

# PRODUCTIVE ALTERNATIVES INC.

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### EMPLOYEE DEVELOPMENT SERVICES INFORMATIONAL GUIDE

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#### **Alexandria**

(320) 763-4101

#### **Brainerd**

(218) 825-8148

#### **Fergus Falls** Voice and TTY

(218) 998-5630

#### **Little Falls**

(320) 632-9291

#### **Moorhead**

(218) 291-5866

\*All branches except Fergus Falls

**TTY:** contact MN Relay Service

@ 711 or (800) 627-3529

<b>Alexandria:</b>	302 South Kenwood Box 685 Alexandria, MN 56308
<b>Brainerd:</b>	213 NW 4 <sup>TH</sup> Street Brainerd, MN 56401
<b>Fergus Falls:</b>	1205 North Tower Road Fergus Falls, MN 56537
<b>Little Falls:</b>	1107 8 <sup>th</sup> Street NW Little Falls, MN 56345
<b>Moorhead:</b>	715 N 11 <sup>th</sup> St Suite 201 Moorhead, MN 56560

*These policies are available in large print, [naturalreader.com](http://naturalreader.com), and other formats upon request*

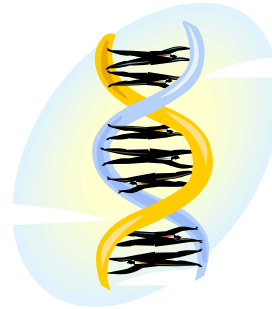
Approved by:  
The Board of Directors June 2004  
Effective 7-1-04; Revised 5-1-06, Reviewed 8-06, Revised 6-08

## The MISSION of Productive Alternatives, Inc.

Productive Alternatives, Inc. provides person-focused service options, which promote quality of life, foster personal growth and enhance career opportunities.

## The VISION of Productive Alternatives, Inc.

- All of us working together to challenge our ability to be innovative and promote change within our Agency. We will do this by building from our strengths, providing quality, diverse, cost-effective services.
- We will continue to enhance our ability to provide the best possible working atmosphere for those we serve and the staff.
- We have a team oriented management philosophy that promotes the value of every person's input.



## The VALUES of Productive Alternatives, Inc.

Our Values are the guidelines that define our Mission Statement, the Agency's Vision and provide specific direction for how we operate.

- Identify, develop and implement programs that address persons served and their family needs. If current programming does not meet those needs, we will attempt, in a prudent and planned manner, to develop programming to address those needs.
- We will maintain a quality level of program operation that exceeds the recognized industry standards of quality assurance.
- We will maintain high moral and ethical program-standards, maintain a sound Agency fiscal position and recognize the value of our staff.

## INTRODUCTION

Productive Alternatives Inc. (PAI) is a nonprofit corporation\*. We provide many vocational, or job-related human services. These services have been set-up to help each person-served build on their **own** strengths and abilities as much as possible and improve their lives at work and in the community.



There is a group of people who work together to oversee what our agency does, and helps us to be successful. They are called our Board of Directors, and they help make the decisions that run this agency.

Here are some of our services at PAI: **Employment Planning Services; Job Development Services; Center-Based Employment; Supported Employment; Day Training and Habilitation Services.** It is our goal to create the best services for all persons-served at PAI, based upon each person’s strengths and needs.

If you would like specific information about the services offered at PAI:

- Read the brochure called: “Extended Employment Program Options”, and/or
- Talk to your case manager, who can tell you about the different services and answer any questions you may have.

Productive Alternatives offers Extended Employment Services. These services allow you to work for Productive Alternatives or to work in the community.

These services are broad and special to each person-served. These services:

- Are not limited by time (a “set” amount of time when the services must be used).
- Can be affected by differences in culture. Each community has its own culture within its job market, which makes up the customs/habits of a local job market, and the day-to-day practices of businesses within a job market.

(\*Nonprofit means that our agency is not set-up for the purpose of making money. PAI provides its services for the purpose of helping people. Corporation means that a group of people own and/or run PAI, instead of just one person.)

