



Shasta County Opportunity Center

~Client Handbook~

Rev. 05/07/12

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Important Phone Numbers

Front Office.....	225-5781
Del Lockwood, Staff Services Manager.....	225-5418
Fiscal Office	245-6284

Shasta County Opportunity Center

Mission Statement

“To develop productive and meaningful employment opportunities for people with disabilities”

Opportunity Center Core Values

- ε **Quality**
- ε **Integrity**
- ε **Empowerment**
- ε **Responsibility**
- ε **Respect**
- ε **Teamwork**

Staff Qualifications

All staff have appropriate California driver's license and an acceptable driving record according to County policy. All staff must pass a pre-employment physical examination and a mandatory drug and alcohol test.

What is Expected of You

As a client of the Opportunity Center's services, you are strongly encouraged to help chart the direction of your own program. You can do this by:

- ε Developing your goals. We can help. Some people have goals of working in the community, increasing the size of their paychecks, and learning new work skills.
- ε Attending all meetings about you.
- ε Always reporting safety concerns and accidents to your Instructor.
- ε Participate in all safety trainings.
- ε Telling your Instructor or Job Coach what you want to learn and what kind of job you want. Ask for help so you can learn what is available to you.
- ε Being active in special events.
- ε Talking to your Instructor about things that you like and about things that bother you.



Who We Are and What We Do

The Opportunity Center, a division of the Shasta County Health and Human Services Agency, has been serving people with disabilities in Shasta County since 1963. Today the Opportunity Center offers work services to adults with disabilities. We help you achieve personal, social, economic, and work independence. The Center provides job experiences based on your interests and abilities. You can work in the base program, on one of the community-based groups, or find employment with a community employer.

Why you might come to the Opportunity Center:

- For work experience and training on the job.
- To learn what you are good at and what job you would like.
- To earn a paycheck.
- To learn about work and how to be a better employee.
- For help finding a job.
- To make new friends.



Qualities Needed

If you want to come to the Shasta County Opportunity Center you should:

- Want to work.
- Be 18 years of age or older.
- Be able to safely participate in services and jobs you prefer.
- Be a Far Northern Regional Center, Department of Rehabilitation or Shasta County Mental Health client.
- Be able to tell us what you want.
- Be able to use the restroom without help; take medicine without help; feed yourself, keep yourself and your clothes clean; and wear the right clothes for the work you do.



Work-Related Services We Offer

Getting Ready for Work

Situational Assessments

You will go to job sites and perform different types of work to determine what you should do to be ready for a job.

Types of Work

Assembly and Packaging:

This work training is done at 1265 Redwood Blvd. You will do work training such as preparing mailings, packaging, and assembling. This work trains you and helps you develop good work habits that you will need to work in the community.

Community Group Services:

These are small groups of people who do work training in the community. You are supervised by the Opportunity Center staff and paid by the Opportunity Center for the work training you do. This work training includes janitorial, mailing, grounds keeping, litter abatement, and recycling.

Individual Placement:

You are hired by and paid by a community employer. A Job Coach from the Opportunity Center will train you and help you at work.

You can also find out more about the types of work available through the Opportunity Center by logging on to our web site. A computer is available at the Redwood office for you to look at the web site.

