

Sunshine Village Westover Maintenance Systems Handbook

Introduction

The Sunshine Village Westover Maintenance Systems explains expectations, policies and benefits offered by the agency and the job responsibilities for each custodian who works at Westover Maintenance Systems.

Our services are offered Monday thru Friday between the hours of 8am-2pm. Sunshine Village is committed to promoting a safe environment.

All individuals are expected to always maintain appropriate and professional behavior. If you ever have any questions or concerns, you can discuss this handbook with any of your supervisors, support staff or case manager. If you need help to review, your support staff can assist.

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 ISP TEAM.

Sunshine Village receives payment from a variety of funding sources to support you with your services and support. The cost of your services is dependent on your needs and abilities and the type of services for which you are enrolled.

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 is typically with your Service Coordinator and other members of your ISP Team.

Sunshine Village is committed to your success.

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

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 community 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 we are equal in rights, dignity and all entitled to the same rights. We are equally protected under the law and 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. As members of society 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.

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.

Sunshine Village Employees

All support personnel are at least 18 years of age and a licensed driver.

Westover support personnel typically work Monday-Friday 8a-4p.

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.

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 support person know.

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 if you are not satisfied with results or your services.

In no way will filing a formal complaint and/or grievance result in retaliation or barriers to service. In addition, if you feel more comfortable, you may request the support and assistance of your Human Rights Officer when filing a formal complaint and/or grievance.

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

Performance Management:

All employees are required to work professionally and produce quality work while maintaining production at or above 50%. This is an expectation and condition of your employment.

Earned Wages: You are paid according to contract wage determination. In 2022, your hourly wage is \$17.58. Westover is a federal contract. The minimum hourly

wage you earn, regardless of your production, is \$17.58 hourly. Twice per year, your production will be evaluated. As stated above, you must produce quality work at or above 50% production in a professional manner to maintain a position at Westover Maintenance Systems.

In addition to the hourly minimum wage, you will also earn an hourly health and welfare benefit for the hours you have worked up to 40 hours per week. This wage is determined by the Wage Determination and is subject to change. During contract year 2022, the H&W benefit is \$4.23 hourly.

New custodial workers are evaluated within 30 days via a 'Time Study Evaluation' to determine productivity.

Pay Period:

Sunshine Village has a weekly payroll cycle. You are paid each Thursday with accommodations made for applicable holiday weeks. The paycheck reflects a workweek from Sunday through Saturday.

Pay Procedure:

Direct deposit into a bank, credit union or check card is required. Direct deposit statements will be distributed each Thursday by 3pm. If you are not here on Thursday, we will distribute the voucher to you when you return. Paycheck Vouchers will not be mailed unless a request is made in writing. If you have any questions regarding pay, the payroll department is located at 75 Litwin Lane, Chicopee, MA.

Time and Attendance:

Regular attendance and reporting to work on time is expected for everyone. It is important to work when scheduled.

Call Out Procedure:

If you are not able to report to work as scheduled, you must contact the Program Supervisor at 413.593.5883 by 8:00am.

Planned Time:

Please notify the Program Supervisor 1 week in advance of scheduled days off.

Accident/Illness: If you are hurt or injured while at work or become sick, your support staff will make sure you receive medical attention. We may require a

doctor's note when you come back to work. The doctor's note must explain what you can or cannot do.

Medical Documentation Requirement:

If you are out of work due to illness other than COVID19 for more than 5 days, a doctor's note is **required**. If you are hurt or injured while working, you may qualify for worker's compensation.

Performance Evaluation:

Performance evaluations will be conducted every year.

Professional Development:

Training opportunities will be provided regularly as part of monthly Business Etiquette meetings.

Benefits:

Paid Vacation Time: Westover Maintenance Systems and its federal contract specifies after working for a period of one year you will earn paid vacation time as follows.

