

MEMBER HANDBOOK

2020 Edition

**Life Skills Training Center, Inc.
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This revised handbook cancels and supersedes all previous versions.

**LIFE SKILLS TRAINING CENTER, INC
MEMBER HANDBOOK
CHECKLIST**

I have been given a copy of the LSTC Member Handbook.

Signature

Date

I have read and/or listened to the LSTC Member Handbook.

Signature

Date

I have been given the opportunity to ask questions regarding the LSTC Member Handbook.

Signature

Date

I understand the contents of the LSTC Member Handbook.

Signature

Date

To be signed off totally within 1 month of receiving the LSTC Member Handbook.

****DISCLAIMER****

Nothing in this handbook is to be construed as a contract. Life Skills Training Center, Inc. reserves the right to modify, delete or add to any policies or procedures set forth or referenced herein without notice. Disciplinary procedures in this handbook may be adjusted or modified at the discretion of the organization. These terms and conditions may be altered in writing only and signed by officers of the organization.

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Welcome to Life Skills Training Center, Inc.

The purpose of this handbook is to tell you about training and learning at Life Skills Training Center, Inc. (LSTC)

This book is for you to keep and read. If you have a question and you cannot find the answer in this book, please call the Director of Employment Services at 546-9554.

We are glad that you have chosen Life Skills as a place where you might like to learn and train.

The Staff and Board of Directors
LIFE SKILLS TRAINING CENTER, INC.

MISSION STATEMENT

Life Skills Training Center, Inc. will assist individuals with disabilities achieve their highest desired level of independence.

VISION STATEMENT

It is the desire of Life Skills Training Center, Inc. to see every person with a disability is provided the opportunity to realize the fulfillment of total community citizenship.

PERSON-CENTERED PHILOSOPHY

Life Skills Training Center, Inc. puts into practice in all services offered our philosophy that all persons we serve are given the right to choose the direction and scope of their training and we are here to help them set their goals and provide the training needed to achieve those goals.

MEMBER RIGHTS STATEMENT

Everyone who comes to Life Skills Training Center to learn and train have the same fundamental rights as all persons. Your rights include, but are not limited, to:

- The right to be treated at all times with courtesy and respect.
- The right to a safe training and work place.
- The right to receive appropriate care and services that promote independence.
- The right to be free from emotional, psychological, and physical abuse.
- The right to socialize with members of either sex.
- The right to communicate freely in any reasonable manner.
- The right to assist in choosing your training programs and services.
- The right to participate in decisions that affect your life.
- The right to confidential treatment of all personal and medical information as allowed by law.
- The right to be free from chemical and physical restraint.
- The right to select a parent or guardian to act on your behalf.

MEMBER RESPONSIBILITIES

With these rights, there are also responsibilities that are required from you when you are here for training and program services.

As a member, you are responsible to:

- Treat those providing services to you with the same respect you expect to receive from them.
- Agree to follow the policies and rules of Life Skills Training Center, Inc.
- Ask questions about your services so you understand what is expected of you.
- Seek help before you reach a crisis situation.
- Keep your appointments and be on time.
- Follow your training schedule and actively participate in your training programs.
- Work toward the goals identified in your service plan.

If at any time you feel your rights have been infringed upon, you may ask for assistance from the Director of Employment Services, Executive Director, your case manager, or other advocate to serve on your behalf. Claims of infringement of rights can be made without fear of retribution, reprisal, discrimination, or fear of retaliation. Claims of infringement of rights shall be forwarded in writing to the Executive Director. A written report will be prepared and provided to the individual making the claim outlining the determination and results of the complaint.

WHO WE SERVE

LSTC can assist anyone 18 years or older who has a properly diagnosed disability and would like help in learning how to get and keep a job and to learn how to get along with others and to socialize and participate in your community as a good citizen.

Individuals with disabilities served include but are not limited to:

- Intellectually Disabled (mild, moderate, severe)
- Mentally Ill/Chronic Mentally Ill
- Behaviorally Challenged
- Cerebral Palsy (mild, moderate, severe)
- Epilepsy (mild, moderate, severe)
- Autistic (mild, moderate)
- Physical Disability
- Visual Disability
- Other diagnosis (polio, MS, MD, etc.)
- Any combination of the above.

When people have a disability they sometimes ask for training to help them with getting a job and keeping a job and training to help them participate more independently in their community. Some of the areas LSTC can assist a person with are:

- Learning good work skills and habits
- Knowing what you can do and what you cannot do
- Learning and understanding how to get along with other people
- How to build a good work history
- Learn what to do when you are not working
- Learning how to let people know what you want and what you need
- Knowing all about you and feeling good about you
- And many other areas of assistance

COMING TO LSTC

In order to come to LSTC to learn and train there are some requirements you must meet:

- Have a professionally diagnosed disability
- Have made a personal choice to receive training
- If have a Legal Guardian he/she also approve of enrollment in services
- Be at least 18 years old (except for high school transition students)
- Able to walk or move around with wheelchair without constant help
- Desire to learn and train
- Parent or Guardian also wants you to learn and train
- Can take care of personal hygiene needs such as going to the bathroom or with minimal assistance
- Have arrangements for transportation to and from training
- Have an approved funding source-Managed care organization (MCO), Iowa Vocational Rehabilitation Services (IVRS), Medicaid, County, School District or private funding by self or others
- Have a documented need for services to get or keep a job in the community
- Have a documented need for community integration skills
- No history of physical violence toward self or others
- No history of sexual abuse
- Not taking illegal drugs
- Agree to no alcohol use before or during training day

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION

No person, just because of their disability, can be told they cannot learn or train at LSTC. Any individual with a formal diagnosed disability that meets the other reasons for learning/training has the right to be here. Any individual who requests admission to Life Skills will be required to meet all established criteria for admission and provision of training services.

