WELCOME TO FUTURES EXPLORED!!

OUR MISSION
The mission of Futures Explored is to provide life skills and work-related training to adults with developmental disabilities. We support our consumers in reaching their optimum level of individual potential by delivering a broad range of resources and ongoing guidance.

Futures Explored has a wide range of services provided in Contra Costa, Alameda, Yolo, and Sacramento Counties. Each program is designed to help meet our agency’s mission and consumers’ needs for supports and services.

OUR MOTTO
“Dignity through Work and Community Participation”

OUR CODE OF ETHICS
Respect ~ Honesty ~ Responsibility

OUR PROGRAM PHILOSOPHY
Futures Explored is committed to engaging individuals with choices that impact their lives. Those choices include the opportunity to:

★ Experience participation, work and/or vocational training.
★ Enjoy socialization and recreation with friends.
★ Develop one’s own means of self-expression, creativity, and the skills to advocate for oneself.
★ Be provided with sensory stimulation and relaxation.

Each consumer is at a different place in their life, and may need help expressing their desires to fully engage in meaningful choice decisions. Futures is committed to help each consumer make choices, learn from choices and mistakes, celebrate successes, and in general try and be involved in their own life and the lives of their family, friends, and community.

LIFE IN THE COMMUNITY
Futures Explored’s commitment to consumers to engage in their community is not always simple or risk-free. Futures believes that consumers can be their own self-advocates, but also knows that the community may not react and accept individuals with developmental disabilities with open arms. For this reason, Futures is committed to helping our community to grow and learn alongside and with our consumers to ensure that everyone has a place in the community.

Individuals will be offered opportunities for social interactions with their peers on a daily basis and with individuals in the community at large as choice and health and safety allow. As appropriate, family and members of the community are encouraged to participate in social activities, such as family picnics, attending consumer drama productions, specific projects, trips, etc.
FUTURES EXPLORED SERVICES & SUPPORTS

OUR PROGRAMS

Thank you for taking the time to read the Futures Explored Consumer Handbook. Consumers are encouraged to access the Client Resources page on our website on a regular basis to find agency forms and information, consumer web mail, TYZE online networks, a guide to the Lanterman Act, SSI information, work and benefits calculators, and more.

Futures Explored is committed to working with our communities to develop services and supports that continually improve our consumers’ ability to be meaningful members of their community.

Currently, we offer the following services:

- **AFTERNOON CLUB**: Additional services to families whose son/daughter needs support until their primary caregiver gets home. Focuses on participants’ desires and abilities to be involved in the community. A component of the ALIVE Central program.

- **ALIVE DAY PROGRAM**: Supports for individuals with a wide range of physical disabilities in order that they may fully engage in their community. The program is designed around participant choice and community activities, and ranges from fully engaged community college students to part-time students to individuals working and volunteering in the community to being active on disability boards and advocating at the State level to simply enjoying the community. Located in Antioch and Concord.

- **THE ARTIST’S DEN**: Professional guidance to studio artists as a way to acquire new skills and generate income using creative exploration as a means of self-expression and empowerment in a supportive community and environment where artists feel comfortable to try new techniques and interests. Located in downtown Concord. Also serves as a community meeting spot for our ALIVE Central folks.

- **COMMUNITY COLLEGE TRANSITION PROGRAM (CCTP)**: Support for individuals to attend local community colleges in order for them to be successful in this endeavor in areas such as self-advocacy, organization, navigating the financial aid and school systems, social skills, mobility, and health and safety. Located at Los Medanos College, Pittsburg; American River College, Sacramento; Cosumnes River College, Sacramento.

- **E-WASTE RECYCLING**: Our green project provides training and employment in a warehouse setting including taking physical inventories, maintenance of files and records, and safety procedures for lifting, moving, and universal clean up. Our folks also do some paid scanning and shredding work on location. E-Waste Recycling Centers are located at our thrift stores. Warehouses are located in Livermore and Antioch.

- **FUTURES EXPLORED DAY PROGRAM**: Community opportunities and support as well as a number of classes and programs that allow for expanded expression and creativity, such as art, discussion groups, current events, and physical fitness activities. Futures also has a participant-run group called Dynamics, which is focused on participant involvement. Located in downtown Lafayette for over 50 years.

- **FUTURES EXPLORED EMPLOYMENT SERVICES**: Extensive range of employment development support, from job development to on-the-job training, to long-term support to maintain the participant’s job in the community. Support can be either one-on-one or in small employment groups.

- **FUTURES FILMS**: Film production service that allows our Practical Film & Media Workshop participants and graduates to be employed in the film and media industry. Based in Livermore.
**GARDEN DAY PROGRAM**: Designed for individuals requiring total care support who may also have medical needs. The program works to have participants engaged in a variety of low-key activities, including sensory and stimulation activities and community activities at their comfort level. The program employs a Registered Nurse that trains and certifies staff in providing medical care and support during the program day. In-home services are provided to individuals in their homes due to specific health needs that do not allow them to be served at a location. Located in Antioch, Brentwood, and Livermore.

**GO GROUP**: Designed for people who want to be on the go. Provides support and encouragement for individuals to participate in activities such as employment and volunteerism, education on college campuses, travel training to independently access their communities, exercise and health, skills for independence, including money management, cooking, etc., and health and safety preparation. Located in Livermore.

**HUCKLEBERRY KITCHEN**: Created to provide a different type of employment development, our catering company specializes in breakfast and lunch menus, party platters and baked goods for a variety of catering needs while providing onsite job training and paid work. Located in Lafayette.

**INCLUSION FILM CAMP**: The Joey Travolta summer film camp is designed to address social cognitive communication and interpersonal skills of individuals diagnosed with high functioning autism or Asperger’s syndrome. The camp offers individuals the educational opportunity to learn the process of making a short film under the guidance and instruction of Joey Travolta and his professional teaching and film crew, while working alongside their typically developing peers. Campers are taken through a step-by-step process of making a film while learning the following skills: pre/post production, acting, directing, editing, technical support, and camera filming. Finally, campers develop their own “group” short film, while following the standards used in the professional filmmaking industry.

**MOBILITY TRAINING**: Training to safely use public transit to access various locations in the community.

**NIFTY THRIFT, NIFTY AS IS, NIFTY GIFTS & MORE SHOPS**: Participant-operated retail businesses that serve as a “living classroom” for participants in our vocational training programs designed to provide job training and support, employment, and the development of good work habits. Nifty Thrift, Lafayette; Nifty As Is, Antioch; Nifty Gifts & More, Livermore.

**PRACTICAL FILM & MEDIA WORKSHOP**: A 20-week vocational program designed to provide an initial entry-level working knowledge of film production and related industries and then build upon those skills with continuing workshops. The curriculum moves beyond classroom instruction and offers the individual real-world practical experience. By combining film history and theory with the "studio that teaches" experience, the goal is to prepare the individual to make entertaining, commercially viable and purposeful films. Grew out of our experience with film camp illustrating that the film and media process is a great tool for building social and vocational skills. Located in Livermore and Sacramento.

**PROJECT SEARCH**: Provides internship opportunities in a hospital setting. Participants in this program rotate through three separate unpaid internships in different hospital departments during their 9 months in the program. Focus is placed on developing both the soft skills necessary to maintain employment and marketable job skills which can be transferred into various work locations. Once interns have completed their internship rotations, they enter Job Development and are placed into jobs in the community.

**TAILORED DAY SERVICES**: Support for individuals to choose and customize their day services in job exploration, job development, volunteer jobs, paid jobs, college, social skills, micro-enterprise, and health and safety, and to increase their ability to lead integrated and inclusive lives.
TRANSITION TO GREATER INDEPENDENCE: Supports in advocacy, art, budgeting and money management, communication, community integration, computer training, cultural events, gardening, health and safety preparation, independent living skills, mobility, music, outdoor experiences, personal care training, recreation, self-advocacy, self-care, social skills, travel training, vocational training, volunteer jobs, and other areas as identified/requested. Located in the Orange Grove area of Sacramento.

VOCATIONAL ART STUDIO: Provides professional guidance to studio artists as a way to acquire new skills and generate income using creative exploration as a means of self-expression and empowerment in a supportive community and environment where artists feel comfortable to try new techniques and interests. Located in Lafayette.

VOCATIONAL GO GROUP: Work-related activities including resumé development, interviewing practice, job application completion, and other job preparation skills, such as navigating employment resources, organization, time management, understanding of assignments and expectations. Training in areas such as advocacy, appropriate behavior, budgeting and money management, communication, computer training, health and safety preparation, independent living skills, job skills, mobility, and travel training. A component of Futures Explored Employment Services program.

VOCATIONAL TRAINING & EMPLOYMENT SERVICES: Extensive range of employment development support, from job development to on-the-job training, to long-term support to maintain the participant’s job in the community. Support can be either one-on-one or in small employment groups. Located in Sacramento and Yolo counties.

**LOCATIONS / PROGRAMS**

**LAFAYETTE:**
- Futures Explored
  - 925-284-3240
  - 3547 Wilkinson Lane
  - Lafayette, CA 94549
- Huckleberry Kitchen
  - 925-324-9620
  - 3547 Wilkinson Lane
  - Lafayette, CA 94549
- Supported Employment
  - 925-284-3240
  - 3547 Wilkinson Lane
  - Lafayette, CA 94549
- Nifty Thrift
  - 925-284-5237
  - 3467 Golden Gate Way
  - Lafayette, CA 94549

**SACRAMENTO:**
- VTE
  - 916-442-5409
  - 5013 Roberts Ave 271A
  - McClellan, CA 95652
- TGI
  - 916-979-9445
  - 4640 Orange Grove Ave
  - Sacramento, CA 95841
- CCTP
  - 916-704-5204
  - 4700 College Oaks Drive
  - Citrus Heights, CA 95821
- Film & Media Workshop
  - 916-979-9445
  - 4640 Orange Grove Ave
  - Sacramento, CA 95841

**ANTIOCH:**
- GARDEN Antioch
  - 925-756-0817
  - 625 W. Fourth Street
  - Antioch, CA 94509
- ALIVE East
  - 925-779-1039
  - 808 W. Third Street
  - Antioch, CA 94509
- CCTP
  - 925-779-1039
  - 2700 E. Leland Road
  - Pittsburg, CA 94565

**BRENTWOOD/CONCORD:**
- GARDEN Brentwood
  - 925-626-3642
  - 1191 Central Blvd. Ste B
  - Brentwood, CA 94513
- ALIVE Central
  - 925-825-0263
  - 4071 Port Chicago Hwy
  - Concord, CA 94520
- The Artist’s Den
  - 925-895-7079
  - 1913 Salvo Street
  - Concord, CA 94520

**LIVERMORE:**
- GARDEN Tri-Valley
  - 925-454-3349
  - 690 North L Street
  - Livermore, CA 94551
- GTV Go Group
  - 925-371-1617
  - 2021 Las Positas Ct. 147
  - Livermore, CA 94551
- Film & Media Workshop
  - 925-456-0255
  - 2011 Las Positas Ct. 147
  - Livermore, CA 94551
- E-Waste Recycling
  - 925-371-1617
  - 2133B Las Positas Ct.
  - Livermore, CA 94551

Futures Explored, Inc. is a private non-profit corporation. Our tax exemption status is 501(c)(3). We are a member of the California Disability Services Association (CDSA). We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).
**HOURS OF OPERATION**

Office Hours: 8:00 am to 5:00 pm, Monday - Friday  
Day Program: 9:00 am to 3:00 pm, Monday - Friday  
Afternoon Club: 3:00 pm to 6:00 pm, Monday - Friday

**JOINING FUTURES EXPLORED AS A CONSUMER**

Initial Contact: If a consumer, a consumer’s parents, or a consumer’s case manager are interested in the consumer attending any of Futures Explored’s programs, they may call and ask for the Program Director/Coordinator, who will arrange a tour of the program. Paperwork from the Regional Center will be requested as part of the referral process.

