

CONSUMER HANDBOOK



R.O.O.C., Inc.

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MISSION

The mission of R.O.O.C., Inc. is to ensure all individuals with disabilities receive comprehensive, efficient, and integrated community employment choices and services that maximize independence. We strongly promote meaningful goals that provide the same opportunities and choices as all persons in the community.

PURPOSE

R.O.O.C., Inc.'s purpose is to:

1. Provide a range of services that will lead to integrated, community-based employment
2. Provide person-centered training that helps each individual to reach their full potential
3. Help people access a variety of non-work opportunities in their community.

ELIGIBILITY CRITERIA

Participants must:

1. Be in need of and desire services from R.O.O.C., Inc.
2. Be at least 16 years of age for work services (No age limit for non-work services)
3. Have a source of funding (including private payment) for services
4. Live within an area that is accessible for transportation OR make individual arrangements for transportation.

R.O.O.C., Inc. does not discriminate against any person based on gender, race, color, national origin, religion, physical stature, marital status, age or disability. If you are not eligible for our services, we will tell you and your funding source right away. We will also assist you in finding a service that meets your individual needs.

Tours and information about our services are available at any time upon request.

Admission into services depends on available space. Usually services are available right away, but sometimes R.O.O.C., Inc. might have a waiting list for services. If so, the Executive Director will evaluate the list and make a decision about who is to be admitted based on need of the individuals and the length of time they have been waiting for service.

If you accepted into services, it is your responsibility to participate in the development of your plan and to give feedback and input into the services we offer. It is also your responsibility to follow the rules, policies and procedures of the organization.

SERVICES AT ROOC, INC.

You may choose a single service or a blend of services to help you achieve your goals. Our services are provided with a person-centered focus and you are encouraged to make your own choices and decisions for the future based on your strengths, wishes and needs.

PERSONAL, SOCIAL, AND COMMUNITY SUPPORT SERVICES (PSC)

PSC services develop skills to help you with basic self care, daily living, community integration and educational development. You may participate in different activities to develop these skills. Community outings and classroom activities are both used to teach skills needed for community integration and independence.

ORGANIZATIONAL EMPLOYMENT SERVICES (OES)

The Organizational Employment Services (OES) program provides you with paid work experiences. These experiences help you develop the skills you need to work in a community setting and give you an opportunity to earn a paycheck while you develop these skills. You may also participate in training that will help with other important parts of getting a job like interviewing, getting along with others, listening and following directions, and keeping or improving educational skills.

EMPLOYEE DEVELOPMENT SERVICES (EDS)

In EDS, we evaluate your current vocational skills and to design an individualized plan to develop or reestablish prevocational, vocational and other related skills. At the end of the evaluation period, a written evaluation document is provided that lists the recommendations for vocational outcomes based on your needs, strengths, skills, and desires.

EMPLOYMENT SKILLS TRAINING SERVICES (EST)

If you want to learn specific skills related to an individual, the EST program can offer you that opportunity. The programs currently offered include: Janitorial, Clerical, Factory Production, and Industrial Sewing. Wages are earned for work completed during training and soft skills are addressed. The program is time limited based on your needs and the requirements of the sponsoring agency.

COMMUNITY EMPLOYMENT SERVICES (CES)

CES provides you the opportunity to choose, obtain, and retain employment in the community with varying degrees of support. We believe that, given the right level of support, every person who receives services at ROOC has the potential to work in the community if they desire. We offer placement assistance, job coaching, follow-up services and any other support that may be needed for an individual to reach his or her maximum potential.

RESPIRE CARE SERVICES

Respite care is provided when families or caregivers need a break or a little time off from the requirements of providing care. Respite care is provided in your home or in community settings and can be for an hour or for a week, based on the needs of the person and the family. You can refer a trusted friend or family member for hire or you can choose from our pool of pre-screened, skilled and trained staff.

WHO DOES WHAT AT ROOC

EXECUTIVE DIRECTOR

The Executive Director supervises the staff, decides what programs are provided and helps with problem solving when needed. The Executive Director also manages the business operations of R.O.O.C., Inc.

PROGRAM MANAGER

Every consumer has a program manager. The program manager will assist you and your team in developing your Individual Service Plan and in changing the plan when needed. S/he will meet with you on a quarterly basis and review your progress toward your plan. S/he will answer any questions you have related to services and will help you solve any problems that come up.