FOR YOUR INFORMATION

LSTC has one central location where members can learn and receive work training. Below is a picture and the address of our building:



Life Skills Training Center, Inc.
1510 Industrial Road, P.O. Box 1506
Le Mars, IA 51031

LSTC is located ¼ miles south of Hy-Vee grocery store on Industrial Road.

Life Skills Training Center also has a **separate location for providing Day Habilitation services** to individuals who do not wish to or who are no longer able to work. That location is 44 First Avenue NE, Suite B in Le Mars.

HISTORY

People of Plymouth County first began to think about a training center in 1971. By 1972 five clients started training in the Old Central School Building in Le Mars. In 1975 money was raised and a new building was built, the Work Activity Center. Clients did different types of vocational programs while making wood products or sorting cans. They also received leisure skills training. In 1982, money was raised to purchase another building, the Sheltered Workshop Laundry. It began with only four clients and their vocational programming was done by doing commercial laundry. By 1991, LSTC had about the same number of clients at the Center and the Laundry. Vocational programming was still done through wood products, laundry, and in the community too.

In 1995 LSTC decided to close its Center Division and move everyone to the laundry. This was done because the training jobs at the laundry offered more opportunities to learn and grow and the can sorting and wood products were no longer financially feasible. Along with the Pre-Vocational training services at the laundry and Supported Employment in the community, LSTC offers training in Pre-Employment and Adult Day Habilitation. Later in this book, all of these areas will be explained.

ACCREDITATION

It is very important for you to know if you decide to come to LSTC for training you can be assured your training is going to be of good quality .Every three years CARF (The Commission on Accreditation of Rehabilitation Facilities) comes to LSTC and looks at everything we do. They have rules we have to follow to make sure the training you are getting is good and will be of benefit to you. You will see our CARF Accreditation Certificate on display at LSTC and this is your assurance our training programs meet the highest standards. We also have to follow rules from all the places paying for your training like The Department of Human Services, Iowa Vocational Rehabilitation Services, Iowa Medicaid Enterprise and all the Managed Care Organizations (MCOs).

There are other governmental agencies with rules that LSTC must follow. Some of those include: Iowa Secretary of State, Iowa Fire Marshall, United States Department of Labor – Wage and Hour Division, Occupational Safety and Health Administration.

ORIENTATION

If you decide to come to LSTC for training before you begin your training you will receive an orientation. This means many things will be explained to you or shown to you. This would be things like where you punch a time clock, where the break room/dining room is and where the restrooms are. You will also be introduced to your co-workers and training staff. There will also be videos for you to watch about safety. If you have any questions you can ask any staff at any time.

SERVICES FOR YOU

LSTC has many different learning/training services. The reason for the different types of learning/training services is so that we can assist persons with disabilities in feeling good about themselves and in doing as much as they can independently. Since everyone is different we have tried to offer different ways to learn and train. Following is a list of learning/training services available:

Pre-Vocational Services Training

Supported Employment Small Group Enclave Training

Pre-Employment Training Services:

- Career Exploration
- Job Discovery and Job Development
- Work Readiness
- Job Shadows

Individual Supported Employment

Long Term Job Coaching

Adult Day Habilitation services

Speech, Physical, Occupational and Emotional Evaluation referral services

All areas of training are based upon identified needs, member's personal choice and the approved recommendation of the members Interdisciplinary Team.

COST OF SERVICES

The cost for services provided to you are determined by either the Iowa Department of Human Services or Iowa Vocational Rehabilitation Services. There are "Fee for Services" schedules posted at Life Skills but the specific cost(s) for the services you enroll for will be provided to you and your funding source representative/caseworker prior to your enrollment.

PREVOCATIONAL SERVICES TRAINING

Prevocational training assists a person in learning good work skills and habits that are not task specific but instead, are meant to help you develop skills you will need in order to reach your goal of community employment. Some of the areas of this training include:

Getting to work on time

How to punch in/out on a timeclock

Going right to work

Staying focused and attentive

Following directions and guidance from your supervisor

Going from one area to another without getting upset and as independently as able

Asking questions if you don't understand

Following your break, lunch, and training schedules

- How to dress appropriately for a job
- How to act or behave when at the job
- How to work with and get along with other coworkers

You may learn these skills “hands on” by working as a member of a crew in our commercial laundry service. Some of the jobs your crew might perform are:

- Sorting laundry items for proper washer formulas
- Loading and/or unloading washers and dryers
- Labeling and marking of linens to keep customers separate
- Folding linens according to each customer’s requirements
- Assisting Drivers on pick-ups and deliveries

Since you are in training and doing actual work, you will receive money for the work you perform. You will get a check every two weeks. The amount that you can earn depends on the training jobs that you do and how well you have learned to do them. How well and how fast you can do your job will be time studied after you have had enough time to learn the job – at least 30 days but not more than 60 days. After that you will be time studied at least every 6 months so you can improve your rate of pay as you become better at your job.