## **How do you Qualify to Receive Vocational Services From PAI?**

### **Employee Development Services (EDS)**

#### **Entrance/Exit Criteria\***

(\*These guidelines are subject to interdisciplinary team discretion)



#### **How you can enter the program:**

- You have a documented disability.
- You have Identified Barriers to Employment (where it may be hard for you to meet your employment goals without someone helping to guide you).
- A funding-source has agreed to pay for your services. (Your local County, Work Services, State Programs, or you agree to pay for your services).
- You want to receive services from PAI, can benefit from the program, and will take part in planning for your success (“A Plan To Help You”).
- Your social behavior/communication skills are suitable for a work setting (others feel safe and comfortable working with you).
- You can move around enough to work, either with or without some support.
- You are at least 16 years of age.
- You do not need help to take care of your personal needs—like using a restroom or eating—while you are at work.
- You can take your own medication or someone can help you take your medication outside of your work time/work place.

**There are reasons that you may start EDS and then stop EDS. Some of these are:**

- There is no longer a funding-source to pay for your services.
- Through Employee Development Services, you have identified your interests, strengths, skills, abilities, and needs.

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## **AGENCY GUIDELINES**

### **Someone who has been arrested for a crime in the past:**

Some people who have broken the law and have been arrested in the past may want employment services through Productive Alternatives, Inc. If so, PAI may need to work with other agencies (like court systems, officers, or social services, or mental health providers). Referral information from these other agencies about someone's criminal history is kept on file at PAI. These files are private. But PAI may be asked to share work performance, attendance records, earnings and related information with other interested parties (like criminal justice, social services, or mental health providers). If you refuse to give your consent for PAI to work closely with these other Systems, PAI may not be able to provide services to you. Federal, state and local laws and rules also guide PAI, including HIPAA, in making these disclosures.

### **Waiting List:**

There may be times when you have gotten an "okay" to receive services at PAI, but your services cannot start because there is no way to pay for the services. When there is no funding-source, a waiting list must be set-up. If this happens, PAI will work with funding-sources to move things along so that your services can begin as soon as possible. If PAI deems it appropriate and possible, they may refer you to another agency that provides the same type of service. If you are placed on a waiting list for services, criteria for acceptance is first come, first served.

### **Eligibility for Regular Employment:**

If you want to be hired for a job at PAI, you must be able to meet the requirements of the job. If you have more questions about a job like this, you can talk to your case manager or ask to see a job description.

### **Reporting Guidelines:**

Once you begin Employee Development Services with PAI, a Service Plan will be created for you.

### **Personal Information:**

It is important for PAI to keep your records up to date. Please tell your case manager if there are any changes in your name, address or phone number, emergency contact or referral source.

## STAFF ROLES

### Employee Development Services Case Manager:

This person is responsible for helping you plan your Employee Development Services experience, to inform you of your rights and responsibilities, and to answer any questions you may have. Your case manager's name is:

\_\_\_\_\_.

### Staff – Person-Served Relationships:

Staff members at PAI are your work helpers and supervisors. You will need to keep a professional relationship with them. This means that you should not:

- Give staff gifts that are bought or made
- Borrow money from staff
- Ask for special considerations (like treats or favors)
- Visit or phone staff after work hours

## WORK RULES AND PRACTICES

### Missing Work or Being Late:

If for any reason you cannot make it to work, you must call PAI and talk to your case manager or work supervisor. The telephone numbers are listed for each site on the cover of this Informational Guide. Please call in as soon as possible prior to the start of your work shift. If you call and no one is there, please leave a message. It is up to you to contact someone from PAI and let him or her know that you will not be in or that you will be late. Remember our worksites are important to us and you so you should make every effort to work your scheduled shifts.

**\*\*\*Failure to call and report your absence may result in disciplinary action\*\*\***

### Emergency Closings:

Sometimes PAI may have to close or delay what time the workday begins. This may happen because of bad weather. In order for you to know if PAI is opening late, closing early if it has closed, you should do the following:

**ALEXANDRIA:** closing will be announced on **KXRA** or **KIKV** radio. If you are scheduled to work in the community, your job coach or Community Site Supervisor will telephone you if you will not be working.

