



Person Served Handbook

This publication will be provided in an alternative format upon request.

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WELCOME & INTRODUCTION

WELCOME TO WCI!

WCI (formally recognized as West Central Industries) has a long history of serving persons with disabilities. Since our beginning in 1962, WCI has been a community rehabilitation program assisting thousands of individuals to gain skills, to find employment opportunities and to keep their jobs.

Our Mission at WCI is to enhance quality of life through individualized support, training and employment. Our letters stand for **W**ork **C**ommunity **I**ntegration. Our three Values are: **Acceptance**-We value all people and create an environment of acceptance, dignity and respect; **Compassion**-We are motivated by the desire to help others and empower their individual growth, independence and integration into the community; and **Teamwork**-We bring our best self to work every day and actively promote teamwork, communication and effectiveness.

Everything we do at WCI is geared towards providing opportunities for the persons we serve to reach their goals so they can live and work in their communities. The staff at WCI are honored to serve you.

WCI CONTACT INFORMATION

Main Office:

1300 SW 22nd Street
P.O. Box 813
Willmar, MN 56201
320-235-5310
Fax: 320-235-5376

Satellite Office:

102 Main Street South, Suites 203 & 204; PO Box 55
Hutchinson, MN 55350
320-234-7515

Website: www.wcimn.org

Facebook Page: <https://www.facebook.com/wcimn>

PURPOSE OF HANDBOOK

The purpose of this handbook is to help you as a person served understand:

- Services Provided
- General Guidelines and Policies
- Rights
- Responsibilities
- Benefits

WCI staff will review the handbook upon employment intake and when revisions are made. You will be given a copy of the most current handbook and you will be asked to sign an acknowledgement, which states that the handbook has been reviewed with you.

While WCI wholeheartedly believes in the plans, policies, and procedures in this handbook; they are not conditions of employment. WCI may change the handbook at any time.

Description of Service Options

- **Waivered Services** licensed by the Department of Human Services.
 - Day Support Services
 - Pre-Vocational Services
 - DHS Employment Services: Employment Exploration, Employee Development and Employment Support Services

- **Extended Employment** accredited by CARF (The Commission of the Accreditation of Rehabilitation Facilities).
 - Employment Planning Services (EPS)
 - Employee Development Services (EDS)
 - Pre-Employment Transition Services
 - Community Employment Services (CES)

Day Supports Services: The goal of Day Supports Services at WCI is to provide person-centered and individualized assessment and planning to help a person identify essential life skill needs and discover activities that enrich their life. Day Support Services can provide training, supervision and support in essential life-skill areas along with learning opportunities and support in the person’s preferred life-enriching activities.

Pre-Vocational Services: The goal of Pre-Vocational Services at WCI is to provide work-skills training and support services that advance people toward competitively paid employment in community jobs. Pre-Vocational Services focus on strengthening people’s fundamental work skills and achieving their individualized work-skill goal through meaningful work experiences and vocational training.

DHS Employment Services: The goal of Employment Services (EES, EDS and ESS) is to provide services and resources to support competitive, integrated employment for people with disabilities, to create more individualized services and to allow more specific service planning.

Employment Exploration Services: Services that help a person gain a better understanding of competitive, integrated employment opportunities in their community. Exploration activities and experiences strengthen a person’s knowledge, interests, and preferences so they can make an informed decision about competitive employment.

Employment Development Services: Individualized services designed to help a person achieve competitive, integrated employment or attain self-employment.

Employment Support Services: Individualized services and supports that help people maintain paid employment in community businesses/settings. Employment Support Services occur in integrated community settings. A person can receive individual and/or group Employment Support Services.

Employment Planning Service (EPS): Employment Planning Services assist a person seeking employment to learn about employment opportunities. EPS utilizes a model of exploration that may involve one or more of the following: situational assessments, paid work trials, job try-outs, job shadowing and transitional employment. A situational assessment is designed to provide a person served with a sample of what different jobs in a community setting may be like. The individual is given the opportunity to sample a job for a minimum of a two-hour period in order to determine if this is the type of employment to pursue. The person served may have several of these experiences before they make a decision about the direction they would like to pursue.

Employee Development Service (EDS): Individualized services/supports to assist with developing or re-establishing skills, attitudes, personal characteristics, interpersonal skills, work behaviors and functional capacities. This is a time limited service and can be provided through community work sites, job coaching, tutorial services, or within the organization as available and applicable. Some outcomes include: the development of job-seeking and keeping skills, exposure to a variety of jobs, etc.

Pre-Employment Transition Services: Services include job exploration counseling, work-based learning experiences, workplace readiness training as well as instruction in self-advocacy. This service is available to students, aged 16-21, who are eligible or “potentially eligible” for Vocational Rehabilitation Services.

Community Employment Services (CES): is an employment opportunity at a community-based location. In many instances this occurs after the completion of EDS. An Employment Advisor (EA) will assist person served with their support plan and will be involved with initial orientation to their new job. Job coaches and/or crew supervisors will help person served learn their job by providing assistance and direction. CES sites may consist of the following:

- Crew/Enclave
- Individual Supported Employment (ISE)
- Job Development & Placement
- Job Site Training & Support (Job Coaching)

Funding

Funding Sources may include:

- | | |
|--|---|
| <ul style="list-style-type: none"> • County funding • ICFDD Waiver • DD Waiver • CADI Waiver • Consumer Directed Community Supports | <ul style="list-style-type: none"> • BI Waiver • Rehabilitation Services funding • EE grant funding • Private Pay • School funding |
|--|---|

Transfers and Re-Entry Procedures

All transfer requests are reviewed and accepted at the discretion of WCI staff. Transfer will be approved if it is in the best interest of the person served, and they meet the eligibility criteria for the requested services.

Waivered Services – When a person served requests re-entry into WCI services, regular admission procedures are followed. A 45-day assessment will be completed.

