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Introductory Statement:

This Handbook is designed to acquaint the Persons Served with Creative Empowerment Opportunities and to provide information about the diverse service system we have available. It will also highlight information about work conduct rules and policies to promote safety for everyone. Persons Served should read and understand the provisions of this handbook to the best of their abilities. Assistance is available to help any person who needs it. This material is also available on DVD, or a sign language interpreter may be utilized, if required.

No handbook can anticipate every circumstance or question about its policies. As Creative Empowerment Opportunities continues to grow, the need may arise to revise, supplement, or rescind any policy or portion of the Handbook from time to time as it is appropriate. The Person Served will be notified of such changes as they occur.

Mission Statement:

We believe that all people are entitled to respect, dignity, independence, community integration and the opportunity to make choices in their own future.



Vision Statement:

"Empowering People for Success"



CARF:

Creative Empowerment Opportunities is CARF accredited which stands for the Commission of Accreditation for Rehabilitation Facilities, we have made a commitment to continue pursuing accreditation on a regular basis. CARF is a private, not-for-profit organization that promotes quality rehabilitation services. It does this through establishing standards of quality for organizations to use as guidelines in developing and offering their programs or services to the Person Served. CARF uses these standards to determine how well an organization is serving its people and how it can improve. CARF accredited programs and services have demonstrated that they substantially meet internationally recognized standards. CARF accreditation means that you can be confident that our organization has made a commitment to continually enhance the quality of its services and programs, and that our focus is on Person Served satisfaction.





Eligibility for Services:

It is our policy to admit any person to whom we may provide quality services and is authorized within their Plan of Service. If the Program Supervisor or designee determines that quality services cannot be provided to a person, he/she will be given information about other vocational providers which may suit his/her needs.

A person may be ineligible for services at Creative Empowerment Opportunities for the following reasons:

- ◆ He/she is medically fragile
- ◆ He/she is receiving 24 hour nursing care
- ◆ He/she requires specialized occupational equipment
- ◆ He/she is extremely physically aggressive and is not authorized for enhanced staffing funding

Creative Empowerment Opportunities does not have positioning equipment available. Therefore, any person requiring positioning during vocational hours may wish to seek services elsewhere.

In the event that a person is determined to be ineligible for services, he/she will be notified through the Person Centered Planning Process.

In the event that a person wants to work as a Direct Support Professional, or other position within the organization, he/she must meet the requirements, and be capable of completing all essential functions of that position. A job description outlining these requirements and functions is available upon request.

Creative Empowerment Opportunities is an equal opportunity employer, and does not discriminate on the basis of age, sex, race, religion, color, national origin, disability, height, weight, genetic information, familial status, etc.

Due Process

Due Process describes the right of a person to be notified when services are denied, reduced, terminated, or suspended, and to be given the chance to appeal those decisions. There are several ways that the person can appeal a decision, including a grievance procedure, recipient rights complaint, through CMH, or through probate court.

Any person who is unhappy with a decision made regarding services should contact Creative Empowerment Opportunities personnel or the funding agency for assistance in following through with the grievance and/or appeal options.





Orientation Process:

Initially, the Person Served and support staff will interview personnel about service programs and take a tour of the service site(s). We highly encourage people to also visit our many off site locations, especially if their goal is competitive or supported employment. After the person has made the decision to select our services, and the funding authorization is received, an orientation meeting is scheduled. At the orientation meeting, forms are completed and submitted to become a part of the permanent record. This information will be kept confidential in locked files, according to "Health Insurance Portability and Accountability Act" regulations. The following paperwork is required before a person can receive services through Creative Empowerment Opportunities:

- Medicaid/Medicare Information
- Primary/Secondary Insurance Information
- Prescriptions, Standing Medication Order or pharmacy printout (if medications (prescribed or over the counter) are to be passed at Creative Empowerment Opportunities)
- Current Plan of Service
- Signed C.E.O. Releases
- Funding Authorization
- Acknowledgment of Receipt of Information
- HIPAA Acknowledgment
- Person Served Information Form
- Copy of Creative Empowerment Opportunities' Picture ID