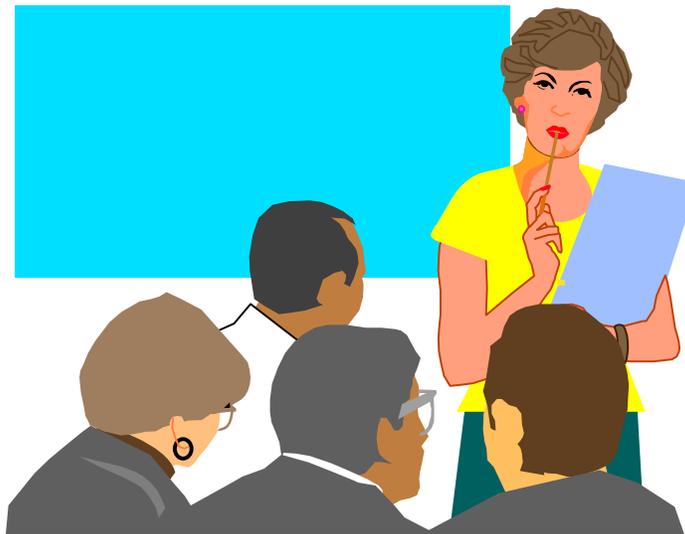
www.oppcenter.org

The Individual Planning Process

The Opportunity Center is committed to working with you to help you reach your goals. You have the right to take a leadership role and ask for what you want. Everyone will work together so that services will meet your needs.

The major part of your planning is done at a meeting called a staffing. Your first staffing will be within 90 days of your first day of work services. If you receive a Situational Assessment (SA), the staffing will be held after the SA is done. After you have started in the employment services program, your Instructor will sit down with you to help you develop your plan. Your comments and answers will be written down with the focus on helping you with your work-related skills. Staffings will be held during your birthday month and every six months after that.

The individual planning process is an important part of your program. It is good for you to be very involved and to speak up for yourself at these staffings. Help us know what you want by telling your Instructor.

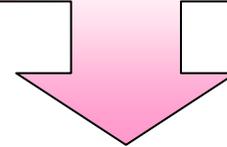


Individual Planning Goals

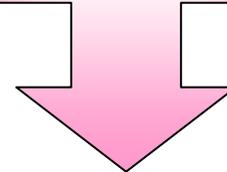
Individual Planning Goals can help you progress to better wages and more independent types of work services. You should start in the type of work service that is right for you and will help you achieve your full potential. The following are typical skills that we can help you learn to reach your work related goals: Learning the task, increasing productivity, going from task to task, improving quality of work, making good decisions, dealing with change, setting performance goals, being motivated, grooming, interacting with customers/co-workers, building confidence, identifying support options within the workplace, advocating for on-the-job and off-the-job help, and communicating.



**ASSEMBLY &
PACKAGING**



**COMMUNITY
GROUPS**



**INDIVIDUAL
PLACEMENT**

Hours and Benefits

1265 Redwood Blvd.

8:15 A.M - 2:30 PM For RIDE users

8:30 A.M - 3:00 PM - For FIRST TRANSIT users

Morning break 10:00 AM - 10:15 AM

Lunch 12:30 PM - 1:00 PM

If you are doing work training on one of the Opportunity Center's community groups, your instructor will tell you your work hours.

Wages and Fringe Benefits

Your pay rate is based on how fast and how well you do your work training. The Opportunity Center follows the law regarding your training pay. Sometimes you will be paid a piece rate and sometimes you will be paid by the hour. If you work on an outside group you will be paid by the hour. Your pay will be based on time studies done every six months. Paydays are every other Tuesday and you can get your check after 2:00 P.M. If you sign up for Direct Deposit your paycheck will automatically go into your bank account. If you have any questions about your pay, ask your Instructor.

If you are paid by a community employer, your pay rate and work schedule are up to your employer. Please direct questions about your pay to your Job Coach. If you work on a NISH contract, your vacation and holiday benefits will be different. You will also receive extra pay for what is called "health and welfare."

Vacation Benefits

Clients who work full time (20 hours for groups and 30 hours for base floor) earn thirty (30) hours of vacation per year. You can accumulate up to 80 hours. You are required to work six (6) full months before being eligible to take vacation time.

Sick Leave

Clients who attend work five days a week earn five (5) paid sick days (30 hours) per year. You must work for three (3) full months before being eligible for paid sick leave.

Holidays

The Center is located at 1265 Redwood Blvd. and is closed on the days listed below. Those holidays marked with * are paid (full time workers only). All other holidays are unpaid. If you are on a community group or working for a community employer your holiday schedule may be different.