Community Employment Services – If you request re-entry upon loss of community employment due to no fault of your own, re-entry to CES or transfer to another WCI service will be based upon program space, staffing ability and funding supports. If you lose your employment due to performance issues that you have the ability to manage, re-entry will be reviewed by the Director of Waivered Services and/or Director of Placement and Extended Employment. In the event that re-entry is questionable, your support services team will meet to identify concerns, criteria and timelines for re-entry. The decision will be based on your best interest and the program’s ability to work with the issues related to your loss of employment. Examples of performance issues that may impact the possibility of re-entry are lack of attendance, chemical use, stealing and verbal or physical aggression. Each situation will be assessed to determine WCI’s ability to re-employ you successfully.

Behavioral Restrictions in Extended Employment

The Extended Employment service will not serve individuals who require ongoing behavior management services. Staff will provide intermittent support in the form of assisting an individual to develop their own methods of self-monitoring and reinforcement of success.

In the event of a behavioral situation that puts the person, others, or property at risk, staff will call the local law enforcement for support.

A team meeting will be arranged if behavior issues become a concern for an individual. The individual may be restricted from the program until after the team has met and determined a plan of action. The team will assess the person's served behavioral needs in terms of:

- The risks to self, others and property;
- Steps that need to be taken to reduce the risk of future behavioral incidents;
- WCI's ability to provide the behavioral support necessary as identified by the team.

If it is determined that WCI can provide the necessary behavior support, the Director of Placement and Extended Employment and/or Employment Advisor will make the appropriate changes in the person's served service.

Admission Criteria & Process

****WAIVERED SERVICES****

Day Supports, Pre-Vocational, DHS Employment Services – Employment Exploration Services, Employment Development Services, and Employment Support Services

Any person who is at least 18 years old and who is diagnosed as having a disability or related condition; regardless of race, color, creed, religion, gender, sexual preference, marital status, language, national origin, or socioeconomic status will be considered for admission in WCI's programs under the following conditions:

1. Persons must be eligible for services through one of the following options: Brain Injury (BI) Waiver, Community Access for Disability Inclusion (CADI) Waiver, Community Alternative Care (CAC) Waiver or the Developmental Disabilities (DD) Waiver.
2. Persons must have day support services as an assessed need in their support plan.
3. The determination to admit (or not to admit) an individual shall be based upon individual needs. Individuals will not be determined ineligible solely on the basis of type of residential services a person is receiving or on the basis of the person's severity of disability, orthopedic or neurological handicaps, sight or hearing impairments, lack of communication skills, physical disabilities, toilet habits, behavioral disorders, or past failure to make progress.
4. If an individual is refused, the program shall demonstrate the decision is based on the inability to meet the individual's needs through the current staff ratio, staff training, or that the additional funds needed to pay for increased supports are unavailable.

****EXTENDED EMPLOYMENT & VRS REFERRED SERVICES****

Admission criteria include:

1. Be at least 18 years of age for general services. ** Exception: Pre-ETS ages 16-21*
2. Has written verification of functional limitations as defined by Vocational Rehabilitation (VR) and Extended Employment. ** Exception: Pre-ETS*
3. Has a manageable medical condition.
4. Has self-care skills.
5. Has sufficient behavioral control (not dangerous to themselves or others).
6. Has potential to benefit from services.
7. Accepted for services on a capacity availability basis.
8. Must be independent in taking medications or making arrangements with other entities.

Waiting List Protocol for EE & VRS Referred Services

Extended Employment & VRS Referred Services: A waiting list will be implemented for each site if WCI does not have the appropriate space or staff to accommodate an eligible person or persons referred for services. In this event, referrals will be placed on a waiting list. Admissions of the individuals on the waiting list will occur in the order that WCI receives their letter of referral. Exceptions may be made for individuals referred to a PBA. The Program Quality Assurance team is responsible for monitoring the waiting list and making decisions regarding exceptions. If accommodations can be made, intake will proceed. If not, the referring agent will be notified. A copy of the notification will be maintained on site.

If WCI determines that a person is ineligible for services, WCI will complete and send notification to the person referred as well as the referring agency. This notification includes the following information: 1) Reasons for ineligibility and 2) Recommendations for alternative services.

If the initial information suggests possible concerns regarding WCI's ability to serve the individual, a team of WCI staff will discuss these concerns and possible solutions with the individual referred and referral agency.

An individual will not be considered for admission if:

1. The individual exhibits a history of aggressive and/or injurious behaviors or behaviors which result in serious property damage.
2. The individual requires ongoing behavioral services beyond our ability to staff.
3. The individual has a physical condition that requires medically licensed or certified personnel.
4. The individual cannot function successfully within the average staff ratio of the site assigned to center-based services.

WCI maintains the following conditions for services to individuals with criminal history including a sexual misconduct history whether conviction occurred or not: Services will be provided to persons served with a history of criminal behavior or sexual misconduct or related conviction or history if it is determined by WCI's management team that WCI can reasonably ensure safety for the individual and all others in the program or work environments. WCI maintains the right to discontinue services at any time, without prior notice, if an incident occurs or we are unable to provide supervision and supports to ensure safety for individuals in EE. In Waivered Services, WCI will follow licensing rules for suspension and discharge.

WCI staff will work with the individual and the support services team to determine appropriate boundaries and safety guards prior to admission. These boundaries and safeguards will be modified as needed by WCI and changes will be communicated to the person served and the support services team. Community employment goals will be determined with the individual and the support services team with these boundaries and safeguards in place. WCI will make every reasonable effort to help the individual meet their outcome support goals as long as there is reasonable ability to provide the best supports for the person's safety.

If it is determined that a safe environment cannot be provided for services, WCI will be available to the support services team to seek and/or transition to more appropriate outcome supports. In the even that we need to discontinue services, WCI will meet with the support services team to determine if there is an alternative way to serve the person served and to assist the team in seeking other services.