In the event that Creative Empowerment Opportunities will be paying a Person Served, they are required to have the following:

- Valid state ID Card
- Social Security Card
- Tax Forms
- I-9 Form



At the orientation meeting, the person will be given a copy of the “Person Served Handbook,” and a booklet entitled “Your Rights.” The person will go through a training in-service covering “Safety and Health”. In addition, the trainer will review the “Handbook for Person Served” and “Your Rights” booklet with the person and answer any questions he/she may have. Each Person Served or guardian will be given a “Notice of Privacy Practices” packet, outlining the guidelines for confidentiality required by HIPAA. A list of “Alternative Service Providers” will also be given. The person will be introduced to a peer mentor who will show the new person around and help him/her to feel comfortable, and a Direct Support Professional who will track progress on the person’s goal(s) and maintain an attendance record, as required.



Transfer/Discharge:

Creative Empowerment Opportunities has the responsibility to provide the Person Served with a safe learning environment that provides active treatment driven by the principles of gentle teaching and person centered planning. In the event that our service system does not meet the needs of a person, the decision to transfer may be made. Creative Empowerment Opportunities will assist the Person Served in identifying potential service providers within the geographic area by utilizing the funding agency vocational service department, agency personnel, and person-centered planning process. An Alternative Service Provider list is available to assist people in their pursuits of personalized services.

In the event that a person decides to re-enter the Creative Empowerment Opportunities service system, he/she will be accepted based upon the same eligibility requirements previously outlined. Re-entry to the program will also depend upon funding agency authorization. When a Person Served re-enters the system, he/she will be encouraged to self-determine the type of service needed. Creative Empowerment Opportunities will attempt to make every reasonable accommodation to empower the person for success.

Creative Empowerment Opportunities is committed to assisting all Person Served to be successful in the vocational experience. If, however, despite our best efforts, a person becomes ineligible for any reason, or, decides that he/she is unhappy with our services, the person may be discharged from the program. Creative Empowerment Opportunities will attempt to follow-up on people 3 months following the departure of Creative Empowerment Opportunities services within the limitations of the authorization, HIPAA restrictions, and funding agency.



Access to Files:

Person Served (or guardians) may have access to their own files. If a person or guardian would like to access the person’s file, he/she should first submit a written request to the Program Manager. Next, the person or guardian and Creative Empowerment Opportunities personnel will set up a convenient time to view the file at the location where the file is usually kept. The Person Served may choose a person to be with him/her or to assist him/her in reviewing their file, if necessary. A representative of Creative Empowerment Opportunities must be present during this time. Nothing is to be removed from the file or altered in any way. A Person Served or guardian may request in writing or verbally, a copy of the file. The request to view the file will occur within 72 hours of the request.



HIPAA:

Creative Empowerment Opportunities will not disclose any personally identifiable information about a Person Served to anyone who is not authorized, either orally or in writing. For more information on this subject, please request a copy of our “Notice of Privacy Practices” from any Creative Empowerment Opportunities personnel. All employees are educated on HIPAA guidelines annually, to assure that all confidential health information is kept safe.



Person Centered Planning/Goal Setting:

Creative Empowerment Opportunities is committed to the Person Centered Planning/Person Served Plan of Service process hereinafter referred to as PCP/IPOS. The Service Plan is developed by the Person Served receiving services and Support Team at the planning meeting.

Creative Empowerment Opportunities completes a Vocational Assessment with the Person Served prior to the PCP/IPOS meeting and review the document along with the Program Plan Methodology.

Creative Empowerment Opportunities attends a majority of all PCP/IPOS meeting where their attendance is requested. In the event that Creative Empowerment Opportunities personnel are unable to attend, a Vocational Assessment and Vocational Authorization Request will be submitted.

