

PRODUCTIVE ALTERNATIVES INC.
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EXTENDED EMPLOYMENT INDIVIDUAL'S 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) 477-1676

*All branches except Fergus Falls

TTY: contact MN Relay Service

@ 711 or (800) 627-3529

Alexandria: 302 South Kenwood
Box 685
Alexandria, MN 56308

Brainerd: 213 NW 4th Street
Brainerd, MN 56401

Fergus Falls: 1205 N Tower Road
Fergus Falls, MN 56537

Little Falls: 1107 8th Street NW
Little Falls, MN 56345

Moorhead: 715 N 11th St Suite 311
Moorhead, MN 56560

Visit the Productive Alternatives, Inc website at: **www.paiff.org**
These policies are available in large print, naturalreader.com, and other formats upon request.

Approved by:
The Board of Directors June 2004
Revised 12-05, 8-07, 6-08, 10-09, 7-10, 7-11, 7-12, 8-13, 10-14, 8-15, 11-9

The MISSION of Productive Alternatives, Inc.

Providing Service Options Which Promote Quality of Life & Personal Growth for the People We Serve & Our Employees.

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 for our customers.**
- **We will continue to enhance our ability to provide the best possible working atmosphere for our staff.**
- **We have a team oriented management philosophy that values every person's input.**

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.

For more information about these programs, please read “A Plan to Help You”. (This is found in the last section of this Informational Guide.)

(*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?

For each type of service we offer, there are different ways to qualify. Below are lists and descriptions of these items.

Organizational Employment Services (OES)

Entrance/Exit Criteria*

(*These guidelines are subject to interdisciplinary team discretion. Eligibility will be determined by the branch manager.)

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 and 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.

At work:

- You are able to work most days without having the following behaviors: unusual or sudden changes in mood, anger, or complaining about yourself, your workplace, or your coworkers; any type of physical violence such as hitting another person or an object; or verbal abuse such as yelling or cursing at others.
- With some help/accommodations, you are physically able to work.
- After you learn a job, you can perform it with some quality.
- You can often work on a job for as long as you are needed there (with very few reminders to keep busy).
- With or without reminders, you can understand and follow 1 or 2 step directions.
- After you learn a new job, you can work on it without needing someone there to help you all the time.

- With or without reminders, you work when you are scheduled, and you follow the steps for leave requests when you need time off from work.
- You can switch from one job to another job when it is needed.

There are reasons that you may start OES and then stop OES. Some of these are: (*These guidelines are subject to interdisciplinary team discretion. Eligibility will be determined by the branch manager.)

- You no longer want to receive services.
- There is no longer a funding-source to pay for your services.
- Your social behavior/communication skills are no longer suitable for a work setting (you cannot act in a way that makes it possible for other people to work with you and feel safe).
- You are no longer able to move around enough to work, either with or without some help (no longer mobile non-ambulatory or ambulatory).
- Even with some help/accommodations, you are not physically able to work.
- You transfer to another program.

Community Employment Services (CES)

How you can receive Community Employment Services: (*These guidelines are subject to interdisciplinary team discretion. Eligibility will be determined by the branch manager.)

- You have already met the OES
- Criterion for eligibility.
- You want to receive services from PAI and take part in your service plan (“A Plan To Help You”).
- With some help/assistance, you are
- physically able to get to, and enter, your community work site.
- You have transportation or transportation has been set-up for you.
- When you are out in the community, you act in a way that makes it possible for other people from the community to work with you and feel safe.

There are reasons that you may start CES and then stop CES. Some of these are: (*These guidelines are subject to interdisciplinary team discretion. Eligibility will be determined by the branch manager.)

- In most areas, your CES job/work performance meets the standards set by employers for your type of work.
- You no longer need help from others to find a job or to keep any job you have already found.
- If you and your support team think that you are ready to work on your own for an employer out in the community:

Your case manager will make a placement request/referral. This referral goes to your local county or work programs and/or to placement services.

After this referral is accepted, your Job Development Services begin. Job Development Services will help you to match your work preferences, skills, abilities, and strengths with an employer out in the community.



Once there is a match, you may soon be able to work on your own for an employer out in the community!