**BRAINERD/BAXTER:** during the workweek (Monday – Friday) closing will be announced on **WWVI-1270** AM and **WJJY-106.7** FM. If you do not have a radio and think that PAI may be closed, call: **218-825-8148**. If you are scheduled to work in the community, your job coach or the Community Site Supervisor will telephone you if you will not be working.

**FERGUS FALLS:** during the workweek (Monday – Friday) closing will be announced on **KJJK** or **KBRF** radio, both AM and FM. If you do not have a radio and think that PAI may be closed, call: **218-736-5668**. If you are scheduled to work in the community, your job coach or the Community Site Supervisor will telephone you if you will not be working.

**LITTLE FALLS:** Closing will be announced on **KQ.92** and **KFML.94** FM radio stations and on **KTLF.950** AM.

**MOORHEAD:** PAI will call and inform you if you are not to come to work.

### **Lunch/break:**

You will have 30 minutes for lunch break. If you work a full day you may also have two 15-minute breaks, one in the morning and one in the afternoon. You should bring a sack lunch. There are vending machines for pop, sandwiches, and snacks at the Fergus Falls and Brainerd facilities. You can also buy milk, coffee, or juice. There are vending machines for pop and snacks at the Moorhead and Little Falls facilities. There are no vending machines at the Alexandria facility.

## **WAGES AND PAYROLL**

### **Wages:**

- **Piece Rates:** How much money you earn doing production/assembly work in a PAI-Work Center is based on a “piece rate” (the average number of pieces a person who works regularly on that type of project—as a part of their job—can complete in an hour). When you are doing piece rated work, you are paid based on how many pieces you complete. The more pieces you complete, the more money you will earn.
- **Wage Determinations:** Hourly wages are based on a standard (the average amount of work a person who normally works in that field—as a part of their job—can complete in an hour). If you are doing housekeeping work at a hotel, the amount of work you are able to complete in an hour is compared to the average amount of work housekeepers at that hotel can normally do in an hour. Wage Determinations are reviewed at least every six months to see that you are being paid fairly. Your performance determines what your wage will be. Your wage could go up or down based on your performance. If you are unable to work for a period of 30-days or more, you will have a new wage determination completed when you return to work.

### **Federal Minimum Wage Rate (est. 10/01/04):**

- When you start with PAI or if you change job sites with PAI, your hourly pay will be ½ of federal minimum wage until a wage determination can be completed. The wage determination must be completed within the first 30 calendar days of your starting at a new job site. If your wage determination shows earnings above ½ of minimum wage you will be “back paid” for the difference.
- If your wage determination shows you are earning at or above federal minimum wage you will be paid the federal minimum wage rate for that particular job site (new wage determinations will be completed for each

community job site that you work at.) Your wage will remain at that level (without six month reviews) unless circumstances such as a leave of absence, visible performance decline etc. warrant a new wage determination. A determination to review your wage at any given job site can be made by the Community Site Coordinator with input from Job Coaches, Employment Training Specialists or through the team process with Case Manager involvement.

- If working a piece-rated job you will receive the established piece rate for that job.



**\*\*\*PAI follows all wage and hour laws\*\*\***

### **Paychecks:**

The time of the day you are paid may change from time to time. PAI does not cash paychecks; you must go to the bank to have this done. PAI offers Direct Deposit; this allows your paycheck to be automatically deposited into your bank account. It's easy and saves you time and trips to the bank. If you're interested in getting signed up for this service, see your Case Manager. If you find there is a mistake on your check, contact your Case Manager right away. Your check cannot be given to any other person but you. If you would like someone other than you to pick up your paycheck, you **must** sign a note saying it is okay for that person to pick up your paycheck for you. Paydays are the **10<sup>th</sup>** and the **25<sup>th</sup>** of each month. If the 10<sup>th</sup> or 25<sup>th</sup> are a Saturday you will be paid on Friday. If the 10<sup>th</sup> or 25<sup>th</sup> are a Sunday, you will be paid on Monday.

