

# DARDEN REHABILITATION FOUNDATION

## Consumer Handbook



Creating opportunities for persons with disabilities in Etowah, Marshall,  
DeKalb, Cherokee and St. Clair Counties



United Way  
of Etowah County

Darden Rehabilitation Foundation is a non-profit organization serving Etowah, DeKalb, Marshall, Cherokee and St. Clair Counties. It is the official policy of the Darden Rehabilitation Foundation that no person shall be excluded in, be denied the benefits of, or be subjected to discrimination under any program activity or employment on the grounds of race, color, handicap, sex, national origin, age, spiritual beliefs, or sexual orientation.

# Darden Rehabilitation Foundation

## Consumer Handbook

This Consumer Handbook belongs to:

---

Darden Rehabilitation Foundation Program Manager/Job Developer is:

---

Vocational Rehabilitation Counselor is:

---



Taking a Step Toward Employment

# CONTENTS

<b>I.</b>	<b>Mission Statement.....</b>	<b>5</b>
<b>II.</b>	<b>Welcome.....</b>	<b>6</b>
<b>III.</b>	<b>Purpose of Darden Rehabilitation.....</b>	<b>6</b>
	<b>A. Orientation Procedures.....</b>	<b>6</b>
	<b>B. Vocational Evaluation.....</b>	<b>6</b>
	<b>C. Work Adjustment Services.....</b>	<b>6</b>
	<b>D. Community Employment Services.....</b>	<b>7</b>
<b>IV.</b>	<b>Code of Ethics.....</b>	<b>7</b>
<b>V.</b>	<b>Admissions.....</b>	<b>8</b>
<b>VI.</b>	<b>Conflict of Interest.....</b>	<b>9</b>
<b>VII.</b>	<b>What Can I Expect From DRF.....</b>	<b>9</b>
<b>VIII.</b>	<b>Fee Sponsorship Policy.....</b>	<b>10</b>
<b>IX.</b>	<b>Non-Discrimination Policy.....</b>	<b>10</b>
<b>X.</b>	<b>Work Environment.....</b>	<b>10</b>
	<b>A. Smoke-Free Workplace Policy.....</b>	<b>10</b>
	<b>B. Tobacco Policy.....</b>	<b>11</b>
	<b>C. Drug-Free Workplace Policy.....</b>	<b>11</b>
<b>XI.</b>	<b>Health and Safety.....</b>	<b>11</b>
	<b>A. Medication Policy.....</b>	<b>11</b>
	<b>B. Safety.....</b>	<b>11</b>
	<b>C. Accident.....</b>	<b>12</b>
	<b>D. Fire.....</b>	<b>12</b>
	<b>E. Emergencies.....</b>	<b>13</b>
<b>XII.</b>	<b>Human Rights.....</b>	<b>13</b>
<b>XIII.</b>	<b>Rights and Responsibilities.....</b>	<b>14</b>
	<b>A. Consumer’s Rights and Responsibilities.....</b>	<b>14</b>
	<b>1. Rights.....</b>	<b>14</b>
	<b>2. Responsibilities.....</b>	<b>14</b>
	<b>B. DRF’s Rights and Responsibilities.....</b>	<b>14</b>
	<b>1. Rights.....</b>	<b>14</b>
	<b>2. Responsibilities.....</b>	<b>14</b>
<b>XIV.</b>	<b>Personal Representative/Advocate.....</b>	<b>15</b>
<b>XV.</b>	<b>Prior Notice.....</b>	<b>15</b>