LSTC will abide by all the Department of Labor rules for paying anyone less than minimum wage. LSTC is required to maintain a “Subminimum Wage Certificate” issued by the Dept. of Labor and to renew this certificate every two years to show we are following the rules. This certificate is displayed on the bulletin board at the rear of the production floor.

Since LSTC is a place to train and learn you are not considered an employee according to federal rules/regulations. You are considered “a member in training” so LSTC will only pay you up to minimum wage and in accordance with your most recent time study.

In regard to taxes being taken out of your incentive pay, all members are given a number rating according to a *Training Assessment Scale* (TAS) based on individual skills and abilities. If you score above a 6 on this scale, FICA taxes will be taken out of your pay. If you are individually participating in a training job site with assistance/guidance provided by an agency Job Coach, you will be paid at the minimum federal or state authorized Minimum Wage Rate.

Remember, if you receive financial support from SSI or SSDI, you must tell them about the pay you receive from LSTC. It is YOUR RESPONSIBILITY to notify them. Failure to report the pay from LSTC may have a negative impact on your future benefits.

SUPPORTED EMPLOYMENT SMALL GROUP ENCLAVE TRAINING

You may also receive Small Group Enclave training where you may be part of a crew of 2 to 4 individuals, along with a training supervisor (job coach), who will go to a job site in the community to perform various jobs requested by the employer. Right now LSTC has over 2 dozen training sites in the community. Many of these are to perform commercial janitorial services for those employers. You will be paid for the work you perform while at these sites as described above.

PRE-EMPLOYMENT TRAINING

Once you and your support team feel you have learned the skills and habits necessary to get a job in the community you may be ready to receive additional services to help you look for and secure a job in the community. Some of those services might be:

- Career Exploration
- Job Discovery
- Job Development
- Work Readiness
- Job Shadowing

All of these services are designed to help you determine what kind of a job you might be interested in, how you find out what jobs are available in the community, how you apply for a job, how to do an interview and even doing a job shadow at a job you think you might like.

INDIVIDUAL SUPPORTED EMPLOYMENT/LONG TERM JOB COACHING

Once you have found a job and have started employment you may be eligible to receive training assistance from a job coach who will help you understand what your new employer expects of you as an employee, what your specific job duties are and what requirements you must meet as far as dress codes, disciplinary policies, etc. You may need assistance with filling out paperwork required of new employees. You can receive this assistance as long as your Care Plan team and your employer agree it is necessary and the funding is available to pay for your job coach.

ADULT DAY HABIITATION SERVICES

Adult Day Habilitation services are for people who desire to feel good about who they are and what they can do, but who are not able to train or work at a job full time. The service will focus on attaining and/or maintaining the following skills:

- Intellectual functioning
- Physical and emotional health and development
- Language and communication development
- Cognitive functioning
- Socialization and community integration
- Functional skill development
- Behavior management
- Responsibility and self-direction
- Daily living activities
- Self-advocacy skills
- Mobility

To be successful a person needs to feel good about what they are able to do. In Adult Day Habilitation people participate in many age appropriate activities like: shopping, cooking, art projects, community tours, watching videos, computer activities, etc. The consumers work with the trainers individually and as a group to decide on a daily and weekly basis what activities they want to participate in.

SERVICE SCHEDULES

Prevocational Services, Supported Employment Small Group Enclave Training and Day Habilitation services are offered Monday through Friday between the hours of 6:00 am and 3:00 pm. These hours may be adjusted in the future if necessary to accommodate individuals on a waiting list or to meet the expectations of employers participating in our Supported Employment Small Group Enclave programs. You and your care plan team would be notified of any changes affecting your schedule. When you are first enrolled for services you have a choice of how many days per week or hours per day you want to work.

Individual Job Coaching and other individual employment services are available at other times beyond 3:00 pm during the week and on weekends and are based on the needs of the employer(s) with whom you are placed. You would have a choice of what hours you want to work before you accept a job out in the community.

REFERRAL SERVICES

LSTC cannot provide all types of services for everyone. There are some services that should be provided by professionals like doctors and dentists for example. LSTC can assist you in finding other providers for services we cannot provide such as:

- Counseling services
- Medical, dental, eye and hearing services
- Information on living arrangements
- Financial assistance
- Homemaker health services
- Public Health nursing services and more
- Speech Therapy
- Physical Therapy
- Occupational Therapy

All of the training at Life Skills is intended to help a person be as independent as possible, be as much a part of their community as they choose and enjoy all of the rights and responsibilities of being a citizen of their community.

