



**COMMUNITY
ENTERPRISES**
ST. CLAIR COUNTY

Program and Service Consumer Handbook

810-982-3261
1033 26th Street
Port Huron, MI 48060
www.cescc.org

TABLE OF CONTENTS

3

Vision & Values

4

Participation

6

Drop off/Pick up Times

7

Programs and Services

8

Community Based Services

9

Skill Building

10

Life Skills Program

11

Work Activity Program

12

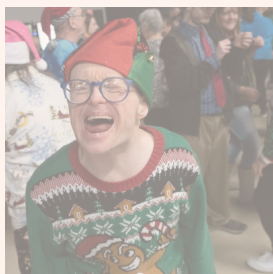
Consumer Handbook

15

Your Rights

16

Nondiscrimination/Affirmative
Action and Contact Information



VISION & VALUES

Our Mission

To provide unique, consumer-driven programming to empower individuals with disabilities to thrive in their community and on their quest for personal growth.



Our Vision

A future where every person has the ability to experience a life enriched by opportunities, community engagement and lifelong personal growth. We aspire to be a leading force in creating a more inclusive and accessible world for all.

Our Values

Choice

We commit ourselves to fostering an environment where each day allows for a person to make choices about how they wish to live their life.

Consumer Driven

We are driven not by our personal wants, beliefs or predispositions, but rather by the wants, needs and aspirations of those we serve.

Embrace Uniqueness

We recognize, support and embrace the uniqueness of each individual, both consumer and staff. We know each person has their own strengths, abilities and value to add to not only Community Enterprises, but the community as a whole.

Adapt

We pride ourselves on our ability to adapt and foresee. We are a constantly evolving organization that positions ourselves in a way that best supports our consumers today and in the future.

Together

We do not lead those we serve, but we walk alongside them on their journey. It is not our place to direct, it is our role to support. We do this together.



PARTICIPATION

Our programs are designed to meet the individuals needs, goals and dreams where they are. We combine supported employment, skill building courses and community based activities to provide a comprehensive and diverse service array.

ENTRANCE CRITERIA

Associate Director of Programming or PCP Liaison shall be the primary contact for new referrals.

1. An intake meeting with Community Enterprises staff, family, consumer and CMH case manager.
2. Individual is a resident of St. Clair County.
3. Individual is 18 years of age or older.
4. Individual has been diagnosed with an intellectual/developmental disability.
5. Confirmation by personal physical that the individual's involvement in the program will not be injurious to their health. A physical must be performed, and Community Enterprises is given proof of the results.
6. Individual has service needs that can be addressed from one or more Community Enterprises supports.

Generally, there are no "out of pocket" costs for you or your family if you are referred to us by Community Mental Health and qualify for Medicaid Services. If you are not eligible for Medicaid services, we do accept private payments. If you choose to participate in social outings/activities, the use of the pop and/or snack machine then you will need to bring money

STEPS TO JOIN

1. Set up services with St. Clair County CMH, access hotline number : (810) 488-8888
2. CMH Case manager sets up program tour with PCP Liaison
3. Intake meeting is scheduled with consumer, guardian, CMH case manager and PCP Liaison
4. Start date and transportation confirmed once all paperwork, consents and staff training are in place

LOCATIONS

Community Enterprises has two locations where our programs are provided, both located in Port Huron: our Community Center and Skills Center.

All of our lines of business and the majority of our work opportunities take place at the Skills Center building in Port Huron.

SCHEDULE

Program hours are Monday—Friday, 8:00 AM—4:00 PM, and we are a year round program.

You may be involved in other trainings or activities that require you to attend only part-time, but we encourage everyone to do as much as they can.

We can be flexible with your schedule, but remember, if you are working in the community and you commit to a schedule it is important that you do your best to stick to it.

PARTICIPATION

Three service areas are made available to individuals as defined in their person-centered plans:

1) Community Based Services 2) Skill Building Services 3) Limited Work Opportunities

MEDICATION ADMINISTRATION

If you are on medication and need to take your prescription during the hours of program, we can help. Our staff are trained in passing medications. The following are what you or your family member must do to have our trained staff distribute your medication at Community Enterprises.