After a tour of the program, the consumer or representative may ask to become a part of the Futures Explored program that is the best fit for the consumer. It may be possible for the consumer to attend a one-day trial visit to see if s/he likes our program. Before starting, the consumer or their representative must fill out some forms that will give the staff important information on the consumer.

**NEW CONSUMER ORIENTATION**

The Program Director/Coordinator will obtain background information from service coordinator, prior to a consumer’s start date. Before the consumer starts in the program, all emergency and medical forms must be completed and in the new consumer’s file. The consumer will meet with designated staff person on entry date for orientation. Staff will be involved in introducing consumer to peer group. New consumer will be introduced to other consumers. Staff will facilitate socialization at lunch break. The consumer will be given a peer buddy, if appropriate, to show them the coatroom, restrooms, and general orientation to the physical environment. The Program Director/Coordinator will check with the consumer on a daily basis until the consumer feels comfortable. A baseline and goal for the consumer will be established in the area that Futures Explored program activities or work have been assigned. All baselines and goals will be dated, signed, and returned to the Program Director/Coordinator. A photograph will be taken of the new consumer, for consumer file identification purposes. The new consumer will be listed on applicable Attendance Roster. Start date will be listed. The consumer’s schedule will be reviewed with consumer. The Consumer Handbook will be reviewed with the consumer.

**CONSUMER CHANGE IN STATUS**

If any consumer (Supported Employment or Day Program) moves to a new address, changes his/her medication, acquires a different physician, or has any other information change, please fill out a Change of Consumer Status form. This information is to be given to the Program Coordinator or Administrative Assistant, who will then change the present information in the database computer files.

**EQUAL OPPORTUNITY EMPLOYER**

Futures’ policy prohibits unlawful discrimination based on race, color, creed, gender (including gender identity and gender expression), religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, sexual orientation, or any other consideration made unlawful by federal, state, or local laws.

**WORKPLACE CONDITIONS**

Futures Explored expects all program sites, workplaces, or vocational opportunities will be at the level expected by that industry, whether it is in the community or at Futures Explored sites.
CONSUMER RIGHTS

Per Title 22, Section 82072 (which is attached at the end of this handbook for reference), Community Care Licensing Regulations, each person receiving services has basic personal rights, which are listed on the Rights of Individuals with Developmental Disabilities (DSP 304) form. There shall be no corporal punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse, abusive language, yelling (unless required as an urgent safety warning), or other actions of a punitive nature nor interference with daily living functions. Other rights include, but are not limited to, the following:

- The right to treatment and habilitation services. Treatment and habilitation services should foster the developmental potential of the person. Such services shall protect the personal liberty of the individual and shall be provided with the least restrictive conditions necessary to achieve the purposes of treatment.

- The right to dignity, privacy and humane care.

- The right to participate in an appropriate program of publicly supported education, regardless of degree of handicap.

- The right to prompt medical care and treatment.

- The right to religious freedom and practice.

- The right to social interaction and participation in community activities.

- The right to physical exercise and recreational opportunities.

- The right to be free from harm, including unnecessary physical restraint, or isolation, excessive medication, abuse, or neglect.

- The right to be free from hazardous procedures.

- The right to make choices in their own lives, including, but not limited to, where and with whom they live, their relationships with people in their community, the way they spend their time including education, employment, and leisure, and pursuit of their personal future, and program planning and implementation.

- The right to keep and be allowed to spend a reasonable sum of his/her own money for expenses and small purchases.

- The right to access their own records pertaining to services delivered.

These rights are reviewed verbally, pictorially, and in writing with each consumer prior to being admitted for services and on an annual basis at the time of ISP/IHSP meetings. At any time, a consumer may review their rights and be provided with any necessary clarifications.

If you wish to file a complaint with Community Care Licensing, they can be reached at:

Community Care Licensing Division - Adult Care Programs
1515 Clay Street, Suite 310, MS 29-21
Oakland, CA 94612
(510) 286-4201 phone / (510) 286-4204 fax
Futures Explored Inc. ALIVE, VTE, GARDEN Consumer Handbook

Rights of Individuals with Developmental Disabilities

State of California—Health and Human Services Agency

DSP 304 (English) (Rev. 1/2000)

Each person residing or receiving services in this facility has the following rights:

1. To wear his/her own clothes, to keep and use his/her own personal possessions including his/her toilet articles, and to keep and be allowed to spend a reasonable sum of his/her own money for canteen expenses and small purchases.
2. To have access to individual storage space for his/her private use.
3. To see visitors each day.
4. To have reasonable access to telephones, both to make and receive confidential calls.
5. To have ready access to letter writing materials, including stamps, and to mail and receive unopened correspondence.
6. To refuse electroconvulsive therapy.
7. To refuse behavior modification techniques which cause pain or trauma.
8. To refuse psychosurgery.
9. Other rights, as specified by regulations (see e.g., Titles 17 and 22, California Code of Regulations).

Pursuant to Title 17, California Code of Regulations, Section 50530, the professional person in charge of the facility or his/her designee may for good cause deny a person any of the rights above under (1) through (5), inclusive.

If you believe that there was not a good reason for denying one of your rights, you may call the local clients' rights advocate who must respond to your complaint.

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<tr>
<th>Name of Advocate</th>
<th>Address/Location of Office</th>
<th>Telephone</th>
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It is the advocate's responsibility to investigate and resolve your complaint to your satisfaction. If the advocate is unable to do so, the complaint must be referred by the advocate to the developmental center or regional center director. After that, if the problem is still not resolved, it must be referred to the Office of Human Rights, State Department of Developmental Services.

Address/Phone # of Area Board: Office of Human Rights
Department of Developmental Services
Sacramento, CA 95814
(916) 654-1898
TDD: (916) 654-2054

Address/Phone # of Regional Center:

This Notice must be posted, as well as distributed to each person with a developmental disability receiving services in any developmental center, licensed community care or health facility.

In addition to the above rights, persons with developmental disabilities also have the following rights:

1. A right to treatment and habilitation services and supports in the least restrictive environment. Treatment and habilitation services and supports should foster the developmental potential of the person and be directed toward the achievement of the most independent, productive, and normal lives possible. Such services shall protect the personal liberty of the individual and shall be provided with the least restrictive conditions necessary to achieve the purposes of the treatment, services or supports.

2. A right to dignity, privacy, and humane care.

3. A right to participate in an appropriate program of publicly supported education, regardless of degree of disability.


5. A right to religious freedom and practice.

6. A right to social interaction and participation in community activities.

7. A right to physical exercise and recreational opportunities.

8. A right to be free from harm, including unnecessary physical restraint, or isolation, excessive medication, abuse, or neglect.

9. A right to be free from hazardous procedures.

10. A right to make choices in their own lives, including, but not limited to, where and with whom they live, their relationships with people in their community, the way they spend their time including education, employment, and leisure, and pursuit of their personal future, and program planning and implementation.

Resident/Resident Representative Signature

Date

NOTE: Authority Cited: Sections 4502, 4503, and 4731, Welfare and Institutions Code
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 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 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 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 SAY “NO” TO ELECTRIC SHOCK THERAPY.
Tienes el derecho de decir “NO” a la terapia de descargas eléctricas.

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 SPEND TIME ALONE OR ALONE WITH A FRIEND.
Tienes el derecho de estar solo o con un amigo.
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 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 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 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 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 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 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 escoger en donde vivir, con quien vivir, la manera de como y con quien usar tu tiempo.
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 WEAR YOUR OWN CLOTHES. YOU SHOULD BE ABLE TO PICK THE CLOTHES YOU WEAR.

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

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 THINGS THAT WILL PUT YOU IN DANGER.

Tienes el derecho de decir “NO” a las cosas que pudieran ponerte en peligro.
CODE OF ETHICS - CONSUMERS

1. I will respect the value and dignity of all individuals.

2. I will do my best to create and maintain a climate of loyalty, trust and mutual respect.

3. I will support an atmosphere where the participation and work of each individual is respected as important.

4. I will strive to speak to everyone in a friendly, positive, enthusiastic and courteous way.

5. I will support the decisions of management. I may state my position. Ultimately I must follow management’s decisions.

6. I acknowledge that enthusiasm and a positive attitude always make for a better environment.

7. I will strive for personal and professional growth.

8. I will carefully consider the public perception of my personal and professional actions and the effect my actions could have on Futures’ reputation in my community and elsewhere.
CONSUMER RESPONSIBILITIES

All consumers will be encouraged to participate in the program of their choice to the best of their ability. Every effort will be made to have individuals participate in activities in which they will be successful. Each program has differing levels of choice for the consumer, which may be determined by communication style and ability. Those consumers in Supported Employment or Vocational Go Gro have chosen work as their primary objective and the program is designed to help each consumer maximize their work potential. Consumers in our Day Programs have significant choice in what they do each day, including work, trips, classes and other activities in the community.

ATTENDANCE: Consumers are expected to take responsibility for their lives and attendance is key to their being able to move forward and access the community on a regular basis. Good attendance is one of the key factors in being successful in the program as well as achieving a job in the community, for those who choose to pursue employment. For consumers with significant physical and/or medical needs, attendance is flexible to maintain their health and safety, while ensuring their success at the day program.

- Absences: A consumer or their representative is responsible for letting the program know when they are going to be absent. They should do this with as much notice as possible. No notification of absence may be written up, and may be grounds for termination, depending on the situation. If the absence is due to an illness, please call the program office before your start time to let them know. If the absence is due to a planned vacation, please inform staff in advance when and why you will be gone. Futures is required to report to various authorities if a consumer is absent for more than 3 days without notifying us.