PERSON-CENTERED PLAN

When you first begin at LSTC, you are on a 30 day evaluation period. During that time you are evaluated in many areas to determine your strengths and needs so your goals can be determined by your support team. This will be done by having a Person-Centered Case Plan Meeting or PCP. It will be agreed upon by you and your support team members at your PCP meeting as to what services you wish to receive and what your goals will be. These meetings happen at a minimum annually until the time you no longer need services or are no longer receiving services from LSTC.

CASE FILE/SERVICE RECORDS

Once you begin training at LSTC, every member will have a Case File started. This file contains all of the information we have about you. It will have such things as your Application for enrollment and addendums, physical examination form, Release of Information form, your Service Plans, individual case plan and associated Progress Reports, assessments, time studies, evaluations, financial documents, goals/objectives, and many others.

Since this is your file, you may look at it anytime you want by asking the Director of Employment Services. No one else, other than your legal guardian or others designated by you or by the Executive Director, can look at your case file without your written authorization.

STAFF QUALIFICATIONS

All direct care training staff have the required training and qualifications to provide services to you. All direct support training staff possess the following credentials; CPR/ First Aid, Mandatory Reporting, Employment services and/or Job Coaching certification (or within 6 months of employment), and other training as needed. LSTC will ensure staff training is provided to meet all the legal requirements of the state of Iowa and CARF, our accrediting agency. The credentials and qualifications of our staff are reviewed annually to ensure credentials remain current and valid.

STAFF/MEMBER RELATIONSHIP

LSTC staff is here to assist any member needing help with developing appropriate work skills. We can answer questions and be here for support and guidance. As you begin to gain more independence though, our assistance will not be needed as often. We do this so you can be more responsible and accountable for your own actions and allow you the opportunity to grow more independent as you would need to be in order to get a job in the community.

PERSONAL APPEARANCE & DRESS CODE

Proper dress and personal cleanliness standards contribute to the morale of all individuals and affect the professional image LSTC presents to customers and visitors. During the time you are at LSTC, all persons are expected to present a clean, neat, and socially acceptable appearance. All persons will dress in age appropriate clothing and clothing that does not draw unintended attention. All persons shall dress appropriate to the seasonal weather conditions. Dress shorts and denim shorts are permitted for wear during the warm seasonal months. Short athletic style shorts, cut-off shorts or excessively worn or frayed shorts or jeans, sweat pants, pajama pants or tops and leggings are not permitted for wear. Halter tops, tube tops, tank tops, strapless tops, sleeveless shirts, or sheer garments are prohibited from wear while at LSTC.

- Each person must maintain a high level of personal cleanliness and grooming, including daily showers and the use of deodorant. Clothing must not be dirty or stained.
- In the production area, products such as hair or body glitter are not allowed.
- No loose or dangling jewelry (necklaces, bracelets, ear rings) are to be worn in any production area with the exception of Medical Alert tags, bracelets, or necklaces that are allowed provided precautions are taken to limit danger of entanglement.
- Body piercing limited to ear piercing and other piercing should be removed during your time at training.
- Gum, tobacco, candy, coffee, pop, etc., are not allowed in production areas.
- Food or lunch boxes not allowed on or to be stored on production work floor
- Hairnets will be worn at all times while on production floor and must cover the entire head and hair.
- Ball caps or hats are permitted for wear in place of hairnet as long as the cap covers all hair. Hats or caps cannot have offensive logos, designs or words.
- Beard Nets are required by all persons with beards who are in the laundry production areas. Staff, consumers and visitors with beards must wear a beard net while in the production area.
- Tee-Shirts or shirts that have a logo of beer, alcohol, or drugs or have logos, words or symbols that may be offensive to others are not permitted for wear at Life Skills.
- No open toed shoes, sandals, or flip flop type of shoes are allowed for wear at any time while in the production areas.
- Report illness, open cuts or sores, and other infections to the supervisor. Make sure that they are taken care of properly. Open sores, cuts or skin abrasions must be covered by a Band-Aid or gauze and tape. Wounds on the hands must also be covered by a nitrile or vinyl glove at all times while in the production area.

Smoking

Effective July 1, 2008 smoking is prohibited in all interior spaces of any facility owned, leased, or operated by LSTC and/or in any vehicle owned or leased for

use by LSTC. Smoking is prohibited anywhere in the facility or on the grounds in the front of the building or the north side of the building. Smoking is only allowed in the designated smoking areas: 1) Outside on northeast or southwest corners of building on the grounds owned by LSTC adjacent to the paved area. This smoking ban also includes all battery powered vapor or “e-cigarettes”. Those who violate this policy will be held to the disciplinary action stated in the LSTC Disciplinary policy and procedure.

Beer and Alcohol

Under no circumstances are alcoholic beverages to be consumed on LSTC premises. LSTC will not sponsor or provide alcoholic beverages at any work related, fund-raising, social or recreational activity. Violations or failure to adhere to this requirement will be subject to the Disciplinary Policies and Procedures.

Weapons Banned

The possession or use of weapons by any client or employee while on the premises of any facility, vehicle, or property owned, occupied, or leased by Life Skills Training Center, Inc. is strictly prohibited. This policy shall not apply to peace officers as defined in Iowa Code 801.4; members of the armed forces of the United States or the National Guard; persons in the service of the United States; Law Enforcement Officers, or correctional, probation, or parole officers under authority of the Iowa Department of Corrections to carry, possess, or display any weapon or firearm within any facility.