1. We must have a copy of the prescription from the doctor, including the drug name, dosage, frequency, and instruction for use. A prescription bottle from the pharmacy that matches this information must be included.
2. The medication must be given by staff. You may not administer your own medication.
3. All medications are double locked and only a few individuals have access to the medication cabinet.
4. We will work with you to understand and help identify side effects/benefits of the medication you take. If you would like more information about your medication, you can contact your Support Coordinator at St. Clair County Community Mental Health at (810) 985-8900.

TRANSPORTATION

There are two (2) types of consumer transportation which exist for Community Enterprises programs: Community Enterprises transportation and Public transportation (Blue Water Area Transportation).

When a new consumer starts at program, he/she will be notified what type of transportation is available in their area, public transportation, or Community Enterprises transportation.

He/she will also be informed as to what time the bus/van will pick up, drop off and who will be driving the bus/van.

INCLEMENT WEATHER

If inclement weather, such as severe rain, snow and/or tornado, demands that programs close early, each program supervisor will see to it that parents, guardians, and foster care home providers are notified.

If the program is forced to close, notification will be provided on local TV, radio stations, text alerts and our agency Facebook page.

Be sure to sign up for our Textedly alerts: send "CESCC" to 810-255-8766

When in doubt, call our office at 810-982-3261, and we will direct you to the appropriate party.

DROP OFF/PICK UP TIMES

6

To maximize our consumers time in the community and to ensure adequate time to work towards their goals each session, we have implemented a drop off and pick up policy.

DROP OFF TIMES

Morning

9:00 AM

Any consumer that will take part in the morning session must be dropped off by 9:00 a.m.

If for whatever reason this is not possible, the next drop off window will be the afternoon session.

Afternoon

11:30 AM - 12:00 PM

Any Consumer that wishes to take part in the afternoon session, must be dropped off between 11:30-12:00

PICK UP TIMES

Morning

11:30 AM - 12:30 PM

Afternoon

3:30 - 4:00 PM

If a consumer starts a class in the afternoon session, they must complete it, as our groups will not be coming back to the building to accommodate this.

PROGRAMS AND SERVICES

STAFF REQUIREMENTS

Staff hired by this program are carefully screened, undergo background checks, and must complete a probationary period of supervised work and special training before they are retained as a regular employee. Additionally, in accordance with funding sources and the philosophy of Community Enterprises, we ensure that all mandated trainings occur in a timely manner.

STAFF REQUIREMENTS

- Minimum 18 years of age.
- Meet educational requirements of the position.
- Must be in good standing with the law, not a fugitive from justice, a convicted felon, or an illegal alien.
- Must obtain chauffeur's license, when applicable.
- Above all, staff are to demonstrate caring and respect to those they serve.

STAFF TRAINING

- | | |
|-----------------------------|-------------------------------|
| • Recipient Rights | • Limited English Proficiency |
| • Medication Administration | • Person Centered Planning |
| • Transportation | • Health |
| • Challenging Behaviors | • Fire Safety |
| • Cultural Diversity | • MSDS |
| • First Aide/CPR | • Proper Lifting Techniques |

COMMUNITY BASED SERVICES

Skills Center - 1033 26th St.

Community Center - 3403 Lapeer



Our Community Based Services program provides community-based and on-site supports and services. These supports and services are offered to individuals so they can work toward goals identified during the annual Person-Centered Planning process. They may also help with work toward goals identified in the Individual Plan of Service.

Through the CBS program, individuals may choose from classes that promote community inclusion, participation, independence, and productivity. At the same time, classes help individuals enhance and build on skills like problem solving, daily living, responsibility, and community connection.

This program provides a wide range of new life experiences and activities that are available within the community. Specific sessions are developed and offered according to participant needs and interests. These include (for example): book club, computer training, poly-hockey, winter sports, bowling, dance academy, day trip excursions, volunteering, pottery, sketching, astronomy, nature exploration, health fitness, triathlon training, and singing lessons.

Choice is a very important aspect of how the CBS program is facilitated. Every three months a calendar of outings is created, and participants have the opportunity to choose what activities they want to take part in each morning and each afternoon. This allows them to have more agency in their day, and to give more flexibility in their schedule to branch out and potentially learn a new hobby or skill.

Though the program semesters run every three months, participants are welcome to join at any time. Services are offered Monday through Friday from 9:00am - 3:30pm.

Consumers have the option to participate in Community Based Services at both the Skills Center, and Community Center locations.

