



# CONSUMER HANDBOOK

Revised 4/15, 7/14/16, 10/7/16, 5/18/17



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**Mission:**

It is the mission of EMS Inc. to assist individuals with disabilities in Job Placement, which will lead to INDEPENDENCE and SUCCESS.

**Vision:**

It is the VISION of EMS Inc. to be the first choice for consumers, referral sources and employers when looking for first rate services, especially when EMPLOYMENT is #1 on the list.



## Welcome!

We want to thank you for having us as a part of your journey to employment and to success. EMS Inc. is a non-profit organization that provides Employment Services to people with disabilities. We have developed a unique Employment Services program that will help you in obtaining a job. We hope that you find this process rewarding, meaningful and successful.

This handbook will help you understand how EMS Inc. will assist you in becoming employed. Please read this handbook and if you have any questions, or need any help, feel free to ask at any time.

Sincerely,

*Lisa Bullen*

Executive Director / Co-Founder  
EMS Inc. Employment Means Success



## **“It Takes a TEAM”**

It takes EMS Inc. Staff, The Department of Rehabilitation Counselor and “YOU” to make your vocational goal become a reality.

### **EMS INC. Office Hours**

**Monday – Friday, 9:00am to 5:00pm**

You may also reach out to your Job Developer through email

### **Meet the Staff**

<b>Executive Director/CEO: Lisa Bullen</b>	<a href="mailto:lisa@employmentms.org">lisa@employmentms.org</a>
<b>Co-Founder/CFO: Kari Anderson</b>	<a href="mailto:kari@employmentms.org">kari@employmentms.org</a>
<b>Job Developer Supervisor: Brenda Whipple</b>	<a href="mailto:brenda@employmentms.org">brenda@employmentms.org</a>
<b>Job Developer: Terald Smith</b>	<a href="mailto:terald@employmentms.org">terald@employmentms.org</a>
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<b>Job Developer: Amanda Griffin</b>	<a href="mailto:amanda@employmentms.org">amanda@employmentms.org</a>
<b>Job Developer: Audra Bullen</b>	<a href="mailto:audra@employmentms.org">audra@employmentms.org</a>
<b>Job Coach: Joshua Staggs</b>	<a href="mailto:joshua@employmentms.org">joshua@employmentms.org</a>

### **General Identification of Program Consumer:**

#### **Department of Rehabilitation Role in Vocational Services**

- Department of Rehabilitation Counselors refer consumers with disabilities to EMS Inc. who have a clearly defined goal on their Individual Plan of Employment (IPE). The consumer has the skills and abilities to match the job duties and the consumer knows what their skills are.
- Consumer has employment barriers addressed in various ways such as: transportation, child care, interview clothing, knows how working will affect benefits, and if they require assistive technology or a reasonable accommodation to perform job duties. This information will be discussed with an EMS Inc. job developer and explained how they will perform the essential job duties using an accommodation if needed.
- Rehabilitation Counselor’s responsibility is to stay in contact with consumer and inquire about their progress



## EMS Inc.'s Role in Vocational Services

- Our Job Developers are trained and experienced in helping people with disabilities go to work. We know a lot about assistive technology, and how to explain benefits of hiring you to employers.
- Services are provided in a variety of community settings based on the needs of the individual. Although EMS offices are open 8 am – 5 pm, Monday through Friday, services are provided at days, times, and at a frequency dictated by the needs of the individual and the availability of the Job Developers.
- Since fees for services rendered to consumers are paid by the referral source or other funding sources, consumers are not responsible for the payment of any vocational service fees.
- Through ongoing networking with business professionals and continued training, our Job Developers are able to provide knowledge, skills, assistance and encouragement to our consumers so that they may reach their employment goals.



## Health and Safety

Your health and safety are very important to us, not only while you are working with us, but at your job site, in your home/apartment, or in the community. You can enjoy life more, and be more productive, if you are safe and healthy. Eating right, taking your medications, watching your weight, exercising, and not abusing drugs or alcohol will help you feel better and, hopefully, get more out of life.

At EMS Inc. we have a very active Safety Committee. One of the main things the committee is responsible for is leading emergency safety drills, and making sure our building is in safe condition. If you are in the building at the time of a drill, you must participate and follow the staff instructions.

When you are at any State or Federal buildings receiving services, or you begin working, the building or company worksite emergency procedures will be followed. Your supervisor or other designated staff member will explain these as well as direct you when there is a drill or an emergency situation.

## **SAFETY PROCEDURES WITH SELF-ADMINISTERED MEDICATION**

Sometimes consumers receiving services from EMS Inc. take medications to stay well. If you take doctor prescribed medicine for any reason, you must be able to give it to yourself, in the right amount, at the right time, in order to participate in any of EMS Inc. services. EMS, Inc. does not do any medication management or monitoring. **At no time will EMS Inc. take responsibility for storing or giving you your medication.** In your file we keep a record of what medications you take. This information is confidential and staff do not discuss it or share it without your permission.

