

# **Sunshine Village**

*Everyone Shines*

## Employment and Community Based Day Services Handbook

### **Introduction to Employment and Community Based Day Services and Supports:**

The Employment and Community Based Day Services (CBDS) Handbook of Sunshine Village explains the various services available within Employment and CBDS division of Sunshine Village. The handbook outlines rights, expectations and responsibilities.

If you ever have questions or concerns, you can discuss this handbook with the Program Manager, Program Supervisor or Case Manager. If you need help to review, your support staff can assist.

We currently provide services Monday –Friday between the hours of 9am and 3pm for approximately 135 individuals of varying developmental disabilities at community- based sites in Western Massachusetts. We operate programs at the following locations:

- 588 Silver Street, Agawam, MA
- 75 Litwin Lane, Chicopee, MA
- 4 Springfield Street, Three Rivers, MA

CBDS is a pathway to employment for you unless you and your team state otherwise. You will have opportunities to live and learn, work and earn, give and grow. We will support you to discover your niche and shine.

CBDS provides supports and services in the greater community; you will have opportunities to explore your interests through unpaid work-based learning experiences and connections fostered with local businesses.

All paid employment opportunities-individual or group- will pay minimum wage or higher. Depending on your job, you may be paid by Sunshine Village or the business you work for. If Sunshine Village pays you, pay day is every Thursday.

Your services are primarily funded by the Commonwealth of Massachusetts and Department of Developmental Services. Since Sunshine Village receives payment to provide your services, Sunshine Village is required to communicate your progress or lack of progress to our funding source. This communication may include your Service Coordinator and other members of your team.

Sunshine Village has a philosophical orientation that emphasizes your ability to assess your needs and make choices about what services would best meet your needs in conjunction with families, the organization and its funding source. Sunshine Village values the partnerships established within your team.

Sunshine Village is committed to your success and supporting you in your personal growth while promoting human rights and simultaneously ensuring your health and safety.

Elements of your day necessitating communication with your home environment regarding your health and safety will be shared.

Our preferred method of communication is via telephone and secure e-mail.

Privacy and respect are paramount.

Sunshine Village can support you to manage your spending money while at the program if you and your team believe you need help. If you and your team believe you need support, an individualized financial support plan can be developed and followed to assist you.

## **GUIDING OUR DECISIONS:**

### **Mission Statement:**

Sunshine Village is committed to improving the lives of people with disabilities and people with autism in Western Massachusetts. This is achieved through a mission of supporting people with disabilities and their families by promoting opportunities to enhance their lives.

### **Code of Ethics:**

Sunshine Village has actionable and absolute Organizational Values that serve as a foundation for all the organization does. These Organizational Values serve as the agency's Code of Ethics.

- I will treat everyone with dignity and respect
- I will respect and value diversity
- I will improve awareness of my community and its resources
- I will empower myself by making informed choices and decisions
- I will view learning as a life-long process
- I will help make environments healthy and safe
- I will encourage teamwork and open communication
- I will communicate the importance of community membership

## **Code of Conduct and Expectations**

- I will treat everyone with dignity and respect
  - I will be kind to others.
  - I will deal peacefully with anger, insults and disagreements.
  - I will use appropriate language and manners.
  - I will not make threats.
  - I will not bully others.
  - I will not fight with others.
  - I will respect personal boundaries of others. This means no hugging, kissing, touching of private parts.
- I will respect and value diversity
  - I will respect the unique personalities and traits of others.
  - I will be considerate of the challenges others face.
  - I will not make rude and offensive remarks about someone's culture, color, gender, sexual orientation or disability.
- I will improve awareness of my community and its resources
  - I will participate in a variety of "Bringing the Community to Us" activities
  - I will empower myself by making informed choices and decisions
  - I will make responsible choices throughout the day.
- I will view learning as a life-long process
  - I will make goals and try new things.
- I will help make environments healthy and safe
  - I will inform others if I need to leave an area.
  - I will not leave the building without telling support person.
  - I will respect the property of others.
  - I will use technology safely.
- I will encourage teamwork and open communication
  - I will work on projects with others.
  - I will help others or get help for others if needed.

## **Universal Declaration of Human Rights: A Summary**

As members of society, we are born free and equal in rights, dignity and all entitled to the same rights. Our rights cannot be challenged without due process. If our ability to make informed decisions is in question, we have the right to a public hearing regarding our rights and obligations. We have a responsibility to respect other people and to exercise our rights with due regard for the rights of other members of the community.

### **Dignity:**

- We have the right to be treated with respect.
- We have the right to a nationality and right to celebrate our culture.
- We have the right to worship.

### **Self-Determination:**

- We have the right to choose.

- We have the right to be independent and make our own informed decisions.
- We have the right to have our own thoughts and opinions and the right to change our minds.
- We have the right to have our own unique personality.