SKILL BUILDING

Skills Center - 1033 26th St. | Community Center - 3403 Lapeer

These classes are designed for the individual who has an ultimate goal of work, whether in a supported employment program or in the community, as well as for individuals currently living in, transitioning into or have the goal to someday live in independent or semi-independent environments.

Examples of skill building classes offered:

Independent Living Skills where individuals work on skills needed for independent living such as laundry, dishes, gardening and some cooking techniques.

Cooking gives individuals the opportunity to be a part of a kitchen crew in our newly renovated kitchen. Together, the group will learn how to safely handle food and equipment, the steps in preparing tasty meals, and the importance of teamwork.

Volunteering is designed for our individuals to help out and lend a hand. By adopting a park and working with other local nonprofits, it fosters a sense of giving back to their community.

Skill Building classes are offered at both the Skills Center and Community Center locations. They run on the same 3 month schedule that our CBS program classes run, and consumers may choose to add them to their schedule along with those Community Based Classes.



LIFE SKILLS PROGRAM

Skills Center - 1033 26th St.



Life Skills offers sensory integration therapies, movement opportunities and personal care assistance to individuals with severe disabilities to help them participate fully in a variety of social, community and work activities. Participants in Lifeskills can build their day around their abilities, wants and needs. Community activities are offered twice a day to offer a wide variety of options. In-house activities are also offered for those who have more severe health or sensory issues and cannot tolerate a full day in the community.

Sensory Programs

Vestibular, Proprioceptive and Tactile therapies are offered to individuals who may have difficulty focusing on tasks and/or tolerating an environment that is noisy, bright or has a lot of activity.

MOVE Program

(Mobility Opportunities Via Experiences). Gait trainers, adapted chairs and standers are used to provide opportunities for individuals to get out of their wheelchairs and stand, stretch, weight bear and walk and/or sit with friends who are not wheelchair users.

Personal Care Services

Staff provide personal care assistance to persons who are unable to complete self-care independently.

We have highly experienced and qualified staff along with a fleet of 20 vehicles available to provide services throughout St. Clair County. Blue Water Area Transit offers door to door service from home to program daily.

For more information regarding any of our Community Based programs, please contact our Associate Director of Programming at 810-982-3261.

WORK ACTIVITY

11

Community Enterprises has sought to provide meaningful work activities to residents of St. Clair County for nearly 5 decades. In 2017, the organization elected to not renew our 14c certificate, which had allowed for the paying of sub-minimum wage to consumers based on time studies and their level of productivity under the Fair Labor Standards Act. This means that as of July 1st, 2017, all consumers employed by Community Enterprises are paid at least the minimum wage. This has led to on-site work opportunities being extremely coveted and limited. These positions are designed to be transitional and time limited in nature, meaning a steppingstone to competitive integrated employment in the community.

At any given time, CE employs approximately 35 consumers in part-time positions in a wide variety of departments. Apart from the janitorial crew, work opportunities are only available at the Skills Center location.

Janitorial Crew / Maintenance Crew

We take cleanliness very seriously and that is why we employ a committed fleet of cleaning technicians. Tasks may include the cleaning of tables and chairs multiple times a day, vacuuming, mopping, dusting, taking out trash, cleaning bathrooms and other tasks that may arise in an office & Industrial environment.

Program Aides

Our aides work side by side with our line and supervisory staff to provide an extra set of hands in our daily programs. They may assist in pushing wheelchairs, aiding fellow consumers at mealtimes, organizing and transporting program supplies and other tasks related to community based services.

Blue Water Secure Shredding

Since 2009, Community Enterprises has been a AAA NAID certified document destruction facility with over 300 regularly scheduled customers and securely destroying over 500,000 lbs. of paper annually. Consumers employed in this department may be responsible for loading and unloading trucks, sorting paper, feeding the shred machine or operating the paper shred bailer.

Pails

If you have been to a National Park or a Federal building and have seen a utility pail around, there is a pretty good chance that pail was manufactured right here at Community Enterprises. In 1992, Community Enterprises (then known as The Arc) entered the Ability One Program as a contractor to the federal government purchasing department. That means anytime someone in the federal government wants to buy a utility pail, it must be from Community Enterprises! While the way this is handled over the years has changed, we still ship approximately 50,000 pails annually. Consumers in this department control the plastic injection mold machine (Big Green), trim and quality check each pail, bend handles, attach handles and box pails for shipment.