A Plan to Help You



You get to your job and career goals by planning your supports. Supports are services from WCI 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 WCI write a plan that includes your choices of job goals and work setting, and what WCI 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 WCI 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, WCI 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

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 WCI 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 WCI 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

Some examples of support services might be:
Coaching on how to do your work well and learn new skills on the job.

- Staying 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, carry out the work, and include you as one of the group.
- Arranging for services that you might need but are not provided by WCI.
- 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 WCI.
- Helping you learn how to search for work and how 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.

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 WCI to provide employment supports to help you maintain employment. Depending on the type of work setting(s) you would like to obtain, WCI 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.

In **Supported Employment**, your job is in the community with supports from your employer and from WCI. Your pay, benefits, and work conditions are the same as co-workers without disabilities who are doing the same kind of work. Someone from WCI 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, finding employers who are a match for you, as well as jobs that are available.



In **Community Employment**, your job is at a company in the community with supports from WCI, and either

- 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.

You may also be able to get “natural” job supports from your employer with additional help from WCI, 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. WCI 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.

What If I Don't Agree?

Signing your Support Plan means you agree with your job and support goals, 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 WCI.

You have a right to disagree with your Support Plan. Be sure to communicate the changes you would like to those who are 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 WCI) for their written policy on how to make a complaint or grievance. There may be several steps and 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 WCI's 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 WCI'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?
- 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 WCI 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 WCI 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 the kinds of supports and help you need? When will the help start? How long will the help last?
- If WCI 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 WCI to help write your Support Plan and how they know you?
- Ask WCI 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, how this compares with other workers in similar jobs, and the names of 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 WCI. If you want to make some changes, meet with WCI again to discuss those changes.

PAY POLICY

WCI has a special minimum wage certificate issued by the United States Department of Labor. If you are not paid minimum wage, you will be paid using a piece-rate. A piece-rated job is when you are paid for each piece you produce or complete. These jobs are time studied by WCI's staff (standard setter) to determine how much we will pay you for each piece you complete. The piece-rate is based on the number you are able to complete compared to the standard setter.

ORIENTATION & SAFETY PROCEDURES

During your admission process or your first day, you may be given a tour of the facility. Some of the things covered with you during this tour may include:

Locations of bathrooms	Introduction to staff and co-workers
Location of exits	Work areas

Safety orientation may include the following areas:

Evacuation exits	Equipment and safe use
Off-site location for evacuation	Safe chemical use
Handling conflicts safely	Evacuation procedures
Severe weather procedures	Medical emergency procedures
Reporting an injury	Vehicle safety
Designated meeting area	

WCI conducts routine emergency drills. Always respond as though it is a real emergency and follow the directions of staff reporting to areas identified as safe.

In addition, WCI's Safety & Health Committee conducts routine inspections of our building and safety audits of work process. Persons served may be reassigned to a different job duty or crew site if multiple safety violations are documented.

ANNUAL PROGRAM ANALYSIS

WCI is committed to providing programs and services which are individual focused. Input from persons served, referral and funding agencies, legal representatives and the community is actively solicited by WCI. "Outcome measures" are gathered through information management systems maintained by WCI. All of the information gathered is used in preparing our **ANNUAL PROGRAM ANALYSIS**.

Satisfaction Surveys

WCI utilizes five different surveys to receive input and feedback on services and employment.



Persons Served Satisfaction Surveys are distributed annually to all active WCI persons served.

Legal Representative Satisfaction Surveys are distributed annually. These surveys will be distributed to legal guardians of active WCI persons served.

Purchasers of Services Satisfaction Surveys are completed by agencies/persons that purchase and participate in services provided by WCI (VRS Counselors, County Case Managers). This is done on an annual basis.

Employer / Customer Satisfaction Surveys are completed annually by those who employ our persons served and/or those for whom provide service.

Program Exit Surveys are provided to each person served upon his/her completion of a specific program/service provided by WCI.

Outcome Measurement

As persons served progress through our various programs and advance in their employment, each change is considered an outcome. These outcomes are tracked on an on-going basis through our "Change of Status Form." At year-end, this data is analyzed and summarized as part of our overall program analysis. Each component of our program is analyzed. Effectiveness, efficiency, persons served satisfaction, and other stakeholder satisfaction are addressed for the following programs:

- ▶ **Employee Development Services**
- ▶ **Employment Planning Services**
- ▶ **Community Employment Services**
- ▶ **Waivered Services**

For each of the above programs, observations are made, progress from the previous year is noted, and recommendations are established for the coming year.

Strategic Plan

Periodically, the Board of Directors reviews WCI's progress by reviewing the feedback gathered through the above processes. The Board then establishes goals for the organization which respond to the persons served and other stakeholders' needs and concerns.

POLICY ON ACCESSIBILITY

WCI is committed to a policy of inclusion in all programs and facilities. The organization promotes diversity and embraces individual differences as an opportunity to strengthen the company. We will work to promote free access and promotion for individuals regardless of the existence of disability or cultural diversity or any other category of protected class.

WCI will advocate in the community for access and inclusion. In publications and in communications, WCI will encourage the community to embrace the same diversity and accessibility of service that the organization models in its day-to-day work.

WCI will provide reasonable and necessary accommodation and support services to allow total integration. We will use assistive technology and education of staff, persons served, and community members to assist in that accommodation.

We will partner with others, including state agencies, residential providers, school systems, and other government units in promoting the integration of persons with disabilities in our community. We will ask our staff to be individual advocates and to work to eliminate barriers that may preclude any persons that we serve from fully accessing employment opportunities and other services in their community.

