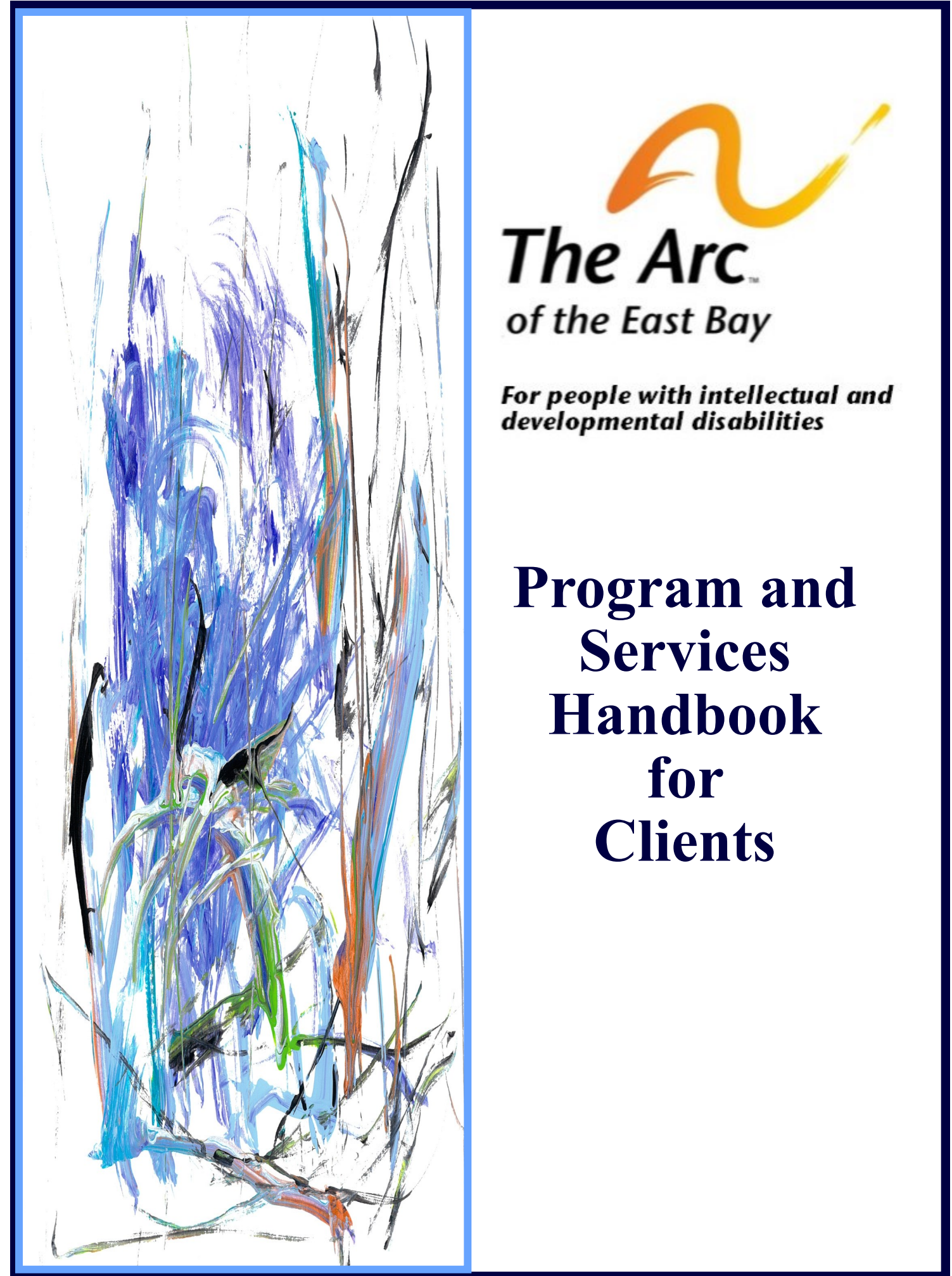




Artwork created by clients of The Arc of the East Bay



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Client Handbook Review Committee

The Arc of the East Bay would like to thank the following individuals for their participation and teamwork involved in reviewing the Client Handbook.

Team Members:

Client Members

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John Bennet
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Cesare Dimas
Dania Leyva
Victor Almeida
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Staff Members:

Cecilia Chau-Connolly, LEAP and CES Program Director
Judy Vierra: Executive Coordinator

Facilitated By:

Joanne Rolle, Director of Operations
Shannon M E Jurich, Ph.D., Consultant

The Arc of the East Bay Board of Directors

Pastor Betty Clark—Chairperson of the Board
Dr. Sarah Taylor—Vice Chairperson of the Board
Anthony McDaniel—Secretary/Treasurer
Jim McGoff—At Large Member
Shirley Thomas—At Large Member
Erma Virgilio—At Large Member
Jennifer Dunkle—Client Representative

The Arc of the East Bay Directors and Program Managers

Ron Luter—President/CEO
Joanne Rolle—Director of Operations
Patty Pistello—HR Director
Judy Vierra—Executive Coordinator
Renee Tuttle—Director AVP Programs
Cecilia Chau-Connolly—Director LEAP and CES Programs
Phyllis Pippins-Roberson—Director SCOPE Program

The Arc of the East Bay Funding Sources

Regional Center of the East Bay
Department of Rehabilitation

The Arc of the East Bay

A Non-Profit Organization
Member of The Arc California, Member of The Arc US, Member of CRA,
CARF Accredited

www.arcaeastbay.org



Achieve with us

For people with intellectual and developmental disabilities

BOARD OF DIRECTORS

OFFICERS

Pastor Betty Clark
Chairperson
Director
Chaplains Without Walls

Dr. Sarah Taylor
Vice Chairperson
California State University
East Bay

Secretary/Treasurer
Anthony McDaniel
Volunteer
Office Administrator

MEMBERS AT LARGE

Jim McGoff
Family Member

Shirley Thomas
Family Member
Retires/Sales & Marketing

Erma Virgilio
Family Member
Retired Nurse

Jennifer Dunkle
Client Representative

PRESIDENT/CEO
Ronald Luter

Welcome To The Arc of Alameda County.

The Client Handbook is a supplement to your daily interactions with your Instructor, your orientation and documents you may receive and review throughout your time with us.

As we rarely receive requests for translation services for the Client Handbook, The Arc of Alameda County has made some inroads to assist you. The current Client Handbook is available in:

English
Large Font
On the Website
Spanish

Additionally, we have staff who are bi-lingual in Alternative Formats and/or other languages such as:

ASL
Vietnamese
Chinese
Spanish and
Tagalog

Should a client and/or their family request such a translation, The Arc of Alameda County will secure the services of those staff to conduct a translation meeting with the client. Should there be a request for language translation for which no Arc employees have such expertise, the client and/or their family will be referred back to their Regional Center of the East Bay as they state they do have translation and alternate services available.

Sincerely,

Ronald Luter
President/CEO

Welcome Client Handbook Letter & Alternative Formats.doc/agency P&P/client handbook
2013. Revised 9.2019 updated executive letterhead, reformatted font, updated signature from President/CEO

A Non Profit Organization
Member of The Arc US * Member of The Arc California * CARF Accredited * A United Way Bay Area Organization

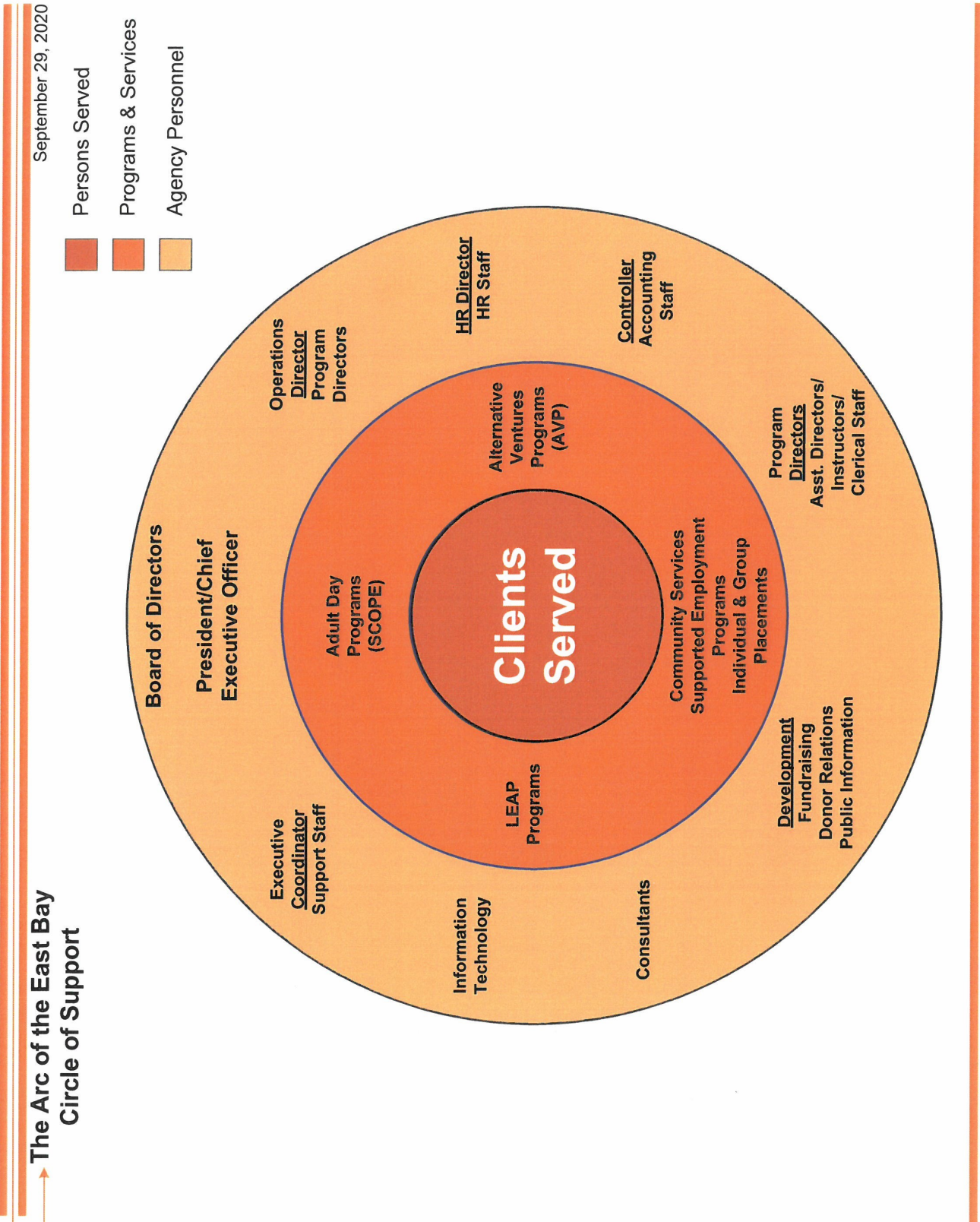
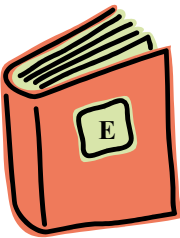
Welcome to The Arc of the East Bay