<b>XVI. Consent.....</b>	<b>15</b>
<b>XVII. Eligibility.....</b>	<b>15</b>
<b>XVIII. Non-Eligibility.....</b>	<b>15</b>
<b>XIX. Assessments/Individual Employment Outcome Plan (IEOP).....</b>	<b>16</b>
<b>XX. Change in Services.....</b>	<b>16</b>
<b>XXI. Due Process.....</b>	<b>16</b>
<b>A. Consumer Grievance Procedure/Mediation.....</b>	<b>16</b>
<b>B. Status During Proceedings.....</b>	<b>17</b>
<b>C. Discipline.....</b>	<b>17</b>
<b>D. Protecting Your Privacy.....</b>	<b>17</b>
<b>E. Confidentiality.....</b>	<b>18</b>
<b>XXII. Policy and Procedures for Consumers Gaining Access To Their Records.....</b>	<b>18</b>
<b>A. Policy.....</b>	<b>18</b>
<b>1. Amendment of Records.....</b>	<b>19</b>
<b>B. Procedures.....</b>	<b>19</b>
<b>C. Appeal.....</b>	<b>19</b>
<b>XXIII. General Rules.....</b>	<b>19</b>
<b>A. Grooming and Personal Hygiene.....</b>	<b>19</b>
<b>B. Workshop General Information.....</b>	<b>20</b>
<b>1. Work Schedule.....</b>	<b>20</b>
<b>2. Lunch Schedule.....</b>	<b>20</b>
<b>3. Time Cards.....</b>	<b>20</b>
<b>4. Holidays.....</b>	<b>20</b>
<b>5. Absence From Work.....</b>	<b>20</b>
<b>6. Tardiness.....</b>	<b>21</b>
<b>7. Misconduct.....</b>	<b>21</b>
<b>8. Paydays.....</b>	<b>21</b>
<b>9. Visitors on the Job.....</b>	<b>21</b>
<b>10. Rules for Vehicles.....</b>	<b>22</b>
<b>XXIV. Receipt of Consumer Handbook.....</b>	<b>24</b>

# Darden Rehabilitation Foundation

## MISSION

*To provide excellence in service in evaluation, training and employment opportunities for the adults and students with disabilities so that they will become informed, involved, qualified and well-rounded citizens ready to enter the competitive workforce and society.*

### We Exist...

- \*To provide excellence in service for people with disabilities
- \*To help consumers live a productive life within the community
- \*To create employment opportunities for people with disabilities
- \*To provide evaluation, training and employment for people with disabilities

### We Serve...

- \*People with disabilities, adults and students
- \*The community of five counties
- \*Employers, Business and Industry
- \*Families
- \*Other agencies

### We Produce...

- \*Qualified applicants for employment
- \*Evaluation, training and employment opportunities
- \*Well-rounded consumers ready to enter the workforce, competitive employment and society in general
- \*A production/assembly labor force and subcontract services
- \*Employment opportunities for individuals previously unable to obtain work through traditional methods
- \*Diagnostic information for students and consumer career plans
- \*Informed consumers, fully involved in all aspects of their Vocational Rehabilitation Plan

# WELCOME

Welcome! On behalf of the Board of Directors and the Darden Rehabilitation Foundation (DRF) Staff, we welcome you to the Center.

The policies and procedures contained in this handbook were developed by the Darden Rehabilitation Staff. It provides valuable information for your success in the DRF program.

The information in this handbook is based on laws and policies adopted by the Darden Rehabilitation Board of Directors. It is intended to inform you, the consumer, about your rights and responsibilities concerning employment. All rules, regulations and policies constitute the Code of the DRF center. It is the responsibility of each consumer to become familiar with its contents.

## PURPOSE OF DARDEN REHABILITATION FOUNDATION

DRF provides services to eligible individuals with disabilities to improve opportunities for obtaining and keeping a job. Our services are directed to help you reach your vocational goal and become employed. You will actively participate in the development of a plan to attain employment. You will be provided information, resources, and counseling and guidance so that you may make informed choices while working closely with us to prepare you for work and obtaining employment. We want you to find the job that best gives you a feeling of success, satisfaction and self-respect. To reach these goals, one or more of the following services will be provided based upon your need:

**Orientation Procedures** – As you begin your program you will meet with DRF staff to discuss and develop your employment goals.

**Vocational Evaluation** – The purpose of this service is to realistically determine your interest, abilities, choice for career and employment opportunities. Evaluations are conducted primarily through written and verbal tests, and simulated work activities. The Darden staff will work with you to gather information about your health, your work history, and your chances for training and job development. The vocational evaluation is a good tool to help you determine how well you are likely to do in different types of job adjustment services.

**Work Adjustment Services** – You may be recommended for work adjustment services if you need to develop your physical and mental stamina so that you can work a full work week. With training and hard work, the DRF staff will help you develop good work habits and the skills you will need to get and keep a job.

**Community Employment Services** – Community Employment Services is a program designed to provide quality services for people with disabilities and help them to work toward their maximum potential. The program is different because the geographical location of the services to be provided is not stationary. The location is flexible and might be at DRF Centers, in the person’s home, or in some other location. Wherever the location, the objective is to seek full or part-time competitive employment with a wage rate of at least the current Minimum Wage established by the Federal Government.