New Year's Day*

Labor Day

Martin Luther King, Jr.'s Birthday

Veterans Day

Lincoln's Birthday

Thanksgiving Day*

President's Day

Day After Thanksgiving

Memorial Day*

Christmas Eve

Independence Day*

Christmas Day*

General Information

Attendance

If you cannot come in, please call the office at 225-5781 by 8:15 AM or the beginning of your scheduled reporting time. We expect you to come every day unless you are ill or have scheduled a vacation day in advance. You need to sign in or out at our front desk if you are arriving late or leaving early.

Lunch

Please bring your lunch with you each day or you may purchase lunch from a catering truck which visits Redwood Blvd. every day at break and lunch. Snack machines are here also. If you wish to be a fill-in worker on a community group, it is best to bring your lunch. You should bring your lunch if you are a regular member of a community-based group.

Personal Storage

Lockers are provided for your personal items while you are at Redwood Blvd. The Opportunity Center is not responsible for your personal items. You should bring a lock to protect your personal items.

General Information (continued)

Phone Calls

You may use the phone during break and lunch at Redwood Blvd. The office phones are for business or emergency use only.

Transportation

People get to the OC by First Transit, by the RIDE, by Demand Response, or by private vehicle. The Opportunity Center gives courtesy rides to some people who are on crews when other transportation is not available (This is not work time and you are not required to use OC transportation). If there are any changes to your regular transportation arrangements please notify your transportation provider and sign in and out as appropriate.

Medication

Opportunity Center staff cannot give out medication. You have to keep and take your medication by yourself.

Safety

You are required to follow the safety rules while working. These include:

1. When safety equipment is required, it must be worn and used properly.
2. Obey all safety and evacuation drills.
3. Immediately report all injuries, accidents, or illnesses.

Visitors

Visitors are not normally allowed at sites, especially if you are at a community site. Please ask your Instructor if you have a special request. People coming to pick you up early need to sign in at our front desk.

Office Hours

The Opportunity Center office is open Monday through Friday, 8:00 AM to 5:00 PM, except on County holidays.

Returning to the Opportunity Center

If you lose your individual placement through no fault of your own, you may return to the Opportunity Center to be placed again or return to the program for other services. If you have voluntarily resigned from the assembly and packaging program or a community-based site, all conditions for readmission to the Opportunity Center have to be met.

Support Services

While you are at the Opportunity Center you will have an Employment Services Supervisor and an Instructor or Job Coach. They will work with you to help you with your goals and to be a better worker. We will help you with:

- Vocational counseling
- Individual program planning and development
- Understanding our policies and procedures
- Coordination of work services
- Personal counseling
- Program questions and referrals
- Self-advocacy
- Setting Goals
- Developing appropriate work relationships
- On-the-job training and assistance
- Ongoing support and encouragement

Social Activities

The Opportunity Center holds special events throughout the year. You are encouraged to join in the fun. We will let you know about other community activities also.

Opportunity Center's Client Rights

1. You have the right to take a leadership role in planning your future.
2. You have the right to say "no" to something that you do not want for yourself.
3. You have the right to make your own decisions.
4. You have the right to receive support and the assistance needed so that you can make informed choices.
5. You have the right to succeed and to make mistakes.
6. You have the right to give input regarding your level of satisfaction with your program.
7. You have the right to positive interventions before any restrictive measures are used.
8. You have the right to invite people that you choose to your meetings.
9. You have the right to advocacy services.

Non-Discrimination Policy

The Shasta County Opportunity Center does not discriminate on the basis of race, color, ancestry, religious creed, national origin, disability, medical condition (including AIDS), sex, age, or marital status. The Opportunity Center is committed to the provision of equal treatment to people in all phases of its operations including the delivery of services and opportunities for employment. The OC will make reasonable accommodations in order to provide access to its program services and the jobs developed.