While we are proud to be able to provide many more work opportunities for our consumers, and at a higher rate of pay than any other agency in our community, we do not have indefinite positions available for everyone who wishes to work. Please let us know if you would like to be added to the wait list to apply for one of these positions should one become available.

Consumer Code of Conduct

Consumers are expected to conduct themselves in such a way that they do not endanger themselves or others and do not interfere with the activities of others. Consumers are also expected to cooperate with appropriate training or work and assignments.

- We prioritize Safety: Always follow all safety protocols to keep yourself and others secure.
- We are Respectful: Treat everyone with kindness, respect, and consideration. Aggression, abuse, or inconsiderate behavior has no place here.
- We are Appropriate: Maintain professional and appropriate personal boundaries. Inappropriate sexual conduct is prohibited.
- We Respect Property: Leave the property of others undisturbed and undamaged.
- We Maintain Order: Keep the atmosphere calm and peaceful. Disorderly conduct or fighting is never acceptable.
- We Follow Boundaries: If you are a consumer, you must check out with your supervisor before leaving the grounds.
- We Live Clean: Drugs, alcohol, and gambling are strictly prohibited to maintain a healthy environment.
- We are Weapon-Free: For the safety of everyone, possessing any weapon will result in immediate removal from the program.

Regular Employee Status

A consumer would become a regular employee of Community Enterprises of St. Clair County by applying for and performing a regular position within the agency that is not considered a program service slot with necessitated reimbursement from a responsible public payer such as Community Mental Health. (rev.5/98)

Job Accommodations

Just because a job is difficult for you to do does not mean you will not have an opportunity to perform it. As you explore the various job options available in Community Enterprises' facilities, the most important consideration is whether you like doing it. You may lack certain skills, physical coordination, strength, or stamina. But there are accommodations that can be made for you that will increase your options. Some of these include: special jigs and fixtures, different lay-out for your work station, developing different work methods tailored to your abilities, redesigning the whole job to fit your strengths, applying automation to other assistive technologies, shorter or intermittent work periods, the provision of attendant care and/or help. Remember that these special accommodations are not favors, they are your rights and they make good business sense for your employer because they will help you be productive. In other words, you are a good investment!

SSI Incentives

It is a good idea to keep your paycheck stubs or give them to your payee (which could be your parents or guardian, if you have one) so that they can report your earnings to the Social Security office. If you are receiving Supplemental Security Income (SSI) it may be reduced because of your earnings at work. However, do not feel you have to quit working because of this. Despite these potential reductions, you will still have more money available to you if you work. Staff at Community Enterprises will talk all of this over with you and whomever else you have helping you handle your money.

Wages, Holidays and Paid Leave

If you work for our agency, you are highly valued and you deserve fair compensation. Everyone is paid on an hourly basis at either minimum wage or the prevailing wage. Wages are paid by Direct Deposit every other Friday.

Anyone who works for our agency for at least (10) hours a week is eligible for paid holidays and paid time off. The six holidays you would be paid for are as follows: New Years Day, Labor Day, Memorial Day, Thanksgiving Day, Independence Day and Christmas Day. Those who work (10) hours or more on a regular basis are also eligible for both vacation and sick leave which accumulate at a rate of 1/2 day per month. However, you may not accumulate more than 12 days in total for either.

When applying for sick or vacation leave, you must fill out a request form. Simply ask your supervisor how to do this. You are asked to give CESCC two to five days notice for vacation time. If you are sick, you should call into CESCC by 8am and if you use public transportation you are asked to cancel your transportation as well.

Safety and Health

There are potential safety and health hazards wherever people go. But the workplace is of special concern due to the high level of activity, frequent handling of material and operation of equipment and machines. Community Enterprises has a Safety and Health Committee which meets monthly to take a close look at how safety and health practices are followed. The members on this committee would be happy to hear from you regarding ways to make things safer and healthier. For each job you are assigned your supervisor will explain and demonstrate carefully what safety and health precautions you are to take.

As in most businesses or industries, Community Enterprises is governed by outside bodies to ensure your safety needs are met. Michigan Occupational Safety and Health Act (MIOSHA) is one of these bodies who will visit Community Enterprises to make sure all safety and health concerns are acted upon.