### **Service Areas:**

**Inland Empire-** Riverside District Office, San Bernardino, Victorville, Temecula and Ontario Branches

**Orange/San Gabriel District-** El Monte Branch Office

**Van Nuys/Foothill District-** Van Nuys District Office, Lancaster and Santa Clarita Branches

**San Diego District-** Laguna Hills and San Marcos Branch Offices



## **Vocational Services Process**

### **Intake and Intake Assessment**

1. The EMS Inc. Job Developer will contact you to set up an Intake meeting to conduct an Intake and an Intake Assessment where you will talk about the Individual Plan of Employment (IPE), your likes and dislikes, the jobs that you have had in the past, where you went to school, what different types of work training you have had, what you may need to become hired in a job, and any difficulties that you may have had and over-all what type of JOB you want.



### **Employment Preparation**

1. EMS Inc. Job Developer will help you with ways to find and keep a job.
2. Your Job Developer will create a resume that will be just right for the job you want.
3. A Master Application will be completed that will include your work history and references.
4. We will be teaching you how to be great in your interview so you will get the job.

### **Job Development and Placement**

1. Your Job Developer will give you a Job Log to write down where you have applied for work, or where you want to work. Your Job Developer will follow up with the employers to schedule interviews for you.
2. The Job Developer will contact employers by email, phone and in person, as well as develop and identify job openings that are appropriate for you
3. The Job Developer will provide a Job Club in a Group or on an Individual basis that will be ongoing based on what you need.
4. The Job Developer will talk to employers and discuss various benefits that are available to them when they hire you. Those benefits include: on the job training (OJT), WOTC tax incentives and the Federal Bonding Program.

### **Retention Services:**

1. Your Job Developer will help you with understanding what your responsibilities are as an employee, what your wages are, what benefits may be available to you, how to get along with coworkers, safety procedures, probation and work performance.
2. EMS Inc.'s Job Developer will assist you in keeping your job to make sure that you are happy and your Employer is happy with your work performance.
3. Your Job Developer will help you in keeping your job in an appropriate work setting that is consistent with The Department of Rehabilitation's IPE.  
***This will be accomplished by:*** contacting you and your employer 2 times a month until you reach 90 days of successful employment. Your Job developer will provide written reports/case notes to your DOR counselor regarding your progress or any concerns that may arise on a monthly basis. Your Job developer will be available by phone or email to you, your counselor and employer to assist in resolving any work place issues that may happen.

### **Job Seeker/Consumer Responsibilities**

1. I will participate in my Job Placement Services which are adjusted to meet my needs, depending on job availability, my readiness, flexibility and willingness to go to work.
2. I will attend Job Club when scheduled, which will assist me in my Interview Skills .
3. Every time I see the EMS Inc. Job Developer I will have 5-10 job leads documented on my Job Log.
4. I will be on time for all scheduled appointments and will call beforehand if I absolutely cannot make an appointment.
5. I will call my Job Developer within 24 hours of receiving a call or message and will call job leads within 24 hours of receiving them or receiving a call from an employer. I will alert my EMS Inc. Job Developer if I have any problems or concerns while looking for work and of any problems on the job before I leave that employment.





## Your Rights as a Consumer

EMS INC. has an obligation to preserve the dignity and personal safety of all consumers. Management prohibits any type of physical or sexual abuse and/or verbal harassment, including psychological abuse, neglect, or financial exploitation. The latter includes humiliating, frightening or exploiting forms of punishment. If you feel you are being abused in ANY WAY while you are participating with EMS INC., report it to your Job Developer or the Executive Director IMMEDIATELY.

1. You shall not lose any rights, benefits, or privileges guaranteed to you by state and federal laws, because you are involved in services with EMS INC.
2. You have the right to receive quality services from competent, professional staff.
3. We will provide person centered services, which means the services and plan to provide services will be developed with you and by you. It is also important you understand the services that will be provided to you is with your informed consent. We want you to understand and agree with the plan. If you do not agree, you can refuse services or make choices to alternatives. this action will not result in any retaliation or barriers to services.
4. Programming will not be denied to you based on your age, gender, sexual orientation, race, religious beliefs, ethnic origin, marital status, physical and/or mental disability.
5. You have the right to have any and all records concerning you and your background maintained in a confidential manner with information communicated only to those person(s) who are involved with your rehabilitation program and have a NEED TO KNOW that information.
6. With some limitations, your job developer can explain to you, that you have the right to view and read any and all documents generated by EMS INC.
7. An Individual Service Plan will be developed and reviewed periodically with your participation. When you are helping to develop your program plan, you may invite advocates or family to assist you.