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 are referred for services at PAI, but your services can't start because of a reason such as funding, work availability, transportation or other barriers. When this happens a waiting list will be set up at each branch. If you are put on a waiting list, the person responsible for deciding who is taken off that list and in what order is the Branch Manager for your branch/department; criteria used for that will be "first come, first served" once those barriers are removed. PAI will work with funding sources to move things along so that your services can begin as soon as possible. If your team deems it appropriate and possible you may be referred to another agency that provides the same type of service.

Program Re-Entry:

PAI understands that sometimes a job may not work out for you. If you are hired for a job and it does not work out, the following may happen:

- If you leave the job within the first 90 days of being hired, you can come back to PAI with approval of your funding source. If someone else is doing the job you had before leaving PAI, another job will be offered to you.

The new job should:

- Be okay/acceptable to you and
 - Match the goals that have been set up for you.
- And your service plan will be updated with you at this time.

If you wish to stop receiving services from PAI, your file will remain open for 90 days. This means you may come back to PAI at any time during these 90 days with the approval of your funding source. The people who were working with you, and the Branch Manager and/or the President of PAI must approve your return. It is important for you to remember that after the 90-day period you might not be able to immediately return. In this case, you may need to contact a local funding source to be referred back for services.

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.

Personal Information:

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

Advisory Committee:

This committee meets on at least a quarterly basis (every 3 months) and is made up of people from PAI. Selection of committee members is done on an annual or bi-annual basis. The committee is open to any ideas you may have about pay, work, training, safety, accessibility, social gatherings and general work conditions. The committee also meets with a member of the management team on an annual basis to share ideas, make suggestions or talk about work concerns. Recent meeting notes are posted on the bulletin board. They are also retained in the Meeting Minute Log Book kept in a branch office area.

Reporting Guidelines:

Once you begin your Organizational or Community Employment Services with PAI, an employment plan will be created for you. This is called a Service Plan. For more information on this Plan, please see "A Plan to Help You," located in the last section of this Informational Guide.

WORK RULES AND PRACTICES

Schedules:

While working with PAI, the regular workweek is usually Monday through Friday from 8:00 am to 4:00 pm. This work schedule does sometimes change if there are contract deadlines or if you work in the community. If you work close to an eight-hour day, you will receive two 15-minute breaks and one 30-minute lunch break. You should remain in the break area for these breaks. Please let your supervisor know if you are planning to leave the grounds during your break times.

*****If you have a guardian PAI will need to have their permission for you to leave the grounds before you go*****

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, at least one hour, 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 and too many absences from work may result in disciplinary action*****

Appointments Away From Work:

Appointments that are not related to work should be made before or after working hours. It is important to let your supervisor and case manager know if you are unable to make it to work. This way, they can find someone to work for you. A leave request form should be filled out if you need to take time off from work and know of this before that happens.

Visitors:

If you want to have someone visit you at work, you must first plan this with your case manager and/or supervisor before the visit. PAI employees are strongly discouraged from visiting the work center/work sites during times they are not working.

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 “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’s 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 or require assistance for evacuations, please speak with 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
- Make you or others feel uncomfortable
- Show physical affection like kissing, touching or holding hands with your boyfriend, girlfriend, spouse, etc. while at work or workplace activities
- Tell a bad joke

*****Sexual harassment will not be tolerated by PAI and could result in termination of your services*****

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.

Alcohol and Drugs:

You cannot come to work if you have been drinking alcohol or using illegal drugs. If you are taking drugs that a doctor has told you to take, let your case manager or supervisor know, so that they can help you determine if you can do your job while taking the medicine. You may not bring illegal drugs or alcohol with you to work, even if you have not used them.