The organization pledges to develop an implementation and an action plan to further this policy. That plan will be reviewed periodically and will be adopted by our Board of Directors. **This plan is posted on the persons' served bulletin board and is available for your review and discussion by contacting your Employment Advisor or Designated Coordinator.**

PERSONS SERVED INDIVIDUAL RIGHTS

Application and intent of these rights

Persons served in a program licensed under MN Statutes, chapter 245D. WCI will ensure that the person's rights in the services provided by WCI and as authorized in the *Support Plan* are exercised and protected by all staff of WCI including subcontractors, temporary staff, and volunteers. This document will be signed and dated by the person served and/or legal representative and maintained in the service recipient record at service initiation and annually thereafter.

Service-related rights

A person's service-related rights include the right to:

1. **Participate in the development and evaluation of the services provided to the person.**
We encourage you to let WCI know what services you need and want and upon evaluation, how we can modify the services to better meet your desired service outcomes.
2. **Have services and supports identified in the *Support Plan* and/or *Support Plan Addendum* provided in a manner that respects and takes into consideration the person's preferences according to the requirements in MN Statutes, section 245D.07 and 245D.071.**
You may notify us of your needs, interests, preferences, and desired outcomes so we may be able improve the services to you and to the best of our ability.
3. **Refuse or terminate services and be informed of the consequences of refusing or terminating services.**
If you are not satisfied with your services, you may discuss your concerns and dissatisfaction with us at any time. Further discussions may also include information and/or conversations with your support team.
4. **Know, in advance, limits to the services available from the license holder, including the license holder's knowledge, skill, and ability to meet the person's service and support needs.**
We will notify you prior to service initiation if there are any limits to the services that we will provide. If you are not satisfied with the limitations, you may consider all options available for services to meet your needs.
5. **Know conditions and terms governing the provision of services, including the license holder's admission criteria and policies and procedures related to temporary service suspension and service termination.**
WCI's *Policy and Procedure on Admission* contains information on our admission criteria. If we are no longer able to continue providing you with services, you have the right to know what the procedures are in the *Policy and Procedure on Temporary Service Suspension* and the *Policy and Procedure on Service Termination*. You will always receive an explanation, in a way that you can understand, of what is occurring and why.
6. **A coordinated transfer to ensure continuity of care when there will be a change in provider.**
Regardless of the situation that brings forth a change in service provider, WCI will provide information and work in cooperation with your support team to ensure a smooth transfer between providers.
7. **Know what the charges are for services, regardless of who will be paying for the services, and be notified of changes in those charges.**
You have the right to be provided with information regarding the charges for the services. If the charges for the services change, you have the right to know of that change.

8. Know, in advance, whether services are covered by insurance, government funding, or other sources, and be told of any charges the person or other private party may have to pay.
Services provided to you by WCI will be charged to the correct payment source. If you are responsible to pay for some of your services, we will work with you and your team on how that process will occur.

9. Receive licensed services from an individual who is competent and trained, who has professional certification or licensure, as required, and who meets additional qualifications identified in the *Support Plan* and/or *Support Plan Addendum*.

The services you receive from WCI will be provided by staff that have received training and are competent to provide you with services as directed by the *Support Plan* and *Support Plan Addendum*.

Protection-related rights

A person's protection-related rights include the right to:

- 1. Have personal, financial, service, health, and medical information kept private, and be advised of disclosure of this information by the license holder.**
Your information will be private at all times except for case consultation, treatment, and discussion. WCI will ensure that only those records needed for the appropriate care, treatment, and delivery of services are made available to those individuals who are directly involved in that delivery.
- 2. Access records and recorded information about the person in accordance with applicable state and federal law, regulation, or rule.**
You may access your records have copies. WCI will follow all laws, regulations, or rules regarding privacy including the Health Insurance Portability and Accountability Act (HIPAA), the Minnesota Data Practices, MN Statutes, chapter 13, and the Home and Community-Based Services Standards, MN Statutes, chapter 245D.
- 3. Be free from maltreatment.**
You have the right to live without the fear of abuse, neglect, or financial exploitation. If any of these were to occur, WCI has policies and procedures in place to help protect your ongoing safety and the safety of others.
- 4. Be free from restraint, time out, seclusion, restrictive intervention, or other prohibited procedure identified in section 245D.06, subd. 5 or successor provisions, except for: (i) emergency use of manual restraint to protect the person from imminent danger to self or others according to the requirements in 245D.061 or successor provisions or (ii) the use of safety interventions as part of a positive support transition plan under section 245D.06, subd. 8 or successor provisions.**
Staff are trained on positive support strategies, not using prohibited procedures according to state law, and that you have the right to be free from coercion.
- 5. Receive services in a clean and safe environment when the license holder is the owner, lessor, or tenant of the service site.**
We value maintaining the service or program site in a clean and safe environment. If you have concerns regarding how the service site is maintained, please notify your staff who will take your concern seriously and will notify appropriate personnel.
- 6. Be treated with courtesy and respect and receive respectful treatment of the person's property.**
Staff will do all that they can to respect you as an individual and other aspects of your life including your property. If you feel that you or your property are not being treated with courtesy and respect by WCI, staff, or other individuals; please notify the staff.

7. Reasonable observance of cultural and ethnic practice and religion.

You have the right to observe and participate in activities of cultural and ethnic practice or religion of your choice.

8. Be free from bias and harassment regarding race, gender, age, disability, spirituality, and sexual orientation.

You are a unique person and have the right to live, work, and engage in environments that are free of bias and harassment.

9. Be informed of and use the license holder's grievance policy and procedures, including knowing how to contact persons responsible for addressing problems and to appeal under section 256.045.

At any time, you may contact your legal representative, case manager, an advocate, or someone within WCI if you are not satisfied with services being provided in order to make a formal complaint.

10. Know the name, telephone number, and the Web site, e-mail, and street addresses of protection and advocacy services, including the appropriate state-appointed ombudsman, and a brief description of how to file a complaint with these offices.