8. You have the right to provide input into your rehabilitation program at any time.
9. You have a right to practice your religious beliefs.
10. You have access/referral to legal entities, self-help and advocacy services.
11. If you are declared ineligible for services, you and your counselor have the right to receive a written statement of the reason(s) for which you are ineligible.
12. If you disagree with any aspect of your program, or any action taken concerning you, you have the right to appeal the decision.
13. Any person seeking information about you or your services must have a valid release of information and prove their identity. Your right to confidentiality is in accordance with State and Federal Laws.
14. You have the right to be part of every aspect of your service planning and will actively participate in program planning and decision-making.
15. You can file a grievance and/or appeal a decision to deny, modify, reduce, or terminate services. No one directly involved in your grievance or appeal will be part of the review or the action.
16. You will not be excluded, suspended, or discharged from programming or have programming reduced for exercising any of your rights. EMS INC. staff will explain the time frame to file an appeal and for a final decision.
17. You have the right to receive feedback in a timely manner to help you make decisions regarding your vocational goal and financial stability.
18. If you have any questions or concerns about your rights as stated above, you may ask your Job Developer. If you feel your rights have been violated, please follow the conflict resolution procedure.



## Records

In the intake process, basic information will be recorded. This information is for professional use only and strict **CONFIDENTIALITY** will be maintained. EMS Inc. abides by the State Department of Rehabilitation's "Protecting Privacy in State Government" Manual.

You should notify your job developer if there is a change in:

1. Your address or phone number.
2. Your name or marital status.

3. The person to notify in case of an emergency.

All consumer records are considered confidential. All files are kept in secure areas. You may have access to your own case record for review. Before you can see your record you must submit a written request to the Executive Director. If your request is approved, you will review your record with your Job Developer, who will provide explanation of your record. You may be denied access to your records if, in the opinion of the Job Developer or Executive Director

- Releasing information would cause harm to you, or
- If the information relates to another consumer, or was generated by another consumer.

### Non-Discrimination Policy

It is the policy of EMS INC. to serve consumers and hire employees without discrimination because of race, religion, ancestry, national origin, gender, sexual orientation, age, or disability and to treat all consumers and employees equally with respect to employment. Our objective is to assure that continuing progress is made toward the ultimate goal of serving and/or employing minority, women and individuals with disabilities at all job levels in all positions of EMS INC.



### Grievance and Appeal Process

As a Consumer with EMS INC., you have the right to appeal any decision made regarding the handling or closure of your case. If you disagree with the way in which your case is being handled by your EMS INC. Job Developer, and you choose to appeal a decision, this action will not result in any retaliation or barriers to services.

Please follow these procedures to resolve your complaint:

1. Discuss your complaint with your **EMS INC.** Job Developer.
2. If after five 5 working days after discussing your complaint with, **EMS INC.** Job Developer and your complaint is not resolved, you may file a grievance in writing with **EMS INC.**

Executive Director: Lisa Bullen 105 S. Spring St. Claremont, CA 91711

3. **EMS INC.** Executive Director will contact you within 5 working days to assist in resolving your complaint.
4. If you are still not happy, you may ask the Executive Director to talk about your complaint at the next **EMS INC.** Board of Directors meeting. The Board of Directors will advise the Executive Director about your complaint. The

Executive Director has final authority to resolve the matter and will notify you, in writing, within 5 days of the Board of Directors meeting.

5. If you need assistance in writing your grievance due to a motor, visual, learning or other disability, please contact **EMS INC.** at: (909) 621-7403.
6. If necessary, there is the availability of external review of this appeal with the California's Protection & Advocacy System: Toll Free 800.776.5746 / TTY 800.719.5798

## **“Person Centered” Informed Choice Policy**

- Consumers or, as appropriate, their representatives shall be provided information and support services to assist them in exercising informed choice throughout the employment services process.
- EMS Inc. will assist consumers in exercising their informed choice throughout the Employment Services process.
- EMS Inc. Staff shall: Inform each consumer, through appropriate modes of communication, about the availability of and opportunities to exercise informed choice, including the availability of support services for individuals with cognitive or other disabilities who require assistance in exercising informed choice throughout the employment services process.
- EMS Inc. will afford consumers meaningful choices among methods used to procure employment opportunities.
- EMS Inc. will assist consumers, as appropriate, the individuals' representatives to acquire information that enables them to exercise informed choice in the development of their Individual Service Plan.



## **Entrance and Exit Procedures**

Entrance of consumer into EMS Inc.'s Vocational Services program is based upon a referral from the Department of Rehabilitation. The referral packet includes a signed Referral Form, a signed IPE, an authorization for intake and employment preparation, and a signed consent of release of medical and non-medical information.

