



Turning Challenges into Opportunities!

**CREATE, Inc.
Participant
Handbook**

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CREATE, Inc.
113 Main St.
Park Rapids, MN 56470
Phone: 218-237-8518
Fax: 218-237-8519
www.createPR.org

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Section 1- GOVERNING PRINCIPLES OF EMPLOYMENT

1-1. Introduction

For employees who are beginning employment with CREATE, Inc. ("CREATE, Inc." or "the Agency"), on behalf of CREATE, Inc. Board of Directors and the Executive team, let me extend a warm and sincere welcome.

For employees who have been with us, we thank you for the hard work and dedication that has contributed to the legacy of quality service that this agency is known to provide. We believe that each employee contributes directly to the growth and success of our organization, and we hope you will take pride in being a member of our team. CREATE is committed to providing the best services and environment to the people we support. We realize that our success is measured by the accomplishments of the people we serve.

I extend my personal best wishes and hope that your experience here at CREATE, Inc. will be challenging, enjoyable, and rewarding.

Laura Johnson, Executive Director

1-2. Mission, History and Organizational Structure

CREATE, Inc

CREATE, Inc. (CREATE, Inc.) is a private, not for profit organization organized as a 501c3.

Mission

Our mission is to provide high quality specialized services to persons with a wide range of disabilities and mental illness; promoting personal growth and dignity as vital contributing members of our community.

Vision Statement

Turning challenges into opportunities, we believe that people of all abilities deserve the opportunity to reach their full potential and live a life filled with purpose

Values

Integrity Adaptability Personal Growth Respect Compassion Creativity

The CREATE began in 1974 to provide meaningful activities for developmentally

disabled residents in Hubbard County. Services include prevocational and vocational training, supported work activity and social and life skills services. CREATE, Inc. are regulated and licensed by the Minnesota Department of Human Services under 245D.

Today, CREATE, Inc. offers services at 5 sites in Park Rapids:

- Bearly Used Thrift Store at 423 Main Ave. S.
- DAC Main Building at 109 Pleasant Ave.
- The Depot at 320 Career Path
- The Tin Ceiling Gallery at 113 Main Ave. S.
- Community Employment Building at 1008 Park Ave. S.

Organization Structure:

CREATE, Inc. is governed by an 8-to-12-member Board of Directors. The Board of Directors employs the Executive Director, to whom it delegates responsibility for the day-to-day administration of the CREATE, Inc.

businesses. The Executive Director manages the staff, in accordance with the policies approved by the Board of Directors.

Each of the CREATE, Inc sites has a site manager who reports directly to the Executive Director. All communication to the CREATE Board of Directors is to be channeled through the Executive Director.

Current Board of Directors as of January 1, 2023

Holly Shaskey-Platek Chair
Joel Vorhes Vice Chair
Mark Schik - Director
Laura Johnson - Executive Director
Mike Kovacovich - Treasurer
Ashley Ylitalo - Secretary
Dawn Kovacovich - Director
Steve Schoener - Director
Matthew Brandt - Director

1-3. Equal Employment Opportunity

CREATE, Inc. is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, familial status, military service and veteran status, physical or mental disability, genetic information, public assistance, local human rights commission activity, or any other characteristic protected by applicable federal, state or local laws and ordinances. CREATE, Inc.'s management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.

The Agency will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to an individual's: physical or mental disability; sincerely held religious beliefs and practices; and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon the Agency's business operations. Any applicant or employee who needs an accommodation in order to perform the essential functions of the job should contact the Executive Director to request such an accommodation. The individual should specify what accommodation is needed to perform the job and submit supporting documentation explaining the basis for the requested accommodation, to the extent permitted and in accordance with applicable law. The Agency then will review and analyze the request, including engaging in an interactive process with the individual, to identify if such an accommodation can be made. The Agency will evaluate requested accommodations, and as appropriate identify other possible accommodations, if any. The individual will be notified of The Agency's decision regarding the request within a reasonable period. The Agency treats all medical information submitted as part of the accommodation process in a confidential manner.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the Executive Director. The Agency will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If employees

feel they have been subjected to any such retaliation, they should contact the Executive Director. To ensure the workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge. All employees must cooperate with all investigations conducted pursuant to this policy.

Section 2- SERVICES

2-1. Eligibility for Program Services

- Having a current physical and psychological
- Ability to complete admission paperwork including I-9 documentation
- Referral from a county case manager and a completed support services plan
- Be within reasonable transportation limits
- Having goals that match services currently available
- Having needs that can be met within current scope of care available
- Ability to meet space and staffing ratios

2-2. Services Provided at CREATE

CREATE PROVIDES:

- Paid work in the building
- Training on how to do work
- Community employment
- Job Coaching
- Competitive Community Employment
- Community Integration
- Day supports and non-work activities
- Assistance with personal cares
- Transportation to and from home and worksites, as able

Services listed above are available to you and are paid for in CREATE's daily/15 minute rate.

CREATE will make every effort to accommodate any cultural needs you may have. It is important that you let your Designated Coordinator know about these needs if you decide to work at CREATE.

2-3.Daily Service Models

CREATE focuses on individual services based on the needs and interests of participants. To accommodate all preferences, our program is divided into different models.

Employment Exploration: This category is for those individuals who do not have experience working in the community but may be interested in learning more about it. When not spending time on learning about community options, these individuals can work in CREATE employment in the DAC Workshop, The Bearly Used, or The Depot. A typical ratio for someone in this area would be 1:3 to 1:4.

Employment Development: Individuals in this category are interested in working at a community job and need assistance finding employment. When not working in the community, these individuals may work in the DAC workshop, The Bearly Used, or The Depot. Typically, individuals in this area would be able to work independently once they learn the job.

Employment Support: This category is for individuals that work in the community. They could work individually with support or in a group setting. Ratios are typically 1:1 or 1:2.

Prevocational: Individuals in this category work in the DAC Workshop, The Bearly Used, or The Depot and may do other non-work activities. A typical ratio for someone in this area would be 1:1 to 1:2.