Records and Confidentiality

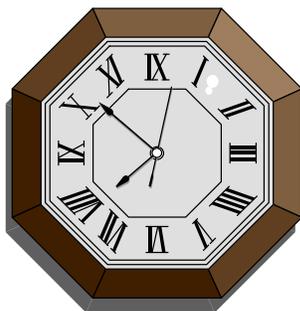
A single case record will be opened and will hold information about you. This record is confidential and no one can look at it except those who are a part of your program. We will not give out information from your record without your written permission (or your conservator's, if you have one). You may look at your record any time during our regular office hours.

Work Rules and Responsibilities

Along with rights go responsibilities. At the Opportunity Center you are expected to:

1. Report to your site on time every day.
2. Call in early if you will be late or unable come in.
3. Return to your work training area on time after breaks.
4. Ask for vacation time off before you want to take it.
5. Dress neatly and comfortably. Go by the dress rules where you work.
6. Respect the rights and property of others.
7. Watch out for your personal items.
8. Stay home if you are sick so you do not give it to someone else. Examples of this are when you have a cold, the flu, or head lice.
9. Make personal phone calls during breaks or lunch.
10. Follow safety rules at all times.
11. Let your Instructor know if you leave the building or your work training site for any reason.

If you do work training on a community-based group, you must also follow the work rules for your group. If you are employed by an employer in the community, you must follow the rules for your employer.



Rules of Behavior

1. No weapons.
2. No alcohol or illegal drugs including marijuana which is illegal under Federal law.
3. No smoking in the building or vehicles. Smoking is only permitted in the designated smoking area during breaks and lunch.
4. No aggressive, violent, or harassing behavior.
5. No kissing or other inappropriate touching or sexual behavior.
6. No property damage.
7. No stealing.
8. No bad language.

Any violation of the above may result in serious consequences, including suspension or termination. These infractions will be evaluated on an individual basis. If you feel we are unfair, please refer to the grievance procedure.

Disciplinary Procedure

Disciplinary action can happen for different reasons including those listed above. If minor problems cannot be resolved with the Instructor, then the disciplinary procedure will be initiated:

1. The Instructor will notify the Supervisor of the offense, the frequency at which the problem has been occurring, and report what has been attempted to correct the problem. The Supervisor will provide counseling to the client and consequences will be discussed.
2. If this does not solve the problem, a plan for the situation will be written and the Service Coordinator and VR counselor will be notified.
3. If the behavior plan is not followed and the problem behavior continues, you may be suspended from work without pay.
4. If you do something serious, you may be suspended immediately or even terminated.
5. Excessive suspensions may result in discharge from the program.

Client Grievance Procedure

You have a problem

Step One

Talk to Employment Services Instructor/Job Coach who has five days to give a resolution.

If not resolved to your satisfaction, you have five days to



Step Two

Meet with your Employment Services Supervisor who has five days to give a resolution.

If not resolved to your satisfaction, you have five days to



Step Three

Meet with the Manager of the Opportunity Center who has five days to give a resolution.

If not resolved to your satisfaction, you have five days to



Meet with external FNRC Service Coordinator to review the resolution.

Filing a grievance will not result in retaliation or a barrier to service. Written notification of action to be taken will be given within five days. You can ask people such as your Service Coordinator, Rehabilitation Counselor, family members, home staff or advocates, to help you with any problem.

Shasta County Opportunity Center Grievance Report

1. Client Reporting _____ Report Date _____

Incident: Date _____ Time _____

Summary: _____

Recorded by: _____ Title _____

2. Employment Srvs. Supervisor _____ Date Received _____

Finding/Decision/Recommendation _____

ESS Signature _____

Client Signature _____ Date copy given _____

3. Manager (or Assistant Manager) _____ Date Received _____

Findings/Decision/Recommendation _____

Manager (or Assistant Manager) Signature _____

Client Signature _____ Date copy given _____

Notes About Your Program

Client _____

Program _____

Employment Services Supervisor _____

Instructor/Job Coach _____

Start Date _____

Work Hours _____

Notes