### **Entrance Criteria:**

EMS Inc. services are available without regard to unlawful considerations of race, religion, creed, color, national origin, sex, sexual orientation, gender identity, ancestry, physical or mental disability, medical condition including medical characteristics, marital status or any other classification protected by applicable

local, state or federal laws.

**General Admission Criteria:**

The following is the general admission criteria for services with EMS Inc.

- Be diagnosed with a physical, mental, and/or emotional disability
- Be eighteen years old, and provide proof of age at time of intake.
- Have own means of transportation to and from the program.
- Ability to independently care for their personal needs (i.e. toileting, dressing, and feeding) or met through accommodation.
- Be ambulatory or mobile non-ambulatory.
- Be drug free. Have substance abuse in remission.
- Have functional communication skills.
- Have conduct not aggressive to self or others.
- Have no history of violent behavior.
- Have no record of violent criminal activity.
- Have no acute medical or psychological conditions that could constitute a danger to self or others, or preclude the person from full participation in the program.
- Have no active tuberculosis or contagious disease.
- Comply with prescribed medical treatment and be able to self-medicate. Staff is not responsible for administering medication.
- Show a reasonable expectation that they will benefit from services, be willing to participate, and accept the program goals, operating practices and rules as stated in the consumer handbook.



**Exit of consumer from the EMS Inc.’s Vocational Services Program is based on these criteria:**

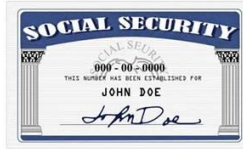
1. Successful retention of 90 days + of employment.
2. Closure of consumer case by the Department of Rehabilitation SVRC
3. Closure of consumer case by EMS Inc. because of non-participation, non-communication or if the consumer decides to leave the program.
4. **Drug & Alcohol-Free Workplace Policy:** Use of drugs or alcohol while receiving services: The use of, or being under the influence of illegal substance or alcohol while at work is inconsistent with the behavior expected of employees and puts others at risk. EMS Inc. prohibits the manufacture, possession, distribution, sale, use or being under the influence of illegal drugs or alcohol in the workplace or at any time while on EMS Inc. business.

5. **Harassment:** EMS Inc.'s anti-harassment policy prohibits unlawful harassment by anyone employed by or receiving services from EMS Inc. Examples of prohibited unlawful harassment include, but are not limited to:
- Conduct such as verbal expressions, derogatory jokes, comments, stories or slurs
  - Unwanted sexual advances, invitations, or comments
  - Conduct such as derogatory or sexually-oriented posters, photographs, illustrations, or gestures
  - Physical conduct such as assault, unwanted touching, 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
  - Conduct which has the purpose or effect of unreasonably interfering with an employee's performance or creating an intimidating, hostile or offensive working environment
  - Refusal to work with, or harassment or discrimination against a co-worker who has a non-contagious life threatening illness
  - Retaliation for having reported or threatened to report legitimate complaints of harassment.
- **Other reasons as determined by Management.**



## Accommodations

- EMS Inc. will assist you in receiving accommodations during your job search and on the job.
- EMS Inc. will assist you in receiving any accommodations with any of the above mentioned services and or partner with your Department of Rehabilitation counselor to access needed accommodations.



## **Social Security Recipients**

If you are receiving Social Security Benefits, there may be an impact on your benefits when you go to work. It is recommended that you contact Social Security for more information. You may visit their website at [www.socialsecurity.gov](http://www.socialsecurity.gov) or call toll-free, 1-800-772-1213 (for the deaf or hard of hearing, call their TTY number, 1-800-325-0778). It is recommended that you make an appointment with the Social Security office that is closest to you to obtain written information that is specific to you. If you need assistance with this process, you may request this from your Job Developer.

## **POLICY REGARDING UNANTICIPATED FUNDING ISSUES**

Although EMS INC. makes every effort to stay knowledgeable and up-to-date regarding funding sources and their expectations and time frames for discontinuing or changing the funding of any program/service that impacts our organization, it is possible that such events might occur that are unanticipated. In the event that such an unanticipated service modification or reduction precipitated by funding or other resource issues should occur, our organization will make every effort to resolve the issue without disrupting or discontinuing service provision. Our organization's efforts in the regard will include consistently advocating for the needs of the persons served.

## **Receipt of Consumer Handbook Acknowledgement**

The undersigned acknowledges that he/she has received a copy of the EMS Inc. Consumer Handbook which has been communicated to him/her in a meaningful way.

Furthermore, he/she has read and understands this document in its entirety and further certifies that he/she agrees to the terms and provisions stated herein.

Consumer Name: \_\_\_\_\_

Consumer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Parent or Guardian: \_\_\_\_\_ Date: \_\_\_\_\_