



**ARTISANS**

Developing Careers... Developing Relationships... Developing Communities

# Client Handbook

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## Welcome

We look forward to working with you and providing you quality services in one of our Employment programs or Community Access program. Artisans Director and Staff Members are whole heartedly committed to the values of the organization and will put forth our best efforts in helping you achieve your individual employment goals.

Artisans' philosophy of its business practices and the services it provides is a simple three word phrase: Expect Great Things. We've found when we expect great things from the clients we serve and our staff who support them, great outcomes are achieved. We look forward to supporting you on your journey in exploring employment options, assessing your skills, needs and interests, and helping you succeed at new challenges. If you have any questions at any time while receiving services from Artisans, please do not hesitate to contact us.

## Statement of Non-Discrimination

Artisans is an equal opportunity employer. We are firmly committed to providing equal employment opportunities for all applicants and employees. Decisions regarding hiring, compensation, benefits, training, use of all facilities, participation in all company sponsored activities, promotions, demotions, transfers, and job assignment practices, including counseling, discipline, and termination will be made consistent with equal employment opportunity laws and regulations, including those pertaining to race, color, religious creed, sex, gender, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including pregnancy, childbirth, and related medical conditions), citizenship, veteran status and sexual orientation.

## Mission Statement

Artisans is a non-profit agency providing services necessary for individual job employment, employment support, and employment opportunities in the community for persons with disabilities.

## Artisans Philosophy

Artisans believes that each person, whether developmentally disabled or not, has a unique value. And as a complete human being has the right to employment regardless of race, religion, sex, or disability. Artisans maintains that these individuals are entitled to compensation in accordance with ability and appropriate commensurate wage. Our goal for every individual is to assist them in reaching their earning capacity. Artisans aims to provide the most integrated setting possible so that all employees can attain their maximum potential both in vocational terms and as a contributing member of our community.

## History Of Artisans

Artisans is a local not-for-profit organization that has been a community partner since 1987 providing services necessary for individual job development, employment support and employment opportunities in the community for persons with disabilities. Over the years Artisans has grown from an agency providing services for a handful of clients to serving more than 165 clients in the community today.

Artisans began as part of L'Arche Spokane, an international affiliated organization that provides residential assistance for persons with developmental disabilities living in the Spokane area. It started on a small farm in Mead, Washington where L'Arche residents were employed making woodcrafts and gardening. The organization established itself as an independent non-profit business in 1994, still focusing its efforts on woodworking, but expanding its services to more disabled clients in the Spokane community.

Over the years the organization went through a few location transitions and leadership changes. Polly Maxwell, Executive Director, filled this role for the organization beginning in 2002. Led by her business management experience and passion developed from her personal connection to the disabled community, the organization was steered in directions to better meet its clients' needs and improve the organization's outcomes. Part of this transition included restructuring of the organization to focus on community based employment. Artisans soon became set apart from its competitors through its creative and innovative techniques to develop employment opportunities and success in developing Group Supported Employment positions in the community. Artisans remain the largest provider of Group Supported Employment in Spokane County. Through continually evolving to meet the needs of its clients, Artisans programs have grown and the organization has become a well-established not-for-profit organization in the Spokane community.

Artisans contracts with Spokane County/Developmental Disability Administration, the Division of Vocational Rehabilitation (DVR), and several school districts to provide a variety of employment support and community access services. Artisans has also built relationships with area universities (EWU, WSU Riverpoint, Gonzaga, Whitworth) over the years to involve students in its programs through service opportunities, employment opportunities, and school projects. Piloted by a partnership with a student organization at Gonzaga University that began in 2011, Artisans launched a mentoring program for its clients to meet needs that go beyond employment. The student organization, Knights and Setons of Gonzaga, has partnered with us every year since the program began, which has brought 30-60 volunteers each year to the organization.

Artisans became a CARF (Commission on Accreditation of Rehabilitation Facilities) Accredited organization in 2013. The DVR contract added in 2014 has enabled the organization to serve persons diagnosed with a broader scope of disabilities, further expanding our reach of services in the Spokane community.