SECRETARY AND RECIPIENT RIGHTS ADVISOR

The secretary takes care of any paperwork involved with your participation. She answers the phone and greets visitors to our program. She also is the Recipient Rights advisor and can help you if you feel your rights are not being respected.

DIRECT SERVICES STAFF

The paraprofessional staff work directly with you every day. Some people work with one or two staff and others may work with more. The paraprofessionals make sure you are working on the things identified in your plan and help you gain the skills you need to reach your goals.

EMPLOYMENT STAFF

The employment staff will help you develop the skills you need to work, either in our building or in the community. When you are ready for employment in the community they may help you find a job and learn the skills needed to be successful.

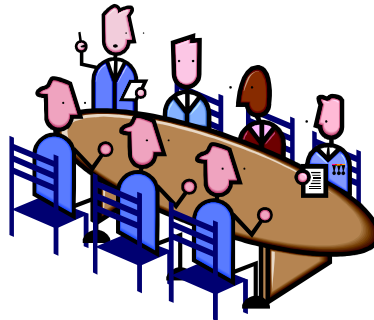
All ROOC staff participate in a wide range of training to meet your needs and keep you safe at ROOC. At a minimum each staff person receives annual training in recipient rights, positive behavioral supports, bloodborne pathogens, CPR, and first aid. Many of the staff are also certified Employment Training Specialists. If you have an idea for training that will help staff better meet your needs you may make suggestions at any time.

ORIENTATION -- YOUR FIRST WEEK AT ROOC

During your first week, you and your program manager will do the following things to help you learn about ROOC:

1. Tour of the program(s) you would like to attend
2. Review of the consumer handbook
3. Review of work rules and safety rules
4. Be introduced to staff and co-workers
5. Review of your individual rights

THE INDIVIDUAL SERVICE PLAN



On your first day at ROOC, Inc. you will be assigned a program manager. During your first thirty days at ROOC your program manager and other staff will work with you to learn about the things you like and do not like. We find out about your strengths, abilities, needs and the outcomes you would like. We also learn more about what you have done in the past, and how your medical, social, psychological and cultural background may affect your needs.

Once all this information has been gathered and evaluated there will be a meeting with you and other people you choose to attend. This may include your family, guardian, friends or others who can help you reach your goals. If you have a funding source like Michigan Rehabilitation Services or Community Mental Health, they will take the lead in developing your Individual Service Plan (ISP).

Everyone at the meeting will review the information, listen to your dreams and desires and work together to help you develop a plan to reach these dreams. We want you to speak up and make sure you are telling us what you want to do at ROOC and how you will do it. Once the plan is developed, you and your program manager will meet at least quarterly to review your progress and to make sure the plan is still meeting your needs. If a plan is no longer working, if it does not help you reach your goals, or if you are unhappy with the plan, it can be changed at any time to better meet your needs.

YOUR RIGHTS

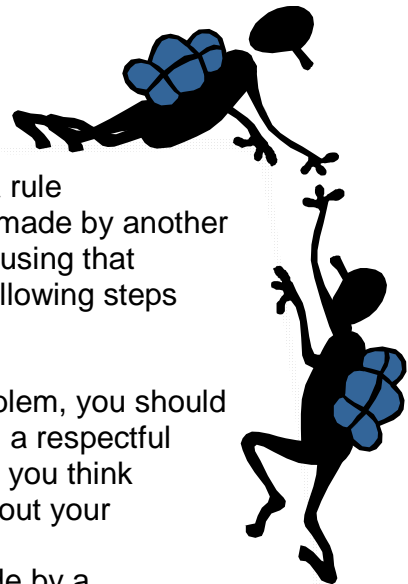
We take your rights very seriously and our staff are trained to know and respect your rights. It is important that you understand your rights as well. If you have not already received information explaining your rights from your Community Mental Health case manager, we will provide you with the booklet. We can also explain the booklet to you so you understand what rights you have. We hope you will ask questions about your services and make suggestions that you feel will help you. Your program manager will review your rights at R.O.O.C., Inc. with you during the orientation process. If you feel your rights have been violated you can talk to several people about your concern. Your direct service staff, your program manager or the Executive Director can help. If you are not comfortable talking to any of these people you can talk to the R.O.O.C., Inc. recipient rights advisor or contact the recipient rights office at Community Mental Health.