The type and amount of services provided to the consumer is also flexible. Because each person is unique, “standard” or the same services are not necessarily provided to each person. Some of the services available include, but are not limited to the following:

- 1) Application and resume preparation
- 2) Developing and monitoring a job search plan
- 3) Americans With Disabilities Act information
- 4) Interviewing techniques
- 5) Using the telephone to seek employment
- 6) Responding to newspaper advertisements
- 7) “Networking” techniques
- 8) Clerical support
- 9) Job development

## **CODE OF ETHICS**

The Director and employees of DRF are united in support of our mission to provide training and employment to disabled and at-risk individuals.

We consistently adhere to individual rights and the values of integrity and trust, thereby maintaining the dignity of all persons that we serve.

Our primary responsibility is to promote their well-being. We will not use our professional relationship with them to further our own interests. Therefore, we understand that the following behavior with persons receiving services from DRF are not ethical and will not be condoned.

- Providing information obtained in confidence to unauthorized parties
- Borrowing money or accepting unpaid services
- Sexual harassment as set forth in Darden Rehabilitation Foundation Personnel Policies and Procedures

- Engaging in dating or sexual contact with current or former clients
- Use of derogatory language or profanity in any form of communication
- DRF does not witness any documents such as: Powers of Attorney, guardianship and Advanced Directives

DRF will protect and promote the interests and informed choices of persons being served to make it possible for them to develop their ultimate potential.

As members of the Darden Board of Directors and Darden Staff, we will uphold the principles set forth in this Code of Ethics.

## **ADMISSIONS**

Darden is a vocational facility. The criteria for admission is as follows:

1. You must have a disability that keeps you from getting or keeping a job.
2. You must need vocational services in order to get or keep a job.
3. You must be at least 16 years of age.
4. You must be able to care for your daily personal needs and/or provide an attendant.
5. You must be Alabama Department of Rehabilitation Services sponsored or fee sponsored.
6. Your mental and/or physical condition must be stable. Your behavior must not be a threat to yourself or others.
7. You must be able to provide your own transportation.
8. You must be free from communicable disease/infectious disease.
9. You must agree to comply with rules, regulations and procedures.
10. Supported Employment Candidates can be deemed ineligible. Reasons for ineligibility include but are not limited to: (1) NO RELIABLE TRANSPORTATION, (2) lack of cooperation with Supported Employment Specialist, (3) if he/she is unwilling or unable to perform duties of possible jobs with reasonable accommodations, and (4) if the candidate does not show up for scheduled meetings or situational assessments.
11. The consumer and each interested party will be made aware of his/her ineligibility at the Discovery meeting following the two situational assessments. He/she will be



informed of ineligibility both verbally and in writing. At this point, the ADRS Counselor will make recommendations for possible alternative services.

12. Successful Exit Criteria: (1) communicate with the assigned Community Employment Specialist, (2) complete required paperwork, and (3) successful employment for 90 days.
13. Reasons for unsuccessful exiting include but are not limited to: (1) refusal to communicate with the assigned Community Employment Specialist, (2) refusal to seek employment, (3) refusal of certain jobs, and (4) quitting job.
14. Darden Rehabilitation Foundation has adequate staff to serve consumers and there is no waiting list. In the event there should be a waiting list, the consumers will be served on a first referred/first served basis.

## **CONFLICT OF INTEREST**

All DRF employees/consumers are expected to maintain a relationship free from conflict of interest. Examples of relationships that could lead to a conflict of interest, and therefore must be disclosed to the employee's supervisor, include:

- A) Working in a facility, or any other type of paid or volunteer employment outside of DRF, with a person served in a DRF program;
- B) Socializing during non-work hours with a person served by the agency;
- C) Serving as a guardian, conservator or other type of legal representative of a person served in a DRF program; and
- D) Being related to a person served in a DRF program.

## **WHAT I CAN EXPECT FROM DRF**

1. I will receive help to develop a personal plan to help me prepare for work and to seek and maintain employment in an integrated setting.
2. All my records will be private and no one can see them without my permission. I will be able to review any and all information about me.
3. All communication with me will be in a language that I can understand.
4. Staff will be available to discuss my questions and provide information about various procedures, rights, rules and regulations (Consumer Handbook).
5. I will receive a written and oral explanation of what to do if I have a complaint and it will also include a listing of who will help me to resolve a problem.
6. I will be notified of how to re-enter Darden for further services should I require more help.