Should you choose to voice a grievance, you will not be retaliated. Please see the list of contact information for protection and advocacy agencies at the end of the *Policy and Procedure on Grievances*.

11. Assert these rights personally, or have them asserted by the person's family, authorized representative, or legal representative, without retaliation.

We will support you in actively asserting your rights. Your family, authorized representative, or legal representative also have the right to assert these for you and on your behalf without retaliation.

12. Give or withhold written informed consent to participate in any research or experimental treatment.

You have the right to know all terms and conditions regarding any type of research or experimental treatment and have those explained to you in a manner in which you understand. You may consult with your legal representative or other support team members before making a final informed consent or refusal.

13. Associate with other persons of the person's choice, in the community.

You may choose to spend time with others of your choice (including in the community) and to have private visits with them, if someone wants to visit with you, you have the right to meet or refuse to meet with them.

14. Personal privacy including the right to use the lock on the person's bedroom or unit door.

You have the right to personal privacy to the level you choose including the opportunity to use a lock on your bedroom door or unit.

15. Engage in chosen activities.

You have the right to choose, refuse, or engage in the activities planned by you, your family, your support team, staff and other persons. You also can choose your services, schedule, and people with whom you spend time and if you want to work. Your provider may support you to work as agreed upon within your support plan.

16. Access to the person's personal possessions at any time, including financial resources.

You have the right to access your possessions and you may access your financial resources when you choose. You can control your own personal funds and authorize your provider to assist with management of those funds, as you desire.

CLIENT UPDATE and INPUT (CUI) MEETINGS

The purpose of the Client Update and Input (CUI) Meetings is to serve as a vehicle for communication between the Administration and the persons served of WCI. The goal is to gather persons' served opinions, suggestions and concerns to make positive changes that benefit persons served of WCI, and facilitate good working relationship within the organization between all staff and persons served. Safety and health topics are also discussed to help promote a safe environment.



GRIEVANCE PROCEDURE

PURPOSE: The purpose of this policy is to promote service recipient rights by providing persons served and/or legal representatives with a simple process to address complaints or grievances.

POLICY: Each person served and/or legal representative will be encouraged and assisted in continuously sharing ideas and expressing concerns in informal discussions with management staff and in support team meetings. Each concern or grievance will be addressed and attempts will be made to reach a fair resolution in a reasonable manner. Should a person and/or legal representative feel an issue or complaint has not or cannot be resolved through informal discussion, they should file a formal grievance. Staff and persons served and/or legal representatives will receive training regarding the informal and formal grievance procedure. This policy will be provided, orally and in writing, to all persons served and/or legal representatives. If a person served and/or legal representative feel that their formal complaint has not or cannot be resolved by other staff, they may bring their complaint to the highest level of authority in the program, the Executive Director, who may be reached at the following:

Renee Nolting – Executive Director
1300 22nd St SW P.O. Box 813
320-235-5310 ext. 203

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

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

PROCEDURE

- A. All complaints affecting a person's health and safety will be responded to immediately by the Director of Waivered Services or the Director of Placement and Extended Employment.
- B. Direct support staff will immediately inform the director of any grievances and will follow this policy and procedure. If at any time, staff assistance is requested in the complaint process, it will be provided. Additional information on outside agencies that also can provide assistance to the person served and/or legal representative are listed at the end of this procedure.
- C. If for any reason a person served and/or legal representative chooses to use the formal grievance process, they will then notify in writing or discuss the formal grievance with the Director of Waivered Services or the Director of Placement and Extended Employment who will initially respond in writing within 14 calendar days of receipt of the complaint.
- D. If the person served and/or legal representative is not satisfied with the Director of Waivered Services or the Director of Placement and Extended Employment response, they will then notify in writing or discuss the formal grievance with the Executive Director, who will then respond within 14 calendar days.

- E. All complaints must and will be resolved within 30 calendar days of receipt of the complaint. If this is not possible, the Executive Director will document the reason for the delay and the plan for resolution.
- F. If the person served and/or legal representative believe their rights have been violated, they retain the option of contacting the county's Adult or Child Protection Services or the Department of Human Services. In addition, persons may contact advocacy agencies (listed at the end of this policy) and state they would like to file a formal grievance regarding their services, provider company, etc.
- G. As part of the complaint review and resolution process, a complaint review will be completed by the Executive Director or the Director of Waivered Services or the Director of Placement and Extended Employment and documented by using the *Internal Review* form regarding the complaint. The complaint review will include an evaluation of whether:
 - 1. Related policies and procedures were followed.
 - 2. The policies and procedures were adequate.
 - 3. There is a need for additional staff training.
 - 4. The complaint is similar to past complaints with the persons, staff, or services involved.
 - 5. There is a need for corrective action by WCI to protect the health and safety of persons served.
- H. Based upon the results of the complaint review, WCI will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by staff or the company, if any.
- I. A written summary of the complaint and a notice of the complaint resolution to the person served and/or legal representative and case manager will be provided by using the *Complaint Summary and Resolution Notice* form. This summary will:
 - 1. Identify the nature of the complaint and the date it was received.
 - 2. Include the results of the complaint review.
 - 3. Identify the complaint resolution, including any corrective action.
- J. The *Complaint Summary and Resolution Notice* will be maintained in the individual's main file.

VULNERABLE ADULT POLICY

WCI's persons served are considered vulnerable adults and are protected under the Vulnerable Adult (VA) Policy. Persons served must be provided with a safe environment and protected from abuse, neglect, or victimization of any kind.

If you feel you have been treated unfairly, been abused or neglected in any manner report to your Employment Advisors/Designated Coordinators. You may make a formal report if you believe it is needed. Vulnerable Adult Reports can be made to the following agencies. Staff will assist you in making a report and anything you report will remain confidential.