### **Holidays:**

PAI offices are closed on most holidays. A holiday falling on a Saturday will be observed on the preceding Friday. A holiday falling on a Sunday will be observed on the following Monday. Please remember that some of the PAI work crews are assigned to work on the holiday even though PAI is closed. Check with your supervisor or case manager regarding your schedule on holidays.

### **Deductions:**

Federal and State Laws require that you pay taxes on your income. The amount you pay is set-up when you fill out a W-4 form (usually when you are hired, or if you want to make changes). You decide by filling out this W-4 form with how many deductions you will have, or how much of your income you will pay toward your taxes during the year. These deductions are listed on your pay stubs.

### **Garnishments:**

If you owe money to Child Support or other parties, PAI may receive a court order to hold money back from your checks to pay these debts. PAI will withhold the amount required by the Law.

### **Overtime Pay:**

At times, you may be asked to work overtime. Any hours over 40 during your regular workweek will be paid at one and a-half times your regular pay if you are paid an hourly wage.

### **Grooming, Hygiene, and Dress:**

We suggest that you wear comfortable clothing and shoes that are neat and clean. For your safety, sandals or open-toed shoes are not allowed in the work centers. You may need to wear a “uniform” and certain kinds of shoes (like black tennis shoes) at some work sites. Your case manager or supervisor will let you know if the work site you are at requires a uniform. Your appearance should be neat and clean. If there is a problem with your hygiene or dress, you may be asked to go home, correct the problem, and return to work. PAI or your employer may provide special safety items (like gloves or glasses) when needed.

### **Safety:**

It is important that you practice safe work habits when at work. Your case manager or your work supervisor will talk to you about safety. This will help you to understand what safety rules you must follow when you are working.

You are responsible for following these rules as well as any safety rules posted on machinery, doors, or walls. If for any reason you do not understand what you must do to be a safe worker, let your supervisor know right away.

PAI has a safety committee. This committee looks into accidents, does safety checks and works hard to keep PAI a safe place to work. If you see an accident or get hurt while working, you must tell your supervisor right away. If you need to see a doctor, please let your case manager know before you go to the doctor. Some PAI staff members are trained in first aid and can assist in taking care of accidents or minor injuries.

For all of us to be safe it is your job to be careful when you work, keep your work area clean and take good care of PAI property and equipment.

### **Fire/Tornado/Odor/Power Outage/Bomb Threat/Medical /Violent Acts (keeping you safe) Emergencies/Other Disasters:**



When you hear or see or are otherwise alerted to the fire alarm you need to leave the building immediately. Use the evacuation routes that are posted throughout the work building. Walk out of the building through the fire exits and wait for staff to direct you to a safe place away from the building.

**\*\*\*Do not** enter the building after an alarm until staff tells you to**\*\*\***

In the event of a tornado warning, bomb threat, strange odor, power outage, medical emergencies, violent acts or other disasters, report to your assigned area. For other emergencies follow the directions from staff. If you have questions about any of this information, speak to your case manager.



### **Transportation:**

If you ride in transportation provided by PAI, you or the person who manages your money would have to pay for this service. PAI does offer you the opportunity to have your transportation costs deducted from your paycheck. Your Case Manager can tell you more about this option. You will need to wear your seat belt at all times when riding. If you refuse to wear your seat belt, it may result in disciplinary action, or not being able to have a ride to and from work.

### **Sexual Harassment/Workplace Harassment Policy:**

Productive Alternatives, Inc. wants you to have a work experience that is free from sexual harassment. This is usually hard to talk about, especially at work. What we need you to know is that at work, it is *not* okay for you or other people to:

- Touch in ways you or others do not want to be touched
- Ask for sexual favors
- Talk in a sexual way
- Show physical affection like kissing, touching or holding hands with your boyfriend, girlfriend, spouse, etc while at work or workplace activities
- Make you or others feel uncomfortable
- Tell a bad joke

If you feel that something listed above or some other similar incident happens, you should talk to your Branch Manager or your case manager as soon as possible. If a concern or report is made, it will be kept confidential, which means that no one will be told about it except for people who absolutely need to know.