*****If you feel that you don't like how much you drink or use drugs, talk to your case manager*****

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 cannot:

- Give staff gifts that are bought or made – PAI staff cannot accept gifts from you
- Borrow money from staff
- Ask for special considerations (like treats or favors)
- Visit or phone staff after work hours

Things you need to know about working for 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.
- Please let your supervisor know when you are leaving your workstation.
- You attend work as scheduled and can often work on a job for as long as you are needed there (with few reminders to keep busy and by not refusing to work during your assigned shift). Refusal to work can lead to disciplinary action up to and including termination.
- You listen to and follow through with instruction or redirection without refusal or becoming upset.
- 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.
- You are encouraged not to borrow or give things to others (e.g., food, money, and personal items).
- If you need to use the telephone, it is important that you use the phone during your break time. This includes personal cell phone calls and text messaging. Cell phones should not be used for calls or texting while working. Please ask PAI staff if you need to use a phone. You should not stay on the phone for a long time. Remember that PAI phones are for business and personal long-distance calls cannot be charged to PAI.
- To help ensure your safety while working for PAI, please remain on PAI property at all times during your shift and while waiting for transportation.
- If you find something that someone else may have lost, please turn the item in to a PAI staff person.

You can lose your services with PAI right away for:

- Serious physical or verbal aggression at work.
- If you are caught stealing. This includes stealing from coworkers, staff, customers or PAI Property.
- Sexually harassing co-workers, customers or PAI staff.
- use of 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 ask your Case Manager or the Branch Manager if you have any questions about how services could be lost*****

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.

BRAINERD: during the workweek (Monday – Friday) closing will be announced on **WWWI-1270** AM, **KLZ-107.5** and **WJJY-106.7** FM. If you do not have a radio and think that PAI may be closed, call: **825 - 8148**. If you are scheduled to work in the community, PA staff will telephone you if you will not be working.

FERGUS FALLS: during the workweek (Monday – Friday) closing will be announced on **KJJK – 96.5** FM or **KBRF – 1250** AM radio. If you do not have a radio and think that PAI may be closed, call **998-5630**. If you are scheduled to work in the community, your job coach or the Community Site Coordinator 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 should not to come to work.

DISCIPLINARY ACTION

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.

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 a pre-determined amount of time is compared to the average amount of work housekeepers at that hotel can normally do in that same amount of time. 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:

When you start with PAI or sometimes at a new job site your “training wage” will be \$3.63 per hour 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 \$3.63 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 without permission. If you would like someone other than you to pick up your paycheck, you **must** sign a note or contact PAI saying it is okay for that person to pick up your paycheck for you. Paydays are every two weeks on Thursdays.

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 work week will be paid at one and a-half times your regular pay if you are paid an hourly wage.

Benefits:

- If you are eligible you will receive the following paid benefits: PTO, Holiday, Funeral leave, Jury Duty, Voting, & Bone Marrow donation.
- Unpaid time could include: Parental Leave, Family Medical Leave, School functions, Military Leave, and other requests for leave without pay.

Holidays:

PAI designates 9 average workday paid holidays per calendar year. These holidays are:

- **New Year's Day**
- **President's Day**
- **Memorial Day**
- **July 4th**
- **Labor Day**
- **Thanksgiving Day & the following Friday**
- **Christmas Eve Day**
- **Christmas Day**

A holiday falling on a Saturday will be observed on the proceeding Friday. A holiday falling on a Sunday will be observed on the following Monday. When a holiday falls when you are ill or on vacation, you will not be charged sick or vacation time, holiday time will be paid. In order to receive holiday pay you must have worked the previous quarter and at least one day during that pay period. Please remember that some of the PAI work crews work on holidays even though the rest of PAI is closed so you may be scheduled to work.

PTO or Paid Time Off (vacation, sick, other): PTO is used for time off from work except for holidays, jury duty, and funeral leave. Your PTO amounts are based on how long you have worked with Productive Alternatives and how many hours you work compared to a full time PAI employee. An example would be if a full time employee working 40 hours per week earns 19 days per year and you are a half time employee (20 hours per week) your PTO will be about 9.5 days per year.