Introduction

Thank you for choosing The Arc of the East Bay as your service provider. We are proud to be serving you and your circle of support. Our vision is that every individual and family affected by intellectual and developmental disabilities in the East Bay will have access to the information, advocacy, and skills they need to participate as active citizens of our democracy and active participant members of our communities.

Your needs, choices and expectations are very important to us and we encourage you to fully participate in expressing your preferences with your staff, be it in your Initial, Annual or Semi-Annual Review Meetings, through your Annual Satisfaction Surveys, at your Council Meetings, as a Client Representative of the Board of Directors, and/or at any other time.

The following Handbook is given to you and/or your representative for review. Portions of this handbook are reviewed during your annual meetings. Please contact any staff member at the program with any questions you may have.



The Arc of the East Bay
FACILITIES AND CONTACTS ROSTER

| ADMINISTRATIVE OFFICES | | HAYWARD CAMPUS | |
|---|--|--|--|
| 1111 Walpert St. Hayward, CA 94541 Phone: (510) 357-3569 Fax: (510) 352-8714 | | AVP PROGRAMS 1101 Walpert St. Hayward, CA 94541 Phone: (510)582-8151 Ext. 0 Fax: (510)582-0506 Front Desk Ext. - 3201 Video Relay Services #: (510)314-8161 Renee Tuttle – Director AVP – ext. 3202 Sonnetta McCormack – Asst. Director AVP Ext. 3217 or (510)921-3347 | |
| Executive Offices Ron Luter – CEO/President Main: (510) 357-3569 ext. 2102 Direct #: (510) 394-9880 Judy Vierra – Exec. Coord/Cust. Serv. Mgr. Main: (510) 357-3569 ext. 2103 Direct #: (510) 394-9881 Joanne Rolle – Director of Operations Phone: (510) 357-3569 ext. 2114 Direct #: (510) 394-9885 Patty Pistello – Director Human Resources Phone: (510) 357-3569 ext. 2116 Direct #: (510) 394-9282 Joyce Shimetz - Controller Phone: (707) 542-1003 Ruth Kawai – Payroll Processor Phone: (510) 357-3569 ext. 2112 Direct #: (510) 394-9883 Nancy Freeman – Sr. Accountant & Acct. Rec. Phone: (510) 357-3569 ext. 2108 Mytrang Le – Accounts Payable & Receivable Phone: (510) 357-3569 ext. 2110 Direct #: (510) 394-9884 Zoon Nguyen– IT Support Phone: 357-3569 ext. 2113 | | LEAP & CES PROGRAMS Cecilia Chau-Connolly – Director LEAP Phone #: (510)357-3569 ext. 2115 FAX: (510) 352-8714 Direct #: (510)394-9886 SCOPE PROGRAMS 1101 Walpert St. Hayward, CA Phone: (510) 582-8151 Fax: (510) 582-0506 Phyllis Pippins-Roberson – Director SCOPE Phone #: (510) 385-0572 Angela Booker – Center Coordinator Phone #: (510) 582-8151 ext. 3205 Program Floor – ext. 3206 Program Floor – ext. 3206 | |

The Mission, Vision, and
Core Values of The Arc of the East Bay

Mission:

The Mission of The Arc of the East Bay is to provide advocacy, support, and education to persons with intellectual and developmental disabilities and their families throughout the East Bay

We will achieve this by promoting our Vision and Core Values.

Vision:

Our vision is that every individual and family affected by intellectual and developmental disabilities in the East Bay will have access to the information, advocacy, and skills they need to participate as active citizens of our democracy and active members of their communities.

People with intellectual and developmental disabilities and their families shall have access to the supports they need to live a decent American life.

- ◆ By assuring they are valued, respected, and included in all communities.
- ◆ By assisting them in choosing their services and supports from many available sources.
- ◆ By empowering them through nonprofit advocacy, and assuring that State and Federal governments administer programs and set budgets that meet everyone’s needs.

Core Values:

1. **People First.** The Arc of the East Bay works toward ensuring that all people have the fundamental moral, civil, and constitutional rights and opportunities to live, learn, work, play, and worship in communities or their choosing.
2. **Democracy.** The Arc of the East Bay is an organization of, by, and for people with intellectual and developmental disabilities and their families. Our policy decisions are made by informed voting members.
3. **Visionary Leadership.** The Arc of the East Bay leads by promoting its Mission and Core Values. We lead with integrity and accountability through open, honest, and timely communication. We work with individuals, organizations, and coalitions in a collaborative fashion. There is a valued partnership with volunteer and staffing leadership at all levels of the organization that provides mutual support for their respective roles.
4. **Community Participation.** The Arc of the East Bay works toward and believes in the Community Imperative: that all people have the fundamental moral, civil, and constitutional rights to live, learn, work, play, and worship in safe and healthy communities of their choosing.

Mission, Vision and Core Values Continued:

- 5. **Diversity.** The Arc of the East Bay seeks and supports diverse leadership and member-ship. Our concept of diversity includes but is not limited to race, ethnicity, religion, age, socio-economic status, geographic location, sexual orientation, gender, family sta-tus, and level of disability.
- 6. **Integrity and Excellence.** Members and leaders of The Arc of the East Bay promote our Mission and Core Values with integrity and accountability. We conduct our business ac-cording to the highest ethical standards and strive to exceed all local, state & national regulatory agencies.

Staff and Leadership Expectations

The Arc of the East Bay strives to reflect its Core Values in the day-to-day activities and performance of all staff and leadership. This is demonstrated by the recognition by all employees and volunteers that:

Persons with intellectual and developmental disabilities...

- ...Have the right to be included as participant members of communities in which they choose to live and shall receive the supports they need from people committed and skillful in supporting their inclusion and community memberships.
- ...Shall enjoy the rights and respect of their status as citizens and human beings, and shall be supported by people who respect their citizenship and rights, support them in exercising their rights, and assist them in the knowledge and skills of active and effective civic participation.
- ...Deserve opportunities and support to live their lives as independently and productively as they are able and to be supported and taught in a manner that continually expands their skills and opportunities for independent and productive living, using person-centered principles and positive behavior practices and approaches.
- ...Deserve access to safe and healthy environments, to information that assists them in making safe and healthy decisions, and to medical, dental, and mental health services they need, and to be supported in a manner that maximizes the benefits they experience from safety and health-oriented environments, information, and services.
- ...Have the right to live self-directed in which their preferences and choices are the primary factors in determining the direction and activities of their daily lives, the settings in which those lives are lived, and the people with whom they share their lives, including those from whom they receive direct support and other services.

CLIENT AUTHORIZATION FOR THE RELEASE OF MEDICAL INFORMATIONFOR REASONABLE ACCOMMODATIONS

Additional Medical Information is needed to provide the accommodation I have requested.

Therefore, I hereby authorize:

Physician’s Name

Street Address

City, State, Zip Code

Phone, Fax Numbers

Web Site Email

To release only that medical information pertinent to the accommodation needed as described on the first page

Cleint Name

Program Attending/Program Applied For

Conservator/Guardian’s Name (if person is conserved)

Relationship to Client

CLIENT REASONABLE ACCOMMODATION REQUEST FORM

Requester:

Name

Street Address

City, State, Zip Code

Phone, Cell #, Fax Numbers, TDD, Video Phone #

Email

This is a request for reasonable accommodation,
which is needed because of my disability

I am applying for services provided by The Arc of the East Bay’s (Name of Program)

The accommodation I am requesting will allow me to participate in the following
activity and/or service:

☐ I am ☐ I am not currently receiving services at the following location:

My specific functional limitation is:

The following reasonable accommodation will allow me to perform the essential requirements, and/
or help me meet the eligibility requirements to seek equal participation in the services provided:
(Please describe the type of accommodation, how it will assist you, and details of where it can be
obtained, it’s cost, model number, etc.)

Requester’s Signature

Date

Mission, Vision and Core Values Continued:

...Have the same basic needs for family, social, spiritual, and intimate relationships as do other human beings, and deserve the supports that recognize and facilitate response to such needs.

...Who require direct support to fulfill basic rights, needs, preferences, and responsibilities, deserve to receive those supports from people who have the necessary knowledge, skills, and attitudes to do so competently and effectively.