Day Supports: Participants in this category do not focus on work during their day. Working a portion of the day is an option for people in this model, but it is not a primary focus. Participants in this area are usually involved in community inclusion activities and require more intensive personal care assistance and need help in most activities of daily living. A typical ratio for someone in this area would be 1:1 to 1:2.

2-4. Transferring to a Different CREATE Program

In the event that an individual's long term service needs increase or decrease a transfer may be initiated in the following ways:

- The person, person's legal representative or county case manager may request a consideration for transfer to an alternate CREATE program.
- CREATE initiates the process for the transfer of an individual to an alternate CREATE program by contacting the county case manager and individual's legal representative.

Transfer procedure:

CREATE will work closely with the Service Support Team (SST) in making the best decision for the individual with regard to program services. CREATE reserves the right to make the final decision regarding program placement.

When a transfer is being considered CREATE will meet with the SST to:

- Assess the individual's current situation, and if that situation is likely to be long-term.
- Review and explore alternative programming options within the existing program as well as external resources that could be temporarily utilized to positively impact the outcome for the individual.
- Determine a timeline for alternative programming

If alternative programming is not an option or has not been successful CREATE will notify the SST members of its intention to transfer the individual to an alternative program.

The notice will be given 30 days prior to the intended date of transfer.

Section 3- GETTING STARTED

3-1. How to Begin

- Fill out an application form and return it to CREATE.
- Have your case manager contact CREATE and request services.

A tour will be scheduled after CREATE receives your information. You may bring whoever you feel can help you make a decision. You should have a county case manager work with you through this process.

CREATE will also ask for more information which includes:

- A copy of your most recent psychological evaluation if you have one.
- A copy of your Coordinated Service and Support Plan (CSSP), written by your case manager.
- A record of a physical examination done within the last year.
- Reports from therapists or specialists that you've worked with (such as a speech or occupational therapist).
- Documents (such as a picture identification, Social Security Card and birth certificate) which prove you are eligible for employment. (CREATE will give you a list of the needed documents)
- Any Vocational Rehabilitation evaluations and reports

After receiving your application, someone from CREATE will call you or send you a letter to tell you if CREATE is able to provide services and if there is an opening available.

If CREATE is a good match, but there is not an opening right away, your name will be put on a waiting list. Names are kept on the waiting list in order from when the application was received.

3-2. Starting Services

Once you are ready to start, you will have an admission meeting.

Besides you and your guardian, if you have one, you can invite other people to your meeting such as: your case manager, and people who work at your residence. Others could be – interested family members, people from your school or current job, therapists that you work with, and others you might like to invite.

The purpose of the admission meeting is to plan a smooth move into CREATE's program, and *you* should take an active role in that process!

You can take an active role by:

- Deciding what you would like to do for your career.
- Thinking about what you would like to accomplish in the next year.
- Sharing your opinion on what you've enjoyed doing in the past and what you would like to continue doing at CREATE.

During the admission meeting, CREATE will give you and your guardian information on CREATE policies and procedures. Also, you and others will be asked to exchange information and ideas, to talk a little more about the things you'd like to do while at CREATE, complete a Support Plan Addendum (a report that gives ideas on how to keep you safe) and to decide on a start date which can be anytime, after your admission meeting.

45 Day Meeting:

After you have been working at CREATE for about 45 days, another meeting will be held to talk about how you have been doing and to make sure that it is right for you. This includes reviewing your Support Plan Addendum and proposed goal areas for you to work on in the coming year.

3-3. Sharing Your Information

CREATE actively promotes its services and programs in many ways. As a result, we will ask you if it is okay to use your name and photograph for publicity and marketing purposes. This information could be included in newsletters, on promotional material, on our website, or through Facebook and other electronic social media. You are under no obligation to consent to this. You have the right to change your mind at any time.

3-4. Support for Services

Executive Director:

CREATE has one Executive Director. The Executive Director is in charge of the CREATE budget and oversees the whole CREATE Program. The CREATE Board of Directors supervises the Executive Director.

Designated Manager (DM):

The Designated Manager is in charge of the overall development of programming and structure of the CREATE program. They are supervised by the Executive Director. The Designated Manager also supervises transportation staff.

Designated Coordinator (DC):

There are Designated Coordinators at HDCAC. Each is responsible for staff and participants of CREATE. They supervise DSPs and are responsible for the overall program of their areas. The Designated Coordinator attends team meetings to keep in touch with how things are going, and to represent certain opinions of their area. When you start working at CREATE you are assigned to an area. The area you are assigned to will determine who your Designated Coordinator is. The Designated Manager supervises all of the Designated Coordinators.

Workplace Supervisor:

There is one Workplace Supervisor for jobs done in the CREATE workshop. The person in this position locates piece-work jobs that are completed in the CREATE Workshop. This person also monitors wage-and-hour issues, such as the rate paid per hour to workers based on their

production. If this person is attending your meeting, s/he is representing work done in the production area or may be there to explain payroll needs. The Designated Manager supervises the Workplace Supervisor.

Store Manager:

The Manager at each store supervises you in your program or work area. Each Store Manager is responsible for participants during their work hours. The Managers are the lead people in your area and are key to the successful involvement of the people they supervise. The Store Managers are supervised by the Executive Director.

Direct Support Professional (DSP):

The Direct Support Professional provides work direction and supervision to you and other workers in your area. DSPs don't typically come to meetings but will work very closely with you during your day at CREATE. The Direct Support Professionals are supervised by Designated Coordinators.

Job Coach:

If you work at a community job site, you may have a staff person assisting you while you are there. This person is called a Job Coach. The Job Coach ensures that all required work is completed to the employer's expectations and will help you become as independent as possible at the job. The Job Coach is supervised by the Workplace Supervisor.

Community Employment Manager:

The Community Employment Manager supervises the Community Employment Program. They find new schools, students, and adults to contract with for services. They work directly with people to help them reach their goals for work and transitioning out of school. They also ensure that the program stays up to date on important changes. The Executive Director supervises the Community Employment Manager.