You will notice in the work area a red display box affixed to the wall. There is a lot of information on this display that someone will read and explain to you, if needed. Basic precautions include the wearing of safety glasses at all times and following correct lifting procedures. You will also be instructed and required to take part in practice drills on evacuation of the building in case of fire or bomb threats, tornado or other environmental concerns or natural disasters.

General Work Rules

At Community Enterprises of St. Clair County, we are committed to creating a positive and supportive work environment for all of our team members. Success happens when we work together, respect each other and follow guidelines that help us perform our best. Below are some important reminders that help ensure we maintain a respectful and productive workplace:

1. Be Ready for Work on Time - Arriving at work on time, ready to start, is important to keeping the workday running smoothly.
2. Respect for Property - To ensure a safe and respectful workplace for everyone, take good care of property belonging to coworkers and to CE.
3. Fostering a Positive Environment - Friendly interactions and teamwork are encouraged. Avoiding conflicts helps to maintain a positive, respectful workplace.
4. Following Instructions - Listening to and following the guidance of your supervisor helps to complete tasks accurately and on time.
5. Staying at Workstation - Please stay at your workstation during work hours, except for necessary breaks, unless your supervisor gives permission.
6. Focus on Your Tasks - To help everything run smoothly, make sure to engage in your tasks fully and stay focused.
7. Being Substance-Free at Work - To perform at you highest potential, make sure to arrive at work feeling your bet and free from the influence of alcohol or other substances.
8. Using threatening or abusive language toward a fellow employee.
9. Smoking contrary to the established policy or violating any other fire protection regulations.
10. Willfully or habitually violating safety or health regulations.
11. Failing to wear clothing or Personal Protection Equipment (PPE) conforming to standards set by the company.
12. Being tardy or taking unexcused absences from work.
13. Not taking proper care of, neglecting, or abusing company equipment and tools.
14. Possessing firearms or weapons of any kind on company property

If there are 3 or more unexcused absences, we will schedule a meeting with you, your supervisor, guardian and Supports Coordinator to discuss continued employment.

For individuals that wish to request time off, we ask that you submit your request at least 5 days before. Habitual violations of any work rule will require a meeting with you, your supervisor, Supports Coordinator and guardian to discuss continued employment.

Your role at Community Enterprises of St. Clair County is highly valued, and the work you do is essential to our success. We want to support you in reaching your goals, both within our program and as you move toward community employment. Our team is here to help you succeed, and we encourage you to reach out if there's anything we can do to make your experience easier or more enjoyable. We are all in this together!

Rules Violations

Interventions may occur to maintain the health and safety of all people at Community Enterprises. When a violation of one of Community Enterprises rules occurs, the supervisor will intervene and escort the individual into an office to meet with the person placed in charge. If the incident involves a minor rule violation, there will be a warning. If the minor rule violation is repeated there could be suspension of the individual from the program. Suspension would likely occur automatically if there is a major rule violation compromising the safety of the individual or peers. The suspension period allows staff to investigate what happened and why. After suspension the individual is usually allowed to come back to Community Enterprises, however, having more than one suspension could result in dismissal.

There are two important things to remember about corrective actions:

- 1) The individual has the option of having a representative with him/her when suspension or dismissal are possibilities.
- 2) For consumers who break rules due to emotional problems, Community Enterprises will first work with Community Mental Health's clinicians to ensure proper help or therapy is provided. In these cases, an approved leave of absence may be taken for a short period until the problem is resolved.

Grievance Procedure

The purpose of Community Enterprises grievance procedure is to allow individuals to protest and appeal, in a responsible way, any decision related to discipline. This process follows a series of steps:

Step 1. The individual is given private time to meet with his/her representative to discuss the incident and strategy of appeal.

Step 2. The individual (and representative if requested) meets with the Program Supervisor to talk over what had occurred and the appeal steps. The Program Supervisor has up to two days to respond.

Step 3. If the Program Supervisor's response is not satisfactory the individual (and representative) may meet with the Associate Director who has up to two days to respond.

Step 4. If the Associate Director's response is unsatisfactory, the individual may, with the help of his/her representative, write up a recipient rights complaint and continue with that process. (note: this step can actually occur at any time if the individual feels his/her rights have been violated).