**Communication:**

- We have the right to communicate with others and to fully express ourselves.
- We have the right to send and receive letters.
- We have the right to communicate through telephones and computers.

**Relationships:**

- We have the right to develop friendships.
- We have the right to belong to any group we choose.
- We have the right to have intimate relationships with mutually consenting adults.
- We have the right to marry and have a family if we choose.

**Privacy:**

- We have the right to privacy.
- We have the right to privacy in our own home and personal space.
- We have the right to converse privately.
- We have the right to expect confidentiality regarding our personal information.
- We have the right to expect our photograph will not be publicized without our permission

**Personal Safety:**

- Everyone has the right to be safe.
- We have the right to be free from harm.
- We have the right to basic needs such as food, clothing, housing, medical care and social services.

**Personal Property:**

- We have the right to own property.
- We have the right to obtain, keep, use and dispose of personal possessions.

**Education, Employment, and Compensation:**

- We have the right to an education.
- We have the right to choose the type of work we do.
- We have the right to work in favorable conditions.
- We have the right to be paid for the work we do.
- We have the right to equal pay for equal work.
- We have the right to take a vacation from work.

**Community Membership:**

- We have the right to participate in the cultural life of the community.

- We have the right to participate in the government by exercising our right to vote.
- We have the right to belong to groups and clubs in the community.
- We have the right to recreation and leisure.

## **Equal Opportunity**

### **Affirmative Action Statement/Equal Employment Opportunity/Non-Discrimination**

Sunshine Village is committed to Equal Employment Opportunity. All people no matter their race, color, religion, sex, age, gender identity or expression, sexual orientation, genetic information, disability, national origin, veteran or military status are treated equally.

All people have the same rights and are treated equally. The agency does not discriminate.

### **Protection and Harassment Prevention**

#### **Anti- Harassment:**

Sunshine Village promotes a workplace free from harassment.

Harassment means unwelcome conduct whether verbal or physical based upon a characteristic protected by law.

Harassment includes actions such as, but not only,

- Display of pictures, written materials that are degrading to a person or group.
- Verbal abuse, slurs or insults and comments about or directed towards an individual or group.

Sexual harassment means unwelcome sexual advances which can include:

- Unwelcome sexual advances—whether they include physical touching or not
- Sexual jokes, stories, gossip regarding someone’s dating habits, showing sexual objects, pictures, cartoons, insulting comments, whistling, staring, or talking of personal sexual activities.

If you believe you have been involved in harassment, you have the right to file a complaint with the Human Rights Officer, Program Manager or Director of Day Services.

### **Conflict Resolution**

**Informal:** If you are experiencing difficulties/issues with another individual, you should discuss your concerns with one another. You can ask your Case Manager and/or Program Manager to help you express your concerns or help set up the meeting.

**Formal:** If you believe you have been treated unfairly by your support worker or another person, and wish to file a formal grievance, the following steps should be taken:

1. Talk with the Program Manager within 1 week. The Program Manager will investigate and get back to you in person and in writing within 5 working days.
2. If you are not satisfied with the Program Manager's response, you can talk with the Director of Day Services within 1 week. The Director of Day Services will respond to you in person and in writing within 5 days.
3. If you are still not satisfied, you can make an appointment with the Executive Director within the following 5 days. The Executive Director will respond to you in person and in writing within 1 week.
4. You can always call your DDS Service Coordinator or Mass Health representative if you are not satisfied with results or your services.

In no way will filing a formal grievance result in retaliation or barriers to service.

In addition, if you feel more comfortable, you may request the support and assistance of a direct support person when filing a formal complaint and/or grievance.

If you believe a conflict of interest exists, follow the grievance procedure.

### **Expectations:**

**Absences:** If you are absent from the program, please notify the Program Manager or Case Manager. If Sunshine Village provides your transportation, please notify your driver.

In order to maintain eligibility, you must attend as scheduled and maintain **minimum of 85%** attendance rate to stay enrolled.

If you are absent **more than 5 days due to an illness other than COVID**, you need a note from your physician prior to your return. Depending on your illness or condition, other conditions may apply. You will not be able to attend until the proper documentation is received.

In addition to requiring a note from your physician when you are absent more than 5 days due to an illness other than COVID, you will need a physician note and medical clearance to return supplied on or before returning after absences (regardless of length of absence) and pertinent documentation for the following medical concerns:

- Hospitalizations—the hospital discharge summary including any new restrictions, medication or treatment changes and a Health Care Provider’s note to return must be supplied.
- Emergency room visits—the emergency room discharge form and a Health Care Provider’s note to return must be supplied.
- Swallowing studies—a copy of the test as well as any updated Dining Guidelines and a Health Care Provider’s order for any new dietary modifications must be supplied.
- Orthopedic issues including sprains and broken bones—Sunshine Village must be supplied with a health care provider’s order for weight bearing status, directions for ambulation, directions for any equipment to be used, as well Health Care Provider’s note to return.