Community Employment Specialist:

The Community Employment Specialist specializes in competitive community employment. They locate community employment for participants, assist in the training for these jobs and monitor overall quality. Community Employment Specialists also work with students and

schools to provide training and support for future employment. The Community Employment Manager supervises the Community Employment Specialist.

Bus/Van Driver:

CREATE has staff members that drive vans or buses. Drivers are responsible for picking up participants in the morning and delivering them safely to their worksite. Transportation staff bring staff and participants to job sites during the day and deliver participants home at the end of the day. All drivers are supervised by the Designated Manager.

Accounting Manager:

The Accounting Manager is responsible for managing the finances of CREATE. The Accounting Manager prepares your paycheck based on the hours you worked and your wage rate. The Accounting Manager is supervised by the Executive Director.

Executive Assistant- Human Resources:

The Executive Assistant- Human Resources at CREATE is responsible for employee benefits, personnel matters, agency risk management and other staffing regulations. The Executive Assistant assists the Executive Director in different projects as necessary. The Executive Director supervises the Executive Assistant- Human Resources.

Facilities Maintenance/Safety Coordinator:

There is one Facilities Maintenance/Safety Coordinator at CREATE. They are responsible for maintenance and upkeep of facilities. They also ensure that buildings are safe for everyone to use and follow state regulations. The Facilities Maintenance/Safety Coordinator is supervised by the Executive Director.

Section 4- WORKING AT CREATE

4-1. How to Get to Work

You can choose independent transportation, use the city bus (Heartland Express), or use a DAC bus or van. The CREATE has cars, vans and buses that will take people to and from work. An CREATE vehicle can pick you up in the morning any time after 6:30 am depending on where you live. An CREATE vehicle can also bring you home in the afternoon when you've finished your workday, any time after 2:15 pm but before 3:00pm depending on where you live.

4-2. Work Rules

These rules vary depending on where you work. In most DAC Buildings, the rules are:

- No food or drink in the production area.
- Respect other people and their belongings.
 - (Do not take things that don't belong to you)
- No smoking or drinking alcohol within the building. There is a designated outdoor smoking area.
- Drugs are not permitted unless prescribed by a physician. Weapons and/or dangerous items are not permitted at CREATE.
- Don't take pictures of other participants without their consent.

Other work rules are decided by specific program areas or job locations. Your Work Supervisor can tell you about any work rules that pertain to your work group.

Some general rules that apply no matter where you work are:

- Be reliable and be on time.
- Don't argue with your supervisor. If you have a concern you should follow the grievance procedure outlined on page 30.
- Do not use bad, unkind or offensive language.
- Take responsibility for your actions.
- Respect your co-workers.
- Dress appropriately for the job.

4-3. Work Hours

A full work day is typically 6 hours, including transportation.

- DAC Main is open from 7:30 – 4:00, Monday through Friday.

In general, most CREATE participants start work at 9:00 am in the morning and finish their day at 2:15 pm. This includes people that work at the DAC Main and those that work at community jobs. The exact time depends on where you work, where you live and which transportation service you use.

4-4. How You Get Paid

You will receive an hourly wage for your work.

Pay days are every other Friday for the work that you do at CREATE.

Pay rates are based on a prevailing wage. This amount is determined by surveying similar jobs being done in the community and determining the average pay employees receive. These rates assume the employee is producing at 100% of norm (the amount of work a typical employee would be able to get done in the same amount of time).

All community jobs pay an hourly rate. That rate can be the state's minimum wage or higher depending on the employer. Your supervisor or Designated Coordinator can tell how you will be paid for each job.

If you have questions about how your employment will impact your benefits, please go to this website to help you answer these questions: www.mn.db101.org or talk to your County Case Manager.

4-5. What to Wear

This depends on where you work. People who work janitorial jobs dress differently than people who work in an office setting.

If you work in an office setting you should be prepared to dress in a manner required by the employer. Clothing items that are not acceptable for an office are:

- Torn, ripped, or sloppy clothing.
- Printed T-Shirts and sweatshirts with slogans or pictures that could be perceived as offensive
- Overalls
- Spandex, tight-fitting leggings or other tight-fitting clothing
- Hospital or Medical-type scrubs
- Swimwear, sleepwear
- Muscle shirts, sleeveless t-shirts, spaghetti strap shirts, halter tops or other types of revealing clothing. (Sleeveless blouses and sleeveless sweaters are acceptable)
- Skirts should be of appropriate length, no miniskirts
- Any pants, skirts or shirts that may expose a bare midriff
- Flip-flop style sandals.
- Sweatpants

Your supervisor can help you decide what to wear. Some community jobs require a uniform. You will be held responsible for keeping your uniform clean and in good repair.

Wherever you work, be sure to select clean and comfortable clothing.

4-6. Where You Will Work

You, along with CREATE staff, your guardian, county case manager, and others from your team will decide where you work. CREATE encourages community-based employment but recognizes that community-based jobs may not be preferred in all circumstances.

Some things that affect where you work are:

- Whether you want to work in a community job or in the production area of CREATE.
- The types of jobs you can perform and like to do.
- Availability of community jobs that match your skills.
- How many hours per day you are able and want to work.

If you are interested in community-based employment talk to your staff or your supervisor about what you are interested in. They will help you through the process of finding the job that is right for you. This may include doing research on-line, going to job fairs, doing job trials at existing sites, visiting potential employers, etc. A Positive Personal Profile may be completed to identify current job experience, interests and plans for future employment.

IF YOU WANT TO CHANGE JOBS:

- Talk to your supervisor.
- Bring it up at your next team meeting.

IF YOU WANT TO GET A PROMOTION:

The opportunity for advancement in an existing job varies depending on what job you are doing and the employer you work for. Advancement is based on successfully completing your current job duties and demonstrating that you have the skills necessary to do the advanced job. CREATE's expectation is that all participants will progress, and our commitment is to present new challenges as progress occurs.

For more information about advancement opportunities in your job, talk to your supervisor.

4-7. Bringing Personal Belongings to Work

Depending on your work location, lockers may be available.