PROBLEM SOLVING

There may be a time when you disagree with a decision, a rule or a procedure at R.O.O.C., Inc. If the decision has been made by another agency regarding your services here, we will assist you in using that agency's grievance procedure. If it is a ROOC issue the following steps should be taken to solve your concern:

1. **LEVEL ONE – Talk about it:** When you have a problem, you should talk to the staff person involved with the problem. In a respectful way you should explain why you disagree and what you think should be done instead. You have 5 days to talk about your concern.
 - a. If you disagree with actions or decisions made by a paraprofessional you can ask your program manager to listen as well.
 - b. If you disagree with actions or decisions made by your program manager you can ask the ROOC recipient rights advisor to listen.
 - c. If you disagree with a policy, procedure, or rule at ROOC, you should talk to your program manager.

2. **LEVEL TWO – Write it down:** If you have talked to the person but you still are not happy with the outcome you have 10 days to put your concern in writing if you want to continue the problem solving process. You can ask for help in writing it down if you need to. You should be specific about your concern and what you think should be done. You should sign and date your written notice.



- a. If you disagree with actions or decisions made by a paraprofessional you should give your written concern to your program manager.
- b. If you disagree with actions or decisions made by your program manager you should give your written concern to the ROOC recipient rights advisor.
- c. If you disagree with a policy, procedure or rule at ROOC, you should give your written concern to your program manager.

You will receive a letter from the person telling you your grievance has been received. That person has 10 days to investigate and respond to your concern. S/he will respond to you in writing, but will also meet with you to make sure you understand the response.

2. **LEVEL THREE – Appeal:** If you are still not satisfied with the written response you can give your written notice to the Executive Director within 10 days of receiving the written response listed above. The Executive Director will give you a letter to let you know the grievance has been received. The Executive Director has 10 days to investigate and respond to your concern. S/he will respond to you in writing, but will also meet with you to make sure you understand his/her decision.
3. **LEVEL FOUR – Outside Review:** If you still do not agree with the decision of the Executive Director you may ask for someone else to review your concern. If you receive mental health services you can contact the Grievance and Appeals department at your local Community Mental Health. If you receive services from Michigan Rehabilitation Services you can contact Michigan Protection and Advocacy. ROOC staff will assist you in the process, if needed. If you are not represented by either of these agencies, you and ROOC will work together to locate someone who can objectively review both sides of the concern and make a recommendation.

CONSUMER MEETINGS



Consumer meetings are held monthly with a ROOC staff representative. The purpose of this meeting is to both listen to your feedback and ideas and to educate you about ROOC and what we do. It is an opportunity for you to learn more about leadership and to participate in shaping the services we provide. Any consumer may attend these meetings. If you attend, you are expected to

listen and participate by sharing your ideas, opinions and suggestions. Minutes of the meeting are recorded and submitted to the Executive Director for review.

SAFETY RULES

Providing you with a safe place to work is important to us. To keep you safe, we inspect our building every month, hold regular safety meetings and have outside inspections done at least once a year. We practice emergency drills and have written policies regarding safety. We follow our safety rules. These rules include:



1. If you are hurt at work, even a little, you must tell your supervisor.
2. You must follow all the safety rules and procedures.
3. You must wear closed shoes at all times. No sandals, flip flops or open heeled shoes.
4. If you use chemicals of any kind you must participate in annual Right to Know training.
5. Safety aisles must be kept clear at all times. No boxes, furniture or equipment can be placed in a safety aisle.
6. If you use certain equipment you may be required to wear a specific type of clothing or pull your hair back so it does not get caught in moving parts.
7. In order to use tools and equipment you must be trained and have permission from your supervisor.
8. During emergency evacuations you must immediately leave the building and follow the instructions of the staff. You should not go to your locker or another area of the building for personal items. You must stay in the assigned place until you are told it is okay to leave.
9. Always get help when you are not sure what to do. If you see something you think is not safe please tell your supervisor.
10. You should stay in the building with your assigned staff unless you have permission to leave. If you are in the community you need to stay with the staff person unless you have permission to go by yourself.
11. You may not smoke in the building, in the parking lot or in an agency vehicle. Smoking is allowed in designated areas only.