7. I will receive services that are individually developed for my special skills, needs and abilities.
8. All my services will be provided in a safe, caring, respectful and drug free environment.
9. Services may be terminated or ended if the consumer fails to comply with rules, regulations and procedures and Federal and State Laws.
10. DRF organization has developed minimum requirements for all staff positions. These minimum requirements must be met prior to employment to insure the qualifications of staff to serve consumers.
11. I will be given prior notice of any actions to be taken that affect me.
12. I will be advised of my rights.
13. I will be provided with information about other agencies or resources that may be of assistance to me.
14. My future work goals will be addressed.

### **FEE SPONSORSHIP POLICY**

Most referees to the Darden Rehabilitation Foundation are sponsored by the Vocational Rehabilitation Service. Although it is the policy of the Darden Center to accept private individuals and/or private referral sponsors who meet the admissions criteria, prior financial arrangements must be made since the facility does not accept consumers without fee sponsorship.

### **NON-DISCRIMINATION POLICY**

Title VI of the Civil Rights Act provides that no person will be excluded from participating in, be denied the benefits of, or be subjected to discrimination on the grounds of race, color, disability, sex, national origin, culture, age, spiritual beliefs, or sexual orientation. It further provides that all individuals, agencies, institutions, or organizations and political subdivisions which provide services to the persons with disabilities, under the Program, comply with the provisions of the Civil Rights Act.

### **WORK ENVIRONMENT**

#### **SMOKE-FREE WORKPLACE POLICY**

DRF is a smoke-free workplace facility.

## **TOBACCO POLICY**

There are to be no tobacco products sold in any DRF facility at any time. For health, sanitation, and public appearance, anyone using tobacco products such as snuff, chewing tobacco, etc. are prohibited from spitting on or near the entrances to the facility or in trash cans. In no case is anyone to use or keep a spit cup or container in any office or any work area.

## **DRUG-FREE WORKPLACE POLICY**

DRF is a drug-free workplace facility.

## **HEALTH AND SAFETY**

### **MEDICATION POLICY**

DRF does not dispense, handle, or administer prescribed or “over the counter” medication. Consumers must administer their own medication and be responsible for the proper use of medication. All types of medication and allergies should be recorded at the time of the initial interview and any change in medication must be reported to the Job Developer for an update to be made to the consumer file and reported to the VR Counselor.

## **SAFETY**

Good safety habits must be observed at all times. Remember that a good safety record is a valuable asset toward future employment. Please keep the following rules in mind and follow them at all times:

1. No running, loud talking, pushing, shoving, or other childish behavior at any time.
2. Never operate saws or any other equipment until your supervisor has taught you proper use and hazards involved.
3. Always wear the proper protective equipment: face shields, ear plugs, etc.
4. Never place your hand or any part of your body into a moving machine.
5. Do not remove guards from machinery.
6. Do not leave a running machine unattended.
7. Report broken equipment immediately.
8. Report an accident immediately.
9. Do not distract anyone’s attention while working on equipment.
10. Make sure equipment switch is in the off position before connecting power.
11. Make all adjustments to equipment with power off.

12. Properly secure material before turning on the machine.
13. Do not watch someone weld.
14. Keep flammable material in proper area.
15. Do not overload equipment.
16. Do not crowd around equipment.
17. Use the correct tool for the job as instructed by your supervisor.
18. When the job is completed, replace tools to the proper location.
19. Keep all drink cans out of the work area. These should be discarded in the proper manner.
20. Always maintain a clean and uncluttered work area to prevent accidents and increase productivity.
21. Observe warning signs. Examples include: wet floors, danger areas, no smoking and smoking areas.

## **ACCIDENT**

In the event of an accident, please follow these instructions for first aid or emergency medical attention.

1. Any injury at work, no matter how minor, must be reported to your supervisor. If you are bleeding, vomiting, etc. (infectious disease) notify the person closest to you to get help.
2. Do not go to the First Aid Station. A trained staff member qualified to administer first aid will be dispatched to you.
3. If you are near someone who is hurt, sick, bleeding, vomiting, etc., avoid contact with bodily fluids. Ask someone to get help or go get help. Do not take the person to first aid. Help will come.
4. Do not clean up spilled body fluids. A trained person will clean the spill.
5. If you do come in contact with blood or other body fluids, remain where you are. Do not expose to other persons. Tell someone to get your supervisor. A trained person will direct you on proper clean up and disposal of contaminated materials. You will be offered a Hepatitis B vaccination at Darden's expense.
6. Your supervisor will make arrangements for further medical attention if needed.