CREATE recommends that you do not bring valuable items to work and that you limit the number of personal items you carry each day. It is recommended that you do not wear jewelry or bring items such as CD's, DVD's, iPods, cell phones or other personal items, as CREATE staff cannot be responsible for monitoring their whereabouts. Under no circumstances will CREATE be liable for lost or damaged personal items.

Section 5- BREAKS AND ATTENDANCE

5-1. Lunch

- Bring a lunch from home
- At some job locations, you can buy a lunch at or near where you work

Some locations have a refrigerator available to keep your lunch cold and microwave ovens to use to heat your lunch if needed.

If you will be working in the community and eating there, each job site has its own arrangements for lunch. You can check with your supervisor to find out what these are. Your supervisor will tell you what time to eat lunch and how long your break is.

5-2. CREATE's Work Schedule

- CREATE is open all year long.
- CREATE is closed on certain days for holidays and staff training.

You will get a calendar to let you know the dates of when CREATE will be closed so you can prepare.

If you work at a community job site, you may be asked to work on some of the holidays or staff training days. This is up to you and your Job Supervisor or the Designated Coordinator to discuss. In addition, your job site may be closed for some days as well.

5-3. Vacations and Time Off

- Take time off when you can arrange it throughout the year.
- Give us as much notice as you can when you plan to take time off.
- Vacation time is not paid.

5-4. Attendance

We ask that all participants attend work at least 75% of all days scheduled to attend. We recognize that not everyone is scheduled to attend 5 days per week; however, attending most of all days scheduled is an expectation.

5-5. Sick or Unable to Come to Work

If you are sick or unable to attend work, please call your worksite ahead of time if possible to let the staff know, or leave a message. That way we can notify the transportation department that you will not need a ride to work.

The phones are answered from 7:00AM – 4:00 PM, Monday through Friday. You can leave a message at any time.

If you work over 80 hours in a year, you will accrue sick leave as required by Minnesota's Earned Sick and Safe Time law. Your sick leave will accrue by hours worked at the rate of .034/hour. This will amount to 1.02 hours for every 30 hours that you work. You can accrue up to 48 hours of sick leave per year. Sick leave will carry over into a new year, and you can have a maximum of 80 hours at a time. If you reach 80 hours, you will stop accruing sick leave until you have less than 80 hours again. Any sick leave you take will be paid at the Minnesota minimum wage.

Sick leave can be used for time off that you need for your mental or physical illness, treatment, or preventive care; a family member's mental or physical illness, treatment, or preventive care; absence due to domestic abuse, sexual assault, or stalking of you or a family member; closure of CREATE due to weather or public emergency, or closure of a family member's school or care facility due to weather or public emergency; and when determined by a health authority or health care professional that you or a family member is at risk of infecting others with a communicable disease. For purposes of this leave, Minnesota law defines a family member as:

1. a child, including foster child, adult child, legal ward, child for whom the employee is legal guardian or child to whom the employee stands or stood in loco parentis (in place of a parent);
2. a spouse or registered domestic partner;
3. a sibling, stepsibling or foster sibling;
4. a biological, adoptive or foster parent, stepparent or a person who stood in loco parentis (in place of a parent) when the employee was a minor child;
5. a grandchild, foster grandchild or step-grandchild;
6. a grandparent or step-grandparent;
7. a child of a sibling of the employee;
8. a sibling of the parents of the employee;
9. a child-in-law or sibling-in-law;
10. any of the family members listed in 1 through 9 above of an employee's spouse or registered domestic partner;
11. any other individual related by blood or whose close association with the employee is the equivalent of a family relationship; and
12. up to one individual annually designated by the employee.

If you need to take time off for any of the reasons in this list, let your supervisor know with as much notice as possible. If you have sick leave accrued, this will be used for the hours that you normally would have worked that day, or for the time during the day you were gone.

Your sick leave hours and any hours that you used will show up on the paystubs that you receive. If you have sick leave accrued when you leave CREATE, it will not be paid out when you leave. If you return within 180 days of leaving, your previous balance will be returned to you.

CREATE, Inc. does not allow employees to use sick leave before it has been accrued.

It is against the law for an employer to retaliate, or to take negative action, against an employee for using or requesting earned sick leave or otherwise exercising their earned sick and safe time rights under Minnesota law. If an employee believes they have been retaliated against or improperly denied earned sick and safe time, they can file a complaint with the Minnesota Department of Labor and Industry. They can also file a civil action in court for earned sick and safe time violations.

5-6. Snowstorms and Severe Weather

In the event of a severe weather occurrence, CREATE may close its sites.

Listen to the Local Radio Station or TV in the morning or check the CREATE's Facebook page for updates on weather-related closings. You are responsible for keeping track of weather-related closings.

5-7. Personal Appointments During the Work Day

Let your supervisor know ahead of time whenever possible.

If you are leaving on your own, your team should approve of this – this will be documented on your Service Plan Addendum.

If there are people that you or your guardian do not want to have authorization to pick you up at CREATE, this should be brought up at your admission meeting or a team meeting. This will then be included in your Service Plan Addendum.

5-8. Visitors at Work

Whenever possible, visitors should come during break hours, so they don't interrupt yours or others work.

Visitors wanting to talk to an CREATE staff person during a visit should arrange a time in advance whenever possible.

Community job sites have their own rules for visitors and guests. Please have your family and friends check with your supervisor or Job Coach to arrange a visit to a community job site.

Section 6- INFORMATION ABOUT YOU

6-1. Medications at Work

CREATE staff cannot help you take medications at work. If you need to take medication while at work, you must keep it in a secure place and take it yourself at your scheduled time.

CREATE doesn't supply comfort medications such as Aspirin or Tylenol. If you would like to have these at CREATE, and your guardian approves, you can bring in your own supply. These will be kept in a locked container at your location. We will need a standing order signed by your doctor in order to give it to you.

Medication cannot be transported to CREATE through our driving staff. You will have to make arrangements for delivery of any needed medication to CREATE personally. PRN (as needed medications) medications needed on our vehicles are passed back and forth between home, driving staff and the in-house CREATE program area staff daily. Typical PRN medications are for seizures and allergies, such as bee stings.

6-2. Who Pays for Your Attendance?