A consumer in Supported Employment must notify his/her employer and follow any other employer required reporting/notification procedures. If you are absent from your Supported Employment job, you must call both your employer and the job coach and let them know you are ill and missing work.

A consumer in VTE CCTP must attend the program a minimum of 18 hours per week.

- Vacation and Sick Leave: Consumers are given 12 days of leave time each year; however, this is flexible for individuals in the GARDEN programs. This leave is for the consumer to take and enjoy, but they need to let staff know ahead of time so that appropriate planning can take place. If you are a community contract trainee, please see the Community Contract Trainees, Vacation Leave, and Sick Leave sections of this handbook for more information.

Individual Placement consumers in Supported Employment follow the Holiday and Vacation/Sick Leave plans of their employer, and may not have a job coach available if they are scheduled to work on a holiday that is observed by Futures.

- Leave of Absence: A leave of absence from program or work for emergencies or medical reasons may be granted if it is requested in advance of the time you will be gone. Please ask your instructor or employment specialist for help.

- Holidays: Futures Explored observes most major holidays and issues a Holiday Schedule to all consumers in January of each year.

ABUSE OF ATTENDANCE POLICY: A consumer who abuses the attendance policy by taking excessive days off in addition to the stated policy, barring extended illness, medical leave, or other extraordinary circumstances, is at risk of being exited from Futures Explored. Each case is evaluated on an individual basis. For those determined to have abused the policy, a consumer will first receive a Counseling Statement and warning, secondly be put on probation, and lastly demitted.
APPEARANCE POLICY/DRESS CODE: Futures Explored expects that consumers dress in a manner consistent with our image and values, while dressing appropriately for their program or work day. Individuals are expected to wear clothing appropriate for the nature of our business and the type of work performed, if applicable. Individuals must not have a disturbing, unprofessional, or inappropriate appearance, style of dress, or hair. As these are subjective issues, guidance will be given from time to time as to appropriate individual appearance. Directors and Coordinators may issue more specific guidelines. Consumers will then be expected to adhere to this guidance.

HYGIENE: Personal cleanliness, including proper oral hygiene and absence of body odors, is a standard for consumers at this agency.

GROOMING: Hair is to be clean and neatly styled. Make-up, jewelry, cologne, and perfume should be used in moderation.

CLOTHING: Appropriate dress is expected for program and work. Clothing is to be clean, neat, and without rips or holes, and in moderation. Blue jeans and shorts may be appropriate for certain activities. Shorts should be hemmed, walking length (1-2” above the knee).

Clothing must not: Be tight fitting or revealing; Advertise beer, cigarettes, or other alcohol or tobacco products; Have inappropriate pictures or language; Be political, religious, or offensive in nature. Clothing that can create a safety hazard must be avoided.

In regard to employment, the consumer’s supervisor will let the individual know what is required. It will vary for each type of employment. The following are some of the clothing styles that may make sense for certain positions:

- Office skilled jobs require clothes that fit into the setting. Styles should conform to the general worksite attire.
- Food service jobs or maintenance jobs require clean and neat casual clothing or uniforms and non-skid shoes.
- Landscape crews require good work clothes and supportive shoes and may require clothes for changes in weather conditions.

The impression a consumer makes by his/her appearance while in the community can make a difference for their job future. Good hygiene and appropriate grooming are required to maintain employment.

MEDICATION: Most consumers manage their own medication. Each consumer has a personal record of any medication s/he takes during the day. This information is needed in case of an emergency. If there are any changes to a consumer’s medication after being admitted to the program, the Program Coordinator must be notified immediately. In most Futures Explored programs, staff cannot help any consumer in taking medication, but may offer a reminder. However, staff at certain programs, such as GARDEN, will be trained and certified by a Registered Nurse to administer medications during the program day. These medications should be maintained at the program and will be locked up. A record of any medications administered during the program day will be maintained as well.

LUNCHES: Consumers or their representatives are responsible for their lunches, although they may decide to purchase and/or make lunches as a part of their day if they so choose. Certain programs, such as ALIVE, do not allow consumers to go to a scheduled work site or on planned trips if they do not bring their lunch or lunch money. A supervised lunch is provided for all consumers who need such support. If an individual requires feedings of formula during the program day, a supply of formula, provided by the consumer or their representative, can be maintained at the day program.
PERSONAL BELONGINGS: Futures Explored encourages responsibility for oneself, including personal belongings. Consumers are discouraged from bringing items that they will not be using during the program/work day. Futures is not responsible for loss and/or theft of personal items. Consumers should keep all valuables and money on their person.

TRANSPORTATION: Transportation is not the responsibility of Futures Explored in most of our programs. Consumers or their representative should arrange for transportation, and any changes thereafter, with their case managers.

SMOKING: There is no smoking permitted in any of our sites’ buildings, on the premises, or on the premises of any community work site, except in designated areas. Smoking is allowed only in specified areas, and then only during designated break times. Smoking during program or while on the job is prohibited. No tobacco or tobacco products will be sold on the premises.

FIREARMS/WEAPONS: Futures Explored does not allow any firearms or weapons to be brought on the premises or to be carried by any consumer or any staff person while working or when on the premises of Futures.

ALCOHOL/DRUGS: It is the intent of Futures Explored to maintain an environment that is free of drugs and alcohol. Consumers may not be under the influence of alcohol or illegal drugs during program and/or work hours. The use of alcoholic beverages, on or off premises, during program hours, is strictly prohibited.

BEHAVIOR VIOLATIONS: Consumers that behave in a way that is a threat to themselves or others may be asked to take a leave from the program and/or their job. Consumers that cause property damage to Futures Explored or in the community will be asked to pay for the damage. Each case is evaluated on an individual basis. If a consumer is asked to take a leave of absence or is suspended, their case manager will be notified and a meeting may be scheduled to review, discuss and plan for the future. We believe that taking a leave is a natural consequence for a harmful action.

COUNSELING STATEMENTS: In the case of misconduct, a consumer may receive a written warning detailing the issues and the improvement required in the form of a Counseling Statement. This system is not formal and Futures may, at its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. See Code of Conduct section.
STANDARDS OF CONDUCT

PROGRAM EXPECTATIONS

All consumers are expected to conduct themselves in a manner consistent with the mission, values, and philosophy under which this agency operates. Consumers are expected to perform the following as part of their participation in our programs:

- Maintain a good attitude and promote a positive image of Futures Explored, Inc.
- Adhere to appropriate standards, whether in the community or at Futures Explored.
- Contribute to an environment in which a team can work cooperatively toward common goals.
- Be on time and regular in attendance.
- Maintain a healthy, positive relationship with other consumers, staff, and community members.
- Maintain agency, staff, and consumer confidentiality at all times, including off duty.

NONDISCRIMINATION

Futures Explored is committed to providing an environment that is free from discrimination in opportunity and employment because of race, color, creed, gender (including gender identity and gender expression), religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, sexual orientation, or any other consideration made unlawful by federal, state, or local laws.

Futures will make reasonable accommodations wherever necessary for employees, applicants, and participants with disabilities, provided that the individual is otherwise qualified to safely participate in the program and/or perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expense.

Any employee, applicant, or participant who requires an accommodation should contact the Program Director/Coordinator and discuss the need for an accommodation. Futures will engage in an interactive process with the individual to identify possible accommodations, if any, that will help. If the accommodation is reasonable and will not impose an undue hardship, Futures will make the accommodation.

Futures will thoroughly investigate instances of alleged discrimination and take corrective action if warranted. Please refer to the Grievance Procedure in this handbook.
ANTI-HARASSMENT POLICY

Futures Explored is committed to providing an environment free of harassment, disrespectful or other unprofessional conduct. Futures Explored’s anti-harassment policy applies to all persons involved in the operation of Futures and prohibits harassment, disrespectful or unprofessional conduct by any consumer of Futures, including supervisors and managers, as well as consumers, families, care providers, vendors, independent contractors and any other persons.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law, or by Futures Explored policy.

When filing a complaint, you will be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory. Typically, the investigation will include the following steps: an interview of the consumer who lodged the complaint to obtain complete details regarding the alleged harassment; interviews of anyone who is alleged to have committed the acts of harassment to respond to the claims; and interview of any consumers and/or employees who may have witnessed, or who may have knowledge of, the alleged harassment.

CORRECTIVE ACTION: If Futures determines that harassment or other prohibited conduct has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any consumer determined by Futures to be responsible for harassment or other prohibited conduct will be subject to appropriate corrective or disciplinary action, up to, and including termination.

Futures Explored will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees, or other consumers.

Futures Explored encourages all consumers to report any incidents of harassment or other prohibited conduct forbidden by this policy immediately so that complaints can be quickly and fairly resolved.
**ZERO TOLERANCE STANDARDS FOR WORKPLACE VIOLENCE**

Futures Explored has adopted the following workplace violence policy to ensure a safe working environment for all Futures Explored members (employees, participants, volunteers, independent contractors, visitors, and community members).

Futures Explored has zero tolerance for acts of intimidation, threats of violence, or acts of violence. Without exception, acts of intimidation, threats of violence, or acts of violence are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to discipline up to and including termination.

A threat includes, but is not limited to, any indication of intent to harm a person or damage company property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. Possession of weapons on company premises and at company-sponsored events shall constitute a threat of violence.

Any Futures Explored member found to be in violation of this policy shall be subject to disciplinary action up to and including dismissal, and, if appropriate, shall be prosecuted to the full extent of the law. The individual shall be removed from the premises as quickly as safety permits, and shall remain off the premises pending the outcome of an investigation.

**Intimidation**: An intentional act toward another person, causing the other person to reasonably fear for his/her safety or the safety of others.

**Threat of Violence**: An intentional act that threatens bodily harm to another person or damage to the property of another.

**Act of Violence**: An intentional act that causes bodily harm, however slight, to another person or damage to the property of another.