...Who require direct support deserve to receive that support from people who do so from an ethical and value-based foundation of recognition and commitment to the rights and inherent value of all people, and to protect individual, civil, and religious freedoms, privacy, autonomy, and equality.

Persons with intellectual and developmental disabilities and those persons who support them must experience opportunities for leadership with encouragement, education, mentorship, and favorable circumstances to develop their leadership skills, and to advance in roles and careers in which their leadership can be exercised.

Important Names and Numbers

This booklet has been issued to: _____

Date: ____/____/____

Important Contacts

| Name | Title | Number |
|--------------------------|--|---|
| Ronald Luter | President/CEO | 510-357-3569 ext. 2102 |
| Joanne Rolle | Director of Operations Chief Compliance Officer | 510-357-3569 ext. 2114 |
| Judy Vierra | Executive Coordinator | 510-357-3569 ext. 2103 |
| Cecilia Chau-Connolly | Program Director LEAP & CES Programs | 510-357-3569 ext. 2115 |
| Renee Tuttle | Program Director AVP Program | 510-582-8151 ext. 3202 |
| Phyllis Pippins-Roberson | Program Director SCOPE Program | 510-582-8151 ext. 3205 |
| Your Instructor | Direct Support Coordinator | Ask for your instructors phone number and insert it here |
| | | |

You are an important part of our program. Good attendance is necessary.

If you will be absent or late, please call: 510-582-8151 extension 0



Request for Medical Information for Reasonable Accommodations continued

Instructions: Complete this side of the form ONLY if the answer to question # 1 is Yes

Work Restrictions

Client is restricted from or limited in performing the following functions (check activity level and enter limitation) i.e., 0 hours, 1-2 hours, 2-5 hours, or other notation.

| | | | |
|--|---|--|--|
| | KEYBOARD USE/REPETITIVE USE OF HANDS | | GRASP/FINE FINGER MOTIONS |
| | SIT | | REPETITIVE USE OF FOOT CONTROLS |
| | STAND | | WALK |
| | SQUAT/KNEEL | | TWSTING (NECK/WAIST) |
| | BEND/STOOP | | CLIMB LADDERS/CLIMB STAIRS |
| | PUSH/PULL | | REACHING (ABOVE & BELOW SHOULDERS) |
| | LIFT (PLEASE SPECIFIC LIFTING RESTRICTIONS) | | CARRY (PLEASE SPECIFICY CARRYING RESTRICTIONS) |
| | OTHER | | |

LIFTING RESTRICTIONS

CARRYING RESTRICTIONS

OTHER RESTRICTIONS

Describe any restrictions which may apply to the following:

| | |
|--|---------------------------------|
| | VISION |
| | HEARING |
| | MENTAL/EMOTIONAL |
| | OTHER (SLEEPING/SPEAKING, ETC.) |

REQUEST FOR MEDICAL INFORMATION
FOR REASONABLE ACCOMMODATION

Date: _____

To: _____
Physician or Medical Provider

From: _____
The Arc of the East Bay HR/ADA Coordinator

RE: REQUEST FOR MEDICAL INFORMATION NEEDED TO ASSIST IN PROVIDING A REASONABLE ACCOMMODATION FOR:

| | |
|-------------------------------------|------------------|
| Applicant/Employee/Client/Volunteer | Medical Record # |
|-------------------------------------|------------------|

Social Security Number (last 4 digits ending in ____ _)

The Arc of the East Bay is attempting to provide reasonable accommodations to the Employee/ Client/Volunteer indicated above to assist in providing employment or participation in a program, activity, or service. The information requested below is confidential and will only be used to determine the specific equipment and/or services necessary to accommodate the identified limitation due to the verified disability.

Under the Americans With Disabilities Act, An Individual With A Disability is a person who:

- Has a physical or mental impairment that substantially limits one or more major life activities (major life activity may include walking, breathing, speaking, performing a manual task, seeing, hearing, learning, caring for oneself, sitting, standing, lifting or reading)*
- Has a record of such an impairment or*
- Is regarded as having such an impairment*

Please take the above definition into consideration and answer the following questions with respect to Applicant/Employee/Client/Volunteer’s request for reasonable accommodation.

Participant’s request for reasonable accommodation:

1. Does the individual have an impairment that limits a major life activity? **| Yes | No**
If yes, please see and check the reverse side of this form to describe the limitation

2. Is the disability permanent? **| Yes | No** Length of anticipated duration _____

3. From the enclosed job description, please specify the job duty(ies) that the employee cannot perform

4. How does the limitaion(s) impair the ability of the Applicant/Employee/Client/Volunteer to perform the job duty described above?

Physician’s Name, Signature

Program Descriptions

All programs of The Arc of the East Bay are person-centered programs. All staff employ positive behavior processes to all clients.

Adult Development Day Programs (SCOPE)
The Arc of the East Bay’s adult development day program teaches people who have severe to profound levels of intellectual and developmental disabilities basic activities of daily living skills such as, personal safety, community access, grooming and hygiene, as well as entry-level volunteer vocational skills.

Levels of contact for this program are:

- ⇒ JLSI Instructors
- ⇒ Center Coordinator/JLSI Manager
- ⇒ Program Director
- ⇒ Director of Operations
- ⇒ President/CEO

Life Skills, Employment, Access Partnerships Program (LEAP)
The Arc of the East Bay’s LEAP program is a program that is designed to assist people in exploring their interests and needs while fulfilling their career goals and personal aspirations in a community integrated setting.

Levels of contact for this program are:

- ⇒ Instructors
- ⇒ Direct Support Coordinator
- ⇒ Program Director
- ⇒ Director of Operations
- ⇒ President/CEO

Alternative Ventures Program (AVP)
The Arc of the East Bay Alternative Ventures Program (AVP), is a person centered program for individuals who wish to be in a creative life skills program that includ- ed community outings (volunteering, some paid work in the community, Life Links golf program, etc. as well as in program training and goal setting)

Levels of Contact for this program are:

- ⇒ Instructor
- ⇒ Program Director/Assistant Program Director
- ⇒ Director of Operations
- ⇒ President/CEO

Program Descriptions Continued:

Community Services (CS) - Community Employment (CES), Group (GP) and Individual Placements (IP)

The Arc of the East Bay provides extensive job-related support, either in a one-on-one or in a group setting in community employment services. There is ongoing follow-up support as needed to ensure continued success. Arc identifies and develops employment opportunities for individual and group placements.

Levels of Contact for this program are:

- ⇒ Immediate Supervisor for GP
- ⇒ Job Coordinator for IP
- ⇒ Program Director
- ⇒ Director of Operations
- ⇒ President/CEO

Program Options

Clients have the right to request transfers within programs once they have completed their probationary period (3-6 months) and are screened and deemed eligible and appropriate for the transfer program. If you're placed in a community employment service job that results in a job loss, you may return or transfer to your program. You will have priority for appropriate job openings in the community. However, if you have a job loss in the community and want an immediate new employment opportunity, you will be placed on a waiting list until an appropriate job opening in the community becomes available. You will have the choice of staying with The Arc of the East Bay or being referred to another supported employment agency.

Transferring From Program To Program

Clients have the option of transferring from one program to the other. Programs include: SCOPE, LEAP, AVP, & CES. In order to transfer, clients need to first review the agency's policy and procedure on program eligibility requirements specific to the program desired.

Family/Medical Leave Act Policy (For Clients)

State and federal family and medical leave laws provide up to 12 work weeks of unpaid family/medical leave within a 12-month period, under the following conditions:

- ◆ The employee has more than 12 months of service
- ◆ The employee has worked at least 1,250 hours during the previous 12-month period before the need for leave
- ◆ The employee is employed at a work site where there are 50 or more employees within a 75-mile radius.

Leave may be taken for one or more of the following reasons:

- ◆ The birth of the employee's child, or placement of a child with the employee for adoption or foster care
- ◆ To care for the employee's spouse, registered domestic partner, child, or parent who has a serious health condition
- ◆ For a serious health condition that makes the employee unable to perform his or her job.

FOR MORE INFORMATION, PLEASE CONTACT YOUR HABILITATION COORDINATOR, SUPERVISOR, JOB COORDINATOR, OR INSTRUCTOR.

Charter Of Rights For Adults with Developmental Disabilities

TO BE TREATED AS AN ADULT HUMAN BEING

- ▶ Be treated in a fair way
- ▶ Be treated with respect
- ▶ Not to be teased, called names, or hurt in other ways
- ▶ Have friends
- ▶ Go out and have fun
- ▶ Have someone to love
- ▶ Get married
- ▶ Have children
- ▶ Take care of my own money
- ▶ Have control in my own home

LAWS THAT PROTECT ME

- ▶ Not to be discriminated against for things like being female or male, the country my family comes from, my skin color, my religious beliefs, who I choose to love or my disability.
- ▶ Get the same things as everyone else who does the same job (for example): coffee and lunch breaks, medical benefits, vacation time and maternity leave.
- ▶ Get the same medical services & care as other people.

MAKE INFORMED CHOICES & DECISIONS IN MY LIFE

- ▶ Make decisions & choices based on my feelings, beliefs & what is important to me.
- ▶ Be told enough things to help me decide (make informed choices).
- ▶ Decide what I do on my own time.
- ▶ Take chances (risks) once I know what might happen
- ▶ Decide what I do with my own things.
- ▶ Decide what I plan for my future (what goals I set & when I want to talk about them).
- ▶ Choose to live on my own or with others.
- ▶ Decide who comes into my home.
- ▶ Choose the services I use.
- ▶ Have choices when I use services, including where I live, who I live with, what I eat, what changes happen in my home, what work I do, when I go to the bathroom, what doctor I go to, what my doctor does to me, and many other things.
- ▶ Make mistakes.
- ▶ Change my mind.
- ▶ Decide to stop using a service.
- ▶ Choose when I need support.