The cost of coming to CREATE is determined by a ratio that is based on the level of staff supervision and assistance that is needed. This rate is an amount based on a formula that the state sets.

Medical Assistance (MA) pays for most people who come to CREATE. If you have a "waiver" or live in a group home, it is likely that MA pays for your attendance.

For others, the county that is financially responsible for you pays for your time at CREATE. If none of these options are available, you may pay through your private funds or Vocational Rehabilitation may fund your services.

Before you start at CREATE your county case manager will identify how services will be funded.

6-3. Moving

If you move residences, we ask that you confirm with our transportation department that we are still able to transport you to and from the new address. CREATE transports within a large range; however, there are areas that we are not able to provide transportation. We require 30-day notice in order to make any transportation adjustments.

6-4. Written Records About You at CREATE

In order to provide you with the best services possible, CREATE may have to keep some written records on you. This information can include, but is not limited to:

- Information on personal goals.
- Assessments, programs and progress summaries.
- Job performance information.
- Coordinated Service and Support Plan (completed by your county case manager)
- Reports from your home and from other services you receive.
- Medical information, such as medications given to you at CREATE, illness reports, therapy reports, physical examination reports from your doctor.
- Payroll information

Your rights regarding this information:

- You have the right to know if CREATE is keeping written information about you.
- You have a right to see the information

(as long as it is not confidential).

6-5. Updates on Progress

You will receive written reports about how you are doing on a schedule that you and your team determine. Your team will meet to talk about how you are doing at work and make plans for the future at least once per year.

Besides you and your guardian, if you have one, you can invite other people to your meeting such as: your case manager, and people who work at your residence. Others could be – interested family members, people from your school or current job, therapists that you work with, and others you might like to invite.

It is your meeting, so you decide who you would like to attend and what the agenda is. Sometimes participants will show the people at their meeting some of the jobs they do while at CREATE. This is an option that is available to you if you choose it.

Phone calls and written notes between meetings are welcomed. Let your supervisor know if you would like more frequent communication using phone calls, emails, or a written notebook.

6-6. Your Rights and Responsibilities

WHAT IS A RIGHT?

Something I am allowed to do or have all the time.

WHAT IS A RESPONSIBILITY?

Something I agree to do to the best of my ability.

Service-Related Rights:

I have a right to be involved in creating and evaluating my program plan and the services I receive and to have my service and support needs addressed in a respectful manner, taking into account my preferences, needs, and accomplishments.

I understand that I need to do the following as I exercise this right:

- Be involved in deciding what skills I want to work on.
- Discuss areas of change that may be uncomfortable for me.
- Discuss this with my family, social worker, advocate or other staff.
- Work on need areas that have been decided for my program plan.

I have the right to have a plan that is consistent with person-centered planning, self-determination and provides for the most integrated setting and inclusive service delivery.

I understand that I need to do the following as I exercise this right:

- Participate in person-centered approaches to planning my future at CREATE.
- Look toward my future goals and share these ideas with staff.
- Try new things that may be outside my comfort zone (within reason).

I have the right to terminate (stop) or refuse services and be informed of the consequences of refusing or terminating services.

I understand that I need to do the following as I exercise this right:

- To go to the ‘Boss’ and explain why I want to stop or refuse services. (The ‘Boss’ could be your supervisor, Job Coach or the Designated Manager)
- Remember that people may not agree with my decision to stop the service.
- Remember that I could lose my services at CREATE and not get them back easily.
- I should try out new things even when I am not sure about them, it may turn out I like doing it.

I have the right to know, in advance, service limits.

I understand that I need to do the following as I exercise this right:

- To learn about what services I can and cannot get.
- To be willing to check out all of my options for services.
- To try to use the services I have to get the things I need.

I have the right to know admission (start), termination (stop), suspension (temporarily stop) and transfer terms.

I understand that I need to do the following as I exercise this right:

- Remember that admission means ‘start’ and termination means ‘stop’.
- Know the policies and routines.
- Know I can’t be asked to leave without explanations being given and understood.
- Listen to reasons why services are being stopped.
- Learn about my appeal rights. I can question what happened, and what the reasons are.

I have a right to a coordinated transfer that will ensure continuity of care when there will be a change in the service provider.

I understand that I need to do the following as I exercise this right:

- I will need to let my CREATE staff know that I am changing services and then allow them to share information with the new provider.

I have the right to know services charges and to be notified when those change. I have the right to know funding sources.

I understand that I need to do the following as I exercise this right:

- To understand what the services cost and who pays.
- To ask my supervisor for current rates and services charges.
- To know what I’m paying for.
- To know who is providing services; are they employed by CREATE

or are their services separate.

- To know that I can't work in another licensed day training and habilitation program while working at CREATE.

I have the right to work with trained and competent staff and to be aware of who is qualified to provide services based on my care plan.

I understand that I need to do the following as I exercise this right.

- To know that staff are trained to help and support me.
- To have understanding and helpful staff.

Protection Related Rights:

I have a right to private records and to be notified of who is receiving this information. I have a right to see my Records.

I understand that I need to do the following as I exercise this right:

- I need to know what staff write or put in my records.
- I can ask questions about what is in my records and discuss this with staff

I have the right to be free from maltreatment.

I understand that I need to do the following as I exercise this right:

- I need to know that maltreatment means "bad treatment".
- Maltreatment can also be financial or other exploitation.
- I will treat people how I want them to treat me.

If you are being maltreated, you can report it to your family, residential staff or any staff at CREATE. At CREATE you can report to the following people: Debbie Luther at 218-732-3358 or Laura Johnson at 218-237-8518. You can also contact the Minnesota Adult Abuse Reporting Center at 1-844-880-1574.

I have the right to receive services in a clean and safe environment.

I understand that I need to do the following as I exercise this right:

- If I have concerns about cleanliness or safety, I will talk to my supervisor or Designated Coordinator.

I have the right to be treated with courtesy and respect and receive respectful treatment of my property.

I understand that I need to do the following as I exercise this right:

- I understand that people should treat me with respect.
- I know that others shouldn't talk about me without my permission or talk to me about private matters in front of other people or in a way that may humiliate me.
- If I have concerns about this, I should talk to my supervisor or Designated Coordinator.