## Staff Qualifications

All Artisans personnel must pass a pre-employment background investigation and must be legally eligible to work in the United States. Artisans Executive Director must approve of all new hires and verify that personnel meet position qualifications. All new staff is provided with an orientation and adequately trained, prior to providing direct services and supports. In addition, all staff receive CPR and First Aid certification. Personnel are reviewed annually to ensure that they are providing quality services that are individualized to meet the needs of our clients and stakeholders.

## Entrance Criteria

In order to access our services for Individual Supported Employment, Group Supported Employment or Community Access, a person must be eligible for funding support through the Division of Vocational Rehabilitation (DVR), Developmental Disability Administration (DDA) or Community Services Housing and Community Development (CSHCD). If a person does not qualify for funding from either source, private pay options may be available.

A person who is receiving funding through DDA needs to meet **ALL** of the following criteria to be eligible for Individual Supported Employment, Group Supported Employment or Community Access:

- Must be 21 years of age or older (Unless a School Referral) .
- Has been diagnosed with a physical or mental disability before the age of 18.
- Has gone through the DVR process and has been deemed ineligible due to long term support being needed.
- Cannot get or keep employment without help.
- Be independently self-ambulatory (which can include canes, walkers and wheel chairs).

- Possess self-help skills; i.e. independently transport themselves to the restroom (unless qualified for Personal Attendant Services).
- Provide their own medication needs.
- Be provided with transportation by either a privately contracted agency, public transportation, by their family, or by their own means.
- Show appropriate documentation to verify eligibility to be employed (i.e. valid social security number, valid picture identification, etc.).
- Be evaluated by Artisans rehabilitation staff for admission to the appropriate services program.
- Be an active participant in the process.

A person who is receiving funding through DVR needs to meet **ALL** of the following criteria to be eligible for Individual Employment or Employment Planning Services:

- Must be 18 years of age or older.
- Must be diagnosed with a physical or mental disability.
- Cannot get or keep employment without help.
- Be independently self-ambulatory (which can include canes, walkers and wheel chairs).
- Possess self-help skills; i.e. independently transport themselves to the restroom (unless qualified for Personal Attendant Services).
- Provide their own medication needs.
- Be provided with transportation by either a privately contracted. agency, public transportation, by their family, or by their own means.
- Show appropriate documentation to verify eligibility to be employed (i.e. valid social security number, valid picture identification, etc.).
- Be evaluated by Artisans rehabilitation staff for admission to the appropriate services program.
- Be an active participant in the process.

If a person is found ineligible for services, Artisans will notify the person as to the reasons, and if by the person's choice, inform the family or support persons and the referral source as to the reasons.

## **Intake Meeting**

Artisans' Executive Director or Assistant Director hold all new client intake meetings. As a client of Artisans, your participation in our program is tailored to your individual goals and developed by you, your Job Developer/Job Coach and anyone else important in your employment planning process (Legal Guardian, Primary Care Provider, Case Resource Manager, Vocational Counselor, etc.). During the intake meeting, your strengths, resources, employment goals, support needs, abilities and interests are discussed to develop an employment plan.

## **Services We Offer**

### **Group Supported Employment**

Individuals work in community-based employment settings in small groups and each individual earns an hourly wage based on his or her productivity. Staff members provide training, job development and the supervision necessary to create a constructive work environment for each individual.

### **Individual Employment**

This program offers clients a variety of services and support throughout the entire employment process including resume building, interview skill building, job development, training, etc. Our staff members work diligently to offer job placements in the community and provide personalized support for each individual

### **Community Access**

Participants enrolled in this program will receive services focused on activities and goals related to community engagement and integration.



## Division of Vocational Rehabilitation

Services available include Trial Work Experience, Community Based Assessment, Job Placement, Job Retention, and Intensive Training. Our staff are also available to help clients navigate through and provide support during the DVR intake process.

## Mentoring Program

Piloted through our partnership with Gonzaga University's service organization, The Knights and Setons of Gonzaga, this program offers support to clients to help achieve employment and personal goals that cannot be met by our funded program. This volunteer based program offers clients one-on-one weekly mentoring. Students from area universities (EWU, WSU, Gonzaga University, Whitworth University, etc.) also participate as volunteers in the program.

## Hours and Pay Rates

Hours of work for Supported Employment will vary at each job site or employment site in the community. Artisans will make every effort to help you find employment during hours that will work for you. Hours of work will be thoroughly discussed with you prior to actual job placement.