SUPPORT

- ▶ Get help, if I need it, with things like finding a place to live, making a budget & learning what I need to learn.
- ▶ Have staff & other supports (like family & friends) who treat me nice (kind, polite & with respect).
- ▶ Have supporters who are helpful
- ▶ Not to be told off by supporters.
- ▶ Have enough money from the government to buy the services & support I need.
- ▶ Get help with making decisions (from my guardian & others) if I need it.
- ▶ Get help with taking care of money (from my trustee & others) if I need it.
- ▶ Have a say even if I need help making decision.

SPEAK FOR MYSELF & BE LISTENED TO

- ▶ Speak my mind & give my opinion
- ▶ Talk about my rights
- ▶ Show my feelings
- ▶ Make complaints if I am not happy.
- ▶ Say “No”.
- ▶ Disagree with people.
- ▶ Have people listen to me when I talk.
- ▶ Have people try to understand me.

ACCESS

- ▶ Get services in my community
- ▶ Have good (accessible) transportation if I need it.
- ▶ Use seating for people with a disability on regular transportation, if I need it.
- ▶ Get around easier if I use a wheelchair (for example, ramps, curb cuts, etc.).
- ▶ Be part of & have access to the community (things like jobs & recreation).

PRIVACY

- ▶ Spend time alone, if I want.
- ▶ Have people get my Okay to go into my locker at work.
- ▶ Have people knock or get my Okay before they go into my room at home.
- ▶ Use the telephone without someone listening to what I am saying.
- ▶ Have the choice of going out without telling others when I am going.
- ▶ Have things my doctor know about me to be kept between us, unless I need help to understand.

SAFETY AND PROTECTION

- ▶ Feel safe when I use services
- ▶ Feel safe when I am out in the community
- ▶ Not be hurt, attacked, or have my things taken from me.
- ▶ Learn how to take care of myself.

GOOD SERVICES

- ▶ Have service providers I can count on.
- ▶ Be helped when it’s my time in line.
- ▶ Be given the same service as everyone else.
- ▶ Ask questions if I need to know more.
- ▶ Get a different doctor if I want.
- ▶ Ask another doctor to check what my doctor said (get a second opinion).
- ▶ Have doctors & dentists explain to me (not just to my parents, staff or others) when I need to have something done, what it will cost & what will happen if I get it done.
- ▶ Say “No” to medical care once I know what will happen if I say “No”.
- ▶ Be treated gently if I get medical care.

I ALSO KNOW THAT EVERONE ELSE HAS RIGHTS, SO I SHOULD

- ▶ Not do things that take away other people’s rights
- ▶ Treat other people the way I want to be treated.
- ▶ Be a responsible adult.

Entrance Criteria

General Policy

No person applying to The Arc of the East Bay shall be denied services based on culture, spiritual beliefs, language, race, national origin, color, creed, religion, sexual orientation, gender identify, socioeconomic status, age, marital status, veteran status, parental status, genetic information, political beliefs and/or associational preferences All persons requesting services must meet the following general entrance criteria:

- ◆ Clients of the Regional Center of the East Bay, Minimum age of 22, (18—21 if with a high school diploma), and a resident of Alameda County
- ◆ Primary diagnosis of intellectual or other developmental disability
- ◆ Must maintain 90%+ monthly attendance rating
- ◆ As The Arc of the East Bay is not a behavioral organization, entrance with a history of behaviors will be assessed on a case-by-case basis
- ◆ Clients entering shall not have assaulted anyone within a six (6) month period of being referred
- ◆ No weapons or harmful items are permitted on campus, out in the community, or during program hours
- ◆ Follows signed client’s code of conduct
- ◆ Follows policies, procedures & program rules within Client Handbook
- ◆ Prior and/or current history of criminal background will be assessed on a case-by-case basis.
- ◆ Complete the tour, intake meeting, followed by screening and acceptance on a 30-day trial basis and assessment period of 30-120 days.
- ◆ The Arc receives all collateral and required documentation as well as POS prior to start of program

The following program-specific entrance criteria are listed below:

Community Supported Employment Services (CES)

Individual Placement

Motivation & Interest: Strives to meet employer’s standards, makes necessary changes, sacrifices. Realistic view of work

Physical Requirements: Meets physical requirements (strength, stamina, coordination) of job. Some accommodation

Social Grooming, Safety: Meets employer requirements. Able to interact positively, behaviors don’t interfere with work.

Personal Care: Independent

Skills: Meet job requirements with good quality. Sequence steps with minimal prompts accepts, retains instruction

Attendance & Punctuality: Meets employer’s attendance, punctuality, standards, & self-monitors.

Entrance Criteria Continued:

Community Supported Employment Services (CES) continued:

Paid Work: 100% paid by employers. Part time to full time positions. Hired by employer. Schedule varies, duties change, Minimum wage+ it will be in the community.
Integration: Community-based. Co-workers without disabilities
Service Activities: Assessment, Job Placement, Job Coaching
Transportation: Capable of independent transportation to & from work

Group Placement

Motivation & Interest: Strives to meet employer’s standards, makes necessary changes, sacrifices. Partial realistic view of work
Physical Requirements: Meets physical requirements (strength, stamina, coordination) of job. Some accommodation
Social Grooming, Safety: Meets employer requirements. Able to interact positively, behaviors don’t interfere with work.
Personal Care: Independent
Skills: Meet job requirements with good quality. Sequence steps with minimal prompts accepts, retains instruction
Attendance & Punctuality: 90%+ monthly attendance & regular punctuality
Integration: Community-based. Co-workers without disabilities
Service Activities: Assessment, Job Placement, Job Coaching
Transportation: Capable of independent transportation to & from work

Alternative Ventures Program (AVP)

Motivation & Interest: Must enjoy both community and program based life skills settings. Options to complete monthly volunteer activity. May perform occasional paid work but this is not a vocational program.
Physical Requirements: Meets physical requirements (strength, stamina, coordination). Moderate accommodation.
Social, Grooming, & Safety: Meets program dress code and hygiene basics; follow safety rules; arrive to program clean and presentable; no threat to self or others.
Personal Care: Independent. Some support available for ambulation and toileting/restroom assistance. Facility must meet licensing capacity requirements.
Skills: Performs sequence of tasks with good quality. Follows instructions and directives.
Attendance & Punctuality: 90%+ monthly attendance & regular punctuality
Integration: Program and community based. Must be willing to integrate within the community at a minimum of two times per month
Service Activities: Assessment, Life Skills Training. One monthly community based activity to be paid for by Clients (maximum amount is \$10). If unable to pay, program will support.
Transportation: Regional Center of the East Bay funded transportation, Para Transit, and/or Private

Personal Rights Adult Community Care Facilities

Each client shall have rights, which include, but are not limited to the following:

- 1. A right to be treated with dignity, to have privacy and to be given humane care.
- 2. A right to have safe, healthful and comfortable accommodations, including furnishings and equipment to meet your needs.
- 3. A right 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. To be free from restraining devices, neglect or excessive medication.
- 4. A right to be informed by the licensee of provisions in the law regarding complaints, including the address and telephone number of the licensing agency, and of information regarding confidentiality.
- 5. A right to attend religious services and activities. Participation in religious services and other religious functions shall be on a completely voluntary basis.
- 6. A right to leave or depart the facility at any time, and to not be locked into any room or building, day or night. This does not prohibit the development of house rules, such as the locking exterior doors or windows, for the protection of the consumer.
- 7. A right to visit a facility with a relative or authorized representative prior to admission.
- 8. A right to have communications between the facility and your relatives or authorized representative answered promptly and completely, including any changes to the needs and services plan or individual program plan.
- 9. A right to be informed of the facility’s policy concerning family visits. This policy shall encourage regular family involvement and provide ample opportunities for family participation in activities at the facility.
- 10.A right to have visitors, including advocacy representatives, visit privately during waking hours provided the visits do not infringe upon the rights of other consumers.
- 11.A right to possess and control your own cash resources.
- 12.A right to wear your own clothes, to possess and use your own personal items, including your own toilet articles.
- 13.A right to have access to individual storage space for your private use.
- 14.A right to have access to telephones, to make and receive confidential calls, provided such calls do not infringe on the rights of other clients and do not restrict availability of the telephone in emergencies.
- 15.A right to promptly receive your unopened mail.
- 16.A right to receive assistance in exercising your right to vote.
- 17.A right to receive or reject medical care or health-related services, except for those whom legal authority has been established.
- 18.A right to move from a facility in accordance with the terms of the admission agreement.

Reference:

California Code of Regulations, Title 22, Division 6 - General Licensing Regulations, Section 80072; Section 81072, Social Rehabilitation Facilities; Section 85072, Adult Residential Facilities; Section 87872, Residential Care Facilities for the Chronically Ill.