PTO is earned on the following schedule for a *Full Time, 2080 hour per year* employee, your hours earned will be based on how many hours you work and when you started:

0-2 years of employment 152 hours per year or (.0731 of hours worked)
3-5 years of employment 176 hours per year or (.0847 of hours worked)
6-9 years of employment 192 hours per year (or .0923 of hours worked)
10-13 years of employment 216 hours per year (or .1039 of hours worked)
14-and over years of employment 232 hours per year (or .1116 of hours worked)

- Your Case Manager or other designated PAI staff must approve your PTO.
- You should ask for time off one week in advance if possible by completing a leave request form.
- You might be denied a PTO day off because of work needs.
- If a holiday falls when you are on PTO, you will be paid holiday pay instead of PTO.
- You can carry over up to 80 hours of earned PTO over to the following year.
- PTO must be used at a minimum of ½ hour per time.
- When you are sick, please call as soon as possible, at least one hour, prior to the start of your shift.
- Excessive absence from a worksite without approval will not be tolerated.
- If you miss more than 3 work days for illness you must have a note signed by your doctor.
- If you quit your job with PAI, you will be paid for your remaining PTO hours.

Funeral Leave:

In the event of a death in your immediate family you may be allowed up to 3 days of your normal shift off with pay. Your case manager can help you arrange this time off. If you need more than three days off talk with your case manager and they will ask the PAI President. The length of time granted depends upon the location of the funeral and the circumstances. You can use funeral leave for immediate family (e.g., Mother, Father, Grandparent, Siblings). If additional time is necessary PTO may be used if you are eligible. Your case manager and/or the Branch Manager will help you figure out the amount of time you are able to be away from work.

Jury Duty:

If you are selected to serve Jury Duty, you will be paid from PAI for the time you are away from your normal shift. You will also receive payment from the judicial system for your time. This money, you will be asked to give to PAI. You are expected to keep your case manager informed of your jury status. You are expected to return to work as soon as your jury duties are done for the day. You keep the money you receive for mileage.

Bone Marrow Donation Leave:

Up to 40 hours of paid leave will be granted to employees that undergo medical procedures to donate bone marrow. You must work an average of 20 hours a week to qualify for this paid leave. A doctor must verify the purpose and length of leave necessary.

Voting Time:

If you understand what it means to vote and are an eligible voter you have the right to vote. You should try to vote before or after work hours. If you must vote during the workday you will be paid for the time away but your case manager must approve your leaving before you go. Elections covered include a regularly scheduled state and or federal primary, general election or an election to fill a vacancy in the office of the United States government.

Parental Leave/Family Medical Care Leave:

When eligible, up to 12 weeks of unpaid leave can be granted to care for your newborn, or recently placed child, spouse or yourself. To be eligible you must be employed for 12 months and have worked an average of 20 hours per week or more during 12 months. For leave such as this that is foreseeable, meaning you are aware of it in advance, we ask that you check with your case manager at least 30 days in advance. This request must be in writing. Your Case Manager will have some forms for you and your doctor to fill out. You must use PTO if you have hours available.

When you return to work you are entitled to your old job or a similar job back. You will need a doctor's note to return to work.

School Conference and Activities Leave:

Up to 16 hours of unpaid leave during each school year can be taken only for the purpose of attending school conferences and classroom activities of your child, provided that such conferences and activities cannot be scheduled during non-work hours. PTO may be used for this leave, instead of not being paid for it.

Military Leave:

If you are a member of the National Guard, you are permitted leave up to two (2) weeks without pay. When possible you must let your case manager know of your absence at least one (1) week in advance.

Insurance (Workers' Compensation):

You are covered under Minnesota Law, by Worker's Comp. Insurance. If you are hurt at work you must report the injury to your supervisor immediately. Please notify your case manager if you go to the doctor. He/she will have paper work for you to take to the doctor.

Return to Work Program:

This program helps you return to work as soon as possible if you have been hurt at work. You, PAI, the doctor and the insurance company work together to get you back to work.

Your Behavior:

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

Things to encourage:

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

Things to avoid:

- 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.

- Disrespect to your coworkers, our customers or PAI staff.
- 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.
- Failing to report an illness or injury.
- Engaging in the act of sexually harassing co-workers/staff
- Displaying sexual behavior not appropriate for the workplace, such as holding hands, kissing and affectionate touching.

If you do not display good behavior your case manager will talk to you about disciplinary action that could result in dismissal.

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 any of these items on PAI property, PAI has the right to inspect. These inspections can occur at any time. You can refuse an inspection but you could lose your services if you refuse. For protection of our customers and our contracts PAI staff may conduct random searches from time to time at any of our worksites if there is suspicion of theft.