Any significant change in your health status requires a Health Care Provider’s note and Sunshine Village may suspend your services until proper documentation is obtained.

In addition, Sunshine Village may not be able to provide the support needed to keep you safe and services will need to be suspended until you are well.

Wellness: An annual physical must be forwarded to Sunshine Village a minimum of every 2 years. We require medication orders if we are responsible for administering medication during program hours. Sunshine Village may suspend your services if a current physical is not on file

Communication:

Sunshine Village is committed to insuring your health and safety. Elements of your day necessitating communication with your home environment regarding your health and safety will be shared.

Our preferred method of communication is via telephone and e-mail. We do not send written notes back and forth between home and Sunshine Village.

Privacy and respect are paramount.

Satisfaction with Services: Your input is valued and important. Sunshine

Village would like you to express your opinion regarding the nature of your services and your level of satisfaction on an annual basis by completing a Client Satisfaction Survey. Your participation is voluntary.

**Prohibited Conduct:**

Everyone is required to treat each other respectfully. Everyone is required to follow the agency's Code of Ethics, Code of Conduct and Expectations and respect the rights of all. Bullying is not allowed.

You have the responsibility to follow the agency's Code of Ethics, Code of Conduct and Expectations and respect the rights of all.

You also have the responsibility to stay on our property. If you want to leave for any reason, you are responsible of informing your support staff. We will support you in your choice to go home and will assist you in making arrangements. and we can assist you to go home.

Violence of any kind is not acceptable.

Hitting, biting, slapping, kicking, pinching, spitting and destroying property are examples of violent behavior. Individuals engaged in this type of behavior will be assessed and a plan may be developed to address.

Weapons of any kind such as guns, knives, switchblades (to name a few) are not allowed.

If you see a weapon, do not touch the weapon, notify the Program Manager or Case Manager and contact 911.

Illegal drug use is not acceptable. Reporting to Sunshine Village impaired by alcohol or drugs is not acceptable.

If you need support in being respectful, education is available.

**Sunshine Village Employees**

All support personnel are at least 18 years of age and have a current driver's license.

All personnel must undergo a criminal record check and fingerprint-based background checks for employment at Sunshine Village. A criminal record will not automatically disqualify an applicant.

Certain positions require a college education and licensure. Credentials are secured for all positions requiring a college degree or license.



Support workers typically work from 8:30am to 3:30pm.

Some support workers work with other human services organizations when not working at Sunshine Village. If this poses a conflict for you, please let your Program Manager or Case Manager know.

Employees are trained in First Aid and trained to recognize signs and symptoms of illness.

### **Safety Requirements:**

Seatbelts: Seatbelts must be worn when driving or riding in a vehicle. This is a law in Massachusetts.

Remain on Property: You must remain on the premises. If you want to leave for any reason-let support staff know and we will accommodate.

Vehicle Safety: Everyone must sit in a seat when driving or riding in a vehicle. Blocking the driver's view or grabbing a steering wheel or gears is against the rules. Yelling is not allowed. The driver has the right to assign you to a particular seat.

Bad Weather Conditions: If the weather is bad, Sunshine Village may be closed or delayed opening. An announcement will be made on the television on WGGB or WWLP as "Sunshine Village." The organization's telephone message at (413)592-6142 will also state the closing or delay. The website [www.sunshine.us](http://www.sunshine.us) and Facebook page will also post the message.

Mandated Reporting: Any person witnessing mistreatment of a person with a disability is responsible for reporting mistreatment to DPPC at 1-800-426-9009.

Records: Records are primarily electronic and maintained for all individuals. You may review your record at any time by requesting access from your supervisor or case manager. If you need assistance reading the record, support will be provided.

Dress/Attire: Everyone should present themselves in an appropriately dressed, neat and clean manner. Clothing should be appropriate for the day and no vulgarities or offensive language should be worn.

Smoking: Individuals who smoke must smoke outside in designated area only and extinguish all incendiary materials properly.

Various Policies used prior to 1999

Employment Services Personnel Handbook established 2000

Revised 2001 (added Benefits) Revised February 2002 (added Conflict Resolution) Revised: December 2003 (added Code of Ethics) Revised: November 2004 to be effective January 2005 (removed 'significant other' clause)

March 2005 (revised Conflict Resolution and add Grievance) Revised 2006: Name Change and Risk Statement Revised 2008: Conflict of Staff and Cost of Service and Records

Revised 2009: Picture Identification/Wages and payday change (Fridays to Thursdays)

Revised 2009: Clarification of vacation time.

Revised March 2011: Clarification of Workplace Violence/Respectful Interactions/Hours of Service Revised January 2013 Change in benefits Revised March 2013 :Clarify dress code. Revised January 2014: Change in benefits Revised 2017: Change in pay and CBDS

Revised 2019: Separate CBDS

Revised 2020: Added DDS Conflict Resolution

Revised 2022