Entrance Criteria Continued:

Supported Community Options Project of the East Bay (SCOPE)

Motivation & Interest: Enjoy program benefits from participation, able to stay in program and go out into the community. Participate to the levels by individual abilities.
Physical Requirements: Ambulatory and one-non ambulatory individual per group.
Social, Grooming, & Safety: Program accommodates clients based on individual needs and wants
Personal Care: Assists with care as needed for eating, restroom, transferring.
Skills: Program provides prompting and assistance as needed. Follow simple instructions, perform simple tasks.
Attendance & Punctuality: 90%+ monthly attendance & regular punctuality
Integration: Program and community based.
Service Activities: Assessment, skills in self-advocacy, community integration and self-care
Transportation: Regional Center of the East Bay funded transportation, Para Transit, &/or Private

Life Skills, Employment, Access, & Partnerships (LEAP Program)

Motivation & Interest: Must enjoy being out in the community almost daily (4 out of 5 days per week) as well as utilize public and private transportation. Strives to meet volunteer’s/employer’s standards, makes necessary changes. Realistic view of work & volunteer options within program. Paid work when available. Participation in job exploration, preparation, skills development and associated tasks is extremely important.
Physical Requirements: Meets physical requirements (strength, stamina, coordination) for volunteer and paid work as well as being out in the community. Fully ambulatory, able to climb stairs, get in and out of vehicles independently, etc. Some accommodations.
Social Grooming, Safety: Meets program, volunteer and/or employer requirements. Able to interact positively, behaviors don’t interfere with community, program, volunteer or employer/placement/activities.
Personal Care: Independent
Skills: Meet volunteer and job requirements with good quality. Sequence steps with minimal prompts accepts, retains instruction
Attendance & Punctuality: 90%+ monthly attendance & regular punctuality If working with employer, meets volunteer and employer’s attendance, punctuality, standards, & self-monitors.
Paid Work: Not an employment program; however, when work is available, it will be in the community

STATE OF CALIFORNIA — HEALTH AND HUMAN SERVICES AGENCY

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING DIVISION

PERSONAL RIGHTS

ADULT COMMUNITY CARE FACILITIES

EXPLANATION: The California Code of Regulations, Title 22 requires that any person admitted to a facility must be advised of his/her personal rights. Facilities are also required to post these rights in areas accessible to the public. Consequently, this form is designed to meet both the needs of persons admitted to facilities and the facility owners who are required to post these rights.

This form describes the personal rights to be afforded each person admitted to an adult community care facility. The form also provides the complaint procedures for the client and representative/conservator. The facility staff or client representative must communicate these rights in a manner appropriate for client’s ability.

This form is to be reviewed, completed and signed by each client and/or each representative/conservator upon admission to the facility. The client and/or representative/conservator also has the right to receive a completed copy of the originally signed form. The original signed copy shall be retained in the client’s file which is maintained by the facility.

TO: CLIENT OR AUTHORIZED REPRESENTATIVE:

Upon satisfactory and full disclosure of the personal rights as explained, complete the following acknowledgment:

ACKNOWLEDGMENT: At the time of admission I have been personally advised of, and have received a copy of the personal rights contained in the California Code of Regulations, Title 22.

(PRINT THE NAME OF THE FACILITY)

(PRINT THE ADDRESS OF THE FACILITY)

(PRINT THE NAME OF THE CLIENT)

(DATE)

(SIGNATURE OF THE CLIENT)

(DATE)

(SIGNATURE OF THE REPRESENTATIVE/CONSERVATOR)

(DATE)

(TITLE OF THE REPRESENTATIVE/CONSERVATOR)

(DATE)

THE CLIENT AND/OR THE REPRESENTATIVE/CONSERVATOR HAS THE RIGHT TO BE INFORMED OF THE APPROPRIATE LICENSING AGENCY TO CONTACT REGARDING COMPLAINTS. THIS AGENCY IS:

NAME

ADDRESS

CITY

ZIP CODE

AREA CODE/TELEPHONE NUMBER
()

LIC 613 (12/02) (Confidential)

Entrance Criteria Continued:

Life Skills, Employment, Access, & Partnerships (LEAP Program) continued:

Integration: Community-based. Co-workers with and without disabilities.

Service activities: Assessment, volunteer placement, pre-employment and functional life skills training, job club, job exploration and training, paid work in the community when available.

Transportation: Able to walk, take public or private transportation. Has Alameda County Regional Transit Card. Willing to learn independent travel.

Other: Please see LEAP Program Entrance & Continuation Criteria for full explanation of entrance and continuation requirements.

Rights of Individuals with Developmental Disabilities

Derechos de Personas Incapacitadas

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

You have the right to wear your own clothes. You should be able to pick the clothes you wear.

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

You have the right to keep your own things in a private place that you can get into when you want.

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

You have the right to see your friends, family, girlfriends or boyfriends every day.

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

You have the right to use the telephone privately to make or get calls.

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

You have the right to have paper, stamps and envelopes for writing letters. You have the right to mail and get letters that are not opened.

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

You have the right to say "NO" to electric shock therapy.

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

You have the right to say "NO" to anybody trying to change the way you act by hurting you, scaring you or upsetting you.

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

You have the right to say "NO" to brain surgery that people want to do because of the way you act.

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

You have the right to choose how you want to spend your free time and who you spend it with.

Tienes el derecho de escojer como pasar tu tiempo libre y con quien.

You have the right to services that help you live, work and play in the most normal way possible.

Tienes el derecho de recibir servicios que te ayuden a mejorar tu vida, a trabajar y jugar de la manera más normal posible.

You have the right to keep and spend your own money on the things that you want and to keep and use your own things.

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

You have the right to be treated well and with respect.

Tienes el derecho de un trato justo y respetuoso.

You have the right to spend time alone or alone with a friend.

Tienes el derecho de estar solo o con un amigo.

You have the right to go to school.

Tienes el derecho de asistir a la escuela.

You have the right to see a doctor as soon as you need to.

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

You have the right to be involved in a religion if you want to be.

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

You have the right to meet people and take part in your community activities.

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

You have the right to exercise and have fun.

Tienes el derecho de disfrutar y hacer ejercicio.

You have the right to say "NO" to things that will put you in danger.

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

You have the right to make choices about where you live, who you live with, the way you spend your time and who you spend your time with.

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

You have the right to say "NO" to drugs, being tied or held down, or being forced to be alone unless it is necessary to protect you or someone else.

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

You may have other rights as provided by law or regulation.

Tu pudieras tener otros derechos que la ley o las regulaciones proveen.

The Department of Developmental Services would like to acknowledge the following: Capitol People First, Short Center North/DDSO Inc., Mayer-Johnson Co. No portion of this poster can be reproduced without prior permission from the Department of Developmental Services. For more information, call (916)654-1888

www.dds.ca.gov

Civil Rights And Advocacy Assistance



In compliance with Title IX of the Civil Rights Act of 1964, it is the policy of The Arc of the East Bay to ensure that no person shall be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination in the provision of services on the grounds of race, color, religion, national origin, age, gender, sexual orientation or disabling condition.

What is Advocacy?

Support—giving aid to cause; active verbal support for a cause or a person

Encouragement—providing support that inspires confidence.

If you or your conservator/ward is dissatisfied with the decision reached by RCEB, you then have the right to appeal such decisions. The following is a list of agencies and advocates who may be able to assist you if you feel you have been denied your civil rights.

| | |
|--|--|
| Clients Right Advocate (CRA) Regional Center of the East Bay (RCEB) 500 Davis Street, Suite 100 San Leandro, CA 94577 (510) 618-6100 | Youth Law Center 200 Pine Street, Suite 200 San Francisco, California 94104 (415) 543-3379 |
| Area Board V 1515 Clay Street Suite 300 Oakland, California 94612 (510) 286-0439 | Community Care Licensing Adult Division Department of Developmental Services 1515 Clay Street, Suite 310 Oakland, CA 94612 (510) 286-4201 |
| Protection and Advocacy, Inc. (PAI) 100 Howe Avenue, Suite 255N Sacramento, California 95825 (916) 488-9950 | Disability Rights Education and Defense Fund (DREDF) 3075 Adeline St. #210 Berkeley, California 94710 (510) 644-2555 |
| PSA-9-Alameda County Ombudsman, Inc. 7901 Oakport Street, Suite 3200 Oakland CA 94621 (510) 638-6878 | Adult Protective Services 6955 Foothill Blvd. Suite 300 Oakland CA 94605 (510) 577-1900 |

Area Board is a regional, state-funded organization which monitors activities affecting the legal, civil, and service rights of individuals with developmental disabilities.

Checklist For SCOPE/AVP/LEAP Clients To Participate In An In-House And/Or Offsite Job

- ✓ Monthly Attendance 90%+
- ✓ Adherence to all health & safety rules
- ✓ Adherence to all program rules
- ✓ Adherence to client code of conduct
- ✓ Adherence to client orientation
- ✓ Participates to highest levels in ISP Meetings
- ✓ Does not cause inappropriate or disruptive behaviors
- ✓ Has motivation and interest must enjoy work, follow safety rules, participate in other services as needed
- ✓ Meets physical requirements, strength, stamina, coordination of job and deal with reasonable accommodations
- ✓ No threats to self or others
- ✓ Willing to improve grooming/hygiene for work
- ✓ Arrives clean and presentable
- ✓ Arrives timely
- ✓ Independent for personal care and activities of daily living
- ✓ Can perform sequence of tasks with good quality
- ✓ Follows instructions and directives
- ✓ Can attend program 5 days per week, six hours per day
- ✓ Can pass the required physical and essential job description

Checklist For SCOPE/AVP/LEAP Clients To Obtain CES Job

GROUP

- ✓ Can work with 1:3-4 with supervisor
- ✓ Fosters independence and adaptive behaviors
- ✓ Assists with changes in work schedule
- ✓ Attends required meetings
- ✓ Strives to meet employer’s standards
- ✓ Makes necessary changes
- ✓ Partially realistic view of work
- ✓ Meets physical requirements (strength, stamina, coordination of job-some reasonable accommodations
- ✓ Meets employee requirements for socialization, communication, grooming hygiene, and health & safety rules and requirements
- ✓ Able to interact positively
- ✓ Behaviors don’t interfere with work
- ✓ Meets minimum 90%+ regular attendance and punctuality required based on
- ✓ Employers’ requirements 5-8 hours per day depends on schedule and work load