WORK RULES

R.O.O.C. has workplace rules we all must follow. These rules help us protect your rights and keep our building clean and safe. They also help us provide you with the best possible training and to make sure we are teaching you skills that are appropriate in all settings. These rules include:

1. If you are sick or have an emergency and cannot come to work, please notify your supervisor. You should tell us about planned absences as far in advance as possible. In some programs repeated absences may result in loss of a work assignment.
2. You are expected to be in your assigned location during your scheduled day. You should let your supervisor know if you need to leave the area.
3. You are responsible for helping to keep work areas clean. You will be assigned a locker. All your personal belongings should be kept in your locker during the



day. All food must be removed from your locker at the end of each day. No personal items are to be stored on the floor or on top of the lockers.

4. You can place a lock on your locker, however you must give your program manager an extra key or the combination. We will not use the key to go in your locker, but we will keep it here in case you lose your key or forget your combination. Lockers are the property of ROOC and cannot be painted or changed in any way.
5. Guns, knives and other weapons, illegal drugs or alcohol are not allowed at ROOC. 
6. If you need help taking prescription or over-the-counter medication, you must follow ROOC's medication procedure. This includes making sure we have a current copy of the doctor's orders and a properly labeled container. If you do not need help you must keep your medication in a safe location where other people cannot get it. You cannot share medication (even over-the-counter medication) with other people.
7. You are expected to follow reasonable instructions from your supervisor. If you disagree or feel the request is unreasonable or unsafe you should follow the problem solving procedure.
8. Equipment, supplies, furniture and other items are to be treated with care.
9. Professional interactions with others are expected at all times.
10. Running, throwing items, sitting or climbing on furniture, horseplay and other careless behaviors are not allowed.
11. You should talk about concerns with others directly and in private and professional ways. If unable to solve a problem directly you should discuss it with your supervisor. It is not appropriate to discuss these concerns in front of others or to gossip about other people.
12. You should be honest with other people. You should not say things you know are untrue or lie to other people.
13. Threatening people, swearing, bullying others, physical aggression or interfering with another person's ability to do their job is not allowed. You may be suspended from the program if your behavior puts other people at risk.
14. You need permission from the Executive Director to give out information, sell things or collect money.
15. You need permission to post notices, signs or information on a bulletin board. You also need permission to remove items posted by ROOC.
16. You cannot take any item that does not belong to you. Please keep personal items not needed for work (MP3 players, cell phones, cameras, etc.) at home or in a locked locker. If you did not bring an item to ROOC, you should not have it in your possession.
17. Unless there is a specific reason, please limit the money you bring to ROOC. Please try to bring dollar bills or coins for the vending machines – we do not keep change on hand.
18. Items that have been donated to the organization belong to ROOC.
19. Personal business, including making and receiving telephone calls, should not be taken care of at work unless it is an emergency. 
20. If you are under the influence of alcohol or illegal drugs you cannot



work. If you are taking prescription medication that may affect your work performance or if you have a medical condition that changes your abilities for a short period of time please talk about this with your supervisor. We might need a note from your doctor telling us it is okay for you to work.

21. Unless you have been trained to help or during emergency situations please do not assist other people with meals, in the restroom or by pushing a wheelchair.
22. Appropriate dress and grooming must be maintained. If you work in the community you may need to wear a specific uniform or type of clothing. Short, tight or revealing clothing is not appropriate at ROOC. You also should not wear clothing that advertises alcohol or tobacco products or that is suggestive or contains profanity. ROOC reserves the right to determine what is appropriate for our workplace.
23. We encourage friendships between people while they are at ROOC, but romantic physical contact in the workplace is not appropriate. You should not hug, hold hands, or kiss other people while you are at ROOC. Handshakes are always appropriate.
24. There may be other rules added or discussed with you depending on your individual needs. You should always do your best to follow the rules in your individual plan of service.



If you do not follow the rules at ROOC you will have a meeting with your supervisor. You may also get a verbal warning, a written warning, a suspension or even fired from services. If you work in the community you might lose your job. When there is a problem that needs to be addressed, ROOC will ask your team to meet and to help you develop a plan to solve the problem.

TRANSPORTATION



Most people who come to ROOC ride here on public transportation. The arrangements are set up by your program manager. Usually, the cost of your bus ride is paid for by your funding source. In some cases, other transportation arrangements are made.