## **FIRE**

If you discover a fire, you can help most by remaining calm. Notify any of the staff or personnel available. There are several doors leading to the outside. Move safely through the nearest exit to a safe distance from the building and remain there until your supervisor tells you to return to work. Exits are identified for each area by the charts posted in that

area. Fire drills will be practiced from time to time and you will be instructed which exit you should use. The fire drills will be taken seriously. Conduct yourselves properly to make any evacuation orderly and safe.

## EMERGENCIES

Other emergencies include bomb threats, medical emergencies, power failure, and natural disasters. The following procedures are to be followed in the event of such emergencies:

1. **Bomb Threat** - Evacuate the building and/or the buildings and remain in a group at least 500 feet away from the buildings. The evacuation procedure is the same as that of a fire drill previously mentioned.
2. **Medical Emergency** – In case of a medical emergency and/or accidents, notify your supervisor immediately. Proper medical service information is posted at first aid stations throughout the building. This information includes the names of doctors and clinics, local hospitals, and ambulance service phone numbers. The DRF Supervisor will make the necessary calls.
3. **Power Failure** – Remain in the building, use extreme caution, and remain calm.
4. **Natural Disasters – i.e. Tornadoes** – Center consumers will congregate in the designated areas for best possible immediate protection. The next best area for protection for Center consumers will be the basement for Brown Hall, GSCC, adjacent to the Center’s lobby; which will accommodate the entire Center complex. The Red Cross Shelters will be on campus. This includes: 1. Flu Pandemic; 2. Hurricane Disaster. Wheel chair and blind consumers will be given special assistance to these areas.
5. **Chemical Spill** – In the event of a chemical emergency, consumers will take shelter inside the structure to reduce or eliminate exposure to a hazard.
6. **Active Shooter** – In response to an active shooter event, there will be three potential courses of action: 1. Evacuate; 2. Hide out; 3. Self-defense.

## HUMAN RIGHTS

The Consumer of DRF may at any time request a meeting to discuss:

- (1) Question, concern, services, privacy, confidentiality
- (2) Records, content, changes
- (3) Grievance Procedures, Rights or any topic related to the consumer’s employment program
- (4) Provide input

- (5) Research participation and ethics – No research will be conducted without gaining informed consent from respective participants – Darden Rehabilitation Foundation strictly follows state guidelines for ethics and research.

## **DRF AND CONSUMER RIGHTS AND RESPONSIBILITIES**

DRF recognizes the work and dignity of consumers and reinforces these values in the operation of the organization. DRF establishes the following rights and responsibilities of individuals served as well as DRF's rights and responsibilities.

### **I. Consumer's Rights and Responsibilities**

- A. **Rights** – The human rights of individuals served will be protected and any infringement or violation will be investigated.
- B. **Responsibilities** – Individuals served are charged with the following responsibilities:
  - 1. Put forth their best effort in order to reach their maximum level of functioning.
  - 2. Participate in the planning and implementation of their program of services.
  - 3. Exemplify conduct in keeping with DRF's policies and procedures.

### **II. DRF's Rights and Responsibilities**

- A. **Right's** – DRF assumes certain rights which will enhance the administration of the program of services. These rights include, but are not limited to the following:
  - 1. Establish policies and procedures in order to provide comprehensive rehabilitation services.
  - 2. Require and/or establish acceptable levels of performance of those individuals served which will increase the probability of success.
  - 3. Enforce established policies and procedures.
- B. **Responsibilities** – DRF is charged with the following responsibilities:
  - 1. Provide individuals served with quality services, based on their strengths, abilities, preferences and needs, which will assist them in reaching their maximum level of functioning.
  - 2. Provide services in a drug-free, safe environment that is conducive to the attainment of goals for individuals served.
  - 3. Protect the human rights of individuals served and report and investigate any allegations of violation of these human rights.
  - 4. Serve as an advocate for persons served.

5. Encourage individuals served and/or their representatives to actively participate in the planning, decision-making and implementation of the individual's program of services.
6. Operate under DRF's non-discrimination policy.

## **PERSONAL REPRESENTATIVE/ADVOCATE**

The consumer may elect to secure the assistance of a person (family member, neighbor, etc.) to attend meetings, to assist with reading and understanding information including consumer records, and assisting consumer with decision making responsibilities.

Note: If consumer does not choose a personal representative, Darden will provide these services.