Weapons include, but are not limited to; pistol, revolver, shotgun, machine gun, rifle or other firearm, black powder rifle or pistol, BB or pellet gun, Taser or stun gun, bomb, grenade, mine or other explosive or incendiary device, ammunition, archery equipment, dagger, stiletto, razor, switchblade knife or a knife having a blade exceeding 5 inches in length. Knives with a blade in excess of 5 inches may be possessed when used for cooking purposes as part of an officially recognized training program. Disposable plastic utensils such as knives, forks, and spoons, will be allowed for use without fear of violation of this policy when used for appropriate purposes, such as picnics, potlucks, or breaks or meal times.

MEDICATIONS

Medication management and administration is one of the key elements to ensure stability for members. LSTC has designated trained individuals to serve as Medication Managers to ensure the safe and proper receipt, storage, administration, control and documentation of all medications dispensed at LSTC and for administration and control for our Medication Management program. All members must be capable of self-administration of all medications dispensed while at LSTC. If individuals are incapable of self administration, accommodations must be arranged for by members, parents, guardians, or other appropriate responsible parties. All members who utilize the services of the LSTC Medication Management program will be required to acknowledge this is a restriction of their rights and will be required to review, verify, and sign a restriction of rights form.

TRANSPORTATION

While at LSTC receiving services, members may be provided transportation by Siouxland Regional Transit System or from their residential provider agency. LSTC is not responsible for the provision of or the scheduling for any transportation services that are not part of an individual service plan. The individual consumer is responsible for arranging transportation to and from services provided by LSTC and for making contacts regarding changes to their scheduled transportation.

DAILY SCHEDULE

Schedules for LSTC members can be Monday through Friday from 6:00 AM till 3:00 PM or later. Each member will be given a schedule since we have many different training times. Many members train for only 6 hours a day, but you are here for 6 ½ to 7 hours. You will get a 15 minute morning break and a 45 minute lunch break. You must bring your own lunch. If you train on Saturday, you may be scheduled to have time off during the week. It is important that you follow your training schedule. Any absence will be made up as soon as possible but must be within the same calendar month and only as approved by the Director of Employment Services in advance.

Supported Training crews or Placement may have schedules a little different. You will be told about this if you are part of a small group crew. This would include possibly working later in the evening or earlier in the mornings. Sometimes you might even have to train or work on days when others do not.

TELEPHONE/CELL PHONES/TABLETS

Members may use LSTC's telephone for local calls only and only during break times. We do ask that you limit your calls to 3 minutes because our phones are

for business. Long distance calls are not allowed. People may call while you are at LSTC. We will take a message and pass it on to you and you should call during your break or lunch period. If there is an emergency, you may use the phone when you need or get calls if they come in. Cell phones can be used only during your breaks. Cell phones are not allowed to be carried or used while on the work floor or while training at LSTC. Laptops, Tablets, and iPad or other electronic devices, unless required for service delivery, are only to be used during breaks or lunch periods. All electronic devices must be secured in your assigned locker and locked when unattended.

VISITORS

We encourage visitors at LSTC. We feel good about what we do here and like to share it. We think it is important for support people of members to know about us. We do ask if someone wants to visit and tour they call first and set-up a time with the Marketing/Development Coordinator. That way we are sure they will get a complete tour with time to ask questions. Another reason we ask you to set up tours is for safety. We need to make sure people who tour do not go into certain areas, like the sorting area because it is considered contaminated and certain clothes and cover-ups must be worn. Also, if there were a fire or other emergency requiring evacuation we would need to know who is in the building at any given time. These safety rules are shown later in this book.

CONFIDENTIALITY

When you start with LSTC, anything you do is confidential. That means we cannot tell anyone about you or say anything about what you are doing unless you or your legal guardian approve it by signing a paper known as a “release”.

If you have a guardian, they will know everything that goes on about you as well.

PAYMENT DURING TRAINING ON THE FLOOR

When you come to LSTC to learn and train you receive money for the work you do. You are not paid if you are taken off of the floor for programming or if you refuse to work or train. If you refuse to work you will be placed on downtime until such time as you notify your supervisor you are ready to return to work. Your pay rate per hour depends on how fast and how accurate your work performance is. This is measured every six months by a time study of the jobs you normally perform while at work. All pay is based upon meeting the standards of the United States Department of Labor for payment of Subminimum Wages. Generally your incentive pay will not be as high as someone working in the community because you are in a training setting and are not considered an "employee" under the Internal Revenue Service definitions. Your training period runs from Friday of one week to Thursday of the next week. You are given your check every other Monday before you leave to go home. For people that train only ½ days, we will try to have them done before you leave. For people that might have to leave early for some reason, checks can possibly be ready early if you have made arrangements in advance with the Director of Employment Services. Sometimes holidays will fall on a Monday pay day. If this happens we have checks done on the following business day.