Checklist For SCOPE/AVP/LEAP Clients To Get CES Job Continued:**GROUP (Continued)**

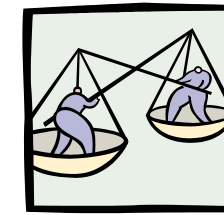
- ✓ Arrives clean and presentable
- ✓ Arrives timely
- ✓ Independent for personal care and activities of daily living
- ✓ Can perform sequence of tasks with good quality
- ✓ Follows instructions and directives

INDIVIDUAL PLACEMENT

- ✓ Staffing is 1:1 with Job Coordinator intensives-may decline to natural support or end in competitive employment
- ✓ Fosters independence and adaptive behaviors
- ✓ Assists with changes in work schedule
- ✓ Attends meetings
- ✓ Strives to meet employers standards or makes necessary changes
- ✓ Realistic view of work
- ✓ Meets physical requirements (strength, stamina, coordination) of job – some reasonable accommodations may be available
- ✓ Meets employer's requirements
- ✓ Able to interact positively
- ✓ Behaviors don't interfere with work
- ✓ Independent for all personal care
- ✓ Meets job requirements with good quality and pace
- ✓ Sequence steps with minimal prompts
- ✓ Retains instructions
- ✓ Follows supervisor's directions
- ✓ Meets employer's attendance and punctuality standards

Affirmative Action

The Arc of the East Bay prohibits discrimination in employment, education programs, access, and activities on the bases of culture, spiritual beliefs, language, race, national origin, color, creed, religion, sex, age, disability, veteran status, parental status, genetic information, political belief, sexual orientation, gender identity, or associational preference. The Arc of the Est Bay also affirms its commitment to providing equal opportunities and equal access to it's facilities. Hiring practices include non discrimination in the areas of employment, compensation assignment of work, promotion, are reviewed annual and updated as needed.

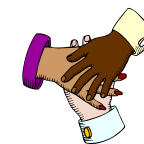
**Advocacy And Integration**

It is our belief that decisions about where people work and the type of work they pursue should be based on personal values and preferences. Our services will focus on the needs and wants of individuals.

The focus of The Arc of the East Bay is to actively encourage and support the development of opportunities that provide the maximum integration of individuals who have intellectual and developmental disabilities into integrated community settings for employment, housing, education, recreation, and other experiences that enhance life. The Arc of the East Bay is committed to advocating for those we provide services to, and to assisting and supporting full participation in community life.

The Arc of the East Bay supports positive behavior interventions that are designed and applied in a humane, courteous, dignified, respectful and caring manner based on each person's competencies. No corporal punishment/violation of personal rights is tolerated. The Arc prohibits the use of any restrictive restraints for any inappropriate behaviors. Positive Behavioral Supports and Approaches is an approach to assessment, planning and intervention for people who exhibit challenging behaviors.

The Arc of the East Bay will ensure that informed consent is obtained prior to any restrictions and that rights are reinstated as soon as possible.



Your Rights According To The Lanterman Act

- 1. To be allowed/provided dignity in personal relationships with staff and other persons.
- 2. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment.
- 3. Not to be subjected to corporal or unusual punishment, humiliation, mental abuse, withholding of monetary allowances or punitive interference connected with the daily functions of living, such as eating or sleeping.
- 4. To be informed by the licensee of the provision of law regarding complaints and of procedures of registering complaints confidentially, including, but not limited to, the address and telephone number of the complaint receiving unit of the Department of Social Services, Community Care Licensing.
- 5. To leave or depart the facility at any time, except for others from whom legal authority has been established. **It is vital and very important you inform your Director, Habilitation Coordinator, Supervisor, Manager, Coordinator or Instructor before leaving so they can mark you absent and know you’ve left the building and are not missing!**

Each program site has a posted Rights of Individuals Who Have Intellectual and Developmental Disabilities sign from the California State Department of Development Services. Your rights also include the following:

- ◆ You have the right to take a leadership role in planning your future.
- ◆ You have the right to say 'NO' to something that you do not want for yourself.
- ◆ You have the right to make your own decisions.
- ◆ You have the right to receive the support and assistance needed so that you can make informed choices.
- ◆ You have the right to succeed and to make mistakes.
- ◆ You have the right to receive information in your own language.
- ◆ You have the right to give input regarding your level of satisfaction with your program.
- ◆ You have the right to positive interventions before restrictive measures are used.
- ◆ You have the right to invite people that you choose to your meetings.
- ◆ You have the right to advocacy services if you need them.
- ◆ You have the right to have access to a least restrictive environment as determined by you and your needs.

Note: You may apply to be a member of The Arc of the East Bay’s Board of Directors. Let your Director, Manager, Case Responsible Person, Supervisor, Job Coordinator or Instructor know that you are interested. The Board Nominating Committee will interview you. Participation involves evening meetings once every two months and service on a committee.

Policies on the Rights of Clients

What Is A Policy?

A policy is a rule that all staff and clients must follow when they work at The Arc of the East Bay. All these policies are in a book titled “The Arc Policy and Procedures Manual”. You can ask anyone at the program and they can show you that book. The following are policies or rules on how staff and anyone who works with you should treat you and your families.

Confidentiality—What Is For Your Eyes And Ears Only.

Confidentiality is about:

- Things that are written in your file.
- Things that you tell The Arc staff.
- Things that are said in meetings.
- Things you do when at The Arc.

Privacy—You Have The Right To Keep Information About You And Any Services That You Receive To Yourself.

Privacy is about:

- Getting phone calls without anyone listening to your conversations.
- Getting your permission to look in your work locker or backpack.
- Spending your money without asking if it’s okay.
- Keeping your own things, such as: in your locker or backpack that you can get into when you want.

Policies on the Rights of Clients Continued:

**As An Individual Receiving Services,
You Shall Have Freedom From:**

Abuse

While you are receiving services from us, you will be safe from any physical, verbal, emotional/mental or financial abuse. No one can hit you, yell at you, and make you feel bad or borrow or take money from you. If any of these things happen to you, tell your staff person immediately.

Financial or Other Exploitation

The money you make or bring from home is for you to spend. No one can tell you to give them money or tell you how to spend your money. No one can make you do something you know is wrong or makes you feel bad. You have the right to say “no” to anything that makes you feel bad, sad, or puts you in danger.

Conflict of Interest

A conflict of interest with your program or service is when your Instructor, or other staff, can benefit gaining money or making decisions on your behalf. Arc staff are required to inform you when they may have a conflict of interest in regard to your program or services. Arc staff may be expected to excuse themselves from your meeting when topics are discussed that may be at cross purposes for you. You always have the right to inform your staff to excuse themselves from your meeting when you believe there is a conflict or at any time.

Role of Representative

The role of the Arc staff is to advocate for and represent your needs and services. Additionally, Arc staff are to be honest and transparent, looking out for the best interest of the person served as determined by the person served, including when other providers can meet the person’s needs and desires. (See conflict of interest above)

Retaliation

If you see something wrong and you tell a staff person, you will not get in trouble for speaking out. No one can “get back at you” for speaking the truth or showing a staff that something is wrong.

Important Legislation

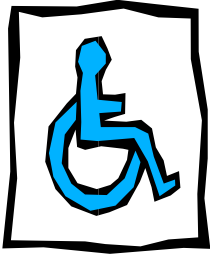
Rehabilitation Act 504

Landmark legislation that mandated priority services to persons with severe disabilities and required individualized written rehabilitation plans. It is commonly referred to as the Rehabilitation Act of 1973. Through section 503 of the Act, government contractors were required to develop affirmative action plans and further recruit and employ persons with disabilities. Section 504 prohibited discrimination because of one's disability. In 1986, amendments to the Act defined Supported Employment as a service delivery option funded through vocational rehabilitation.



Americans with Disabilities Act (ADA)

The Americans with Disabilities Act of 1990 (ADA) makes it unlawful to discriminate in employment against a qualified individual with a disability. The ADA also outlaws discrimination against individuals with disabilities in state and local government services, public accommodations, transportation and telecommunications.



If you have a disability and are qualified to do a job, the ADA protects you from job discrimination based on your disability. Under the ADA, you have a disability if you have a physical or mental impairment that substantially limits a major life activity. The ADA also protects you if you have a history of such a disability, or if an employer believes that you have such a disability, even if you don't.

If you have a disability, you must also be qualified to perform the essential function or duties of the job, with or without reasonable accommodations, in order to be protected from job discrimination by the ADA. This means two things: First, you must have the essential qualifications--such as education, employment experience, skills, or licenses, to perform the functions or duties of a job. Second, you must be able to perform the essential functions of the job with or without accommodation.

Essential functions are the fundamental job duties that you must be able to perform on your own or with the help of a reasonable accommodation. An employer cannot refuse to hire you because your disability prevents you from performing duties that are not essential to the job.

The Arc of the East Bay Appeals/Complaint Form

FROM

Your Full Name_____
Your Address_____
Your Phone Numbers (home, cell) _____

TO

The Arc of the East Bay
Attention: Program Director, Program Manager or Center Coordinator:
Address of the program where the person receives services

A copy of this appeals/complaint should also be sent to the attention of the President/CEO at 1101 Walpert St., Hayward, CA 94541

The name of the individual receiving services _____
This letter is to appeal/complain about services that were received on _____(date)
at _____(name of program/city/location).

Specifically, this is the appeal/complaint (please circle one):

(use other side of paper if needed)

By signing and dating this document, I acknowledge that I will receive a written response to this with-
in three working days of receipt of the complaint form.

