



**HANDBOOK FOR PERSONS
RECEIVING SERVICES**

**Community Employment
Department**



MISSION STATEMENT

To ensure that people with developmental disabilities have maximum opportunities to actively participate in all aspects of community life and to offer programs and services that support them in doing so.

About The Arc of Baltimore

The Arc of Baltimore is a private, non-profit agency, and one of the largest organizations in the United States addressing the needs of people with developmental disabilities.

Providing direct services to more than 2,500 residents of Baltimore City and Baltimore County, The Arc of Baltimore is widely recognized for improving the quality of life of persons developmentally challenged through vocational training, residential services, and supported employment programs.



**The Arc of Baltimore
Community Employment Department**
www.arcofbaltimore.org

Administrative Offices
**The Arc of Baltimore
Community Resource Center
7215 York Road
Baltimore, MD 21212-4499
(410) 296-WORK
Fax (410) 296-2394**

Service Locations

**Seton Employment Center
Seton Business Park
6151 Metro Drive
Baltimore, MD 21215-3205
410 653-3252**

**Dundalk Center
1401 North Point Road
Baltimore, MD 21222-1524
410-282-3876**

**Homeland Center
4800 York Road
Baltimore, MD 21212-4401
410-323-9139**

**Loch Ridge Center
1718 Joan Avenue
Parkville, MD 21234-3717
410-668-8570**

**Rutherford Center
7200 Rutherford Road
Windsor Mill, MD 21244-2704
410-298-5688**

**Waverly Center
2828 Loch Raven Road
Baltimore, MD 21218-4220
410-366-3195**

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INDEX

**Welcome to the Community Employment
Department! -----4**

Department Divisions -----5

Work and Employment Rules-----7

Payroll and Benefits -----8

Outcomes of Programs -----9

Health and Safety----- 10

Your / Others Involvement----- 10

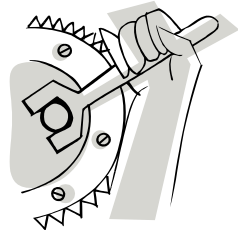
Service and Planning Issues----- 11

Employment Resources and Opportunities ----- 12

Need More Information?----- 12

Employment Resources and Opportunities

Work is the main focus of many of the services we offer at The Arc of Baltimore Community Employment Department. We are here to help you find the right job and help you keep it. To that end, there are many resources regarding work. Most of our sites have computers with internet access that will allow you to see what jobs are in the Baltimore area. Please talk to your employment support associate if you need help with this. In addition, we have available a number of job listings that you may be interested in discussing. Your employment support associate is there to help you, so be sure to tap into their experience and knowledge regarding services and resources available.



Need More Information?

Please see our Agency Handbook for other information, including:

- Grievance procedures
- Access to records
- Individual Plans (IP's)
- Our approach to risk and choice

All of the people who work at The Arc of Baltimore are here to assist you in growing, reaching, and becoming more successful in achieving your dreams.

YOU CAN DO IT!

Department Divisions

Community Employment operates a number of work programs which include the following:

Landscape



This program focuses on the acquisition of landscape maintenance work habits and skills. Employees work in crews and perform jobs such as planting, weeding, raking, pruning, lawn care, general maintenance, and related work for various commercial contract sites in the community. Employees are also instructed in the safe operation of power equipment.

Day Services

Located in numerous sites throughout the region, this service provides both work and enrichment opportunities for persons supported.

Generally, the focus of this program is on developing work skills that lead to community based employment, either in a small group or individually.



Work opportunities in this area include janitorial, policing, collating, manufacturing, and light assembly tasks. Also offered at all of the day centers are recreational, educational and socialization opportunities.

Janitorial



This program focuses on providing opportunities in the field of janitorial and maintenance work through various commercial contracts in the community. Employees are trained utilizing state of the art equipment and techniques, including all aspects of floor care.

Supported Employment

This program focuses on group (enclave) as well as individual job placements in a variety of work settings throughout the community. Opportunities in this area are as broad as the different types of jobs found throughout the region.



of work

Medical Day

For persons who have some significant medical concerns as well as not having employment being an important part of their life, the Medical Day Program offers day supports at three sites in the region.



Focusing mainly on quality of life, recreational, socialization, and skill building opportunities, this program operates 5 days per week, Monday – Friday from 8:30am to 3:00pm.



Some of the ways others can be supportive include participating in your planning meetings and with ongoing communication with Program staff supporting your efforts.