## Pay Rates for Group Supported Employment

If you work on a community Group Supported Employment site, your pay rate is an hourly rate based on the prevailing wage for that type of job as well as your productivity level (how fast and how well you do your work training). A prevailing wage is a standard wage paid to people who work in a similar type of job. Artisans follows Federal laws regarding your training pay. A time study will be conducted within the first 30 days of employment and every six months thereafter to determine that your productivity rate is accurate. Paychecks are mailed by the 10th of each month.

## Pay Rates for Individual Supported Employment

Pay rates for Individual Placement clients will be no less than the state minimum wage, and will be determined by the employer.

## Reporting of Earnings

As a client of Artisans, information about earned income may be requested for reporting purposes. If you receive either SSI or SSA funds, you will need to report your monthly gross earnings to Social Security. Failure to report your earnings could result in overpayment. If an over payment does occur, you may be required to pay back the amount of the over payment. Artisans may assist you in gathering the necessary wage information to be reported to either SSI or SSA, but it is your responsibility to report these wages. If you are concerned or would like additional information on how earned wages may affect either your SSI or SSA benefits, Artisans or your DDA Case Resource Manager can refer you to a Benefits Planning specialist.

## Schedule Access Information

Artisans uses a Web-based Scheduling Program to schedule all Group Supported Employment sites as well as work based assessments. At intake, each client is assigned a username and password to access his/her individual schedule information. Time off can also be requested through this program.

### Schedule Access Information and Instructions:

Online Scheduling Program: Orbital Shift

URL: [orbitalshift.com](http://orbitalshift.com)

### How to Access your Schedule:

Click on 'Login Tab' located on the top right on the home page of Orbital Shift

Enter Assigned username and password.

Click on the Schedule Tab on the top left of the screen to view schedule. It will route you to this week's schedule automatically. To change what week to view, simply click on the week you want to view on the small monthly calendar located on the top left of your screen and it will change the week view to the one you selected.

## **Requesting Time Off**

You can also request time off through Orbital Shift by clicking on 'New Event' and entering the date(s) and time that you are unavailable to work. Artisans Management will contact you if there are any questions about the request or if it is not able to be approved. A two week time notice is preferred, when possible, for all time off requests.

## **Attendance/Call in Procedure**

In the event you must be absent from work or are going to be tardy, and are in Group Supported Employment, you are required to contact Artisans prior to the start of your work shift. If you utilize Paratransit services for transportation, you are also responsible for informing them to cancel your transportation for the day if you are going to be absent. If you are absent for more than one day due to illness, you will be required to bring in a doctor's note for the days you were absent. This note must state that you are authorized to return to work. Excessive absenteeism or tardiness may result in disciplinary action, up to termination. Artisans has a no-show policy in place to track repeated absenteeism. If you miss three scheduled work shifts without prior notice or for an unexcused reason(s) in a six month period of time, you will be terminated from the job site and an employment planning meeting will be held with your Job Developer and other employment team members.

If you are in Individual Supported Employment, you will need to contact your Job Developer/Job Coach and inform them you will be absent/tardy as well as contact your employer directly and follow the guidelines of your employer for attendance/call-in procedures.

## Holidays

Artisans Office locations are closed for the following holidays. Although Artisans offices are closed, this does not mean all GSE sites are also closed. Please contact the Artisans about specific job site holiday schedules. If you normally receive IE support and need support on a day that falls on a holiday, please check with your Job Developer as support can be arranged even though Artisans offices may be closed.

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- December 24<sup>th</sup> – December 31<sup>st</sup>  
(This includes Christmas Eve and Christmas Day)

## Your Responsibilities

If a participant in Artisans Group Supported Employment Program, you are expected to:

- Report to your job site on time every day.
- Call in before your shift start time if you will be late or unable to come in.
- Return to work on time after breaks.
- Dress neatly. Abide by the specific dress code at the site where you work.
- Respect the rights and property of others.
- Watch out for your personal items. It is strongly advised that valuables and large amounts of cash are left at home.
- Make personal phone calls during breaks or lunch times only.
- Follow safety rules at all times.