The following are examples of threats and acts that shall be considered violent - this list is in no way all-inclusive:

<table>
<thead>
<tr>
<th>Example</th>
<th>Type of Threat</th>
</tr>
</thead>
<tbody>
<tr>
<td>Making a hitting motion, fist shaking, or obscene gesture.</td>
<td>Nonverbal</td>
</tr>
<tr>
<td>Saying, “Do you want to see your next birthday?”</td>
<td>Indirect</td>
</tr>
<tr>
<td>Writing, “Employees who kill their supervisors have the right idea.”</td>
<td>Indirect</td>
</tr>
<tr>
<td>Intimidation through direct or veiled verbal threats.</td>
<td>Direct/Indirect</td>
</tr>
<tr>
<td>Saying, “I’m going to punch your lights out.”</td>
<td>Direct</td>
</tr>
<tr>
<td>Unwelcome name-calling, obscene language, and other abusive behavior.</td>
<td>Direct</td>
</tr>
<tr>
<td>Displaying weapons.</td>
<td>Extreme</td>
</tr>
<tr>
<td>Stalking or otherwise forcing undue attention on someone, whether romantic or hostile.</td>
<td>Extreme</td>
</tr>
<tr>
<td>Taking actions likely to cause bodily harm or property damage.</td>
<td>Acts of violence</td>
</tr>
<tr>
<td>Throwing objects in the workplace regardless of the size or type of object being thrown, or whether a person is the target of the thrown object.</td>
<td>Acts of violence</td>
</tr>
<tr>
<td>Physically touching another person in an intimidating, malicious, or harassing manner, including such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing.</td>
<td>Acts of violence</td>
</tr>
</tbody>
</table>
RESPONSIBILITIES OF PARTICIPANTS:

All Futures Explored members are required to adhere to this policy. It is the responsibility of every Futures Explored member to assist and cooperate in making the workplace as safe and secure as possible.

- Any conduct or “jokes” which involve intimidation and/or threats are inappropriate and will be taken seriously.

- Futures Explored members must report any perceived violation of the Workplace Violence Policy to their Director/Coordinator who is not a party to the violation. No Futures Explored member shall be subjected to criticism, reprisal, retaliation or disciplinary action for good faith reporting pursuant to this policy. No Futures Explored member shall be retaliated against in his/her employment for reporting intimidation, threats or acts of violence.

- Futures Explored members who are the subject of, or witnesses to, a possible violation of this policy may be requested by management to document their experience or observations in order to facilitate the handling of the situation.

- Futures Explored members are strongly encouraged to report Restraining Orders to Human Resources and to their Director/Coordinator when those Orders affect the workplace.

Your negative actions could result in you being unemployable for future job development with any potential employer!
ELECTRONIC MEDIA USE

Futures Explored uses various forms of electronic communication including, but not limited to computers, e-mail, telephones, internet, and cell phones. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of Futures Explored and are to be used only for Futures business and only for incidental personal use.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Futures’ policy, or not in the best interest of Futures.

Consumers who misuse electronic communications and engage in defamation, discrimination, harassment, or related actions will be subject to discipline and/or immediate termination.

Consumers may not install personal software or unauthorized software on Futures’ computer systems.

Access to the internet, websites, and other types of company-paid computer access are to be used for authorized program/work activities only.

Questions about access to electronic communications or issues relating to security should be addressed to the IT Director and/or the Executive Director.

SOCIAL MEDIA USE

Futures Explored uses social media in limited circumstances for defined business purposes. Social media is a set of Internet tools that aid in the facilitation of interaction between people online. Use of Internet based programs such as Facebook, Linked In, and Twitter (this is not meant to be an exhaustive list) may be used in furtherance of Futures Explored goals. If you have specific questions about which programs Futures Explored deems to be social media, please contact the IT Director. Consumer authorization is limited to program activities.

Respecting differences, appreciating the diversity of opinions, and speaking or conducting yourself in an appropriate manner is expected at all times. If you aren’t completely confident about what you intend to share, contact your Director/Coordinator or the Administrative Director before you post.

When using social media, consumers must:

- Adhere to policies and procedures included in the Consumer Handbook, including Anti-Harassment, Confidentiality, and Electronic Media Use.
- Ensure and protect confidentiality of Futures Explored information, including that of consumers, staff, supervisors, and outside contacts.
- Respect the law, including those laws governing defamation, discrimination, harassment, and copyright and fair use.
- Refrain from posting items that could reflect negatively on Futures Explored, including comments or other posts about drug or alcohol abuse, profanity, off-color or sexual humor, and other inappropriate conduct.
- Refrain from using ethnic slurs, personal insults, obscenity, or engage in any conduct that would not otherwise be acceptable in Futures Explored’s workplace.
- Identify themselves honestly, accurately, and completely when using Futures Explored social media tools.
Postings regarding discriminatory statements or sexual innuendos regarding consumers, staff, or community members will not be tolerated and will subject the individual to discipline.

Futures Explored encourages employees and consumers to promptly report any incidents in violation of its Social Media Use and Electronic Media Use policies so that corrective action may be taken. Any incidents should be reported to your Program Director/Coordinator or to any Futures Explored Supervisor or the Executive Director. Please refer to the Grievance Procedure in this handbook.

Futures Explored reserves the right to monitor the use of electronic communications as necessary to ensure that no misuse or violation of Futures Explored policy or any law occurs. Futures Explored Facebook pages, Twitter accounts, etc., may require approval when the consumer is posting about Futures Explored. Futures Explored reserves the right to request that certain subjects are avoided, to withdraw certain posts, and to remove inappropriate comments. If you have further questions about the Social Media Use policy, please contact the Administrative Director.

**CELL PHONE USE - PERSONAL**

Personal cell phones are to be kept on "vibrate" during program and/or work hours. At employer work sites, mobile communication devices must be turned off during work hours. Futures is aware that there are times when consumers need to receive and make personal phone calls/text messages. Such calls/texts must be kept to a minimum, and should be made during break periods. If at any time this privilege is abused, there will be a conference with the consumer. If a consumer feels that an incoming call/text is an emergency, s/he should check with a site supervisor and take a break at that time, if possible. Consumers may use personal cell phones to listen to music or for other activities during program/work time, if allowed by their site supervisor.

**PROHIBITION OF CAMERAS / CAMERA DEVICES**

Futures Explored is committed to a strict standard of confidentiality to protect the agency, staff, and participants. Futures Explored prohibits the use of cameras and camera devices, video and audio recording devices, and video or recording features of cell phones and other devices in restrooms, changing rooms, break rooms, and areas designated as private, or solely for the use of women to express breast milk, as well as any other area where employees and participants have the expectation of privacy.

The taking, using, and/or sharing of photographs and/or videos of any employee or participant for business use and/or personal use is prohibited without the subject’s knowledge and consent.

Prior to the use of photographs and/or videos of any employee or participant for publicity or other media, a Publicity Release consent form must be signed and placed in the individual’s file.

**TIPS / GIFTS**

Employees are prohibited from soliciting tips or gifts for any service rendered in the course of their duties.

**MONEY**

Employees are prohibited from loaning money to consumers or accepting loans from consumers at any time.
SOLICITATION AND DISTRIBUTION

At Futures Explored, we believe employees and consumers should not be disturbed or disrupted in the performance of their job duties and/or program. For this reason, solicitation of any kind by one employee or consumer of another employee or consumer is prohibited while either person is on working time. Solicitation by non-employees on Futures Explored premises is prohibited at all times.

Distribution of advertising material, handbills, or printed or written literature of any kind in working areas is prohibited at all times. Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on Futures Explored property.
CODE OF CONDUCT

This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee and/or consumer welfare, and company operations also may be prohibited and will result in disciplinary action. Disciplinary action may include a verbal warning, a written Counseling Statement, a behavior contract, suspension from program, program activities, or work, probation, and/or termination from program and/or job. Disciplinary action will be in compliance with the Lanterman Act, and Licensing and/or Regional Center Guidelines. Consumers may be asked to write an apology or acknowledgement letter if the incident involves another consumer. The following conduct is prohibited and will not be tolerated by Futures Explored:

- Excessive absenteeism or tardiness;
- Unexcused absences from program or work. Absences protected by state or federal law do not count as violations of this policy. Protected paid sick time under California law does not count as a violation of this policy;
- Failing to notify staff or obtain permission to leave program or work for any reason;
- Not complying with subjectively set standards in behavior, dress, or appearance, including consistently poor hygiene;
- Having a disturbing, unprofessional, or inappropriate appearance or style of dress or hair while in program/work;
- Misuse of electronic communications;
- Unauthorized disclosure of confidential information;
- Excessive cell phone use that is not authorized;
- Threatening injury to persons or property;
- Committing or involvement in any act of unlawful harassment of another individual;
- Making discriminatory statements or sexual comments and/or innuendos regarding and/or in the presence of coworkers, supervisors, consumers, or community members;
- Exhibiting behaviors that are disruptive of program activities and/or work;
- Exhibiting behaviors that are not compatible with accepted standards of behavior in the community;
- Theft and deliberate or careless damage or destruction of any company property, or the property of any employee or consumer;
- Being under the influence of alcohol or illegal drugs during program or work;
- Engaging in criminal conduct;
- Using foul, rude, vulgar, abusive, threatening or intimidating language at any time;
- Committing an act of intimidation, a threat of violence, or an act of violence;
- Causing, creating, or participating in a disruption of any kind;
- Provoking a fight or fighting;
- Carrying firearms or any other dangerous weapons;
- Failing to provide a physician’s certificate when requested or required to do so;
- Failing to promptly report program- or work-related injury or illness;
- Violating any safety, health, security or Futures Explored policy, rule, or procedure;
- Conduct in violation of Futures’ Code of Ethics.
GRIEVANCE PROCEDURE

Futures Explored is committed to providing a positive environment for everyone and therefore encourages everyone to be respectful of others. Occasionally, a consumer will have a problem that they cannot solve. When this happens, the following process is used to help the consumer resolve the issue:

1. Within a week of the occurrence, a consumer should go to the staff person they feel most comfortable with who will assist them in documenting and solving the grievance. A link is posted on the Futures Explored website for this purpose:

   www.futures-explored.org → Client Resources → File A Grievance

2. If the staff person does not resolve the situation to the satisfaction of the consumer, the consumer should ask to speak to the Program Director or Coordinator. A time for that meeting will be scheduled within 10 program days.

3. The Program Director or Coordinator will investigate, and provide a solution or explanation within 10 program days.

4. If the problem is still not resolved, the Program Director or Coordinator may present the problem in writing to the Executive Director, who will attempt to reach a final resolution. The Executive Director has 10 program days to get back to all parties involved with a resolution or decision.

5. The consumer may decide that they need outside help and will be encouraged and supported to call their case manager or other advocates to get support through the process. This may include a request from the consumer to call an Inter-Disciplinary Team meeting. If requested, a meeting will be held within 20 program days to resolve the issue.

This procedure, which we believe is important for both consumers and Futures Explored, cannot guarantee that every problem will be resolved to a consumer’s satisfaction. However, Futures Explored values your observations and a consumer should feel free to raise issues of concern, in good faith, without fear of retaliation.

At no time will any of the actions taken because of the investigation lead to any form of retaliation against the consumer, including but not limited to barriers to services provided.

The Grievance Procedure will be verbally reviewed with each consumer prior to being admitted for services and on an annual basis at the time of the ISP/IHSP meetings. At any time, a consumer may review the procedure and be provided with any necessary clarifications.