Step 5. The determination made through the Recipient Rights process is final.

Conflict of Interest

It shall be the policy of Community Enterprises of St. Clair County that individuals representing or working on behalf of this agency do so in a manner upholding the highest level of ethical conduct. All members of the agency, the Board, administration employees and participants are expected to perform their roles in a fashion that is indicative of honesty, respect for the law and authority, sensitivity to the rights, beliefs and dignity of others, as well as pride in civic duty.

A conflict of interest includes awarding of a contract when the individual making the award, or a member of the Board making or confirming such action and the one awarded the contract, or an employee or partner of the one awarding the contract, have a common financial interest in awarding of the contract, unless after disclosure of such financial interest it can be shown that the awarding of such contract is in the best interest of Community Enterprises, on whose behalf such contact is made. (rev 6/11/96)

YOUR RIGHTS

While you are expected to be a responsible person during program, you also have some basic rights as you participate in Community Enterprises services. Michigan Law provides that any program providing mental health related services must give an individual consumer or guardian (if applicable) an accurate summary of his/her rights.

This is first done when a consumer first enters the Community Mental Health service system. Upon admission, Community Enterprises staff will introduce the consumer and/or guardian to the Rights Advisor assigned at the facility to answer any questions.

Every individual receiving services from or through Community Enterprises has the right to:

- Confidentiality of information
- Privacy
- Freedom from:
 - Abuse
 - Financial or other exploitation
 - Retaliation
 - Humiliation
 - Neglect
- Access to:
 - Information pertinent to the person served in sufficient time to facilitate his or her decision making
 - Their own records
- Informed consent or refusal, or expression of choice regarding:
 - Service delivery
 - Release of information
 - Concurrent services
 - Composition of the service delivery team
 - Involvement in research projects, if applicable
- Access or referral to:
 - Legal entities for appropriate representation
 - Self-help support services
 - Advocacy support services
- Adherence to research guidelines and ethics when persons served are involved, if applicable
- Investigation and resolution of alleged infringement of rights
- Other legal rights

If an individual (or guardian) feels that a right has been violated, or that there is something wrong about his/her program service, or does not agree with a discipline he/she may have received at the program he/she always has the right to complain to the Rights Advisor. If the individual has a complaint, he/she may fill out a rights complaint form with Community Enterprises. When a complaint is received the agency's Rights Advisor will investigate and seek action when needed. The individual will receive a report on the complaint.

If not satisfied with the action taken, the individual may directly contact the Community Mental Health Recipient rights Officer (note: this may actually be done at any time).

Sandy O'Neill
 Recipient Rights Director St. Clair County Community Mental Health
 3111 Electric Avenue
 Port Huron, Michigan 48060
 (810) 966-3356

Individuals involved in Community Enterprises programs will receive periodic in-service on recipient rights and other self advocacy practices to help ensure they remain informed and supported as they attempt to act on their own behalf.

NONDISCRIMINATION/ AFFIRMATIVE ACTION

All program consumers are protected by Community Enterprises policy of nondiscrimination and affirmative action. This policy guarantees all program participants the following protections:

1. No consumer is excluded from service because of political or religious opinions or affiliations, because of race, color, religion, sex or national origin. Discrimination on the basis of sex or physical disability is prohibited except when an agency has been established for specific sex or physical requirements.
2. There is no segregation of persons served on the basis of political or religious opinions or affiliations, because of race, color, religion, sex or national origin. Segregation on the basis of sex or physical disability is prohibited except when an agency has been established for specific sex or physical requirements.
3. There is no discrimination of race, color, religion, sex or national origin with regard to hiring, assignment, promotion or other conditions of staff employment.
4. Equal employment opportunity is assured within all programs and services provided by Community Enterprises, and Affirmative Action provided in their administration. Discrimination against any person in recruitment, retention, discipline or any other aspect of personnel administration because of political or religious opinions or affiliations, because of race, color, religion, sex or national origin, or other non-merit factors will be prohibited.

If you wish further information about Community Enterprises Affirmative Action Policy, contact Community Enterprises Administration Office at (810) 982-3261.





Contact Us



810-982-3261



Skills Center

1033 26th Street
Port Huron, MI 48060

Community Center

3403 Lapeer
Port Huron, MI 48060



www.cescc.org