## Rules of Behavior

- No weapons.
- No alcohol or illegal drugs. No reporting for work under the influence of alcohol, illegal drugs or controlled substances.
- No smoking in the building or vehicles. Smoking allowed only in designated areas during break times.
- No aggressive, violent, or harassing behavior.
- No inappropriate touching or sexual behavior.
- No property damage.
- No stealing.
- No foul language.
- No sleeping during work hours.
- No improper conduct toward your supervisor or refusal to perform tasks assigned by supervisor.

## Phone Calls

You may only use your cell phone during your break and meal periods. Use of an employer's phone is prohibited. In the event of an emergency, if it becomes necessary for you to be contacted at work, your Job Coach must be called first. You will then be informed of the call and provided access to return the call. It is recommended that Artisans contact numbers be given to family/and or caregivers for this purpose.

## Medication Policy

All Artisans clients must be able to provide their own medication needs. Artisans does not manage the self-administration of medications used by persons receiving services. It is the responsibility of Artisans clients, or client representatives, to provide record of all current medications and/or special needs.

In addition, Artisans must be notified each time there is a change in medication and possible side effects listed by the doctor. All client medical information will be kept confidential.

Artisans will provide reasonable accommodations for those who may have special needs when they administer their own medication. Any such requests will be discussed upon initial intake and will be determined by the client, Case Manager, and any designated parties and if reasonable accommodations for medication administration are needed to be implemented, it will be included in the person's Employment Plan.

## **Termination and Transition Criteria**

As all clients are receiving our services by choice, each client has the right to self-terminate services at any time. For short term contracts/services, clients may also exit services or transition to different services when outcomes are reached.

As Artisans offers a variety of programs, there is the potential for transition between the programs offered. There are many scenarios that may constitute the need for a person to transition from one program to another. If transition is recommended by Artisans or requested by client, Artisans management, the client, guardian (if applicable), case resource manager (if applicable) will be involved in the decision making process before this transition is completed.

Artisans also has the right to terminate services for any client and disciplinary action including a documented verbal warning, written warning and up to and including termination may occur based on any one of the following criteria:

- Failure to participate in employment/community activities (IE or CA) or attend scheduled work shifts (GSE).
- Unwillingness to work/complete assigned work tasks (GSE).
- Poor attendance/participation.

- Use of foul language while at work or making verbal threats and/or disrespectful behavior towards supervisor, peers, other employees or customers of the employer.
- Disrespectful attitude towards Artisans staff and/or co-workers.
- Inappropriate behaviors which have the potential to cause physical injury to self or others (i.e. hitting, scratching, destruction to property, etc.); behaviors which have the potential to disrupt the normal work process (i.e. yelling, teasing, socializing; and/or sexually overt or suggestive physical/verbal behavior).
- Non-compliance with Artisans' or employer's rules and regulations.
- Any other criteria Artisans management deems grounds for termination.

## Client Rights

Artisans will not violate the civil, constitutional and/or other rights of individuals. These rights include, but are not limited to:

- Provision of adequate food, shelter, clothing, and medical care;
- Freedom from unnecessary medications, restraints, and restrictions;
- Legal protection from mental, physical and sexual abuse;
- The right to associate with and communicate privately with persons of their choice;
- Freedom from discrimination on the basis of race, color, creed, national origin, religion, age, disability, marital status or sexual orientation;
- Information concerning all rules and regulations governing conduct and responsibilities of themselves and others with whom they reside, or who provide services for them;
- Information regarding services available and any related charges for these services;
- The right to participate in the development of the plan for services and medical treatment, including the right to formulate advance directives, and to approve or reject any parts;

- The right to participate in research only upon prior informed and written consent of the client and/or parent or guardian;
- The right to exercise their rights as citizens, including participation in elections;
- The right to register complaints and recommendations without interference or reprisal;
- The right to legal assistance or advocate representation;
- The right to manage personal financial affairs or designate other persons to manage them;
- The right to participate in programs involving the use of restrictive or aversive procedures only with the informed consent of the individual and/or parent or guardian;
- Confidential treatment of all information contained in individual records;
- The right to participate in activities of social, religious, and community groups;
- The right to retain and use personal clothing and possessions; and
- The right to be compensated for work at a prevailing wages and commensurate with one's abilities.



## Contact Information

Downtown Office  
200 E. 2<sup>nd</sup> Ave. Ste. A  
Spokane, WA 99202

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4019 E. Central Ave.  
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