SUGGESTION / COMPLAINT PROCEDURE

Suggestions for improving Futures Explored are always welcome. At some time, a consumer may have a complaint, suggestion or question. For suggestions/comments, Futures Explored has posted a link on our website:

www.futures-explored.org → Client Resources → Suggestion Box

The Suggestion Box is anonymous, and all comments are reviewed at the monthly management meetings.
CONSUMER GRIEVANCE FILING FORM

CONSUMER SECTION (to be filled out by consumer):

1. Consumer Name: ________________________________

2. Program/Work Site:
   - [ ] Futures Day Program
   - [ ] Brentwood Parks
   - [ ] VTE CCTP
   - [ ] Nifty Thrift
   - [ ] GARDEN Antioch
   - [ ] VTE Segundo/Tercero
   - [ ] Supported Employment
   - [ ] GARDEN Brentwood
   - [ ] VTE Project SEARCH
   - [ ] ALIVE Central
   - [ ] GARDEN Tri-Valley
   - [ ] VTE Central Scan
   - [ ] ALIVE East & Nifty As Is
   - [ ] GTV Go Group
   - [ ] VTE TGI
   - [ ] ALIVE CCTP
   - [ ] Film & Media Workshop
   - [ ] Other: ________________________________

3. Date & Time of Incident: ________________________________

4. Description of Incident/Problem (attach sheets if necessary):
   ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
   ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
   ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

STAFF SECTION (to be filled out by staff person):

1. Staff Name: ________________________________

2. Date Brought to Staff Attention: ________________________________

3. Actions Taken by Staff to Resolve Problem (attach sheets if necessary):
   ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
   ~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

4. Date Notification Given to Program Coordinator/Director: ________________________________

5. Follow up action needed:  
   - [ ] Yes  
   - [ ] No

Consumer - I feel this issue has been resolved :  
   - [ ] Agree  
   - [ ] Disagree

______________________________  ________________________________
Consumer Signature                Date

______________________________  ________________________________
Staff Signature / Title                Date

Don’t forget about our online Consumer Suggestion Box!!
www.futures-explored.org / Client Resources / Suggestion Box Icon
To help the agency maintain a safe workplace at both on-site and off-site locations, everyone must be safety conscious at all times. All work-related injuries or illnesses must be reported immediately to a Director/Coordinator and the Administrative Director. In addition, report unsafe acts, work practices, and conditions to the site supervisor. In compliance with OSHA and California law, and to promote the concept of a safe program and workplace, Futures maintains a written Emergency Action Plan (EAP) and an Injury & Illness Prevention Program (IIPP).

HEALTH & SAFETY COMMITTEE
Consumers who are on the Health & Safety Committee attend Health & Safety Committee meetings, and assist with the Health & Safety program, emergency drills, and site inspections.

CONSUMER URGENT CARE PLAN
If a consumer appears to be ill or states that s/he doesn’t feel well, the care provider/emergency contact must be called for immediate pick up of the consumer from the program.
In case of emergency, 911 will be called.

MAJOR DISASTERS
In the event of a major disaster (earthquake, fire, explosion, severe flooding) outside of working hours, the affected site will be closed if the building is damaged or highways leading to the site are damaged. Employees must contact a Director/Coordinator immediately, if possible, to receive instructions on reporting to an alternate location. In the event of a major disaster during working hours, the safety of consumers and staff is of primary importance. All actions taken shall bear in mind the safety and well-being of both. Futures will be closed, and consumers will remain under the supervision of Futures Explored staff.

CLIPBOARDS-IN-A-BOX
In the event of an emergency, all staff shall utilize the Clipboards-In-A-Box system and assume the role indicated by the clipboard: Management, Operations, Logistics, Planning, and Finance. Each site maintains a large file box stored in a place known to all staff containing five clipboards, each with a pen attached. Clipboards-In-A-Box is grabbed on the way out the door. Please refer to the Emergency Action Plan.

ERGONOMICS
Futures Explored believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being, and is essential to our business. We intend to provide appropriate resources to create a risk-free environment. If you have any questions about ergonomics, please contact your Director/Coordinator.

HEAT ILLNESS
Clients who are outside for work or activities may be exposed to extreme temperatures or adverse working conditions, particularly in the summer months. All supervisors and staff are trained in the recognition and prevention of heat illness. When you are outside for work or activities, we encourage you to frequently drink water. Clients who are outside for work or activities are also allowed and encouraged to take a cool-down rest in the shade of at least five minutes (in addition to the time needed to access the shade) when needed to protect themselves from overheating. These preventative cool-down rests are paid time while working.
Please refer to the agency’s Injury & Illness Prevention Plan, or talk to your Director/Coordinator for details on how to ensure you are protected from heat illness dangers.
CODE OF SAFE PRACTICES

1. All persons shall follow these safe practice rules, render every possible aid to safe operations, and report all unsafe conditions or practices to the Director/Coordinator and the site Staff-in-Charge.

2. Directors/Coordinators expect that Futures Explored members observe and obey every rule and regulation, as is necessary to conduct their work duties safely.

3. All Futures Explored members shall be given frequent injury and accident prevention instructions and trainings.

4. Anyone known to be under the influence of drugs or intoxicating substances that impair the individual’s ability to safely perform the assigned duties shall not be allowed on the job while in that condition, and may be placed on job probation or terminated.

5. Horseplay, scuffling, and other acts that tend to have an adverse influence on the safety or well-being of the employees and/or consumers shall be prohibited.

6. Work shall be well-planned and supervised to prevent injuries in the handling of materials and in working together with equipment.

7. No one shall knowingly be permitted or required to work while the individual’s ability or alertness is so impaired by fatigue, illness, or other causes that it might unnecessarily expose the individual or others to injury.

8. Futures Explored members shall be instructed to ensure that all guards and other protective devices are in proper places and adjusted, and shall report deficiencies promptly to the Director/Coordinator.

9. Crowding or pushing when boarding or leaving any vehicle or other conveyance is prohibited.

10. Futures Explored members shall not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of their duties, unless they have received instructions from their Director/Coordinator.

11. All injuries shall be reported promptly to the Director/Coordinator so that arrangements can be made for medical or first aid treatment.

12. When lifting heavy objects, the large muscles of the leg instead of the smaller muscles of the back shall be used.

13. Appropriate footwear and clothing must be worn according to program/work site.

DISCIPLINARY ACTION

If an unsafe practice or action occurs, it should be reported immediately to your Director/Coordinator or to the Safety Director. Disciplinary procedure will be:

- A verbal warning will be issued defining the problem and the corrective action required. For example: no safety goggles worn when using the band saw as safety goggles must always be worn when using the band saw. This verbal warning will be noted on a Counseling Statement form and put in the personnel file.

- If action occurs a second time, a written warning will be issued on a Counseling Statement form, which both parties will sign.

- If the action is repeated, the individual will be recommended for termination or other appropriate punitive action.
CONSUMER TRAINING

HEALTH & SAFETY TRAINING

Futures Explored provides initial and ongoing health and safety training to staff and consumers. Health and safety trainings are held on a monthly basis for all staff and consumers in the agency. Topics include earthquake and disaster preparedness, fire prevention and safety, shelter-in-place, standard and universal precautions, abuse awareness and prevention, aging awareness, crime prevention, extreme heat, food preparation and storage, healthy living, housekeeping and sanitation, internet and social media safety, medication safety, nutrition and diet, pedestrian/wheelchair safety, preventing falls, summer safety/skin protection, understanding and preventing physical & sexual abuse, and workplace safety.

FIRST AID/CPR TRAINING

If an eligible consumer would like to become First Aid and/or CPR certified, s/he may take the class offered by Futures Explored. Eligibility includes the ability to understand the curriculum and procedures taught in the class. Eligibility to take the class is determined by the Program Coordinator/Director, who will inform the Administrative Director to assign the consumer to the next available or convenient class date. If a participant requires an accommodation, a job coach/instructor can be assigned to attend the same class to provide additional assistance with clarification of the instructions provided at the training.

To successfully pass the class, the consumer must demonstrate (independently) an understanding of the skills, techniques, and knowledge both verbally and physically, which will be determined by the class instructors. Certification is valid for 2 years; however, a consumer is welcome to take the class annually if necessary to stay up to date on skills and knowledge.
PROGRAM POLICIES & PRACTICES

PERMANENT RECORDS

It is the policy of Futures Explored to have a single permanent case record, known as a Case File, for each consumer. The Case File is confidential and can only be accessed under the terms of the California Welfare and Institutions Code.

All information in the Case File is systematically organized for ease in filing and locating required information. In addition, the files are placed in alphabetical order in a locked cabinet. The case file cabinets are located in each department’s office. Staff are responsible for control and maintenance of the files of each of their consumers. The Program Director/Coordinator is responsible for implementing policies and procedures pertaining to Case Files.

After obtaining the signed release of information forms from consumers and, if necessary, conservators, Program Directors/Coordinators may grant their staff access to confidential consumer documents on a case-by-case basis. Staff who remove files are required to return them on the same day they were removed and refrain from leaving them where unauthorized individuals could read them. Staff are prohibited from discussing information found in the case files, unless the discussion occurs for a professional purpose. All California Welfare and Institutions Code restrictions regarding consumer information must be met. At all times, primary consideration is given to protecting the security and privacy of our consumers’ files.

Access to these records is limited to the consumer and professional agency staff providing direct services. If any other person or agency that is currently providing services to our consumers requests this type of information, the consumer will be informed of the request and will determine if s/he wants Futures Explored to release information to the agency requesting it. The signed approval form with a list of the released documents will be kept in the consumer’s file.

All consumers have the right to arrange a meeting with their Program Director/Coordinator for the purpose of reviewing their records at any time. Current files contain information of value, such as goal tracking, progress on objectives, teaching strategies and emergency information. The information accumulated in these files is compiled for progress reports. These reports are available to the referral agency, funding source and the consumer. The reports are kept in the Case File binder. Futures Explored maintains the right to archive information from consumer files on a regular basis in order to facilitate the ease of using the information. Archived information is filed by each consumer’s last name in a locked storage unit accessible only to the appropriate staff. Any destroyed information is shredded.

CONFIDENTIALITY OF INFORMATION

Futures Explored is required to maintain records on all consumers that we serve throughout the organization. The basic information required is similar amongst the programs, but various funding sources and licensing have different requirements. Futures Explored treats all information received as confidential and it is shared with staff working with consumers as needed. Futures Explored is also required to track and report on a number of items to funding sources, and this information is also treated confidentially.