I have the right to reasonable observance of cultural, ethnic practices, and religion.

I understand that I need to do the following as I exercise this right:

- I will let my staff know about any cultural, ethnic or religious practices I would like to observe.

I have the right to be free from bias and harassment regarding race, gender, age, disability, spirituality, and sexual orientation.

I understand that I need to do the following as I exercise this right:

- I will alert staff to any concerns I have related to bias or harassment
- CREATE has a policy that outlines the process to follow if there are concerns about harassment.

I have the right to have my complaints heard including how to contact people responsible for addressing my problems

I understand that I need to do the following as I exercise this right:

- I can make a grievance.
- I can call my parents/guardian and ask for help.
- I can go to my social worker.
- I can talk to the staff.
- I can call an advocate.
- I understand that no one will hurt me if I tell on them.
- I need to be informed of the Grievance Policy.
- I need to know how to use the grievance policy and the appeals process.
- I need to know that I am free from retaliation if I report a grievance.

I have the right to additional information and assistance.

I understand that I need to do the following as I exercise this right:

- I can call my social worker.
- I can call 911 if it's an emergency.
- I can take it to court and appeal what they said or did.
- I can talk to another staff member.
- I can talk to the "boss" or the supervisor.
- I can talk to advocacy organizations or the Ombudsman's office to get more information.
(More detailed information is at the end of this handbook)

I have the right to stand up for my rights or have others stand up for my rights for me without retaliation.

I understand that I need to do the following as I exercise this right:

- I can join a self-advocacy group.
- I can learn about my rights from another self-advocate.

- I can talk to an advocate, professional, friend or family member.

I have the right to know that CREATE does not participate in experiments.

I understand that I need to do the following as I exercise this right:

- I have the right to tell others that CREATE does not do experiments.
- Ask staff questions to ensure that I know what an experiment is.

I have the right to have friends.

I understand that I need to do the following as I exercise this right:

- Learn the best ways to have friends and to be a friend.
- Know that staff can't tell me who my friends are or who I can be friends with.
- Remember that I must be nice and friendly.
- Let visitors know that they should check in with the receptionist at the front desk and if at all possible, they should visit during my break or lunch.

I have the right to personal privacy.

I understand that I need to do the following as I exercise this right:

- Tell people when I want to be alone.
- Close the bathroom door.
- Ask people to leave if I want to be alone.

I have the right to plan activities.

I understand that I need to do the following as I exercise this right:

- Let people know what I want to do.
- Save my money so I can afford to do things.

- Ask people to help me make arrangements.
- Non-work-related activities should be reserved for time away from the work area and after work hours whenever possible.

I have a right to know the rules and policies of CREATE.

I understand that I need to do the following as I exercise this right:

- Ask questions in order to be fully informed.
- Look at the Employee Handbook for information.

I have the right to access my personal possessions at any time including my money.

I understand that I need to do the following as I exercise this right:

- I should keep track of my personal possessions and not share with those I do not want to share with
- I need to have a secure place to keep my belongings.

Limiting your rights for the purpose of health, safety, and well-being for you can only be done through team approval. This will then be documented in your Plan at CREATE. Each restriction will be reviewed at least semi-annually.

If you have any questions about these rights, please bring them up at your admission meeting, at any other team meeting, or with your Designated Coordinator. See also the following page for details on filing grievances.

6-7. Voting

If you want to vote on Election Day, please go to the following website to find your polling place: www.sos.state.mn.us

POLICY AND PROCEDURE ON GRIEVANCES

I. PURPOSE

The purpose of this policy is to promote service recipient right by providing persons

served and/or legal representatives with a simple process to address complaints or grievances.

II. POLICY

Each person served and/or legal representative will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with management staff and in support team meetings. Each concern or grievance will be addressed and attempts will be made to reach a fair resolution in a reasonable manner.

Should a person and/or legal representative feel an issue or complaint has not or cannot be resolved through informal discussion, they should file a formal grievance. Staff and persons served and/or legal representatives will receive training regarding the informal and formal grievance procedure. This policy will be provided, orally and in writing, to all persons served and/or legal representatives. If a person served and/or legal representative feel that their formal complaint has not or cannot be resolved by other staff, they may bring their complaint to the highest level of authority in the program, the Executive Director, who may be reached at the following:

Name: Laura Johnson

Address: 109 Pleasant Ave, PO Box 86, Park Rapids, MN 56470

Telephone Number: 218-732-3358 or 218-237-8518

The DAC will ensure that during the service initiation process that there is orientation for the person served and/or legal representative to the DAC's policy on addressing grievances. Throughout the grievance procedure, interpretation in languages other than English and/or with alternative communication modes may be necessary and will be provided upon request. If desired, assistance from an outside agency (i.e. ARC, MN Office of the Ombudsman, local county social service agency) may be sought to assist with the grievance.

Persons served and/or legal representatives may file a grievance without threat or fear of reprisals, discharge, or the loss of future provision of appropriate services and supports.

III. PROCEDURE

- A. All complaints affecting a person's health and safety will be responded to immediately by the designated coordinator.

- B. Direct support staff will immediately inform the designated coordinator of any grievances and will follow this policy and procedure. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies that also can provide assistance to the person served and/or legal representative are listed at the end of this procedure.
- C. If for any reason a person served and/or legal representative chooses to use the formal grievance process, they will then notify in writing or discuss the formal grievance with the designated coordinator will initially respond in writing within 14 calendar days of receipt of the complaint.
- D. If the person served and/or legal representative is not satisfied with the designated coordinator response, they will then notify in writing or discuss the formal grievance with the Executive Director, who will then respond within 14 calendar days.
- E. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, the Executive Director will document the reason for the delay and the plan for resolution.