Service and Planning Issues

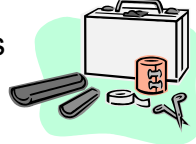
As a focus of the supports that we provide, we aim to make you happy. We will be asking you, in a number of ways, how well we are doing and if there are any parts of your IP and goals that you feel that need to be changed.

Generally, the people that receive services from The Arc of Baltimore are very happy with the quality and stay with as long as there is a need for support. For you, this is very much based upon your needs and preferences. We want to make sure that if or when you do leave the support of The Arc of Baltimore, that your goals are met.

Keep in mind that there are a number of other agencies in the Baltimore area that provide employment services. If you need information regarding other resources, please talk to either your case manager or your service coordinator. They are there to help you reach your goals.

Health and Safety

Your health, safety, and well-being are always our first considerations. You have the right to a safe environment that supports your physical, mental, and emotional well-being. We are committed to monitoring and ensuring this through multiple safeguards:



- All staff is trained in First Aid, CPR, abuse recognition, and responding to emergencies or critical incidents.
- There are fully-stocked First Aid kits in our offices, in vehicles used to transport, and at program sites
- All staff, practicum students, and volunteers have cleared a criminal record search.
- All staff follow standard (universal) precautions when providing personal care.
- All program areas are inspected by both The Arc of Baltimore's staff as well as outside authorities.
- All program sites have frequent emergency drills.



Your / Others Involvement

We strongly encourage you to take an active role in the supports offered by The Arc of Baltimore's Community Employment Department. You will gain more independence through participating in the program. You are most likely to be successful in your employment situation if your family and friends are supportive of your work and increasing independence.

Work and Employment Rules

As in any work place, The Arc of Baltimore has work rules that apply whether you are working at one of our sites or if you are employed by a separate company. Please keep in mind that the following is a general list. The location or company that you are working at may have other rules that apply.

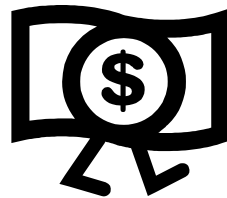


1. Persons supported should not be absent more than 35 days in each fiscal year (July 1—June 30). Absences in excess of 35 days may jeopardize your placement here.
2. All persons supported are expected to report to work every scheduled workday. Absences due to illness or medical appointments may need to be verified, in writing. All absences are considered unpaid leave.
3. If you are absent, it is your responsibility to notify the van driver / transportation provider prior to pick-up time, of your absence.
4. Days and hours of operation will be determined by each work site.
5. Each department will notify their workers as to the specific policy on snow closings, inclement weather, etc,
6. Uniforms may be provided for some work sites. When they are, they must be worn at all times on the job. When leaving Employment Services, if uniforms were not purchased, they must be returned.
7. Landscape persons must wear leather boots during all work time.
8. Employees are expected to arrive at work well groomed and appropriately dressed.
9. Excessive profanity is prohibited.

10. Destruction of property is prohibited and will place a job in jeopardy.
11. Employees are expected to act in a manner that is typical of most jobs—this includes:
 - a. No yelling
 - b. No hitting
 - c. Proper dress
 - d. Appropriate attitude towards others, including supervisor

Payroll and Benefits

Individuals are paid for work performed no matter how much or how little is completed. However, if an employee refuses or chooses not to work, he/she will not be paid for the period not worked.



All individuals are paid on procedures based on Department of Labor standards. Most individuals are paid an hourly rate.

This rate is established through the use of time studies. During a time study, you will be timed as you perform your job. The amount of time taken to perform the job is then compared to the amount of time a non-disabled worker would need to complete the same task.

Pay rates are then based on how close a person is to the non-disabled worker's rate. Time studies are done semi-annually and a person's rate / hourly pay may increase or decrease depending on their accuracy and speed. Rates may change if you change jobs and your time study indicates a rate change on a different type of work.

Others, mainly in the Day Services area, are paid piece rate, based on the type of task completed. In this situa-

tion, an individual is paid for each product or job that is completed. A time study determines the rate of pay and then the supervisor keeps count of the number of products produced in a given period.

Paychecks are distributed on a weekly basis. Only those persons who work on a federal contract job can earn vacation time, which is based on the number of hours worked per year.

All workers are covered by Workmen's Compensation. This does not cover time spent at lunch, on breaks, or in non-work activities.

Outcomes of programs

There are several stated outcomes for our Community Employment Program — things that we are trying to achieve, and against which we measure our performance.



These include:

- Your satisfaction with your job and our program
- Employers satisfaction with The Arc's services
- Number of persons having a chance to try a community based job
- Number of community participation activities
- Hourly rate of workers

There are other measures. Please ask your case manager if you would like more information.