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: as funding allows.

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 abuse, retaliation, humiliation and neglect:

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 also have the right to access your information in time to help make decisions and to consent to, refuse, or make choices regarding other services; and to gain access or referral to self-help support services.

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 be Free of Financial and Other Exploitation:

This means that your money and your assets are yours and they are meant to be used for your benefit. People cannot and should not take advantage of you in any way.

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 is 218 828-2366 and Cheryl T. 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.
- Minnesota Department of Employment and Economic Development (MN DEED) at (800) 328 – 9095. TTY is (651) 296 – 3900.

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 on any question that is management's right 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 costs 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 Chairperson of the Productive Alternatives Board of Directors.

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)

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 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.

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 persons of this agency are 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

Effective July 1, 2015, Minnesota has moved to one centralized Common Entry Point, called the Minnesota Adult Abuse Reporting Center (MAARC). You will have the option to file an online report to the MAARC www.mn.gov/dhs/reportadultabuse/ **OR** make a toll-free phone call to 844-880-1574 to report abuse, neglect, or financial exploitation of vulnerable adults.

A Plan to Help You

You get to your job and career goals by planning your supports. Supports are services from Productive Alternatives or others that help you keep your job, help you find another job, or help your employer keep you working. At least once each year, you and Productive Alternatives write a plan that includes your choices of job goals and work setting, and what Productive Alternatives will do to help you reach these goals. This is your Support Plan. You can request a meeting when you want changes to your Support Plan. The purpose of the meeting is to find out if you want a different job goal, or if you need different support services.

Family members, friends or others may help you to reach your goals. You can have them at your Support Plan meeting. You or Productive Alternatives might also invite a social worker, supervisor, or anyone who could be helpful in making your plan. Notices about your meeting, talk during the meeting, and your written Support Plan need to be in the primary language read or spoken by you or the person who can legally speak for you. If you need Braille, large print, or another language to understand your Support Plan, Productive Alternatives should provide this for you.

A Support Goal or Objective Should Say:

What you want or need to do

- **What supports are necessary to do it**
- **How it will get done**
- **Who is responsible for doing it**
- **When, or by when**
- **How you will know that it is done**

Some examples of support services might be:

- Coaching on how to do your work well and learn new skills on the job.
- Keeping in touch with you to know how you are doing and what you need.
- Helping you to do your work safely.
- Changing your work place so you can do or improve your work better, like changes in the height or position of your chair, or changes in work schedule or rest breaks, or changes to your computer.
- Helping you to learn how to speak up for yourself and say what you need at your job.
- Training for other people at your work place so they can help you learn your job and carry it out, and include you as one of the group.
- Arranging for services that you might need, but are not provided by Productive Alternatives.
- Help with learning skills you need to be a successful worker, such as grooming, handling money, or using the bus.
- Making sure that the people who helped you write your Support Plan stay in touch with you and Productive Alternatives
- Helping you to learn how to search for work, and to get and keep a job.
- Finding a job that fits your skills, interests, and support needs and choosing the work settings you like best.
- Other, similar services that are in your Support Plan and are needed for you to keep your job, improve your performance, or find new or better employment.

If you need these or other supports to stay working, or to find the job you want, be sure to include them in your Support Plan. If Productive Alternatives cannot provide the support services you need to reach your job goal, your plan should say the steps to obtain what you need and what role Productive Alternatives will have in order to get you the help and services you need.

Published by Vocational Rehabilitation Services—Extended Employment, a part of the Department of Employment and Economic Development. This information is available in other languages, Braille or large print. Contact: DEED- VRS-Extended Employment, First National Bank Building, 332 Minnesota Street Suite E200, St. Paul MN 55101 Voice 651-259-7376 TTY 651-296-3900

What Work Do You Want To Do?

The most important part of your Plan will be developing your employment goals. Vocational Rehabilitation Services—Extended Employment (a part of the State of Minnesota) provides funding for Productive Alternatives to provide employment supports to help you maintain employment. Depending on the type of work setting(s) you would like to obtain, Productive Alternatives will inform you about the setting options they have to provide you support services. Below is a list of the three different employment categories in Extended Employment. Your provider may offer all or some of those categories.