TIME OFF - LEAVES OF ABSENCE

All leaves of absence, regardless of the reason, will be in a nonpaid status. With all days off, you must put in writing the date(s) you want off and submit it to the Director of Employment Services so arrangements can be made to replace your job with someone else while you are absent. If you are asking for 2 or more days off you must request it at least 2 weeks before you plan on taking it. If you are away for more than 2 days because you are sick, LSTC may ask you to bring in a Doctors note saying why you were gone. If you have been gone because you were hurt you will need a note from your Doctor saying it is okay for you to return to work and to let LSTC know about any restrictions you may have.

WORKERS' COMPENSATION

LSTC is required by law to provide Workers' Compensation Insurance for all workers. This means if you get hurt while you are training at LSTC or any of the job sites, any doctor or hospital expenses will be paid by LSTC's insurance company. You will also be paid for time off if your doctor says you need to be off from work due to a work related injury/illness. Because of this it is very important if you get hurt while you are training, you let a supervisor know right away.

RULES WHILE AT LSTC (DISCIPLINARY POLICIES AND PROCEDURES)

In any organization, there must be rules in order for everyone to be safe and also so they are able to do the jobs they were hired to do. All employers have rules and part of your training is to learn how to follow the rules so you can keep a job.

At LSTC, staff and members all have to follow rules and if they choose not to, there will be consequences for breaking the rules. We have divided the rules up into 3 categories and listed the consequences of what will happen if you do not follow the rules.

Category I

1. Not following the "Telephone Use" policy
2. Smoking where not authorized in the building or on grounds of LSTC
3. Not coming to training at LSTC and not calling to let anyone know
4. Changing your schedule of training without authorization
5. Refusing to train after requested to do so 2 times or more.
6. Suspected use of alcohol or illegal drugs before coming to LSTC.
7. Intentional violation of dress code or personal hygiene concerns after receipt of previous verbal reminder
8. Bullying – repeated unreasonable actions directed towards a peer or group which intimidates, humiliates, or is disrespectful to others while at training, on job site, in an LSTC van or SRTS Van to and from work.

Consequences for Category I rules:

1st offense – Verbal Warning by Director of Employment Services.

2nd offense – Written warning and report placed in case file

3rd offense -- Final Warning and suspension up to 5 days

4 or more offenses within 1 year from date of 1st offense may result in termination from LSTC

Category II

1. Refusing to train more than 3 times in a 30 day time period without good reason after choices have been given
2. Not reporting accidents or injuries to a supervisor
3. Purposely mistreating and damaging equipment or other LSTC property
4. Swearing or talking mean to someone, or making threats of physical aggression to another client, staff, volunteer, or van driver while on our property or riding in an LSTC van during transport to and from job site or activity.

Consequences for Category II rules:

1st offense – Written warning and filed in Case File and/or behavior contract

2nd offense – Suspension of 2 days and possible behavior contract when coming back to training

3rd offense – suspension of 5 days with behavior contract upon return

4 or more offenses within 1 year from date of 1st offense will result in termination

Category III

1. Use of alcohol or illegal drugs before coming to LSTC for training or having them in your possession while on LSTC property or in vehicles.
2. Hitting, pushing, shoving, biting or any act of physical aggression or any inappropriate touching of any LSTC client, staff, volunteer, or van driver while on our property or riding in a van to and from LSTC or at a LSTC sponsored activity.
3. Stealing or taking anything belonging to LSTC, a customer, consumer or other person without permission from a supervisor or management
4. Leaving LSTC premises during your scheduled training without letting a supervisor or management staff know in advance
5. Not following the safety rules of LSTC
6. Possession of a weapon or dangerous materials anywhere on LSTC property or in vehicles owned and operated by LSTC.

Consequences for Category III rules:

1st offense - Written warning and sent home for remainder of day.

2nd offense- Written warning and minimum 2 day suspension.

3rd offense- Written warning and minimum 5 day suspension with Behavior Contract required prior to return to LSTC

4th offense- Immediate termination from LSTC

If we have to use these consequences the following people will know about it:

1. The Member
2. The Director of Employment Services
3. The Executive Director
4. The person who pays for you to train at LSTC
5. The Caseworker
6. The Guardian of the member
7. The Residential Staff if you live in a group home

The consequences are listed for each Category of Offense. In the event the infraction is deemed a major offense and creates an unacceptable liability for LSTC the Executive Director may impose a more severe disciplinary action up to and including immediate termination from services.

GRIEVANCE PROCEDURES

If at any time you do not feel the consequences imposed are fair, you may ask to have it reviewed. You will need to tell the Director of Employment Services and they will set up a time to review it. If you do not feel good about talking to DES about it, you may request the Executive Director to review what happened. The Executive Director reserves the right to transfer the request back to the DES. Once you let us know, a meeting will be set up within 5 working days to discuss it. People at the meeting may include:

1. Member
2. Director of Employment Services
3. Executive Director
4. Members Case Manager
5. Parent, Guardian or another person of your choice (May only speak as witness to event(s))

After this meeting, you will be informed within 5 working days of the decision. The final decision will be in writing and the report will then go into your case file. Grievance claims can be made without fear of retribution, reprisal, discrimination, or fear of retaliation.

For members that are employed by a business outside the control and direction of LSTC, you will be required to follow their policies and procedures. The Director of Employment Services and/or Job Coach will help you understand the procedures in effect for that business.