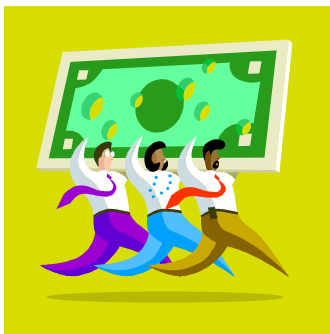
All riders are expected to follow the rules of the transportation agency. When you ride public transportation you must stay in your seat and be quiet – no yelling or arguing with others. If you are not behaving in an appropriate way or if you are sick, the bus driver may decide you cannot ride the bus. In those cases your home may be asked to transport you. You may not eat, drink, or smoke on the bus.

If you are going to be absent it is your responsibility to call the bus in advance and tell them not to pick you up. If ROOC closes for inclement weather, we will make an announcement on WUPS (98.5 FM), WGRY (100.3 FM), WWTW (9 and 10 News) and WPBN (TV 7 and 4).

LUNCHES AND BREAKS

ROOC will provide you with a thirty (30) minute lunch break each day. You should bring your own lunch. Lunch boxes must be kept in storage areas or your locker. Refrigeration is not available. Microwaves are available to heat food if needed. Vending machines for beverages and snacks are available in the cafeteria. Breaks are scheduled if needed depending on your schedule, work site and individual needs.

YOUR PAYCHECK



People who participate in paid work activities are paid for the work they complete. If you work in ROOC's building you may be paid either a piece rate or an hourly rate for the work you do. With a piece rate, the more pieces you complete, the more money you earn. With an hourly rate you are evaluated on your work speed and your quality, and then an hourly rate is calculated based on your performance. ROOC holds a Special Minimum Wage Certificate from the United States Department of Labor that allows us to pay you based on your work speed. You might earn less than minimum wage until your productivity reaches a certain level. For more information about how your wages are determined please see the Production Foreman or your program manager.

You will receive a paycheck every two weeks. Your paycheck will be given to you directly unless other arrangements have been made. Paychecks must be cashed promptly.

BENEFITS YOU RECEIVE

Vacation: You can take vacation at any time without pay. Please tell us as far in advance as possible if you are going to take vacation time. If you work in a community setting, approval for vacation time may depend on whether a substitute can be scheduled.

Sick Time: Unpaid sick leave is available when you need it, however you must contact your program manager as soon as possible to let her know you will be gone.

Holidays: ROOC is closed for all major holidays including:

New Year's Day	Good Friday
Memorial Day	Fourth of July (and the week that includes it)
Labor Day	Thanksgiving Day and the day after Thanksgiving
Christmas Day (and the week between Christmas and New Year's Day)	

ROOC is also closed three days a year for staff in-service training. In June of each year you will receive a calendar for days ROOC will be closed for the year.

If you work at a community worksite, receive a paycheck from ROOC and do not have a funding source, you will receive pay for the holidays listed above (excluding the full week closures). To be eligible for this pay, you must have worked an average of 10 hours a week or more for at least one year. Your pay will be based on the average number of hours worked in the two weeks before the holiday.

Other Benefits: ROOC provides worker's compensation insurance and pays social security benefits on your behalf.

COMMUNITY EMPLOYMENT AND JOB LOSS

Although ROOC works very hard to help you find and keep the job of your choice, people who work in community settings may lose their job. If you are fired or quit without a reason, ROOC will work with you to develop a plan to address whatever caused you to lose your job. You may be required to wait until this problem has improved before you can work in the community again. If you lose a job and it is not your fault (the job changes, your needs change, or the employer has to lay you off) ROOC will prioritize finding you additional work if that is what you want. Whenever possible ROOC will give you advance notice of job changes. However, when working in community settings sometimes employers make changes without notice. If building based services are requested while waiting for a new placement, ROOC will provide those services without a wait as long as the funding source supports your request.

LEAVING R.O.O.C., INC.

People no longer choose to attend ROOC, Inc, for a variety of reasons:

- They find a job in the community
- They move away from ROOC's service area
- The funding source no longer pays for the service
- The person no longer wants to come to ROOC
- The person's behavior is not appropriate for our setting
- The person is no longer benefiting from the services we offer



As part of the termination process, ROOC will contact you sixty (60) days after you leave to see how you are doing and if we can assist you with other referrals for services you may need. If you do not wish to be contacted please let us know that when you leave. You may re-apply for services at any time if your needs change.