SPECIAL REPORTING

Futures Explored and its entire staff are mandated reporters under the laws protecting dependent adults from abuse and neglect. These laws require that we file reports about incidents, such as accidents (bumps and bruises), reports of abuse or neglect (physical, sexual, etc.) and/or incidents where the consumer has harmed him/herself or others. Futures Explored believes that for the protection of all a quick and thorough investigation of any allegation or special situation by an appropriate unbiased third party is required. Futures Explored will strive to ensure that each consumer’s confidentiality and rights are maintained through the process; however we cannot choose to not report.
ACCESSIBILITY POLICY

It is the policy of Futures Explored to encourage employment as well as architectural, environmental, communicative, and attitudinal access to the agency by persons with disabilities. Futures believes that its attitude and activities around access should serve as a model to the community.

As both a Day Training/Activity Center and a Supported Employment site, Futures promotes full accessibility for all consumers served. We are philosophically committed to and actively involved in the promotion of both community opportunities for persons with disabilities and the removal of barriers to access activities for individuals we serve.

Futures remains committed to recognizing the importance of program and physical accessibility in the provision of services to our consumers. Futures will review on an annual basis the possibility of staff training in the area of non-verbal communication to ensure program accessibility.

To this end, Futures will:

• Uphold that one third (1/3) of the Board of Directors shall be individuals who participate in any of the programs operated by Futures Explored and/or family members of any said individuals;

• Provide necessary accommodations and supports so that persons with disabilities have equal access to employment opportunities within the agency and in the community;

• Not deny admission to services to any consumer based on accessibility barriers unless it is determined by Futures that the costs to provide access would undermine the services to other consumers; and

• Support a referral to an accessible and receptive alternative service, if admission is denied.

Futures maintains compliance with the Americans with Disabilities Act (ADA) and all other applicable laws.

ASSISTIVE TECHNOLOGY

Futures Explored provides necessary accommodations and supports so that persons with disabilities have equal access to integration and employment in the community. Futures may utilize the services of other agencies as appropriate to provide the necessary support systems needed to enable consumers to access all community and employment opportunities.
Futures Explored encourages all consumers to try different vocational opportunities and/or to sell their creative products during the year. Futures Explored strives to be a community employer, with the same expectations that our consumers would face in working at a community job site. Therefore, we set our expectations accordingly.

CONSUMER WORK CATEGORIES

1. **Community Contract Trainees I**: In our efforts to expand employment for individuals with developmental disabilities, Futures Explored often contracts with community employers and/or offers internal positions. These positions a) Require skills and commitment beyond a normal trainee’s level of work; b) Are for a particular contract or job; and c) Are often of a type that does not lend itself to the normal Department of Labor sub-minimum wage standards, but still requires regular full-time supervision and support for the individual during their day. Community Contract Trainees earn minimum wage, work regularly scheduled hours, and have specific job descriptions.

2. **Community Contract Trainees II - Central Scan**: Work in the Central Scan department at the Department of Child Support Services.

PAYMENT OF WAGES

Futures Explored has paydays twice a month. They are on the 7th and 22nd of each month. The 22nd payday covers work from the 1st through the 15th and the 7th payday covers work from the 16th through the end of the month. If the 7th or 22nd payday falls on a Saturday, Sunday, or holiday, paychecks will be distributed on the last working day before the 7th or 22nd. If you observe an error on your check, please report it immediately to the payroll specialist.

There are no advances. If a Community Contract Trainee needs a loan, s/he should check with his/her own bank. Paychecks will never be issued early to anyone.

If a Community Contract Trainee wants his/her check mailed or picked up by someone else, a self-addressed envelope or a written notice must be given to the payroll specialist at least one day prior to payday. Phone requests will not be accepted by anyone other than the Executive Director or Administrative Director. All checks not distributed on payday will automatically be mailed by noon of the following working day. If a Community Contract Trainee wishes to pick up a check after payday, the request must be in writing with instructions.

If there is an error on a paycheck, the payroll specialist must be informed in writing with the specific problem, as well as the Community Contract Trainee’s name, title and date. In the absence of the payroll specialist, the Administrative Director is informed in the same manner. In the absence of both the payroll specialist and the Administrative Director, the Executive Director is informed in the same manner.

If a Community Contract Trainee loses a paycheck, the payroll specialist is informed as above.

Deductions are as follows for Community Contract Trainees:

- State withholding
- Federal withholding
- SDI (State Disability Insurance)
- Social Security/Medicare
- Unemployment Insurance
VACATION LEAVE

Community Contract Trainees II - Central Scan are entitled to accrue paid vacation leave for active service as shown below. Active service commences on the CCT’s work start date and continues thereafter unless broken by an absence without pay, a leave of absence, or termination of service.

**Paid vacation leave may not be used before it is accrued.**

Community Contract Trainees II - Central Scan are required to take accrued and unused paid vacation leave (if eligible) before taking unpaid vacation leave (if eligible).

Paid vacation time must be taken within the year following accrual, unless prior approval is obtained from the Executive Director.

Vacation accruals may not exceed one and one-half times a CTTII-CS’s current annual entitlement. Once this cap is reached, no further vacation will accrue until some vacation is used.

Vacation schedules must be coordinated with and approved by your Director/Coordinator in advance. Vacations shall be scheduled to provide adequate coverage of job responsibilities and staffing requirements. Futures Explored schedules determine permissible vacation periods, and final determination is made by your Director and/or Coordinator.

Vacation Leave will not accrue during periods of unpaid leave.

Community Contract Trainees II - Central Scan are responsible for tracking their accrued vacation time.

A Community Contract Trainee II - Central Scan whose employment terminates will be paid for unused accrued vacation leave on a pro rata basis.

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**Community Contract Trainees I** are not entitled to accrue paid vacation leave. There is unpaid vacation leave for this employment category. Unpaid vacation leave may be taken for vacation or personal reasons depending on agency needs and coverage availability at the time.

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**Community Contract Trainees II - Central Scan** are entitled to accrue paid vacation leave at the rate of 3 hours per month of active service.

<table>
<thead>
<tr>
<th>MONTHS OF SERVICE</th>
<th>ANNUAL MAXIMUM</th>
<th>ACCRUAL RATE IN DAYS</th>
<th>ACCRUAL RATE IN HOURS</th>
<th>MAXIMUM HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>000 - 999</td>
<td>36 hours</td>
<td>N/A</td>
<td>1.50 hours per payroll</td>
<td>54 hours</td>
</tr>
</tbody>
</table>

There is unpaid vacation leave for this employment category. Unpaid vacation leave may be taken for vacation or personal reasons depending on agency needs and coverage availability at the time.
SICK LEAVE

Sick leave is a form of insurance that Community Contract Trainees accumulate in order to provide a cushion for incapacitation due to illness or injury. All Community Contract Trainees who have worked in California for 30 or more days within a year from the start of their employment will be entitled to paid sick time. Sick leave is intended to be used only when actually required for the reasons described below; **sick leave is not to be used for other “personal” absences.**

Community Contract Trainees may use sick leave for the following reasons:

1. The diagnosis, care, treatment of, or preventative care for, the Community Contract Trainee’s own health condition or that of a covered family member, as defined below.
2. For certain, specified purposes when the Community Contract Trainee is a victim of domestic violence, sexual assault, or stalking.
3. As otherwise stated in this Handbook or permitted by law.

For purposes of paid sick leave, a covered family member includes a:

- Child defined as a biological, foster or adopted child; a stepchild; or a legal ward, regardless of the age or dependency status of the child. A "child" also may be someone for whom you have accepted the duties and responsibilities of raising, even if he or she is not your legal child.
- Parent defined as a biological, foster or adoptive parent; a stepparent; or a legal guardian of a Community Contract Trainee or the Community Contract Trainee’s spouse or registered domestic partner. A parent may also be someone who accepted the duties and responsibilities of raising you when you were a minor child, even if he or she is not your legal parent.
- Spouse.
- Registered domestic partner.
- Grandparent.
- Grandchild.
- Sibling.

Community Contract Trainees are expected to provide as much advance notice as possible of their need to take time off under this policy, and may be required to provide appropriate medical documentation when permitted by law. If the need for paid sick leave is foreseeable, Community Contract Trainees must provide advance oral or written notification to their Director/Coordinator. If the need for paid sick leave is not foreseeable, Community Contract Trainees must provide notice to their Director/Coordinator as soon as practicable.

Paid sick leave can be used in one hour increments.

Any Community Contract Trainee that misses work because they are sick must be free of contagious symptoms for 24 hours before returning to work.

Any Community Contract Trainee out three or more consecutive days due to a non-work-related injury or disabling condition must obtain a doctor’s note stating that the Community Contract Trainee can return to work, and what, if any, restrictions might affect their work.

Community Contract Trainees are entitled to accrue paid sick leave for active service as shown below. Active service commences on the Community Contract Trainee’s start date and continues thereafter unless broken by an absence without pay, a leave of absence, or termination of employment.

Community Contract Trainees who are rehired within one year of separation from employment may be eligible for reinstatement of previously accrued paid sick time.

**Paid sick leave may not be used before it is accrued.**
Futures Explored will not tolerate abuse or misuse of your sick leave privilege.

Community Contract Trainees are required to take accrued and unused paid sick leave (if eligible) before taking unpaid sick leave (if eligible).

Paid sick leave will be paid at the rate required by law.

Paid sick leave is not hours worked and is not counted in the calculation of overtime.

Paid sick leave will not accrue during periods of unpaid leave.

Community Contract Trainees are responsible for tracking their paid and unpaid sick leave.

Futures does not pay Community Contract Trainees for unused paid sick leave. Paid sick leave has no cash value upon separation of employment or at any other time. A Community Contract Trainee whose employment terminates will not be paid for unused accrued sick leave. Futures Explored does not pay Community Contract Trainees in lieu of unused sick leave.

As of July 1, 2015, California law provides for mandatory paid sick leave under the Healthy Workplaces, Healthy Families Act (the "Act"). This paid sick leave policy is intended to comply with the requirements of the Act.

Community Contract Trainees cannot be discriminated or retaliated against for requesting or using accrued paid sick time.

If you have any questions about paid sick leave, please contact the Administrative Director.

<table>
<thead>
<tr>
<th>MONTHS OF SERVICE</th>
<th>ANNUAL MAXIMUM</th>
<th>ACCRUAL RATE PER MONTH</th>
<th>ACCRUAL RATE IN HOURS</th>
<th>MAXIMUM HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>000 - 999</td>
<td>3 days/24 hours</td>
<td>N/A</td>
<td>1 hour for every 30 hours worked</td>
<td>48 hours</td>
</tr>
</tbody>
</table>

Paid sick leave accrual may not exceed 48 hours. Once this maximum is reached, all further accruals of sick leave cease. Any unused portion in a calendar year will be credited in the following calendar year.

Community Contract Trainees I are required to take accrued and unused paid sick leave before taking unpaid sick leave.