### **Things you need to know about working at PAI:**

- PAI is not responsible for your belongings if they are lost, stolen, broken, or borrowed/given away to someone else. Personal items should be stored in the assigned area. You should not bring items to work that you do not need at work.
- Bathrooms are not to be used as a break area. You should not rest, smoke, or eat in the bathroom.
- *DO NOT* ask for special considerations (like treats or favors) from staff or co-workers.
- If you need to use the telephone, it is important to use the phone during your break time. This includes your personal cell phone. Cell phones should not be used while working or while using PAI transportation. Please ask your Job Coach, Case Manager, or Supervisor if you need to use the phone. Unless you are using a pay

phone, remember that PAI phones are for business. You should not stay on the phone for a long time. Personal long-distance calls cannot be charged to PAI.

- Please let your supervisor know when you are leaving your workstation.
- If you find something that someone else may have lost, please turn the item in to your supervisor or case manager.
- You are encouraged to not borrow or give things to others (e.g., food, money, and personal items).
- You can lose your services right away if you use illegal or non-prescribed drugs while at PAI or a community job site or if you come to work after you have been using illegal/non-prescribed drugs or alcohol.
- You can lose your services right away for serious physical aggression at work. (You can ask your case manager or the Branch Manager, the one who decides what serious physical aggression is, if you have any questions about this rule.)
- You can lose your services right away if you are caught stealing. This includes stealing from coworkers, staff, customers or PAI Property. (You can ask your case manager or the Branch Manager if you have any questions about this rule.)
- You can lose your services right away if you are caught engaging in the act of sexually harassing your co-workers or PAI staff while at work. (You can ask your case manager or the Branch Manager if you have any questions about this rule.)

### **DISCIPLINARY ACTION**

You could get in trouble at work if you break work rules or do not follow company policies. If you break rules or policies, your case manager will talk to you.

Based on the severity of the incident, the following could happen:

- A **Verbal Reminder** may be given. Your case manager will explain what you need to do to improve, and they will write down this reminder in your case file.
- A **Written Warning** is given. This is when your case manager talks to you about a need for change and also explains it in writing. A copy of this warning will be sent to your legal representative and placed in your case file.
- A **Suspension** is given. This is time off from work without pay. Your case manager will talk to you about a need for change. But, this need for change has usually—not always—been explained to you by now in the form of a written warning. A copy of the suspension notice will be sent to your legal representative and placed in your case file.
- A **Decision-Making Leave** is given. This is time off from work, during which a problem needs to be investigated. The length of time off is limited and ends when the investigation is complete. A copy of this decision-making leave will be sent to your legal representative and placed in your case file.

- A **Dismissal** occurs. This means that all services from PAI have stopped and you cannot continue to receive help from PAI. Generally, a dismissal happens because the person-served has not been able to follow work rules or PAI/Business policy.

### **Your Behavior:**

You represent PAI, therefore we expect you to have good performance and behavior.

#### **Examples of good behavior are:**

- Treat others like you would like to be treated (*with courtesy and respect*).
- Report things you see that might be illegal or suspicious.
- Report any bad behavior by others.
- Follow all safety, health and security rules.
- Provide quality work.
- Be on time for work.
- Smoking or chewing tobacco only in smoking areas.

#### **Examples of bad behavior are:**

- Not telling the truth any time you are with PAI.
- Not following PAI's fire or other safety rules.
- Bringing, using or selling alcohol or illegal drugs at PAI.
- Bringing or selling firearms, explosives or other like materials to PAI.
- Theft or proven dishonesty.
- Immoral or illegal behavior.
- Throwing something at work.
- Hitting a person.
- Destroying PAI's property.
- Displaying sexual behavior not appropriate for the workplace, such as holding hands, kissing and affectionate touching.
- Failing to report an illness or injury.
- Engaging in the act of sexually harassing co-workers/staff.