1. In **Supported Employment**, your job is in the community with supports from your employer and from Productive Alternatives. Your pay, benefits, and work conditions are the same as co-workers without disabilities who are doing the same kind of work. Someone from Productive Alternatives will meet with you and/or your boss or co-workers at least twice a month to provide supports, learn how you are doing, or find out how you like your job. The kind of job you do depends on your skills, interests, abilities, which employers are cooperative, and what jobs are available.



2. In **Community Employment**, your job is at a company in the community with supports from Productive Alternatives, but either

- pay is less than the customary wage for similar work, which may be above or below minimum wage, and/or
- your job is away from workers without disabilities.

You may be with a group of people with disabilities working together--a work crew or enclave. More job support is usually available in Community Employment than in Supported Employment.



3. In **Center-Based Employment**, Productive Alternatives is your employer and you work at their building or place of business. Pay is based on how much work you do compared to a standard worker. Most of the people you work with have disabilities. Job support is always available in Center Based Employment. If you choose Center Based Employment, your Support Plan should say why this best meets your needs. Your Plan should also say what supports would be necessary for you to work in the community. If you are in Center Based Employment, but want to work in the community, your Plan should be reviewed every six months.



You may also be able to get “natural” job supports from your employer with additional help from Productive Alternatives, or get help to find a job if you no longer need supports.

Sometimes your employer offers paid benefits. Your work benefits should be the same as other workers including benefits such as paid holidays, vacation and sick leave. You should also be able to get time off to vote, for military leave, or family medical leave.

Statewide information about these types of employment are given on the next page. Productive Alternatives will also give you specifics about the kinds of work they support, benefits, your rights and responsibilities, and people you can contact to get more information.

When you complete your Support Plan, use the checklist on the last page to make sure you have included everything.

July 1, 2015 – June 30, 2016
Statewide Extended Employment Outcomes

Program	Avg Wages	Avg Hours	Most Frequent Jobs
Center Based Employment	\$5.12/hour	9.2 hours per week	Transportation and Material Moving Occupations Production Occupations Building and Grounds Cleaning and Maintenance Occupations Office and Administrative Support Occupations Personal Care and Service Occupations Sales and Related Occupations Food Preparation and Serving Related Occupations
Community Employment	\$7.00/hour	8.8 hours per week	Transportation and Material Moving Occupations Production Occupations Building and Grounds Cleaning and Maintenance Occupations Food Preparation and Serving Related Occupations Office and Administrative Support Occupations Sales and Related Occupations Personal Care and Service Occupations Community and Social Services Occupations Installation, Maintenance, and Repair Occupations Healthcare Support Occupations
Supported Employment	\$11.34/hour	13.4 hours per week	Transportation and Material Moving Occupations Production Occupations Building and Grounds Cleaning and Maintenance Occupations Office and Administrative Support Occupations Personal Care and Service Occupations Sales and Related Occupations Food Preparation and Serving Related Occupations Business and Financial Operations Occupations Farming, Fishing, and Forestry Occupations Computer and Mathematical Occupations Protective Service Occupations Life, Physical, and Social Science Occupations Management Occupations Arts, Design, Entertainment, Sports, and Media Occupations Community and Social Services Occupations Architecture and Engineering Occupations Construction and Extraction Occupations Installation, Maintenance, and Repair Occupations Education, Training, and Library Occupations Legal Occupations Healthcare Practitioner and Technical Occupations Healthcare Support Occupations

- Data for state fiscal year 2016 as reported to Vocational Rehabilitation Services - Extended Employment.
- Individuals may work in more than one type of employment.

July 1, 2015 – June 30, 2016
PRODUCTIVE ALTERNATIVES Outcomes

Program	Avg Wages	Avg Hours	Most Frequent Jobs
Center Based Employment	\$2.56 per hour	17.4 hours per week	Production Occupations Building and Grounds Cleaning and Maintenance Occupations Transportation and Material Moving Occupations
Community Employment	\$5.75 per hour	9.4 hours per week	Production Occupations Building and Grounds Cleaning and Maintenance Occupations Transportation and Material Moving Occupations Food Preparation and Serving Related Occupations Office and Administrative Support Occupations
Supported Employment	\$10.12 per hour	15.2 hours per week	Production Occupations Building and Grounds Cleaning and Maintenance Occupations Transportation and Material Moving Occupations Personal Care and Service Occupations Sales and Related Occupations Healthcare Support Occupations Community and Social Services Occupations Food Preparation and Serving Related Occupations Installation, Maintenance, and Repair Occupations Office and Administrative Support Occupations

What If I Don't Agree?