- Minnesota Adult Abuse Reporting Center 844-880-1574
- Local Police Department
- County Sherriff
- County Human Services Agency
- Minnesota Department of Human Services, Licensing Division 651-297-4123
- Medical Examiner or Coroner (if an individual has reason to believe that a person died as a result of abuse or neglect).

You are not encouraged to offer gifts to other persons served or to staff. Staff members have strict limits they must follow regarding gifts.

Staff members are not allowed to conduct business with you. Except for authorized fund-raising activities, (i.e. the AIM rose sale, the People's First fudge sale, etc.), do not ask staff to buy items from you. If you are not sure if your fundraising activity would be acceptable, ask your Employment Advisor/Designated Coordinator.

HARASSMENT POLICY

WCI does not tolerate any type of harassment including sexual harassment of its workers. Sexual harassment is explained as unwelcome sexual advances, unwelcome touching, asking for sexual favors and other verbal or physical conduct of a sexual nature that makes you feel that you are working in a frightening, intimidating, hostile or offensive work place.

If you feel this is happening to you, report this to your supervisor, Employment Advisor/Designated Coordinator or the Executive Director immediately. We will investigate this promptly and discreetly. Only the people who need to know will be informed about the situation, retaliation or intimidation towards you and will not be tolerated.

DISCIPLINARY POLICY

WCI will use progressive discipline (i.e. verbal warning, written warning and/or suspension) but reserves the right to forgo progressive discipline and take any disciplinary action deemed appropriate under the circumstances. Incidences of theft or egregious safety violations may result in automatic termination of services.

Before or at any point during the disciplinary process, WCI will provide program and/or behavioral support. This support will be provided to you only at a level that is available within the current staffing resources. If you

demonstrate actions or behaviors that endanger you or others, you may be suspended and given a written warning.

WCI expects all persons served to behave in an acceptable manner. Some examples of unacceptable behavior that may result in disciplinary action include:

- Stealing
- Lying
- Inappropriate touch
- Fighting
- Sexual Harassment
- Intimidating behavior
- Verbal threats
- Poor work attendance
- Leaving the job without permission
- Not following work and safety rules
- Intentional property destruction
- Abuse of alcohol or drugs
- Behavior that disrupts others from doing their job
- Hygiene that offends co-workers

If programmatic or behavioral support is not successful with you, WCI reserves the right to implement disciplinary actions including a verbal warning, a written warning, temporary suspension and or termination of services.

MEDICATION POLICY

Extended Employment: WCI has no role in medications for Extended Employment Programs. WCI will not prescribe, dispense, administer, monitor or physically control medications. To participate in WCI's Extended Employment Program persons must be independent in taking their medications or make arrangements with another entity.

Waivered Services: At this time, WCI is not administering medications in our Waivered Services Programs. When we resume administering medications, trained staff will follow WCI's Safe Medication Assistance and Administration Policy and Procedure when administering medications.

WCI WORK RULES & PROCEDURES

The following rules and procedures primarily apply to individuals working within WCI. For individuals working on crews or for an individual employer, the rules and procedures of that business apply. Rule modifications and/or additions may be made as part of a person's served plan.



Work rules are the same for all the persons served unless modified by their plans. Violations of work rules will result in a review of the violation with the person served, Employment Advisor/Designated Coordinator and supervisor and appropriate action will be taken.

The person served will be situated at their work station when the shift starts, unless other direction is given to you by your immediate supervisor.

The person served will stay in the assigned work area. Contact your supervisor if you need to leave.

Coats, purses, backpacks, gloves, scarves or food items should not be brought to the work area. Lockers are provided to store these items. No personal locks are allowed. WCI is not responsible for losses occurring on the premises. WCI retains the right to inspect lockers without notice for security and health reasons. **No open drinks or open food items should be placed in the lockers.**

Persons served should wait in the designated areas prior to work and after work for your safety. Do not obstruct hallways while waiting for transportation vehicles.

Music/headphones use at your workstation is subject to supervisor's approval or as indicated by physician's order.

No more than one person may be in a chair at any one time. No feet on tables or chairs and no sitting on tables.

Intentional property destruction or throwing of objects is prohibited.

Behaviors such as kissing, embracing, inappropriate hugging, touching, pinching, poking and tickling are not allowed.

Pushing, shoving, fighting, wrestling, cutting in line are not allowed. Rude gestures and swearing are not permitted. No sitting or lying on the floor anywhere in the building. WCI is committed to providing a safe work place for all. The company will not tolerate any type of workplace violence committed by employees, visitors, or vendors.

Theft is prohibited. Asking co-workers for money, food, cigarettes, electronic devices, cell phones, and other items is not allowed. Workers are also *not* allowed to trade items such as food, clothing, etc.

The slowing down of work or deliberate spoiling of work product or property is prohibited.

Insubordination (a general lack of cooperation with the rules, refusal to follow orders, or individual program plan violations) may result in disciplinary action.

Report all unsafe conditions to your supervisor.

Lift and handle load properly, according to safety procedures. Assistance should be requested from your supervisor when lifting loads over 10 pounds unless you are trained as part of your job to lift items.

Use only equipment you have been trained to operate and authorized to use. Use all safety equipment associated with your job: safety glasses, gloves, hearing protectors, face masks, and/or protective equipment guards. Work only with chemical products you have been trained to use.

Knives, firearms, or weapons of any type are **not** permitted at work.

WCI DRESS CODE POLICY

Appropriate dress and hygiene are important in promoting a positive business image to our customers both internally and externally. In order to project a positive and professional business image to the community and to visitors, WCI employees and persons served are expected to dress in clothing that is appropriate for the work setting.