Signature Date

Print Name Relationship to Client

Issued: 9.95 Revised: 3.1.98 Revised 3.4.08

Policies on the Rights of Clients Continued:

Humiliation

You have the right to be treated well and with respect. No one should make you feel bad on purpose. No one can make fun or tease you about choices you make. No one can make fun or tease you about your disability, your race, your sexual orientation, your spiritual beliefs, the way you talk, or the things you like to do.

Neglect

You have the right to have a safe, healthful and comfortable place to live, work, and/or attend program. You have the right to be treated with humane, courteous, dignified and respectful care. You have the right to be listened to and have the help of others to get what you need. If you feel people are not listening to you or ignoring your needs, tell a staff person.

The Arc of the East Bay’s Role in
Mandated Reporting

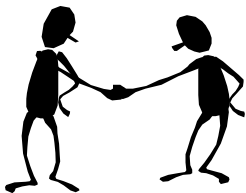
The Arc of the East Bay has a custodial responsibility to the clients in its programs which is both moral and legal. As Care Custodians of dependent adults staff are required by law to report known or suspected cases of physical, mental, verbal and fiduciary abuse in a prescribed manner. To ensure compliance with the State of California Community Care Licensing—Child and Dependent Adult sections, Regional Center of the East Bay Special Incident Reporting, and Elder Abuse Reporting laws, every occurrence of suspected or known abuse will be reported.

Prior to employment, and, as a prerequisite to employment, at The Arc of the East Bay employees will sign a statement to the effect that her/she has knowledge of the reporting requirements. This statement will be retained in the employee’s personnel file.

Prior to working with clients directly in their programs, all volunteers, interns and employees will be provided orientation, which will cover but not be limited to Mandated Reporting, adult dependent/senior adults, and partake in an interactive video on scenarios of alleged abuse. Employees will complete an annual training for Mandated Reporter thereafter.

Rules and Regulations

Starting Your Program



When you start your new Arc facility program, you will be shown around and will meet other program participants and staff. When you start your new job out in the community, you will be shown around and will meet other co-workers. A staff person will explain what your responsibilities will be before you start your training and/or work. You will also be given a Health & Safety orientation. If you have any questions and need more information, please ask us.

Personal Information

We need your help to keep your records up-to-date. If you move, change your name, telephone number, or change your medication, report the new information immediately to your program coordinator or director. The staff will be requesting current information and completion of forms from time to time. Please complete, sign, and return all forms that you receive as quickly as possible. Any information about you is considered confidential. **YOU HAVE THE RIGHT TO REVIEW YOUR FILE UPON REQUEST.**

Individual Planning And Evaluations

You have the right to participate in a least restrictive environment, if you choose, as determined by you and your needs. In addition, you may determine how you would like to include support from others called natural supports with your Circle of Support team.

We will work with your Support Team to develop an Individual Service Plan (ISP), from the day you start your program. After the first three to four months of enrollment, your performance will be evaluated. You will be asked to participate to the best of your ability to set your individual goals, but staff will be there to help out. Afterwards, regular evaluation meetings will occur every six months. A Support Team meeting will also be called, if necessary, for problem solving. Family members, care providers, case managers, and anyone else you want may attend your meetings. At all times, you are encouraged to fully participate in meetings and share your true feelings, whether positive or negative. Our aim is to plan our services based on your choices and needs. Your input will help us serve you better.

Client Code Of Conduct

All participants are expected to adhere to the “Client Code of Conduct”. The Code must be reviewed and signed on date of entry into program and annually thereafter. Signatures are acknowledged on the annual sign off form, which includes the Client Code of Conduct, Informed Consent, and Titles 17, 22, and Charter of Rights. (See a copy of the full code following the Rules and Regulations Section).

Grievances, Complaints, Appeals Continued

Your Complaint Should Include:

1. What the problem is.
2. Who is involved?
3. When did it happen?
4. Where did it happen?
5. What you want done about it .

Be sure to date your written complaint. Action will be taken within ten (10) working days. If you wish, you may request that the response to your grievance be in writing. “Actions” can consist of, written notice of your complaint, investigation of the complaint, and written decisions, such as: return to program or entrance to program, conditional return, temporary leave of absence, suspension, termination, etc.

Appeals Process

Any decision regarding your continuation, suspension, non-admission, or termination from The Arc of the East Bay can be appealed. Your first level of appeal should be to the first person listed under Program Descriptions, “Levels of Contact For This Program Are”. If you disagree with their decision, you can appeal to the President/CEO in writing within thirty (30) days. The address is 1101 Walpert Street, Hayward, California 94541. The phone number is (510) 394-9880.

There will be no retaliation or retribution action against you, which means—no staff will get angry or take action against you or say anything bad about you concerning your appeals process. It also means the action will not result in barriers to your services as this is part of your appeals process.

If you still disagree, the President/CEO will give you the name of the Chairperson of the Board of Directors and advise you how to arrange to be placed on the agenda to further appeal the decision. If the Board of Directors upholds the decision of The Arc of the East Bay and the President/CEO, there are still additional options available to you to continue your appeal. The Arc of the East Bay Board of Directors can inform you of these options. Management will conduct a formal annual review of complaints to determine any emerging trends or areas for performance improvement and activities/actions to be taken to minimize further complaints and issues. (see copy of Appeals/Complaint Form following)

Grievances, Complaints, And Appeals

What Is A GRIEVANCE?

A grievance is like a complaint. If you think that at any time you are not being treated fairly or with respect, you have the right to say something about it. The grievance could be about a report that was written about you and your work performance. It could be about a discipline that you got from your supervisor. It could be about wanting a change in your program and not getting it. We always want you to feel comfortable talking with your Center Responsible Person, work supervisor, or instructor. But sometimes you may not be happy with what they are saying and you want to talk with someone besides them. **That is your right!** However there are steps that you have to go through, so that your concerns are heard by the right people.



Steps to follow for your grievance:

1. Write down your grievance. If you are not comfortable with writing, ask a person that you trust to help you. It could be someone from your home, your parent, another Arc staff person, or your RCEB case manager.
2. As clearly as you can, write what happened; who is involved; the date it happened; where it happened; and what you want done.
3. See list of important names and numbers to determine whom to contact
4. You should hear back from each person within 3 business days. If you don't or you are not okay with their response, send it to the next person on the list. If no one's response is okay with you, your last person to write to is the President/CEO. He/she has 10 business days to respond.
5. You will receive a final answer no more than 10 business days from your original grievance.
6. We will make every effort to resolve the grievance.
7. If you are still not satisfied, you can look to the Client Advocates' Office, or the Area Boards. Their numbers are in your client handbook under Civil Rights and Advocacy Assistance. Or you can ask a staff person to help you find the names and numbers.

If You Do Not Understand Any Of The Steps, Or What To Do, Ask Any Arc Staff And They Will Help You.

THIS PROCESS IS YOUR RIGHT. AT NO TIME CAN ANYONE STOP YOU FROM DOING THIS OR CAUSE YOU ANY PROBLEMS FOR WANTING TO SPEAK UP. NO ONE IS ALLOWED TO BOTHER YOU BECAUSE YOU HAVE A GRIEVANCE.

YOU WILL NOT GET IN TROUBLE.

Rules and Regulations Continued:

Safety In Program And Out In The Community

The Arc of the East Bay is dedicated to providing a healthy and safe work environment to all clients, employees, visitors, and volunteers.

Smoking

The Arc of the East Bay is a smoke-free environment. NO SMOKING is allowed in any of our buildings. Please obey the rules and smoke only in designated areas.



Drug-Free/Weapon-Free Workplace

The Arc of the East Bay is a drug-free environment. Anyone under the influence, possessing, using, selling alcohol, or any illegal, over-the-counter or non-prescribed drug is not allowed on the premises. The Arc of the East Bay is a harmful weapon free environment . Any violation of either of these is subject to termination.

Safety Checklist



A safety checklist and orientation will be given to you on your first day in the program. Your Case Responsible Person, Supervisor, Job Coordinator, or Instructor must go over it with you before you start. You have the right to ask questions regarding your safety, or the safety of others.

Lifting

It is important to protect your back! Your Case Responsible Person, Supervisor, Job Coordinator, or Instructor will train you on proper lifting.



Housekeeping And Safety

Equipment and materials must be stored away properly at the end of the program day. Burnable materials and trash must be properly stored or put/place in the trash bin. Everyone is responsible for keeping their program environment clean and hazard free.

Emergency Preparedness and Safety Drills

The Arc of the East Bay has safety drills throughout the year. No one will tell you when the drills will happen. When a safety drill is conducted, you are to follow the rules and do what staff tells you to do. Please remember to take each drill seriously. **KNOW WHERE YOU ARE & WHICH SAFEST EXIT IS CLOSEST TO YOU.**

Reasonable Accommodations Procedures For Clients

The Arc of the East Bay will consider all requests for reasonable accommodations. When reasonable accommodation cannot be made, The Arc will assist the client in finding resources that are accessible. If you need special accommodations you must fill out a request form and submit it to the appropriate person. (See a copy of the request forms at the end of the Rules and Regulations Section). rules for your program site.

Rules and Regulations Continued:

Dress Code And Hygiene

Program participants are expected to come to program clean and neat and/or similar to the expectations of the environment they are in.

Program participants who come to program inappropriately dressed may be sent home to change or if they have a change of clothes with them will be asked to change.