For more information about personal representatives or advocates see SACAP (State of Alabama Client Assistance Program) in the Alabama Department of Rehabilitation Services Handbook or call 1-800-228-3231 (Voice or TTY). Alabama Department of Mental Health and Mental Retardation Advocate.

## **PRIOR NOTICE**

Prior notice will be provided to aid the consumer with time to plan and prepare for meeting and program activities.

## **CONSENT**

DRF will discuss with the consumer all activities and actions, i.e. evaluation, to receive services and re-evaluation, and procure permission before implementing procedures.

## **ELIGIBILITY**

Eligibility for services at DRF is based on the same criteria established by ADRS or that of the consumer's particular referral source paying for services. Any potential conflict of interest will be disclosed.

## **NON ELIGIBILITY**

A consumer who is deemed ineligible for services at DRF will be informed both verbally and in writing. Reasons for not being eligible will be stated. In addition, other agencies or resources that may be available to offer assistance to the consumer will be shared.

## **ASSESSMENTS/INDIVIDUALIZED EMPLOYMENT OUTCOME PLAN (IEOP)**

Various assessments are conducted either by DRF or another source to assist with determining eligibility and to provide a base of information from which an IEOP is developed to address the needs and goals of the consumer. A consumer has direct involvement in the development of the IEOP. The IEOP may be revised and updated as needed for future goals or plans.

### **CHANGE IN SERVICE**

Before changes in service can occur, the consumer, counselor, and others deemed appropriate must review the IEOP and revise it as needed. If agreement is not reachable, either party may initiate the grievance or mediation process.

### **DUE PROCESS**

#### **CONSUMER GRIEVANCE PROCEDURE/MEDIATION**

We make every effort to treat all individuals with respect and we pay attention to all consumer concerns and questions. However, we recognize that some issues may not be able to be handled between our staff member and the consumer or between two consumers. In those cases, you should use the following procedure. You may decide to skip a step if your complaint involves the person that you are directed to contact. However, we expect that most problems can be handled between the parties involved. Complaints involving alleged abuse or sexual harassment may be directed directly to the Director and/or Darden Board.

We encourage you to let us know if you have any concerns or complaints so we can resolve them. In no way will there be any retaliation in response to your concerns.

If a problem occurs, you may file a complaint/grievance using the following process:

- Step 1:** Discuss the problem with your Community Employment Specialist within three working days after the incident.
- Step 2:** If the matter is not resolved, submit a written statement about your problem to the Program Coordinator/Workshop Coordinator within two days.
- Step 3:** If the complaint or problem is still not resolved, then discuss the matter with the Director in five days.



- Step 4:** If the complaint or problem is still not resolved, then take the matter to the DRF Board of Directors within two days. The Board will appoint a committee to hear your complaint within five days.
- Step 5:** You will be provided a written and oral reply to your concern within ten days
- \*The decision of the Board was final.
  - \*Day is defined as a work day.
  - \*The consumer or DRF may file a grievance.

The State of Alabama Client Assistance Program (SACAP) is there to help you in your relationship with Alabama Department of Rehabilitation Services (ADRS). If you are a consumer of the Alabama Department of Rehabilitation Services, SACAP can help you understand services available to you, advise you on other services available from ADRS, advise you of other benefits available from other state and federal agencies, help you pursue solutions to ensure protection of your rights, and to help resolve any dissatisfaction you have regarding provision or denial of services. To contact SACAP call or write: State of Alabama Client Assistance Program, 400 South Union St. Suite 465; Montgomery, AL 36104; 1-800-228-3231; Voice or TDD/TDY 1-800-441-7607.

## **STATUS DURING PROCEEDINGS**

Services, as stated in consumer Individual Employment Outcome Plan, will continue to be implemented without change of the plan or location of these services during mediation, due process or civil action. Exception: changes may occur during proceeding only at the directive of the courts.

## **DISCIPLINE**

Discipline for infraction of DRF rules, regulations, procedures or employer's rules will be addressed through the grievance and mediation procedure. Decisions will be reflected in the IEOP, monthly progress report and closure report. All Federal and State Laws will be adhered to.

## **PROTECTING YOUR PRIVACY**

Under HIPAA Privacy Regulations, consumers will be given specific rights regarding their personal protected health information. In general, healthcare providers, health plans, and healthcare clearinghouses are prohibited from using or disclosing health information except as authorized by the consumer or specifically permitted by the regulation.

Darden Rehabilitation Foundation is committed to maintaining the privacy of your medical information and will be enhancing our operations to further comply with the standards set forth by HIPAA.