Outside Agency Name	Telephone Number	Address and Email Address
ARC MN	(651) 523-	770 Transfer Road, Suite 26, St. Paul, MN

	0823 (800) 582-5256	55114 www.thearcofminnesota.org mail@arcmn.org
ARC Greater Twin Cities	(952) 920-0855	2446 University Ave W, Suite 110, St. Paul, MN 55114 www.arcgreatertwincities.org info@arcgreatertwincities.org
ARC Northland	(218) 726-4725	424 W Superior St, Suite 201, Duluth, MN 55802 www.arcnorthland.org cbourdage@arcnorthland.org
Disability Law Center/Legal Aid Society	(612) 332-1441	430 1 st Ave North, Minneapolis, MN 55401 www.mndlc.org website@mylegalaid.org
MN DHS-Licensing	(651) 431-6500	444 Lafayette Road, St. Paul, MN 55115 www.mn.gov/dhs/general-public/licensing/dhs.info@state.mn.us
MN Office of the Ombudsman for Families (and Children)	(651) 603-0058 (651) 643-2539 Fax 1-888-234-4939	1450 Energy Drive, Suite 106 St. Paul, Minnesota 55108 http://mn.gov/ombudfam/
MN Office of the Ombudsman for MH/DD	(651) 757-1800 (800) 657-3506	121 7 th Place East, Suite 420, Metro Square Building, St. Paul, MN 55101 www.ombudmhdd.state.mn.us ombudsman.mhdd@state.mn.us
MN Office of the Ombudsman for Long-Term Care	(651) 431-2555 (800) 657-3591	P.O. Box 64971, St. Paul, MN 55164 www.dhs.state.mn.us/main dhs.info@state.mn.us
Local County Social Service Agency: ask for either child protection or adult protection dependent upon	Individual telephone number per county: See *	Individual addresses per county: See * Telephone book www.yellowpages.com https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-0005-ENG

the age of the person		
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- F. If the person served and/or legal representative believe their rights have been violated, they retain the option of contacting the county's Adult or Child Protection Services or the Department of Human Services. In addition, persons may contact advocacy agencies (listed at the end of this policy) and state they would like to file a formal grievance regarding their services, provider DAC, etc.
- G. As part of the complaint review and resolution process, a complaint review will be completed by the Executive Director or the Designated Coordinator and documented by using the *Internal Review* form regarding the complaint. The complaint review will include an evaluation of whether:
 - 1. Related policies and procedures were followed.
 - 2. The policies and procedures were adequate.
 - 3. There is a need for additional staff training.
 - 4. The complaint is similar to past complaints with the persons, staff, or services involved.
 - 5. There is a need for corrective action by the DAC to protect the health and safety of persons served.
- H. Based upon the results of the complaint review, the DAC will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the DAC, if any.
- I. A written summary of the complaint and a notice of the complaint resolution to the person served and/or legal representative and case designated coordinator will be provided by using the *Complaint Summary and Resolution Notice* form. This summary will:
 - 1. Identify the nature of the complaint and the date it was received.
 - 2. Include the results of the complaint review.
 - 3. Identify the complaint resolution, including any corrective action.
- J. The *Complaint Summary and Resolution Notice* will be maintained in the service recipient record.

MN Area on Aging:

Please select the specific row (below) for applicable telephone number or address based upon your location

	MN Area on Aging	Telephone Numbers	Address and Email Address: http://mn4a.org/aaas/
1.	Arrowhead Area Agency on Aging	Main: 218-722-5545 Toll Free: 1-800-232-0707 Fax: 218-529-7592	221 West 1st Street Duluth, Minnesota 55802 Serves: Aitkin, Carlton, Cook, Itasca, Koochiching, Lake & St. Louis counties.
2.	Central MN Council on Aging	Main: 320-253-9349 Fax: 320-253-9576	1301 W St. Germain Street, SE St. Cloud, Minnesota 56301-3456 Serves: Benton, Cass, Chisago, Crow Wing, Isanti, Kanabec, Mille Lacs, Morrison, Pine, Sherburne, Stearns, Todd, Wadena, & Wright counties.
3.	Land of the Dancing Sky Area Agency on Aging	Main: 218-745-6733	109 South Minnesota Street Warren, Minnesota 56762 Serves: Becker, Beltrami, Clay, Clearwater, Douglas, Grant, Hubbard, Kittson, Lake of the Woods, Mahnomen, Marshall, Norman, Otter Tail, Pennington, Polk, Pope, Red Lake, Roseau, Stevens, Traverse & Wilkin.
4.	Metropolitan Area Agency on Aging	Main: 651-641-8612 Fax: 651-641-8618	2365 N McKnight Road, Suite 3 North St. Paul, Minnesota 55109 Serves: Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, & Washington counties
5.	MN Chippewa Tribe Area Agency on Aging	Main: 218-335-8586 Toll Free: 1-888-231-7886 Fax: 218-335-8080	PO Box 27 Cass Lake, Minnesota 56633 Serves: Bois Forte, Grand Portage, Leech Lake, & White Earth reservations
6.	MN River Area Agency on Aging	Mankato Office: Main: 507-389-8879 Fax: 507-387-7105 Slayton Office: Main: 507-836-	<i>Mankato Office</i> 10 Civic Center Plaza, Suite 3 PO Box 3323 Mankato MN 56002-3323 <i>Slayton Office</i> 2401 Broadway Avenue, Suite 2 Slayton, MN 56172-114

	MN Area on Aging	Telephone Numbers	Address and Email Address: http://mn4a.org/aaas/
		8547 Fax: 507-836-8866	Serves: Big Stone, Blue Earth, Brown, Chippewa, Cottonwood, Faribault, Jackson, Kandiyohi, Lac Qui Parle, Le Sueur, Lincoln, Lyon, Martin, McLeod, Meeker, Murray, Nicollet, Nobles, Pipestone, Redwood, Renville, Rock, Sibley, Swift, Waseca, Watonwan, & Yellow Medicine counties.
7.	Southeastern MN Area Agency on Aging	Main: 507-288-6944 Fax: 507-288-4823	421 SW First Avenue, Room 201 Rochester, Minnesota 55902 Serves: Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha, & Winona counties

ADVOCACY ORGANIZATIONS, SELF DETERMINATION, AND PEER MENTORING

There are several advocacy organizations that may be helpful if you have general questions or concerns about how to proceed. There are also organizations that will assist in identification of resources and best practices related to self-determination and peer mentoring processes. Please see your supervisor to request more information.

