholders regarding the identification and resolution of all barriers. Please let the Program Director or Executive Director know of any suggestions you may have.

Gateway Employment Program Admission Policy:

In order for someone to be accepted into The Enrichment Center's Employment Gateway Program, they must have a diagnosed disability and be referred by Vocational Rehabilitation (VR). As part of the admission process, we will require the VR counselor to provide proof of disability such as a psychological evaluation, a copy of the VR application, the Individualized Plan for Employment (IPE), a referral letter and copies of any test or evaluations that will be helpful in the employment process. We reserve the right to refuse to provide services to anyone that we feel we are unable to meet their needs or may be better suited to another program or our employees feel unsafe serving or unable to recommend to potential employers. In the event of refusal of service, the Employment Manager will write a letter to the referring VR counselor informing them of the reason we are unable to serve the individual. The Employment Manager will consult with the Program Director and Executive Director concerning any possible refusal to serve and a final decision is made by this group; otherwise, the Employment Manager will make the admission decisions. If they do not agree with the decision to refuse service, they can appeal it to the Client Rights Committee.

Discharge Policy for Employment Program:

An individual may be discharged from services because it has been determined by the job coach and the person's VR counselor they are not job ready at the time or because they display behaviors that make the job coach feel unsafe or unable to recommend the person for employment to an employer. Additionally, an individual may be discharged if they inform us that they do not want to continue job seeking or receiving the services provided by the Employment Gateway staff. If this occurs after services have begun, the Employment Manager will send a letter to the individual and their VR counselor stating why services have been terminated and a copy will be filed in the individual's record. If an individual does not agree with the termination of services they have the right to appeal the decision through The Enrichment Center's standard grievance procedures.

Grievance and Complaint Procedures

All grievances should be made known to the Program Director in writing, who will present the grievance to the Executive Director within 48 hours. A formal complaint form is located in the lobby of ADVP Manager's office and at the front reception desk. The Executive Director will meet with the parties involved within 5 days and attempt to resolve the issue to a mutually satisfied conclusion. If this is not possible, the Executive Director will determine and decide the matter. If not satisfied, the complaining individual may appeal the decision of the Executive Director to the Client Rights Committee.

Appeals will be heard by the Client Right's Committee within 30 days of receipt of appeal. Participants, guardians and caregivers will be given the opportunity to state their case and reason for the grievance before the Committee. The Committee will hear information from all parties involved and make a decision based on the information brought before them. The Committee's decision will be sent through the mail to the person appealing their guardians, if applicable within 2 weeks of the Committee meeting. If the participant does not agree with the decision of the Client Right's Committee they may appeal the decision in writing within 30 days of receipt of decision of Client Rights Committee to the Executive Director who will present the case to the Executive Committee of the Board of Directors for final decision. This decision will be made in writing and mailed to

the person appealing their guardians, if applicable within 2 weeks of the scheduled Executive Committee meeting which will take place within 30 days of receipt of the final appeal. Any grievance brought to the attention of EC staff will not result in retaliation or barriers to service. In order to make this procedure readily available to participants, it will be included in the Participant's Handbook which will be reviewed in a manner that is understandable to the person served. An annual review of all written grievances will be conducted by the Client Rights Committee and reported to the Quality Assurance and Improvement Committee, and the Board of Directors.

The area authority, CenterPoint Human Services may also receive complaints concerning The Enrichment Center. Any complaint received concerning the public provision of service will be responded to by The Executive Director. After the area authority completes their investigation, a report should be completed and sent to The Enrichment Center. At that time if necessary The Enrichment Center will submit a plan of correction for each issue identified in the report within 10 working days from receipt of the report.