Individuals working at programs where paid work/volunteer services are offered, may be required to wear hairnets, gloves or other forms of personal protective equipment (examples are lab coats, face masks, hearing protection, safety glasses, etc.), depending on the work or volunteer job. Individuals working in the community need to follow dress code and hygiene requirements established by their employer

No Client Shall Wear

- ⇒ “See-Through” clothing, including tops that expose the mid-section
- ⇒ Visible derogatory statements whether in clothing, apparel or tattoos



Health Requirements

You will be requested to have a physical and TB clearance examination prior admission and **annually** for all Community Care Licensed programs thereafter. We encourage you to have a Tetanus shot for safety reasons. It is important that you continue to have yearly medical check-ups. You are required to send us **annually**, copies of your physical examinations. Please make sure your medication and Immunization records are also up to date. Emergency and medical examination forms are available at your program, which also includes the medical consent release. All medical, dental and related appointments should be made either before or after program on your program day so it won’t affect your attendance.

Medications

When your doctor changes your medication in any way (which means the doctor starts you on a new medicine, changes the medicine, or increases or decreases the medicine that you’re taking), this needs to be reported to your Case Responsible Person, Supervisor, Job Coordinator, or Instructor.



Gifts To Staff Or Other Clients

It is against Arc policy for clients or their families to give a gift to any staff member or for any staff member to accept a gift from any client. (Gifts defined—A *gift* is an item given to someone without the expectation of payment or anything in return - this includes all monetary and non-monetary items).

Bringing Personal Items to Program

Clients are discouraged from bringing valuable personal items from home to their program or job site. The Arc is not responsible for any loss, theft, or damage to personal items. All items, including such things as your backpack, lunch, etc., must fit into your locker or cubby. If you cannot close your locker, this is a health & safety issue. Your phones should be in your locker but available to you for breaks and lunch. Bluetooth and other similar appliances also apply to this rule.

Informed Consent

What “Informed Consent” Means:

Any time anyone asks you to make a decision about your daily life, program activities, where you want to live, who you want to live with, how you will spend your money or anything similar to those questions, you have the right to get all the information you need to make your decision. You should always get as much information as you can, from different people, so you have the facts before you agree to something or sign something or make a decision. You should be told if there are any risks or special concerns you need to think about before making an informed decision. That’s the “informed” part.

No one can make a decision for you without your okay. No one can sign you name to something without your okay*. That’s the “consent” part.

The Arc of the East Bay is committed to help you make informed decisions with your consent. If you want us to help you, we will:

1. Make sure you completely understand the decision you have to make.
2. Give you as many healthy choices that can help you.
3. Give you examples of what might happen if you make one choice over another.
4. Help you get information from other places.
5. Support you in the choices you make, as long as it will not hurt you or others.
6. To the best of our ability, make sure the choice you make happens the way you want it.

If at any time you feel that you are not being told everything that you need to know or you feel that you are being made to do something that you do not want to do, you should tell your staff person or the program manager right away and let your RCEB case manager know.

If you do not understand any of the steps, or what to do, ask any Arc staff and they will help you.

*The exception would be if you are conserved, however, The Arc will ask to retain a copy of your legal conservatorship papers to ensure we follow the law as most persons with intellectual and developmental disabilities have a limited-conservatorship arrangement.

Program Benefits continued

Individual Placements/Direct Hire Groups

You will be paid an hourly wage set and determined by your employer. Depending upon your employer, raises may occur based on the policy of the company and the level of performance. Your employer may have pay schedules to show the different pay levels that can be reached during employment. Your employer determines paydays.

Your employer will determine your benefits. Every employer’s benefit package is different. You will either be given a benefit package or told verbally about the benefits/ union membership available at that particular job.

If you are receiving SSI benefits, the Social Security Office requires a monthly report of your earnings. Every month you should mail a copy of your pay stub to your local Social Security Office.

Individual Placement clients will follow their employer’s handbook and follow all the employer’s policies, procedures and Health and Safety Guidelines.

Social Security Information

SSI means Supplemental Security Income. It is a cash benefit program for persons of any age with disabilities. SSDI means Social Security Disability Insurance and is a cash benefit program for persons, under age 65, who become disabled or has a disabled adult child of an insured person. It is an insurance taken out by employers. You need to contact your local Social Security Office to see if you are eligible for these benefits.

For those individuals who are receiving SSI or SSDI benefits: When you begin a new job, it is necessary to report your earnings to the Social Security Office. It will be determined who will be responsible for reporting your earnings. You must tell us if you want The Arc of the East Bay to report your earnings. Even if The Arc of the East Bay reports your earnings, you and/or your representative payee are ultimately responsible. The Arc reports only upon your request and as a courtesy.

Disability Benefits Information:

- ◆ Help with Social Security and in handling financial transactions. Regional Center of the East Bay (RCEB) clients can contact RCEB Client Trust staff: <https://www.rceb.org/clients/client-trust>
- ◆ Disability Benefits 101-California: <https://ca.db101.org>
- ◆ Social Security Online-The Red Book. A general reference guide about employment-related provisions of the Social Security Disability Insurance and the Supplemental Security Income Programs <https://www.ssa.gov/redbook>

Rules and Regulations Continued:

Bringing Personal Items to Program (continued)

your locker but available to you for breaks and lunch. Bluetooth and other similar devices also apply to this rule. Clients are responsible for supplying their own locks (key or combination). The Arc of the East Bay staff will not retain a key or ask for the combination. If keys are lost or combinations are forgotten The Arc will cut the lock and a new lock will need to be obtained by the client.

Attendance and Absences

Regular attendance at program is very important. You are expected to be at program on time every day. If for an appropriate reason, such as illness or family emergency, you must be absent or late, you must call your Case Responsible Person, Center Coordinator, Supervisor, Job Coordinator, or Instructor before program starts. Please note The Arc does not pay clients for any time off from program. You are expected to maintain a monthly 90%+ attendance rating. The Arc does not get paid when you do not attend, and if attendance is below 90% we may meet to discuss support needed to improve attendance. If you plan to be absent more than 10 program days, you may need to take a Leave of Absence. Your Program/Service Director will help you arrange a Leave of Absence. If you plan to be absent even longer (usually about 6 weeks), you need to take a Long Leave of Absence. Leaves of Absence that extend beyond our Policy on Absenteeism are subject to replacement with clients waiting for services. Clients coming from Long Leaves of Absence, if no available openings, will be placed at the top of the waiting list for their program service.

SCOPE/LEAP/AVP/Group Placements

Leave or absence for medical or other necessary reasons may be granted if it is requested in writing and in advance of the time you will be gone. Please see your Program Director, Case Responsible Person, Supervisor, Job Coordinator, or Instructor, to request a leave of absence.

Individual Placements/Direct Hire Group Placements

To request a leave from your job, contact your employer. However, if you need assistance with the request, please see your Job Coordinator or Supervisor before approaching your employer. Company policies vary for leave requests.

Performance Requirements

Correct behavior at program or work means:

- Attend every day that you are scheduled to attend
- Arrive on time
- Cooperate with your Case Responsible Person, Program/Campus Director, Supervisor, Job Coordinator or Instructor
- Respect the rights of others

You are also expected to help yourself by participating in your program plan and working to meet your goals. A staff person will go over specific rules for your program site.

The Arc of the East Bay
Client Code Of Conduct

I Will:

- ◆ Be responsible for my behavior.
- ◆ Act in ways that bring respect to me and other participants within the program.
- ◆ Not use bad/foul language, swear, insult or fight with other people. I will refrain from any form of personal abuse towards others, including verbal, physical, sexual, financial, and mental/emotional abuse.
- ◆ Not engage in any inappropriate contact or relationship with any other participant in the organization's programs.
- ◆ Participate actively in the program.
- ◆ Try new activities and learn new skills to the best of my ability.
- ◆ Have the choice to include my friends, brothers, sisters, or other family members in any meeting about me if I choose
- ◆ Have the choice to inform my family or caregivers of my program activities. I will report any abuse or hurtful experiences.
- ◆ Be on time and dressed appropriately for all program activities.
- ◆ Let the organization know if my plans change and I am unable to keep an appointment or participate in an activity.
- ◆ Not expect the staff to buy me gifts, give me money or take me on expensive outings. Nor shall I or any of my family members gift gifts to any staff member. (Gifts defined— A gift is an item given to someone without the expectation of payment or anything in return - this includes all monetary and non-monetary items).
- ◆ Ask any staff or other participants if I may call him or her. If he/she agrees, I will be reasonable and responsible about the time of day and how often I call.
- ◆ Keep contact with the organization' staff by responding to phone calls, letters and other means of communicating promptly.
- ◆ If a problem develops, I will immediately talk to my family or caregiver and/or a representative from the organization about any problem which develops.
- ◆ If a problem develops within my family or other circumstances occur that affects my participation in the program, I will contact the organization.
- ◆ I agree to follow all established rules and guidelines of the organization.
- ◆ I have read and agree to abide by The Arc of the East Bay's Code of Conduct. I understand that if I violate this Code of Conduct I will subject to a range of consequences, up to and including termination from the agency.

Client's Signature

Date

Legal Conservator/Guardian (if client is conserved)

Date

Program Benefits

Pay And Benefits



The Arc of the East Bay complies with all applicable federal and state laws and Department of Labor regulations concerning rights in pay. Specifics vary depending on where you work and what type of work you perform.

Individuals employed by The Arc of the East Bay will be paid twice a month. Pay periods end on the 15th and the last working day of each month. Paydays occur on the 6th and 21st of each month unless that date is on a weekend or holiday, in which case, the payday would be the day before or Friday.

Individuals employed by The Arc of the East Bay are encouraged to have a bank account and receive checks by direct deposit.

Worker's Compensation Insurance covers individuals of The Arc of the East Bay who receive pay for work performed. This is medical insurance for any client who gets hurt on the job.

LEAP and AVP Programs

There are work opportunities offered by both the LEAP and AVP programs. If you choose to participate in any paid work you will receive the applicable state or city minimum wage.

We will notify Social Security Office if you sign the document requesting us to report your income.

Group Placements

You will be paid minimum wage.