Inappropriate work attire may include:

Apparel: Dirty or soiled clothing is unacceptable at all work sites. Denim with more than minimal tears or fraying; shorts significantly above knee length; spandex or form fitting pants; miniskirts; tight skirts; beach dresses; spaghetti strap dresses or tops; short dresses; tank tops; midriff tops; hats or shirts with potentially offensive words, pictures, cartoons or slogans; halter tops; tops with bare shoulders; flip-flops; slippers or any other dress code items that may be offensive to other employees or the public is also unacceptable.



Hats that meet the above non-offensive requirements are acceptable and are to be worn with brims/bills facing forward.

Shoes: A non-skid shoe is recommended; but, at minimum, a closed toe, non-smooth sole with maximum of a 1" rise, laced or strapped shoe is required.

Miscellaneous: Jewelry, makeup, perfume and cologne should be in good taste, with limited visible body piercings. Jewelry should not restrict movement or get in the way of work or activities.

If clothing fails to meet above standards, the employee may be sent home to change clothes and will receive a verbal warning for the first offense. Continued violations to the dress code will lead to further discipline up to and including your opportunity to work on a crew site.

Specific dress codes for employment sites will be discussed with you prior to you working at that location.

EQUAL EMPLOYMENT OPPORTUNITY

You will not be discriminated against because of race, color, creed, religion, national origin, gender, disability, age, marital status, sexual preferences, language, membership or activity in human rights commission or status with regard to public assistance. If you believe you have been discriminated against, please report your Employment Advisor/Designated Coordinator or a member of management. You can also file complaints with the Department of Human Rights, 190 E. 5th Street, Suite 700, St. Paul, MN 55101 or the Department of Health and Human Services, Washington, D.C. 20201.

ATTENDANCE AND REPORTING REQUIREMENTS

You must report for all scheduled hours of work and programming. Your schedule is arranged with the help of your team.

If for any reason you are unable to report to WCI on time, telephone your reporting location and explain your absence to your Employment Advisor/Designated Coordinator.

Numbers for WCI locations are:

Willmar: 320-235-5310

Hutchinson: 320-234-7515 (office)

If WCI closes for inclement weather, it will be posted on WCI's Facebook page. It will also be announced on local radio stations along with being posted on Operation Snowdesk.

PAY TYPES

Two types of pay systems are used - piece rate and hourly minimum wage. You will be told by your supervisor or your Employment Advisor/Designated Coordinator which pay system applies to the job you are doing. You will also receive a Wage Statement each time you work on a new job with a different pay rate.

PAY PERIODS & STATEMENTS

Employees are paid every two weeks. Payroll is direct deposited in workers' bank accounts on Tuesdays. If a pay day falls on a holiday, you may receive your pay statement the following work day. Pay statements are distributed either in person or by mail to all persons served who receive direct deposit. In some situations, you may receive a paper check for programs that are time-limited.

PERSONNEL RECORDS & ACCESS TO REVIEW



The agency maintains records on all persons served. The files are locked in appropriate file cabinets when not actively being used. Files are available only to designated staff. The files remain at WCI at all times, except as approved by the Executive Director. All information regarding persons served is private as defined under the Minnesota Data Privacy Act (Minnesota Statutes, Chapter 13).

You may review information in the record by written request during normal working hours at the company offices. The review must take place with your Employment Advisor/Designated Coordinator present. You may have copies of the record at your request.

WORK/LIFE ENRICHMENT SPACE

You are asked to help keep WCI locations and your work/life enrichment space clean, organized, and safe.

COMMUNICATIONS

You are expected to keep personal telephone calls brief and infrequent. Calls must be made at scheduled break times. Cell phones are to be turned off except during break periods.

SMOKING/E-CIGARETTES

Use of tobacco or e-cigarette products is prohibited on WCI properties and in company vehicles.

RESIGNATION AND TERMINATION

A person served leaving employment is requested to give a two week's written notice to their supervisor and Employment Advisor/Designated Coordinator. Employment is "at will".

OMBUDSMAN PROJECT

The services of Ombudsman Project personnel are available to assist persons served in the interpretation of policies and in resolving problems. Information about the services is available through an Employment Advisor/Designated Coordinator or through contact with the Client Update and Input Meetings. You may call directly to 320-864-2093.

LEGAL SERVICES

Western Minnesota Legal Services offer legal assistance to persons with low incomes and limited assets. They provide a wide range of legal services which include areas such as MFIP, Food Stamps, SSI, SSDI, housing evictions, compensation, and numerous others. If you have a specific question or need you may call directly at (320-235-9600 or Toll Free at 888-360-3666). You can always contact your Employment Advisor/Designated Coordinator for assistance in making the initial contact

BENEFITS

Benefit	Applies to persons served in Waivered Services	Applies to person served in Extended Employment
ESST – Earned Save & Sick Time	Yes	Yes
Vacation	No	Yes
Holiday	No	Yes
Other – as described below	No	Yes

******Persons served will receive minimum wage for all paid benefits******

■ Earned Safe and Sick Time (ESST)

On January 1, 2024 the State of Minnesota requires all Minnesota employers to provide Paid Earned and Safe and Sick Time (ESST) to their employees.

For the purpose of ESST, full program days will be identified by WCI. A schedule will be posted noting programming and work days.

All WCI persons served are eligible for the ESST for the following reasons:

- (1) For employee’s own illness, injury, health condition, or preventative care;
- (2) To care for a “family member” for the same reasons;
- (3) Domestic violence or personal safety issues for employee or “family member;”
- (4) “Closure of employee’s place of business due to public emergency or an employee’s need to care for a family member whose school or place of care has been closed due to weather or other public emergency;”
- (5) Inability to work or telework because of a public emergency relating to a communicable disease;
- (6) Health authorities have determined that the presence of the employee or family member of the employee in the community would jeopardize the health of others because of the exposure of the employee or family member to a communicable disease.

Months of Service	Accrual Rate per Hour Worked	Max Hours Accrued per Year	Maximum Balance / Max Carry-over
All	0.0333	48 Hours	80 Hours

Please Note: Earned Safe and Sick Time (ESST) will not be paid out upon termination or resignation other than the reasons listed above. ESST is not paid out upon death of employee.