~ENRICHMENT CENTER SERVICES~

This is a list of all the services provided by our organization if you would like to find out about any of them please contact our Program Director at (336) 777-0076 ext 208

Adult Day, Vocational Program

Arts Program



- *Learn to create art
- *Learn to create pottery
- *Learn to act
- *Learn to take photographs



- *Learn to dance
- *Play music



Independent Living/Functional Living Skills



- *Job Readiness
- *Reading, writing and communication skills
- *Money/time management
- *Horticulture classes



- *Volunteer
- *Computer classes
- *Cooking classes
- *Health and Fitness



Employment Services

Work Adjustment and Supported Employment

- *Help in finding a job
- *Trains with you one to one on the job
- *Continued follow-up services



Other Services

- *Trips into the community
- *Social activities
- *CAP services
- *Advocacy, information and referral
- *Workshops
- *Representative Payee service



Basic Information

- NO aggressive behaviors will be tolerated.
- NO drugs or alcohol
- NO fighting, guns, knives, weapons, or stealing
- NO threats, verbal or physical
- NO harassing behavior
- NO property damage
- Smoking is not allowed in vehicles and should follow employers policy on the job. No smoking in the Enrichment Center building



~YOUR RIGHTS~



You have a right to privacy.

- *A right to keep information about you private
- *A right to have private thoughts and feelings

You have the right to freedom of association.

- *You can pick and chose your own friends
- *You have the right to include anyone you would like as part of your support team.



You have the right to be free from cruel and unusual punishment.



- *No one should cause you physical or mental pain
- *No one should hit you
- *No one should put you in seclusion or isolated time-out

You have the right of freedom of speech and expression.

- *You have the right to speak up for yourself
- * You have the right to speak with your job coach and supervisor about any issue or concerns related to your job
- *You have a right to make your own choices regarding which jobs you would like look for and what jobs you do not want to apply for.



You have the right to equal protection and due process.

- *You have the right to equal protection under the laws of this state and country
- *If you are accused of breaking a law, you have the right to a fair trial (due process)



You have the right to freedom or religious expression.

- *You have the right to practice or not to practice a chosen religion
- *You have a right to chose the religion you wish to participate in regardless of where you live



You have the right to own property.

- *You can own, purchase or have any property or personal possession you can afford to buy

You have a right to a free and public education until you are age 22.

You have the right not to be discriminated against because of your disability for a job or housing.

- *If you are qualified to do a job, you have the right to be considered for any job.

You have a right to dignity.

- *You should be treated with respect

You have a right to be free from neglect and exploitation.

- *You have the right to have assistance in meeting your basic needs
- *No person should ask you to buy anything from them or to get you to do something for them for free.

Right to confidentiality.

- *No one can force you to give permission to release information, Information is only released only if you say it is OK
- *No one should tell others personal things about you without your permission
- *You or your legal guardian must sign a release for us to give any information about you to other agencies or professionals or employers

You have the right to be free from physical restraints or seclusion.

- *Unless your health or safety is at risk, no one should force you physically to do something you don't want to do.

If you feel any of your rights have been violated please contact your Employment Specialist or the Employment Manager immediately at (336) 777-0076 ext. 222.

Additionally if you feel staff or the organization is in violation of any of these rights or you witness what you feel to be abuse, neglect, or exploitation, you may contact :

Forsyth County Department of Social Services
For issues regarding Abuse, Neglect or Exploitation
Telephone: 336-703-3503

Division of Health Service Regulation
For issues regarding our building or services
2718 Mail Service Center
Raleigh, NC 27699-2718
Telephone: 1-800-624-3004
(919) 855-4500

Disability Rights North Carolina
For Advocacy Assistance
2626 Glenwood Ave, Suite 550
Raleigh, NC 27608
Toll free # 1-877-235-4210 or 919-856-2195
Email questions to: info@disabilityrightsn.org
Or visit their website at www.gacpd.com

CenterPoint Human Services
For complaints you feel that were not handled by The Enrichment Center
Consumer Affairs Department
336-714-9100
Or 1-866-804-4323
Email concerns: twarner@cphs.org

I have read and understand my rights as stated in The Enrichment Center's Employment Gateway handbook.
Furthermore, I understand I have a right to appeal any decisions made regarding any concerns or disciplinary actions with the Client Rights Committee.

Signature of Participant

Date

Signature of Family Member/Guardian

Date

Distribution of Participant Handbook:

One copy to Participant/Family Member/ or Guardian

One copy of signature page in participant's file at The Enrichment Center