CREATE CODE OF ETHICS

The Executive Director, Board of Directors, and staff of CREATE Inc. are responsible for fulfilling the mission and philosophy of the organization. It is the purpose of the organization to serve people with developmental disabilities in a manner that promotes the best interests and welfare of each person served. As an agency we are committed to professional ethics that support the value of the delivery of our services. These core values are: Human Dignity, Respect, Self Determination, Protecting Human Rights, Collaboration, Cooperation and Helpfulness. These standards and values are intended to guide our decisions, behaviors, and relationships in the delivery of service to adults with developmental disabilities. In addition to the mission and philosophy statement, the organization is committed to a policy of affirmative action and the following code of ethical behavior. These standards apply to all employees and the Board of Directors for CREATE, Inc.

1.) Relationships With Participants:

All staff are committed to serving the individual needs of program participants, always placing the participants' interests above individual self-interest. Staff will uphold the rights of people served and treat them with dignity and respect at all times. Staff will maintain appropriate boundaries between their personal and professional life. Staff must demonstrate objectivity, integrity, respect, and best practices in the delivery of service to our participants. Employees should be aware of their personal beliefs, values, needs, limitations, and the possible effects they may have on their work. Employees must be sensitive to real and perceived differences in power between themselves and others, to avoid the misuse of their influence. Staff will encourage participants to take part in CREATE's activities to the best of their abilities within the scope of their individual program plan and available service delivery.

2.) Professional Relationships:

Staff will act professionally at all times, by upholding the highest standards of integrity, honesty, confidentiality, and fairness. Staff will use the same standards of professionalism as people in the community, colleagues, people from other organizations and agencies, all of whom are working cooperatively for the benefit of the people being served. Personal and professional conflicts in the workplace are to be resolved quickly, and constructively. Staff will not use a professional relationship to further their

personal religious, financial, political, or business interests, (for example: staff that have personal businesses outside of CREATE may sell to agency staff but may not sell to participants at CREATE.) Staff that have personal businesses will not conduct personal business while on company time. In addition, CREATE is a non-discriminatory workplace, which supports cultural diversity.

3.) Competence:

Staff will participate in and promote employee educational and professional standards. Staff will abide by all laws and agency policies, including MN Vulnerable Adults Law, Data Privacy, Consolidated Rule, and other areas specified in CREATE's Policies and Procedures, a copy of which is available in each program area and in Supervisor's offices.

4.) Business/Financial/Marketing Practices:

Sound business practices will be followed at all times. The staff will not use confidential information or position to advance their personal, financial, or private interests. The director will ensure that all products and services are marketed in a manner that does not negatively affect persons served or exploit their disabilities in any way.

5.) Violations:

Violations of this code of ethics by a staff member will be referred to the appropriate supervisor. The supervisor will investigate the allegation. If the allegation is verified, the supervisor will administer disciplinary action as warranted. The supervisor may recommend training on existing policies and procedures or develop new policies/procedures if needed. All violations will be reviewed by CREATE's Human Rights Committee. Staff will have the opportunity to appeal against any disciplinary action as a result of an ethical violation.

For more information about CREATE or Developmental Disabilities, please contact: Laura Johnson, Executive Director

ljohnson@CREATE.org

(218)-237-8518

SECTION 7- TERMINATION

7-1. Quitting Work at CREATE

- If you have a legal representative, discuss this with them.
- If possible, give at least two weeks' notice.

7-2. Returning After Quitting

- Fill out an application.
- Send a copy of your most recent psychological evaluation if you have one.
- Send a copy of your Individual Service Plan or Support Plan, written by your Case Manager.
- Send a record of a physical examination done within the last year.
- Reports from therapists or specialists that you've worked with (such as Occupational or Speech Therapy).
- Documents (such as a picture identification and birth certificate) that proves you are eligible for employment. (CREATE will give you a list of needed documents)

After receiving your application, someone from CREATE will call or send you a letter to tell you if CREATE has an opening for you.

If CREATE is a good match, but there is not an opening right away, your name will be put on a waiting list.

Names are kept on the waiting list in order by when the application was received.

7-3. Suspension or Firing

Suspension means being asked to leave CREATE for a short time. Firing or discharge means being asked to leave CREATE permanently.

Being suspended or fired is a last resort and is only used when your behavior is dangerous to yourself, or others, and other methods of working with you have not stopped the dangerous behavior.

Suspension from the CREATE Program:

If CREATE plans to suspend you:

- Your County Case Manager, legal representative and residence will be notified in writing on the first day of temporary suspension.
- A written report of what caused the suspension will be sent to these same people.
- A plan will be developed outlining the length of suspension and plans for returning.

Suspension from a Community Job:

Being suspended from a community job site works a little differently. If you do not follow work rules at a community job site, you may be suspended from that site, but not from CREATE. In this case, you would return to CREATE and complete work there during the time you were suspended. This does not apply to participants in the Pre-Vocational Employment Services program. A participant who is suspended from their job while in PVES will go home until the suspension is lifted.

Reasons for being suspended from a community job:

- Treating other employees in an inappropriate way.
- Refusing to follow directions from a supervisor.
- Abusing, destroying or stealing property.
- Being late or absent from work a lot without a good reason.

7-4. Discharge

If there are plans to discharge you from CREATE, CREATE will:

- Have a meeting to try and find ways to meet your service needs.
- Send written notification of the plan for discharge, the reasons why and details of your right to get a temporary order staying the discharge. This notification will be given on the first day of the suspension (if there is one) and at least 60 days before the proposed discharge date.
- Cooperate with your transfer into another program by providing them with information that is requested.

- Complete a written discharge report which will include ideas for resources and services to meet your needs. This report will be sent to your support team at least ten days before the intended discharge.

If you are being discharge from CREATE, you have the right to appeal the discharge and to have an attorney represent you. Services at CREATE will continue if the appeal is filed before the intended discharge date. CREATE will follow our grievance policy timelines as stated in this handbook