BEHAVIOR MANAGEMENT

There is always a possibility that a person can be upset during their training day. It is okay to be upset but if you begin becoming so angry you try to hurt or physically attack someone, LSTC will try to stop it.

The first thing we will try to do is talk to you and see if we can help; if that does not work, we may ask you to leave the training floor. If you continue to act angry and it looks like you could hurt someone, including yourself, we will remove other people from the area and try talking to you again. If you still try to hurt someone or yourself despite our intervention methods, we reserve the right to request assistance from the police or other law enforcement authorities.

RESTRAINT POLICY

The use of physical restraint is only used as an intervention of last resort. We will avoid physically restraining you but if safety of you or others is a concern, we will use physical restraint but only with the minimum reasonable force necessary to prevent serious injury to you or to others. The use of seclusion or chemical or mechanical restraint is prohibited from use at LSTC. This policy and procedure

does not apply to local law enforcement or other state agencies in the exercise of their responsibilities.

FOR YOUR PROTECTION

Everyone at LSTC must follow safety rules. These rules are meant to keep you safe while you are training. Some rules are set up by LSTC and some of the rules are set up by the Occupational Safety Hazard Administration (OSHA) of the United States Department of Labor.

PHYSICALS

All members are required to have a medical physical before they begin at LSTC. You must then have one every year you continue training here. Going to the doctor for these physicals is your responsibility. We will give you the forms but you or someone you know must make the appointment and pay for them. We need to have this physical because it helps us know if there is anything we should or should not have you doing. An example of this would be not lifting (if you have a bad back) or not being around a lot of dust (if you have bad allergies).

SAFETY DRILLS

LSTC has quarterly fire drills and during spring and summer has tornado drills. Other drills may also be held such as bomb threat or power outage. These drills are meant to help you understand what to do and how to stay safe. You are expected to follow these procedures as you are told by staff. We do this so if any of these things really happen, you will be safe. After you begin at LSTC you will be shown what to do and we do put up signs showing where you should go. If you choose not to follow these procedures then you are violating the rules.

SAFETY AND HEALTH- RISK MANAGMENT

Life Skills provides a variety of training opportunities for individuals served. Those training opportunities involve training in-house and out in the community. Individuals receiving services at LSTC should be aware there are risks in terms of health and safety and they have the right to share in the responsibility for making choices in accepting or rejecting the risks identified. LSTC does everything reasonable to identify possible risks, to take all reasonable precautions to eliminate or reduce risk, to make reasonable accommodations to identified risks, and to provide opportunity to all staff, clients and others information regarding risks and to allow for the informed choice to accept or reject risks. The LSTC Risk Management policy is reviewed annually and is available for review upon request.

CHEMICALS AND RIGHT-TO-KNOW

When you train at LSTC you will be around or using certain chemicals. Some of these chemicals are used for cleaning. What ever the chemical is that you use, you have a right to know all about it. This is called the Hazardous Communication or “Right-To-Know” law. LSTC will give you all the information you need so that you know just what you are using. You are not allowed to handle, touch or work with any chemicals used to wash laundry. Only approved staff can do this.

HEPATITIS B (HBV)

When you train at LSTC you may have to sort dirty laundry from the hospitals. Sometimes when you sort, you may be exposed to different kinds of diseases or bodily fluids on the laundry. That is normal since hospitals are where sick people get care. If you follow what is called “Universal Precautions”, there should not be any problems. Staff will train you on how to follow “Univeral Precautions” to make sure you stay safe while working at LSTC. Hepatitis is one of the diseases you could be exposed to while at the laundry. You probably have some questions about Hepatitis or HBV so we are going to try to answer them.

1. **WHAT IS HBV?**

HBV is a virus or disease that you could get if you work around stuff that could have blood or body fluids in it

2. **WHAT CAN HBV DO?**

HBV can make you very sick if you get it. It can affect your liver. Your liver keeps the blood in your body clean and good. If your blood is not clean and good, you will get very sick. Once you get sick, it will never go away. You can take medicine to help you feel better, but HBV will always be there.

3. **HOW DO YOU KEEP FROM GETTING HBV?**

It is LSTC’s job to try and make sure everyone who works here can feel as safe as possible. For people who train at the laundry, we teach everyone about “Universal Precautions”, this means we treat all soiled/dirty laundry as if it has disease on it. So to be safe this means you must wear gloves, cover-ups and use eye protection as well as wash really good after you sort laundry. But we also offer HBV vaccinations for everyone. Sometimes even when you are very careful, you might still be exposed but the vaccinations can help.