We encourage you to become familiar with this law. For more information, please visit the Department of Health and Human Services website: [www.hhs.gov](http://www.hhs.gov).

## **CONFIDENTIALITY**

Information about you will be kept confidential and will not be shared without your consent. Information about you will only be released with your written permission to rehabilitation professionals and service providers who are part of your rehabilitation program; or who evaluate our progress toward your vocational goal; or for billing of services provided for you. DRF must release information about you when required by federal or state law.

## **POLICY AND PROCEDURES FOR CONSUMERS GAINING ACCESS TO THEIR OWN RECORDS**

### **I. Policy**

Darden Rehabilitation Foundation only releases information about consumers under the following circumstances and conditions:

1. Darden Rehabilitation Foundation will release information when it is necessary in the course of a consumer's program to share information with the referring agency in order to facilitate progress in the rehabilitation process, or to inform the referring agency of pertinent information that might affect the consumer's individual plans; or for billing purposes. This information is shared upon the signing of a release of liability by the consumer when he/she enters any of DRF's programs with the consumer's consent.
2. When the consumer requests information contained in documents that are generated by DRF.
3. When DRF is compelled by legal court subpoena to submit information.
4. When the information is generated by DRF but contains facts, opinions or conclusions that were obtained from a non DRF source, implied or explicit and is not generated by DRF, the Director or designee may refuse to release information and suggest the consumer obtain the information from the entity from which it originated or the material may be reviewed in the presence of a counselor. Files of any DRF consumer with a police record will be treated as confidential information and all terms of this policy will be adhered to. The consumer's police record will be filed with consumer records. Any further involvement with these

matters will be planned individually with the legal authorities and consumer. Such action would be documented in the consumer's Individualized Employment Outcome Plan.

5. Five years after the termination of your services, the records will be destroyed.

### **Amendment of Records:**

The consumer may request an amendment to their record. If the revision is not agreed upon by the consumer and DRF, then you or DRF may file a grievance.

## **II. Procedures**

1. Submit a request for information in writing to the Administrative Assistant.
  - (a) The request should be presented five days before it is picked up. The five days are counted from the day the Administrative Assistant received the request.
  - (b) Specify what information is needed and who is to receive the information.
  - (c) State the date the information is to be released and the date for which permission to use the information is to end.
  - (d) Identify who will be picking up the information (Darden does not send confidential information by mail).
  - (e) Sign and date the request.
  - (f) Include return address and phone number.
2. When notified, by the Administrative Assistant, of the Director's decision, what and if information will be released, come by to pick up the documents or send the designated person identified on the form to pick up the materials.
3. Signing the release of responsibility/liability form describing the documents released to you by DRF, provides absolution of any responsibility or liability by DRF for the secondary release of information.

## **III. Appeal**

If not satisfied with the Administrator's decision, you or DRF may file a grievance.

## **GENERAL RULES**

### **GROOMING AND PERSONAL HYGIENE**

Appropriate dress and good grooming habits will help you succeed.

1. Hair must be clean, neatly combed, and neatly trimmed.
2. NO SHIRT TAILS HANGING OUT, no necklaces or other apparatus around the neck, no earrings, or any inappropriate dress that can create safety hazards will be permitted during work hours.

3. Clothing, whether pants or dress, should be appropriate for the work area. Extremes should be avoided with no clothing too short, too long, too tight, or low cut. All clothing should be clean.
4. Hair must be clean, brushed daily and appropriate for work. Long hair must be styled in a way that is acceptable to any potential employer and so as to avoid safety hazards.
5. Bathe daily and use deodorant daily.
6. Any shoes that could create a safety hazard will not be permitted in areas where production work is done or where dangerous equipment is being used.

## **WORKSHOP GENERAL INFORMATION**

- A. **WORK SCHEDULE:** Work hours for consumers are from 8:00 a.m. to 2:30 p.m. with a break in the morning. Other than during break, everyone is expected to remain in their work area, leaving only with permission of their supervisor.
- B. **LUNCH SCHEDULE:** Everyone will have a 30 minute lunch break between 12:00 and 12:30 p.m. Each person will be responsible for their own lunch. You will not be permitted to leave the Center during lunch or break. You will eat and take breaks in the lunch area.
- C. **TIME CARDS:** Each consumer assigned to the work adjustment unit is given a time card. Please use it in the following way:
  1. Consumer will clock in with his/her own card.
  2. Clock-in when you come to work.
  3. Clock-out when you finish work at the end of each day.
- D. **HOLIDAYS:** You will be notified of holidays
- E. **ABSENCE FROM WORK:** You are expected to come to the Center every work day. Absence is excused for the following reasons:
  1. Personal sickness or injury.
  2. Death or sickness in the family.
  3. In case of inclement weather, radio stations will announce closing.
  4. In other times authorized by your supervisor/counselor.

