



restoring hope works

WORKS CLIENT HANDBOOK

Attendance

Clients will have a regular schedule agreed upon by the client, their support team, and their employment specialist. If a client is absent on a scheduled day, they may reach out to the employment specialist to reschedule the appointment within the same week, if the employment specialist's schedule allows.

If a client is going to be dropped off late or picked up early, it is the responsibility of the caregiver to drop off or pick up the client at the scheduled location. Late drop off or early pick up should be communicated to the employment specialist in advance.

Schedule

Each client's schedule is available on the On The Clock App, which will be set up with individuals when they begin receiving services.

Illness

The Employment Specialist may use their discretion to send an individual home if they appear to be ill. Individuals with a fever greater than 100.3 degrees, or symptoms that prevent them from participating in the activity, will be sent home and a caregiver will be responsible for picking them up. Clients must be fever free without the aid of fever reducers for 24 hours before returning.

Behaviors

Behaviors that limit the participation of an individual or others, such as but not limited to physical altercations and aggression, threats, property damage, stealing, and elopement may require involved individuals to be sent home. The client's caregivers will be responsible for picking up the individual in the instance that they must leave early due to a behavior. After a client is sent home due to challenging behavior, a team meeting will be scheduled. At the team meeting, a plan will be made for the team to provide reasonable support and accommodation to the client to encourage success in the program. A return date will be scheduled at the team meeting. The WORKS management team may use their discretion for corrective action when such behaviors are exhibited. Extreme and repeat behaviors may result in discontinued services.

Weapons

WORKS attendees may not bring weapons to their appointments. Firearms, bows and arrows, and pocket knives, etc., must be left at home.

Electronics:

While in an individual or group meeting, cell phones and other electronics should be put away.

Medications

WORKS attendees who receive medications within operating hours must have a current signed PO on file and medications must be signed in for administration. Medications may not be transported on the OATS bus. Medications must be brought to WORKS by a caregiver and signed in to a Restoring Hope staff member. If medications and/or documentation on file is not current or is incomplete, the client will be unable to attend WORKS until updated medications/documentation is provided. Clients cannot keep medications on their person or in their locker, all medications must be signed in and kept in the locked medication cabinet to ensure safety for all WORKS attendees.

If a client has medications that need to be administered during their working hours, the employment specialist may begin the process for the individual to learn to self-administer medication, which will be discussed at a team meeting prior to the individual starting a job.

Political Events

If a client wishes to have access to political events and activities, such as but not limited to city hall meetings, polling stations, political gatherings, and television programs, that take place during program hours, a request can be made to your Employment Specialist.

Transportation

WORKS clients may request that public transportation education and training be provided. This will be discussed with the team and provided on an individual basis based on need.

Staffing Ratio

Individual Employment Services maintain a 1:1 ratio, while group employment services are not more than 4:1.

Assigned Staff

Each WORKS client is assigned to the caseload of an Employment Specialist. If the individual is not satisfied with their Employment Specialist, they may request to be moved to a different group by speaking with their WORKS Program Coordinator.

Grievance Policy

If an individual or support team member holds a grievance with the WORKS program or an affiliated employee, the individual should first report it to their Employment Specialist. The individual may choose to report the grievance directly to administration if the grievance is not handled at the Employment Specialist level. The grievance can be made to the Business Office by calling (417)255-8781 and speaking to the director, or by emailing info@werestorehope.com.

Feedback

Individuals receiving services may provide feedback regarding the quality and effectiveness of the program at any time here: https://www.surveymonkey.com/r/RH_ServiceProviderSurvey