- 1 year: 10 vacation
- 5 years: 15 vacation
- 15 years: 20 vacation
- 25 years: 25 vacation

Planned time-off must be requested one week in advance.

Paid Sick: You will earn 1 hour of sick time for every 30 hours you work up to 56 hours per year.

Paid Holidays: You receive 12 paid holidays a year. The following days are paid: New Year's, Martin Luther King, President's, Memorial Day, Juneteenth-National Independence Day, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving, Day after Thanksgiving (taken in place of Good Friday), and Christmas.

Jury Duty: If you are called to jury duty, the agency will give you the time off work and pay you your regular pay minus the amount paid by the court.

Parental Leave: If you have a baby or adopt a baby, the agency will give you 8 weeks off from work. You do not get paid for this time. You may be eligible for paid leave through Massachusetts Paid Family and Medical Leave. If interested, you will need to create an account on paidleave.mass.gov and apply on-line.

Dress and Grooming:

Sunshine Village requires everyone to maintain a neat and clean appearance appropriate for the workplace setting and work being performed. A professional image and acceptable personal appearance is an on-going requirement for employment. All clothing should be neat and clean and no offensive words, phrases or pictures displayed.

Shorts are permitted. Shorts must be of an appropriate length.

Strapless shirts, tank tops and sandals are not permitted.

Baseball caps and other hats are not allowed inside buildings. Sunglasses shall not be worn inside buildings.

Expectations:

Personal Business: You cannot conduct personal business while at work.

Federal Government Issued ID: You are required to wear a government issued picture identification card at all times.

Safety Protection: Safety equipment must be used if provided.

Property: You must be careful and respect the agency's property. You cannot remove any property from the work setting. You cannot damage or break the company's property on purpose.

Defective Work: You cannot waste or hide any bad work, mistakes, or problems. If you make a mistake, you must tell your supervisor right away.

Cell Phones: Cell phones can only be used during lunch and breaks. If an emergency exists warranting a phone call outside of lunch and breaks, notify their supervisor.

Smoking: There is no smoking on the base. When at the main office individuals

who smoke are expected smoke in designated areas.

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.

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

Violence of any kind is not acceptable and may impact access to both the community at large and Sunshine Village community. Hitting, biting, slapping, kicking, pinching, spitting are examples of violent behavior. In addition, weapons of any kind such as guns, knives, switchblades (to name a few) are not allowed. Verbal and non-verbal threats are against the rules of the agency. If a weapon is discovered do not touch the weapon, notify a supervisor and contact 911.

Harassment is not acceptable and may impact access to both the community at large and Sunshine Village community.

Bullying is not acceptable and may impact access to both the community at large and Sunshine Village community.

Illegal drug use is not acceptable and may impact access to both the community at large and Sunshine Village community.

Reporting to Sunshine Village impaired by alcohol or drugs is not acceptable and may impact access to both the community at large and Sunshine Village community.

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 Program Manager or Director of Day Services.

Discipline and Termination

The agency has the right to correct you if you do not follow our Code of Ethics and Code of Conduct and Expectations. The discipline may involve written warnings, suspension without pay, or termination. The discipline chosen is decided by the supervisor, Coordinator of Employment Services and the Director of Day Services. The supervisor and Director will make a decision based upon your actions and the circumstances.

Disciplinary action can include verbal or written warning, unpaid suspension and final written warning. It can also include termination.

Some examples of acts or conduct (behavior) not acceptable and grounds for discipline or termination (loss of job): fighting, gambling, sexual harassment, destruction of property, refusal to follow supervisor’s request, bringing firearms, illegal drugs or alcohol into the premises, and stealing. These are only examples. Other unacceptable acts, misconduct or poor behavior can be a reason to be disciplined or terminated.

Safety Requirements:

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

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 or cease transportation. 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 will also post the message.

Records: An electronic record is 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.

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: change format

2020-Change in grievance procedure

2022;Update to reflect contract changes-holiday and sick-time.