*There is unpaid sick leave for this employment category.*

<table>
<thead>
<tr>
<th>MONTHS OF SERVICE</th>
<th>ANNUAL MAXIMUM</th>
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<tbody>
<tr>
<td>000 - 999</td>
<td>36 hours</td>
<td>N/A</td>
<td>1.50 hours per payroll</td>
<td>54 hours</td>
</tr>
</tbody>
</table>

Paid sick leave accrual may not exceed 54 hours. Once this maximum is reached, all further accruals of sick leave cease. Any unused portion in a calendar year will be credited in the following calendar year.

Community Contract Trainees II are required to take accrued and unused paid sick leave before taking unpaid sick leave.

*There is unpaid sick leave for this employment category.*
LEAVE REQUESTS

When vacation, sick and/or another leave is to be taken, Community Contract Trainees must inform their site supervisor. Leave requests for Community Contract Trainees must be electronically entered and approved by their timecard supervisor. Leave requests are approved by the timecard supervisor depending on agency needs and coverage availability at the time. Leave must be requested with as much advance notice as possible.

In the event of an unforeseen absence, leave must be requested as soon as possible, either from home or upon return to work. The Community Contract Trainee’s supervisor may request the leave on behalf of the Community Contract Trainee.

Leave must be used unless it is one hour or less of work time that will be missed. Leave requests are entered electronically in ADP.

1. When requesting leave, enter the requested date and select the correct Time Off Policy.
2. Enter the amount of hours you would like to use as follows:
   - Whole Day Missed = 4 - 8 hours; Half Day Missed = 1 - 3 hours
3. For a full day, enter your normal work start time for that day. For a half day, enter the time the leave is to begin/end.
4. In the Comments section:
   - For a planned absence, describe the plan for coverage.
   - If the leave has already been taken without advance approval, write the words “Already Taken”.

The completed request will be submitted electronically to your timecard supervisor for approval.

BEREAVEMENT LEAVE

Futures Explored grants leave of absence to Community Contract Trainees in the event of the death of the individual’s current spouse, registered domestic partner, child, parent, legal guardian, brother, sister, grandparent, or grandchild; or mother-, father-, sister-, brother-, son-, or daughter-in-law.

Community Contract Trainees may use unpaid vacation leave for bereavement depending on agency needs and coverage availability at the time.

When bereavement leave is taken, Community Contract Trainees must request the leave electronically and have it approved by their timecard supervisor as soon as possible. Please submit proof of the relative’s death, such as a copy of the obituary or funeral program.

JURY DUTY/WITNESS LEAVE

Futures Explored encourages individuals to serve on jury duty when called. Upon reasonable advance notice to Futures, a Community Contract Trainee may take time off unpaid to serve on a jury or appear as a witness.

You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You must provide written verification from the court clerk of performance of jury service.

When jury duty/witness leave is taken, Community Contract Trainees must request the leave electronically and have it approved by their timecard supervisor. Leave must be requested with as much advance notice as possible.

You may retain any mileage allowance or other fee paid by the court for jury services.
WORKERS’ COMPENSATION INSURANCE

Futures Explored, in accordance with state law, provides insurance coverage for employees and Community Contract Trainees in case of work-related injury. The workers’ compensation benefits provided to injured paid-work consumers may include: Medical care; Cash benefits, tax free, to replace lost wages.

To ensure that you receive any workers’ compensation benefits to which you may be entitled, you will need to:

1. **Immediately** report any work-related injury or illness to a supervisor or the Administrative Director. You will then be given the “Employee’s Claim for Worker’s Compensation Benefits DWC1” to fill out and return to the Staff-in-Charge.

2. **Immediately** complete the written “Employee’s Claim for Worker’s Compensation Benefits DWC1” form and return it to the Staff-in-Charge.

3. Seek medical treatment and follow-up care, if required. Paid-work consumers who are injured in a work-related incident will be referred to the nearest **Network Medical Provider** (see list). Before you are sent for treatment, the Staff-in-Charge will call the closest location (or your preference) and let them know you are on the way. If there is no answer, you go anyway.

4. The Executive Director or the Staff-in-Charge will make the decision as to how to transport you. You may drive yourself, or the Staff-in-Charge can transport you in their car, send you by taxi, or send you by ambulance to the hospital in the event of an emergency, depending on the situation.

5. Provide Futures with all certification from the health care provider regarding the need for workers’ compensation disability leave, modified work, or return to work.

Futures Explored provides medical treatment for work-related injuries through a medical provider network, which Futures has chosen to provide medical care to and paid-work consumers injured while on the job because of their experience in treating work-related injuries.

The law requires Futures Explored to notify the workers’ compensation insurance company of any concerns of false or fraudulent claims.
FUTURES EXPLORED INC. ALIVE, VTE, GARDEN CONSUMER HANDBOOK

ENTRANCE & EXIT POLICIES & PRACTICES

FUNDING FOR OUR CONSUMERS

Futures Explored provides services to consumers who are eligible to receive services from the Regional Center. There are two sources of funding for our programs: Regional Center funding (Regional Center of the East Bay and Alta Regional Center) and the Department of Rehabilitation. The Regional Center funds our Day Programs, transitional work programs, and our social recreation programs. The Department of Rehabilitation funds our Supported Employment programs. In order to receive services at Futures or one of its programs, a new consumer must have authorization to receive services from either the Regional Center or the Department of Rehabilitation.

The Regional Center, upon completion of the consumer’s Individual Program Plan, will provide Futures with an authorization for service called a “Purchase of Service” authorization. This authorization lets both the consumer and Futures know what services have been authorized.

The Department of Rehabilitation will also issue an authorization for services that will allow for Intake, Placement, Retention and Job Coaching support services to be offered by Futures. The Department of Rehabilitation’s intake process helps them to determine each consumer’s ability and readiness to find employment in the community either in a small group or as an individual. Not all consumers that apply will be deemed ready to receive supported employment services. The Department of Rehabilitation will let the consumer know what they need to work on in order to become ready.

Futures Explored Day Programs offer a number of opportunities for consumers to develop their job skills and readiness in a less stressful environment, so consumers may start as Regional Center-funded consumers and transfer to Department of Rehabilitation.

OUR GENERAL ENTRANCE CRITERIA

Futures Explored serves adults with developmental disabilities that have a desire to receive services and supports through our programs. Some programs have specialized entrance requirements, due to the requirements of the Regional Center or Department of Rehabilitation and/or specialized program offerings by Futures.

Each consumer:

✓ Must be over the age of 18 and no longer served in the educational system.
✓ Must be a Regional Center consumer or agree to pay for the services and support privately.
✓ Must have in their Individual Program Plan an objective(s) that can be met with the services and supports provided by Futures.
✓ Must have basic self-care skills, i.e. dressing, grooming and/or hygiene (See specific requirements for ALIVE and GARDEN below).
✓ Should be able to make needs known to others.
✓ Has the ability and desire to interact with others.
✓ Is not physically dangerous to self or others.
✓ Must be seen as benefiting from services and supports offered by Futures Explored.
✓ Has a required level of support that falls within the guidelines of the program, or receives additional supports which allows successful participation in the program.
SPECIALIZED ENTRANCE CRITERIA

ALIVE - Community College Transition Project (CCTP)

Each consumer:

- Has graduated from high school.
- Is able to be mobility trained.
- Is committed to living independently.
- Has the full support of the family and/or care provider.
- Exhibits no behaviors that would disrupt classes.

GARDEN - Total Care and Restricted Health Conditions

Each consumer:

- Requires support in the areas of personal hygiene/care, feeding, dressing and toileting and/or has a medical condition that is chronic and stable or is temporary in nature, and is expected to return to a stable condition.
- Has a medical condition that is chronic and stable or is temporary in nature, and is expected to return to a stable condition.
- Is under the medical care of a licensed professional.
- Has a written Restricted Health Condition Care Plan, developed prior to admission.
- Provides documentation that their physician or designated licensed professional has determined that their condition is stable, what the specific services they need are, that the consumer does not require 24-hour nursing care and/or monitoring, and that the outlined plan and training will be sufficient to meet the consumer’s health and safety needs.
- Has one of the following Restricted Health Conditions: Gastronomy tube, colostomy, requires finger stick testing or the use of oxygen. Other allowable Restricted Health Conditions must have Regional Center of the East Bay approval prior to entrance.

Supported Employment Programs at Futures Explored and VTE

The initial program funding for individuals entering Supported Employment services is through the Vocational Rehabilitation Program funded by the Department of Rehabilitation. Consumers who are Regional Center eligible may be provided services based on our normal intake procedure and process, regardless of whether or not the Vocational Rehabilitation Program is in Order of Selection, as there is an allowance for the Regional Center to pay for intensive supports if that happens.

The Department of Rehabilitation’s Order of Selection may impact consumers who are eligible for our Supported Employment Services, but who are not Regional Center eligible consumers.

- Order of Selection happens when the Department of Rehabilitation discovers that it does not have enough funds to pay for services for all of the eligible consumers.
- The Department is then required to establish for each consumer, whether they are in one of the following three categories:
  - An individual who is the “most significantly disabled”;
  - An individual who is “significantly disabled”; or
  - An individual who is “disabled”.

Revised 10/03; 06/06; 10/08; 08/14; 06/15; 06/12; 06/16; 08/09; 09/11; 06/12; 08/14; 06/16; 06/10; dk

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✓ The Department then provides funds for service based on serving those individuals with the “most significant disabilities” first, based on who submitted their application first. This allows the Department of Rehabilitation to establish waiting lists.

✓ When Order of Selection is implemented, Futures Explored Supported Employment programs may put individuals who the Department of Rehabilitation has on their waiting list onto a waiting list at Futures Explored until that consumer has become eligible to receive services funded by the Department of Rehabilitation.

GENERAL EXIT CRITERIA

Futures Explored is committed to working with individuals as their life needs change and one of those changes may be to leave the program. Futures strives to ensure that consumers leaving our programs move to a program that will better meet their needs, and works with that new service provider to ensure a smooth transition. The following are some of the reasons people leave the program.

The consumer:

✓ Would have his/her health and/or safety jeopardized by continued participation in the program.
✓ Requests to leave the program for any reason.
✓ Can no longer attend the program due to an anticipated or unanticipated change in residence.
✓ Has received the full benefit of the program and is prepared to move to a less restrictive environment.
✓ Has been assisted by the program in making reasonable progress toward the IPP objective(s) for which the consumer originally entered the program, but the level of skills and ability development indicate that continued placement in the program no longer meets the consumer’s need.
✓ Develops a medical condition that Futures is prohibited from serving.
✓ Exhibits behaviors that are disruptive of program activities, or are otherwise specified in the Consumer Handbook as deserving of discharge from the program if not corrected; namely (a) consistently poor hygiene, (b) abuse of alcoholic beverages or illegal drugs during program hours, and (c) threatening injury to persons or property.
✓ Does not display behaviors that are compatible with accepted standards of behavior in the community.
✓ Has received an evaluation by the ID Team which has determined that Futures’ program no longer meets the consumer’s needs.
✓ Requires a level of staff support that denies other consumers their right to program services, if additional support is not provided by the funding source.