If you do not display good behavior your case manager will talk to you about disciplinary action.

### **Security and Inspections:**

PAI wants a work place that is free of illegal drugs, alcohol, firearms and explosives. PAI does not let you have, give or sell illegal drugs, alcohol, firearms or explosives on our property. If PAI thinks that there are illegal drugs, alcohol, firearms or explosives on property, PAI has the right to look at anything that the agency owns. These inspections can occur at anytime. You can refuse an inspection but you could lose your services if you refuse.

## **RIGHTS AND RESPONSIBILITIES**

### **What is a right?**



A **Right** is something that you are entitled to (you do not have to earn it) and it is not time-limited (there is no “set” amount of when it has to be used).

### **What is a responsibility?**

A **Responsibility** is something that you say you will do to the best of your ability (the best that you can).

### **You have the Right to end or refuse services:**

To use this right, you can go to your case manager or your Branch/Department Manager, and explain why you want to stop receiving services. They will explain to you what might happen if you quit. You should remember that you could lose your services and not get them back without waiting a long time; or you may not get them back at all.

### **You have the Right to know the “Start” and the “Stop” terms of your services:**

To use this right, you will need to find out what the “start” and “stop” rules are for the service you are getting. Organizational and Community (Supported) Employment Services are not time-limited services. If PAI decides to stop giving you services, the reason(s) why must be explained to you.

### **You have the Right to know the limits to the service you are getting:**

To use this right, you will need to find out how far the help you get goes. If your service has a limit—like the number of hours or the number of days each week that you can work—you will be told about this limit. At the time of intake (sign-up), the limits to your services in this program are: \_\_\_\_\_

### **You have the Right to be trained by capable staff:**

This means that the people working with you must have enough training to help and support you, so they can do the best job possible of meeting your on-going needs. To use this right, you will need to find out what amount of training is needed for each of those persons who are giving the services. Staff biographies are available in a 3-ring binder keep in a branch office area.

### **You have the Right to be free from maltreatment:**

To use this right, you need to know that others cannot treat you badly or hurt you. If you have questions about this, you can talk to your case manager. If someone does cause you harm, you should tell your case manager right away.

### **You have the Right to see your records and any other recorded information about you:**

To use this right, you need to know that YOU CAN ask to see what others are writing about you, and what is put into your file. You CAN question any information that you think is wrong. You CAN write out the reason you think the information is wrong (your challenge) and put it in your record. You CAN appeal—or ask to change—any decisions about your challenge of the information put in your file. You CANNOT see information about yourself that deals with investigations about you.

You may not see the names of people who report child or vulnerable adult abuse or neglect. You CANNOT rip up the file or any of its pages or



damage it in any way if you don't like what is written there.

**You have the Right to keep your records private:**

This means that people can only read your records or talk about you if you, or your legal representative, say it is okay. To use this right, you will need to ask to see PAI's rules about how the agency is keeping your paperwork private.

**You have the Right to refuse to participate in a study:**

This means that if PAI asks you to be part of a study or experiment you have a right to ask questions and get all of the information you need before making a decision. After asking questions and getting the information, you have the right to just say "no."

**You have the Right to be treated with courtesy and respect:**

To exercise this right, you need to understand that people working with you should be polite when they talk to you. They should treat you the way you would like to be treated. They must talk to you in a way that you understand and that is respectful to you.

**You have the Right to state any complaints and be heard:**

This means that if you have a problem, people will listen to you. If you have a complaint or concern, you can use this right by talking to your case manager first. This person will help you work out a solution for your problem. If needed, this person can also help you with the problem resolution process. You will not get in to trouble for raising a concern.

**You have the Right to appeal major decisions:**

This means that if you talk to people who can change major things in your life and they don't, you can ask to have them look at it again, this time with some added people helping to decide. To use this right, you can talk to your family, your Rehabilitation Counselor, your County Case Manager, or the PAI Branch/Department Manager or the President, an advocate or ombudsman for help to do this step.