Persons served will be able to “carry over” up to 80 hours of unused ESST from one service year to the next service year.

Employees may use earned sick and safe time for the following family members:

1. their child, including foster child, adult child, legal ward, child for whom the employee is legal guardian or child to whom the employee stands or stood in loco parentis (in place of a parent);
2. their spouse or registered domestic partner;
3. their sibling, stepsibling or foster sibling;
4. their biological, adoptive or foster parent, stepparent or a person who stood in loco parentis (in place of a parent) when the employee was a minor child;

- 5. their grandchild, foster grandchild or step-grandchild;
- 6. their grandparent or step-grandparent;
- 7. a child of a sibling of the employee;
- 8. a sibling of the parents of the employee;
- 9. a child-in-law or sibling-in-law;
- 10. any of the family members (1 through 9 above) of an employee's spouse or registered domestic partner;
- 11. any other individual related by blood or whose close association with the employee is the equivalent of a family relationship; and
- 12. up to one individual annually designated by the employee.

You are responsible for informing your Employment Advisor/Designated Coordinator of medical appointments so that arrangements to fill your position can be made. Notice of leave shall be provided to your Employment Advisor/Designated Coordinator no later than 15 minutes prior to the start of each working day. It is the person's served responsibility to notify their supervisor of his/her leave so that a replacement can be made early in the working day.

■ HOLIDAY PAY – Extended Employment Only

- Persons served (less than 30 hours per week) will receive 2 hours of pay for each observed holiday.

The following holidays are observed by WCI:

- | | |
|------------------------|--|
| New Year's Day | Labor Day |
| President's Day | Thanksgiving Day and Friday After |
| Memorial Day | Christmas Day |
| July Fourth | |



When a holiday falls on Saturday or Sunday, the preceding Friday or following Monday respectively, is observed as the holiday.

Please note there are WCI crews that will occasionally work on a holiday. Notify your Employment Advisor/Designated Coordinator two weeks in advance if you should need these holidays off. If it becomes necessary to work on a paid holiday, hourly employees receive holiday pay plus pay at their regular hourly rate.

Persons served may be granted, on approval of the Executive Director and without pay, the privilege of observing religious holidays not included above. Holiday pay is not granted during unpaid leave periods.

■ VACATION – Extended Employment Only

Persons served are eligible for vacation benefits based on the number of hours worked in crew employment. Overtime hours are excluded in the formula that determines vacation benefits.

The minimum amount of vacation you can use at one time is .5 hours.

Vacation time earned is based on years of employment and the hours worked during the pay period:

<u>YEARS EMPLOYED</u>	<u>RATE x HRS. WORKED</u>
Less than 2 years	.0187
2 years and less than 5 years	.0457
5 years or more	.0627

(Example: In a pay period if you have worked 25 hours and you have been employed 5 years, you would take 25 x .0627 = 1.5675 hours of vacation.)

Upon termination of employment from WCI, accumulated vacation hours are paid at the person's served current pay rate. There will be no payout for less than .5 hours. Vacation is not paid out upon death of a person served.

Note (also includes Waivered Services): If you work on a community crew site, WCI requests a two-week notice on vacation requests. For our crews and persons served to have a successful crew experience, it means that WCI needs to fulfil the obligations to the community employment site. For this reason, all persons served working on crews, will be asked or assigned to help sub on other crews when fellow persons served need time off. It will be an expectation that all persons served will help other persons served by filling in at that crew site during co-worker absences.

■ OTHER LEAVE TIME – Extended Employment Only

BEREAVEMENT LEAVE: Persons served may be excused to attend funerals of members of their immediate family with pay (for up to 3 days). The term immediate family in this case refers to the person's served spouse, son or daughter, mother, father, sister, brother, grandparents, grandchild, mother-in-law, father-in-law, sister-in-law, or brother-in-law.

LAYOFF: During periods of reduced or limited work, persons served may be asked to take the day off. Persons served may use vacation time if they have hours available. All persons served are given as much advance notice of layoff as is possible.

JURY DUTY: Persons served selected for Jury Duty will be paid their regular wage during the time they serve on the jury duty when this occurs during their regular scheduled work day. Travel reimbursement may be retained by the person served.

VOTING: All Persons served who are eligible voters are encouraged to vote before or after working hours, but may take a reasonable time from work with pay in the morning of the elections described in Minnesota Statute 204C.04.

MILITARY LEAVE OF ABSENCE: is granted in accordance with the Uniformed Services Employment and Re-employment Rights Act of 1994. **This leave is unpaid.**

FAMILY AND MEDICAL LEAVE (FMLA): Persons served employed continuously for 12 months and who complete a minimum of 1250 hours of work may qualify for this leave. It allows for up to 12 weeks of leave for birth, adoption, or placement of foster care of son or daughter with the employee or a serious health condition that makes the person served unable to perform the functions of his or her position or to care for a spouse, son, daughter, or parent, if that relative has a serious health condition.

WCI complies with the Family and Medical Leave Act of 1993.

The company will use a rolling 12-month period measured backward from the date the person served uses FMLA paid leave to determine eligibility. Thirty days' notice of leave is required unless urgency of medical treatment necessitates less, in which case the person served will provide as much notice as is practical.

MINNESOTA PARENTAL LEAVE PROVISIONS: Minnesota Parental Leave Act also allows up to 6 weeks of unpaid leave of absence upon the birth or adoption of a child. The person served must have worked for 12 consecutive months preceding the request and have worked at least 1,040 hours in that time.

BONE MARROW TRANSPLANT ACT: A person served who seeks to undergo a medical procedure to donate bone marrow will be allowed a paid leave of absence if they have worked an average of 20 or more hours per week.