An absence should be called in by 8:00 a.m. or authorized in advance. You are expected to bring a doctor's excuse if an illness lasts for more than three days. If excused absences exceed more than 10 days, your program may be interrupted. You may be required to contact your ADRS counselor to re-enter the program.

- F. **TARDINESS:** It is important that you always be on time getting to work and from all breaks. This is a very important part of learning to be a good worker. Continued tardiness after being warned could indicate your lack of motivation to go to work.
- G. **MISCONDUCT:** For the protection of all consumers in the Center, anyone committing any of the following acts will be subject to action being taken which could mean dismissal from the program:
1. Being under the influence of alcohol.
  2. Drug abuse.
  3. Fighting on campus.
  4. Stealing, gambling, “bumming”, selling or trading while anywhere on campus.
  5. Willful or malicious destruction of property.
  6. Continuously interfering with the program of another consumer.
  7. Refusing to abide by the rules and regulations.
- H. **PAYDAYS:** All consumers receiving wages will be paid every other Wednesday. Each consumer’s check will be issued to his/her work supervisor or Counselor no earlier than 3:00 p.m. on payday. Each consumer must obtain his/her own checks personally from the supervisor as designated after this time. No checks will be issued early, and no check will be issued to anyone other than the payee.

Any consumer who is absent on pay day can call and request that his/her check be mailed. Otherwise, absentee will be expected to collect their checks from the Work Supervisor or Counselor the following day or at the first day of returning to work.

Since it is the aim of the Center to prepare consumers for employment by teaching appropriate work-related habits, these policies are necessary in order to establish guidelines for similar situations in actual employment settings.

With each paycheck, you will receive a stub showing your gross pay, deductions, and net pay. Please keep all of these stubs for your records. Any questions regarding paychecks should first be discussed with your work supervisor.

- I. **VISITORS ON THE JOB:** At no time will unauthorized visitors be allowed in the work areas of the Center. Should someone need to contact you during the work day for an emergency, the appropriate staff will deliver any message for you to your Supervisor or Counselor. Telephones are for the Staff only.

## RULES FOR VEHICLES

1. No Drinking or Eating
2. No throwing anything out of the windows
3. No hanging out of the windows
4. No abusing the seats and other parts
5. No Smoking
6. No horseplay, pushing, or shoving
7. No unauthorized Riders or Drivers
8. No loud talking and/or foul language
9. Remain seated while moving
10. Seat Belts MUST be worn at all times

The DRIVER of the vehicle has the FULL AUTHORITY to enforce all these rules. Any unauthorized rider will be denied entrance into the vehicle.

**ANY AUTHORIZED RIDER WHO REFUSES TO ABIDE BY THE RULES CAN BE ASKED BY THE DRIVER TO LEAVE THE VEHICLE**

These rules are for your safety as well as everyone else. Anything that distracts the driver's attention from his/her duty could result in an accident. Your safety is our main concern.

## **OUR MISSION**

***To provide excellence in service, in evaluation, training, and employment opportunities for the adults and students with disabilities so that they will become informed, involved, qualified and well-rounded citizens ready to enter the competitive workforce and society.***

**Darden Rehabilitation Foundation  
1001 East Broad Street, Suite C  
Gadsden, Alabama 35903  
(256) 547-5751**

**DARDEN REHABILITATION FOUNDATION**

**Received Consumer Handbook  
Rights and Confidentiality Discussion with Consumer  
(To be completed by consumer)**

**I have received the Darden Rehabilitation Foundation Consumer Handbook. I discussed the handbook's content, confidentiality procedures, my rights and was encouraged to ask questions. I understand my rights as stated in the handbook.**

_____	<b>Consumer read the information</b>
_____	<b>Read to consumer and discussed</b>
_____	<b>Consumer provided a copy</b>
_____	<b>Power Point Presentation of Program</b>
_____	<b>Video about Program</b>

\_\_\_\_\_  
**Consumer Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Personal Representative**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**DRF Counselor**

\_\_\_\_\_  
**Date**