**You have the Right to make choices and be involved in setting-up your Service Plan:**

This means that you have the right to make choices in the services and programs offered to you. This includes choices about your job goal and the steps and services needed to reach it. To use this right, you need to know what services PAI provides.

**You have a Right to services:**

To use this right, you need to know that you have a right to get services from PAI no matter what race, color, age, gender (male or female), economic (money) status, lifestyle (the way you choose to live your life), disability, religious preference (the religion you choose), sexual orientation (who you have intimate relationships with), national origin, citizenship or other areas protected by federal, state and local laws.

**You have the Right to know whom to contact if you need more help to understand your rights:**

To use this right, you can ask your case manager to help you contact a local *Advocacy Agency*.

The telephone number at \_\_\_\_\_ is  
\_\_\_\_\_ and  
\_\_\_\_\_ is someone you can call.



Other places you can call for help are:

- Legal Advocacy for Persons with Developmental Disabilities at (800) 582 – 5256. There is no direct TTY line, but Minnesota relay can be used.
- Mental Health Law Project (a division of Minnesota Disability Law Center) is at (800) 292 – 4150. TTY is (612) 332 – 4668.

## PROBLEM RESOLUTION

Productive Alternatives, Inc. believes in open communication. If you have a suggestion or concern, your case manager or the management team wants to know about it. In most cases, you can get an answer to a problem by talking to your case manager or your supervisor about it. However, the Agency understands that this may not fix all concerns. The Agency cares about your concerns and wants to provide you and all our staff with a friendly work environment that creates teamwork and efficiency.



For concerns that cannot be resolved by talking about them, the following actions have been established to make sure your concerns are heard and handled appropriately. All concerns will be addressed in a quick and open-minded way. This process is available for all current employees; however, there are different procedures used when the issue is related to sexual harassment, which are discussed in the Sexual Harassment section.

Time periods specified below may be made longer by the person reviewing an individual concern if there are reasons to extend these time periods. You would be notified if time periods were extended.

### Step 1

If you feel that a concern was not fixed through verbal conversation with your supervisor or your case manager, you can present your concern in writing or other form of documentation to the Branch/Department Manager within 10 working days from when the concern started. The Branch/Department Manager will investigate the facts and other issues related to the concern and will make every effort to resolve the matter promptly and fairly. The Branch/Department Manager must respond to you within 5 working days following receipt of your concern.

### Step 2

If the Branch/Department Manager does not respond to you within 5 working days following receipt of your concern, or you are not satisfied with their decision, you have 5 working days following the receipt of their decision to discuss it with the President. The President will review the facts as presented by you and the

branch/department manager. The President has 10 working days to issue a decision to you.

### **Step 3**

If the President fails to respond or you are not satisfied with the President's decision, you have 5 working days following receipt of the President's decision to appeal to the Chair of the Board of Directors. The Board of Directors will review the facts as presented by you and the President. A written, or other format, of the report of the decision will be issued to you and the President within 30 working days. This decision is final.

### **Step 4 (Final and Binding Arbitration\*)**

If you are not happy with the answer you got from the Board of Directors, you may begin arbitration proceedings. This must be done within 20 days after getting the written decision from Step 3.

- PAI, along with your help, will attempt to select an arbitrator who will listen to your complaint and decide the answer to your problem, question, or concern.
- The arbitrator does not, however, have the power to do the following:
  - 1) To change the Extended Employment Individual's Informational Guide.
  - 2) To change wages, supplementary payments, or the amount of vacation, sick, funeral, or personal benefits you get if your placement results in PAI being your payroll agency and you receive Supported or Community Employment Services.
  - 3) To decide any question, which is the right of management to decide. This would include:  
How management functions, the programs that PAI offers, how PAI spends its money, use of technology, the structure of the agency and, the hiring of staff.  
These rights are contained in PAI's written Informational Guide.
- An arbitrator is not free. How this person is paid for his/her time is decided in the following way:
  - 1) If the arbitrator decides that PAI is right, you will be required to pay \$25.00 of what it cost to hire an arbitrator.
  - 2) If the arbitrator decides that you are right, PAI will pay the arbitrator's bill.