Signing your Support Plan means you agree with your job and support goals, that you understand and agree with the supports you will be getting, and that you will do what is needed to reach your goals. You may take your Plan home for a few days to think about what it says. Unless you want to make changes, sign your Plan and return it to Productive Alternatives.

You have a right to disagree with your Support Plan. Say what you want to change to the people helping you make the Support Plan. If you still are not satisfied with your plan, look in your Employee Handbook (that you should get from Productive Alternatives) for their written policy on how to make a complaint or grievance. There may be several steps and there may be time limits. You can have a friend or advocate help you to follow the policy, and they can attend any meetings with you. You have a right to see your rehabilitation records at any time.

If you have followed Productive Alternatives' policy for making a grievance--except for binding arbitration--and still are not satisfied, you can appeal to Extended Employment (the agency that oversees this kind of work) by writing to:

Minnesota Department of Economic Development
 Rehabilitation Services - Vocational
 Rehabilitation Services - Extended Employment,
 First National Bank Building,
 332 Minnesota Street Suite E200, St. Paul MN
 55101. Voice 651-259-7376 TTY 651-296-3900.

Support Plan Checklist

Be sure your Support Plan answers the following questions, and that the answers are true for you. You are the most important person in deciding what should be in the Support Plan.

- What do you enjoy doing - or not doing? In what places do you like - or not like - to be? With what kinds of people do you work best? What do you do well in any area of your life?
- What kind of work would you like to do?
- How many hours a week do you want to work? How much do you want to be paid? Do you need your job to help pay your medical bills? Will getting paid over a certain amount affect other benefits you get?
- Do you want to work at Productive Alternatives's building or at a different company? Do you want to work as part of a group of people with disabilities or as an individual? If your goals say you want some of each of these, does your Plan say how many hours a week of each you want?
- If having a job at Productive Alternatives's building is your goal, does your Support Plan have the reasons that this is the best choice? The reasons have to be yours, not the Provider's.
- When do you want to reach your different goals? Your Support Plan can include dates for job goals you have right now, and dates for job goals you have for the future.
- What will your job, pay, benefits, and support services be like when you reach the goals on this plan?
- What supports will Productive Alternatives give you to get and keep work? You and your family, friends, current or past teachers, your boss or co-workers can share their ideas about kinds of support that are helpful to you.
- Would you like Productive Alternatives to involve your boss and co-workers in helping you learn and do your work as soon as you start a new job? If you do, it should be included in your support plan.
- Would a special piece of equipment help you find a job or improve your work?
- Does your Support Plan say who will give you each of the kinds of help you need? When will the help start? How long will the help last?
- If Productive Alternatives is unable to give you the help you need to reach your job goals, does your Support Plan say how the Provider will refer you elsewhere to get you the help or equipment you need, and how long that will take?
- Does your Plan have the names of the people that met with you and Productive Alternatives to help write your Support plan and how they know you?
- Ask Productive Alternatives for information about different kinds of work they support including how much you would earn, worker benefits, the kinds of jobs you would be doing, and how this compares with other workers in similar jobs, and people you can contact to get more information.
- Does your Plan include your signature or that of the person who is your legal representative? You may take your Plan home for a few days to think about what it says. If you do not want to make any changes, sign your Plan and return it to Productive Alternatives. If you want to make some changes, meet with Productive Alternatives again to discuss those changes.

Productive Alternatives, Inc.

Acknowledgement of Receipt

I understand and/or agree that:

The statements contained in this booklet 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 Extended Employment Services Informational Guide and “A Plan to Help You”. 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.

Your Signature: _____

Print your Name: _____

Date: _____

Legal Representative’s Signature: _____

Print your Name: _____

Date: _____