4. **WHAT ARE HBV VACCINATIONS?**

HBV vaccinations are shots like flu shots. They are given with a syringe and needle. The medicine inside the syringe will help your body if you are exposed, you probably will not get HBV. No one can make sure you won’t

- get it, but getting these shots almost guarantees you will not. Every 90 out of 100 people who get the shots will not get HBV if they are exposed.
5. **DO I ONLY HAVE TO GET A SHOT ONCE?**
In order to be safe you must have 3 shots in the arm. After your first shot you will get another one in 30 days then your last one 3 months later. After you finish getting the 3 shots, you should never have to have them again.
 6. **WILL THE SHOTS MAKE ME FEEL SICK?**
They can but usually you will only have a little bit of pain in the arm where you got it. Some people have felt kind of sick to their stomach but usually only lasts a few hours. If you feel sick more than 2 days you need to call your doctor.
 7. **DO I HAVE TO GET SHOTS?**
No one must get the shot. You can say “no” after it has all been explained to you. No one can make you get them. We offer them because we want you to be safe when training at LSTC and also, the United States Department of Occupational Safety and Hazards Administration (OSHA) says that if you work around laundry that could be contaminated or dirty from HBV, you must be offered the shot series. If you choose to get the shots, you or your guardian must sign a form giving your okay for the shots.
 8. **WHAT HAPPENS IF I SAY “NO” TO THE SHOT SERIES?**
LSTC staff will explain HBV to you and give you a chance to ask questions. We want to make sure you understand everything about HBV before you make a decision so the decision you make will be a good one for you. If you decide later you do want the shots then we will make it available to you. If you say no to the shots you or your guardian must sign a form which says you do not want the shots.
 9. **DO YOU HAVE TO HAVE THE SHOTS TO MAKE SURE YOU DO NOT GET HBV?**
If you think you may already have had the shots or someone told you had them, you can request a blood test be done to check for sure. If you decide to have a blood test, a nurse will have to take blood out of your arm with a needle so it can be tested to see if you have protection in your system that will prevent you from getting HBV. If the results show you are protected then you do not have to have the shot series. If the results say you are not protected, then you have to make a decision whether to get the shot series or not.
 10. **HOW MUCH WILL ALL OF THIS COST ME?**
Nothing. It is our job to help make sure you are as safe as possible at work so we pay for the shot series and for the blood test if you want it.
 11. **IF I SAY “NO” TO THE SHOTS CAN I STILL WORK?**
Yes, if you have made a decision to not get them you can still work. You must follow the “Universal Precautions” though.

12. **WHAT HAPPENS IF I DO NOT FOLLOW THE UNIVERSAL PRECAUTIONS?**

You could be exposed to and contract a disease like HBV and become sick. If you follow the “Universal Precautions” you are less likely to get any disease. Also if you do not follow “Universal Precautions”, since they are required by LSTC you could receive a written warning. If you continue to refuse to follow safety rules you could be terminated from LSTC. We have this requirement in order to protect you!

SAFETY EQUIPMENT

When you train at Life Skills, you are required to wear protective equipment. You will be told what you need, how to use it and when to use it.

You may need and use:



Ear Plugs



Safety Glasses



Gloves



Cover-Up



Hair Nets

If you are on a Supported Employment Crew you will be provided with any of the following, depending upon what you are doing:



Ear Plugs



Safety Glasses



Gloves

LSTC provides any safety equipment you may need. Hair Nets will be worn by all individuals while on the production floor. Ball caps can be worn but must

cover ALL HAIR otherwise a hair net should be worn under your cap. Beard nets must be worn. Facial hair in excess of ¼ inch will require wearing a beard net.

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GENERAL INFORMATION

WEATHER RELATED CLOSINGS

If the weather gets so bad that being at LSTC or at a training site is not safe, training may be canceled. If you are training and this happens we will try to get you home if possible. If we can not, we will make arrangements for you to stay somewhere. If you are taking any medication, you might want to give an extra one to the Medication Manager in case you can not make it home.

If the weather is bad and you have not left for training yet, listen to the radio to see if it has been cancelled or is starting late. Tune to KLEM AM 1410. We will have weather related announcements on by 7:00 AM. You or your residential staff may also check on the KTIV News 4 weather website for public service announcements for weather related events.

For members that are employed in the community, you will need to follow whatever rules that business follows for bad weather. Your Job Coach can help you with finding out.

CLIENT MEETINGS

Once a month clients and staff meet to talk about things that have happened, things that might need to get better, new things that could be happening or activities coming up. This is everyone's chance to know what is going on or suggest changes. At some of these meetings sections from the Member Handbook are discussed.

TERMINATION

Members can be terminated from LSTC for many reasons. Some of those reasons are:

1. You do not want to be here anymore
2. You got a job in the community
3. LSTC is not able to assist you
4. There is no funding to pay for you to receive services
5. Medical people (doctor) says you should not work anymore

If you are terminated because you got a job in the community and you then lose your job within 60 days of initial termination of services, you may return to LSTC to train without going through the application process again as long as service funding is authorized. If you are terminated for other reasons, LSTC will follow up on how and what you are doing for a period of one year.

There are events that go on each year that you will be told about and invited to. We also have several activities and groups that we invite you or any of your support people to. If you would like more information, please ask the Marketing/Development Coordinator.

Your coming to LSTC to train is because you want to be here. We cannot make anyone be here or stay here. That decision is up to you and it is your choice. If you choose to train here, we require that you agree to our policies. These policies are meant to protect you while you train here and also so you can learn what it will be like when you get a job in the community. If you have any questions about your training or any of these policies please ask your training supervisor (Trainer), Job Coach or Director of Employment Services.

Thank you,

LIFE SKILLS TRAINING CENTER, INC.

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