A copy of the arbitrator's answer will be put in your case file. The filing of a grievance or the final answer you get in writing does not mean that you cannot take other action for protection under State and Federal Civil Rights Acts or use of advocates.

If you feel your concern directly involves your supervisor you can discuss it with their supervisor. If your concern is with the President you are to contact the Human Resource Director.

You will not get in trouble for raising a concern, as long as you follow this process. You can ask for help at any time in following this process. If you feel that you have been treated differently because you filed a complaint, you should tell the Branch/Department Manager.

This Problem Resolution procedure does not take the place of Federal and State law. This means that State Federal Law will always be upheld within this process.

(\*Final and Binding Arbitration was written as Addendum to the Consumer Informational Guide, effective 7/04)

## **GENERAL INFORMATION**

### **Vulnerable Adult Status:**

Many people who receive services or work at PAI are considered Vulnerable Adults as defined by Minnesota Law. This relates to people who are over 18 years of age, live in licensed facilities, and/or get services from places like PAI. These people would not, on their own, report their own mistreatment (which means abuse and/or neglect) because of the very reasons that cause them to be vulnerable. PAI will report all situations that deal with the abuse or neglect of a Vulnerable Adult to places like County Social Services during the weekdays or the police or like authority during weekends, evenings, or holidays.

### **Vulnerable Adult/Maltreatment Prevention:**

It is important that your work place is safe and that you are treated fairly and with respect. If you think that you have not been treated fairly or with respect or that your work place is not safe, PAI would like you to tell a staff member here what has happened. If you are uncomfortable doing that, you have every right to tell your legal representative, or other important person in your life about this unfair or unsafe event.

Productive Alternatives, Inc. does not allow the use of physical or verbal abuse, punishment, sexual abuse or psychological abuse in any form. All staff of this agency is mandated reporters and must report any incident, of which they have knowledge, according to our Vulnerable Adult Policy and the Statutes of the State of Minnesota.

### **Vulnerable Adult Maltreatment Reporting:**

Following is a list of Common Entry Points for the branches of Productive Alternatives where you or staff would report suspected abuse and/or neglect.

#### **•Alexandria/Douglas County**

-Douglas County Social Services: 320-763-2302

-Douglas County Law Enforcement Center: 320-763-6631

#### **•Brainerd/Crow Wing County**

-Crow Wing Social Services: 218-824-1100

-Crow Wing County Law Enforcement Center: 218-829-4749

**•Fergus Falls/Ottertail County**

-Ottertail County Social Services: 218-998-8150

-Ottertail County Law Enforcement Center: 218-998-8555

**•Little Falls/Morrison County**

-Morrison County Social Services: 218-998-8150

-Morrison County Law Enforcement Center: 218-998-8555

**•Moorhead/Clay County**

-Clay County Social Services: 218-287-5060

-Clay County Law Enforcement Center: 218-299-5120

# *Productive Alternatives, Inc.*

## **Acknowledgement of Receipt**

I understand and/or agree that:

The statements contained in this guide are general information regarding Productive Alternatives, Inc. and its policies and procedures.

This is not a contract of employment, or a guarantee of employment.

From time to time Productive Alternatives, Inc. may need to change some of the information, policies and benefits contained in the Informational Guide. The Agency will inform me when changes occur.

I have received a copy of the Employment Development Service Informational Guide. I have read or reviewed this information with my case manager, and I have asked questions if I don't understand the contents of this guide. I will follow these rules to the best of my ability.

***Any person is free to resign whenever s/he wants, and each person is subject to separation at any time, with or without cause, and without regard to any benefit or policy described in this guide, at the discretion of the Agency.***

**Your Signature:** \_\_\_\_\_

Print your Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Legal Representative's Signature:** \_\_\_\_\_

Print your Name: \_\_\_\_\_

Date: \_\_\_\_\_

A signed copy of the receipt needs to be turned into your case manager within five (5) days of when you start at PAI.