SPECIFIC EXIT CRITERIA

Supported Employment Programs at Futures Explored and VTE

The consumer:

✓ Is unable to meet the attendance, grooming, or other job requirements of the community employer.
✓ Can no longer meet the job requirements of the community employer.
✓ Decides that they want an alternative Supported Employment provider to provide Job Coaching services.
✓ Stabilizes on the job so that supports are no longer required.

GARDEN - Total Care and Restricted Health Conditions

The consumer:

✓ No longer has a need for medical support, due to a change in their restricted health care condition and/or plan.
✓ Does not update and keep in compliance with the Restricted Health Care Condition plan.
Futures Explored Consumer Handbook
Acknowledgment Page

As a consumer of Futures Explored, we hope you will find your program to be both rewarding and challenging. This Consumer Handbook outlines in general terms the policies of being a consumer at Futures Explored. This Handbook is the property of Futures Explored, and it is intended as a source of information for you and is your own personal reference book. Futures Explored reserves the right to add, modify, or delete provisions of this Handbook or the policies on which it is based at any time with or without notice.

Every effort has been made to include all significant information for you; however, if there is any other information you desire, please feel free to contact your Program Director/Coordinator or the Executive Director. Each consumer, including both new and continuing consumers, should sign the acknowledgement form and return it to their Program Director/Coordinator. This will provide Futures Explored with a record that each consumer has received the Handbook. By signing this acknowledgement form, each consumer acknowledges that s/he has reviewed this Handbook and is familiar with its contents.

I have had a chance to review and ask questions of the content of the Consumer Handbook and I understand my rights and responsibilities while in a Futures Explored Program.

I promise to keep this Consumer Handbook in a safe and convenient location for easy reference.

________________________________________
Consumer Name and Signature or Mark

________________________________________
Person who helped me understand the information

________________________________________
Date
Community Care Licensing
Personal Rights (Section 82072)
(issued 1/12/07)
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 tus propias ropas. Puedes elegir 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 cuando quieras.

You have the right to see your friends, family, girlfriend or boyfriend every day. Tienes el derecho de ver a tus amigos, familia, novio(a) o 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, sellos y sobres para escribir cartas. Tienes el derecho de mandar y recibir correspondencia sin que estas hayan sido abiertas.

You have the right to say "NO" to electric shock therapy. Tienes el derecho de decir NO a la terapia de descarga eléctrica.

You have the right to say "NO" to anybody trying to change the way you act by hurting you, teasing you or upsetting you. Tienes el derecho de decir NO a cualquier persona que trate de cambiar tu manera de actuar, molestando, provocando o molestando tu espíritu.

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 te quieran cambiar tu manera 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 escoger cómo puedes pasar tu tiempo libre y con quién.

You have the right to see the 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 treated well and with respect. Tienes el derecho de ser tratado bien y con respeto.

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 exercise and have fun. Tienes el derecho de hacer ejercicio y tener diversión.

You have the right to say "NO" to things that will put you in danger. Tienes el derecho de decir NO a cosas que puedan 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 escoger donde vivas, con quien vives, la manera de como y con quién pasar tu tiempo.

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

To podemos tener otros derechos que la ley o las regulaciones prescriben.

The Department of Developmental Services would like to acknowledge the following: Capital People First, Thief Center North (CDSS), Majorca Home Co.

www.dds.ca.gov
患有發育性障礙個人可享受的權利

每一位在校本設施內或在校本設施內接受服務的個人均享有以下權利：

您有權穿戴自己的衣物。您可以選擇自己希望穿戴的衣物。

您有權將自己的物品存放在一個專屬於您的處所，並在需要時取用。

您有權每天見您的朋友、家人、女朋友或男朋友。

您有權獨處或單獨與一位朋友在一起。

您有權上學。

您有權在需要時立即前往醫生處就診。

如果您願意，您有權參加宗教活動。

您有權與人們交往，並參加您所在社區的活動。

您有權參加運動和娛樂。

您有權對電擊療法說「不」。

您有權對任何試圖以傷害您、恐嚇您或打擾您所使用的方式改變您的行為方式的人說「不」。

您有權對施行大腸外科手術說「不」，人們由於您的行為方式而希望對您施行該手術。

您有權對會使您面臨危險的事情說「不」。

您有權選擇如何度過您的自由活動時間以及與誰在一起度過您的自由活動時間。

您有權接受幫助您以盡可能正常的方式生活、工作和娛樂的服務。

您有權對您的居住場所，與誰住在一起，度過時間的方式以及與誰住在一起度過時間作出選擇。

您有權對毒品、被縛或強行接住，或被強迫獨處（除非是對保護您或他人有必要）說「不」。

您可以按照法律或規章規定擁有其他物品。

備註：上文內容係從Capitol People First的「消費者權利指南」改編而來。Icon數量來自Mayo-Johnson Company開發。
未經書面許可，不得复印本指南的任何部分。詳情請電 (916) 654-1888。
Mga Karapatan ng mga Taong May mga Disabilidad na Debelopmental

Ang bawat taong nakatira o tumatanggap ng mga serbisyo sa pasilidad na ito ay may mga sumusunod na karapatan:

- May karapatan ng magsusumong sarili mong mga damit. Dapat kanjkang makapili ng mga damit na isinusuot mo.
- May karapatan kong itago ang iyong mga gamit sa isang pribadong lugar na maapakahin na tuwing gusto mo.
- May karapatan kong mahalaga sa iyong mga kaibigan, pamilya, karela isang lalaki o babaie sa araw-araw.
- May karapatan kong gamitin ang telepono para sa pribado o sumagot ng mga tawag.
- May karapatan kong magkaroon ng papel, mga seyo at sobre para sa pagtulungan ng mga liham. May karapatan kong magpakoreo at kumuhang mga liham na hindi pa nabubukan.
- May karapatan kong magsabi ng “HINDI” sa paggamot na gumaganit na pangangailan na koresyente.
- May karapatan kong magsabi ng “HINDI” sa tinuman na nag-iisip baguluhin ang iyong kilos sa panahong ng paghahanpok sa iyo, pananakot sa iyo o pagsalit sa iyo.
- May karapatan kong magsabi ng “HINDI” sa pag-utak ng gawain ng mga tao dahil sa kilos mo.
- May karapatan kong piling kung paano mo gustong gugulit an ang iyong libreng oras at kung sino ang gusto mong makasama sa paggugol nito.
- May karapatan ka sa mga serbisyo na tumatulong sa iyo na mamuhay, magtrabaho at magluto sa pinakonormal na pabangan possible.
- May karapatan kung magtago at gumasta ng sarili mong para sa mga bagay na gusto mo at inatento at gamitin ang iyong mga gamit.

May karapatan kung trahin nang masayos at may paggalang.
- May karapatan kung gumugol ng oras na nag-iisa o kasama ng isang kaibigan.
- May karapatan kung pumasok sa paaralan.
- May karapatan kung magpatungo sa isang doktor sa sandaling kailangan mo.
- May karapatan kung sumali sa isang relihiyon kung gusto mo.
- May karapatan kung makisalamuha sa mga tao at lumahok sa mga gawain sa inyong komunidad.
- May karapatan kung mag-ebersisyo at magsaya.
- May karapatan kung magbagay na maglalagay sa iyo sa pangarap.
- May karapatan kung pumili kung saan gusto mong tumira, kung sino ang gusto mong makasama sa tirahan, kung paano mo gugulitin ang iyong oras at kung sino ang gusto mong makasama sa paggugol nito.
- May karapatan kung magsabi ng “HINDI” sa mga droga, sa pagtatal o hindi pagsapakilos, o sa paninilat na tumigil kag kung na-tisa sa isang lugar maliban kung ito ay kailangan upang protektahan ka o ang ibang tao.
- Maaaring may iba ka pang mga karapatan na itinatadhan sa batas o regulasyon.
Các Quyền của Những Người Bị Khuyết Tật Phát Triển
Mỗi người sinh sống hoặc tiếp nhận các dịch vụ trong cơ sở này có những quyền sau đây:

Quy vị có quyền mặc quan áo của riêng mình. Quy vị có thể chọn quần áo để mặc.

Quy vị có quyền cử vật dụng riêng tạ một chỗ riêng tư để dùng khi muốn.

Quy vị có quyền gặp bạn bè, gia đình, bạn gái hoặc bạn trai mỗi ngày.

Quy vị có quyền dùng điện thoại riêng để gọi điện hoặc nhận điện thoại gọi đến.

Quy vị có quyền có giai, tem và phong bì để viết thư. Quy vị có quyền gửi thư và nhận thư không bị bác xem.

Quy vị có quyền “TỨ CHỌI” lựa pháp giải diệt.

Quy vị có quyền “TỨ CHỌI” bất cứ người nào muốn thay đổi hành động của quy vị bằng cách gây tổn thất, đe dọa quy vị hoặc làm quy vị đau buồn.

Quy vị có quyền “TỨ CHỌI” giấy phau không bô mà người khác muốn thực hiện vi hành động của quy vị.

Quy vị có quyền chọn cách động thủ giờ của mình và tiếp bất cứ người nào.

Quy vị có quyền hướng các dịch vụ giúp quy vị sinh sống, làm việc và chơi dulia theo cách bình thường nhất có thể được.

Quy vị có quyền giữ và tiêu tiền riêng cho những vật dụng quy vị muốn cũng như có quyền cả quán và dùng vật dụng riêng của mình.

Quy vị có quyền được đối xử tử tế và kính trọng.

Quy vị có quyền dùng thửa giờ một mình hoặc tiếp bạn bè trong chỗ riêng tư.

Quy vị có quyền đi học.

Quy vị có quyền gặp bác sĩ khi cần.

Quy vị có quyền thực hành tôn giáo nếu muốn.

Quy vị có quyền gặp gỡ mọi người và tham gia các sinh hoạt cộng đồng.

Quy vị có quyền tập thể dục và vui chơi.

Quy vị có quyền “TỨ CHỌI” những gì gây nguy hiểm đến mình.

Quy vị có quyền chọn lựa sinh sống ở đâu, sống với ai, cách dùng thủ giờ và tiếp bất cứ người nào.

Quy vị có quyền “TỨ CHỌI” đương thuốc, không bị trở hoắc đề xuất, hoặc bực phái đế một mình trừ phi cần thiết đề bảo vệ quy vị hoặc người khác.

Quy vị được phép có những vật dụng khác theo quy định của luật hoắc điều lệ.


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