Description of Services:



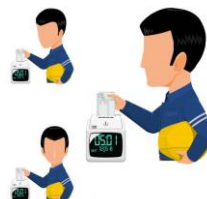
A. Community Empowerment Center:

This program is designed to provide adaptive skills focusing on the 12 Core Skill Development Areas: Activities of Daily Living, Functional Academics, Social Skills, Recreational Skills, Relaxation, Communication, Horticulture, Technology, Sensory Integration, Pre-Vocational Skills, Vocational Skills and Physical Health. Each lesson is designed so it can be adapted to the education and cognitive level of the participants.



B. Greater Community Empowerment Services:

In this program, services are provided in an integrated community setting. People who select this service work on improving safety skills, money management, problem solving, communication, mobility, time telling, social skills, etc. These skills are gained through integrated activities such as bowling, going to the movies, attending dance classes, utilizing local parks, libraries, and attending community based classes. Monthly calendars of scheduled activities are available upon request and are posted at each facility and also posted on the website www.creativeempowerment.org.



C. Supported Employment:

This program has been developed to help persons served facilitate their pursuit of employment and to support those who have found community jobs. If the Person Served has demonstrated community work skills and they, along with their support team expressed a desire for community employment, the person will be given the information to contact Michigan Rehabilitation Services (MRS) who can provide additional support to the person seeking employment. They will work with Creative Empowerment Opportunities, Employment Development Team until a job is found or what additional support may be needed before pursuing employment. Persons Served will then work with Direct Support Professionals who will support them in their work until they become independent in their job duties. Direct Support Professionals provide specific job training and emotional support, while acting as liaisons between the employee and their coworkers and managers. Direct Support Professionals also make sure all workplace rules are known and followed, as well as look out for safety concerns.



D. Micro Business Opportunities:

This program is designed for people who have demonstrated good work skills and have developed an idea for a small business that they can operate independently. These people develop a business plan (with the assistance of staff), run the business, and receive compensation from business profits. Some examples of current micro-business projects are; Selling crafts and other products made by Persons Served, selling pop and/or snacks, horticulture – growing and selling fruits & vegetables etc. Participants are encouraged to be as independent in their self employment as possible, but are given staff support as needed.



E. Person Served Enhanced Staffing:

This enhanced level of staffing supervision may be available given the Plan of Service and funding agency has approved an authorization for this service.



F. Transportation:

Creative Empowerment Opportunities provides primary and/or secondary transportation at most facilities. Primary transportation is designed to transport people between their residences and their selected service sites. Secondary transportation is that which transports people from a Creative Empowerment Opportunities service site to a job site, or community activity and back to Creative Empowerment Opportunities. Transportation is provided in well-maintained vehicles. Each vehicle in the fleet is clearly marked on the back door and side door with the CEO LOGO and phone number. Transportation is an additional service that must be authorized by the funding agencies. Should the person choose another form of transportation such as a SMART bus, UBER, Taxi, etc. Creative Empowerment Opportunities will provide the information to acquire alternate transportation. The Person Served Plan of Service will be followed regarding the request made. Creative Empowerment Opportunities will provide transportation services for persons served when they are able to safely do so, have the ability to and are authorized to. In the event Creative Empowerment Opportunities has been requested to provide transportation services, consideration will be given and criteria will be measured to determine transportation eligibility. Criteria includes: Where does the person served reside (within the service area)? Is there any health, safety or behavioral concerns requiring accommodations out of our scope of abilities? Are the necessary resources available? Is there a Service Authorization from the funding agency? In the event a person served has requested CEO to provide transportation and we are unable to provide that service, the Supports Coordinator and/or guardian will be contacted to discuss alternative providers/options to best meet the needs of that person.

NOTE: Skill building and/or transportation services may not be provided as projected in the POS/PCP for unforeseen circumstances including (but not limited to) building or program closures due to mechanical issues or power outages; natural disasters; weather emergencies or extreme weather temperatures; insect or animal infestation; staff shortages or labor strikes; observed national or state holidays; worldwide pandemics; and/or other local or national emergencies.

***To see where each of these services is offered, please see “Building Accommodations” on the last page of this handbook, or visit our website www.creativempowerment.org.**

G. Daily Choices



- a. All programs will display a daily visual calendar which will reflect the approved Monthly Calendars.
- b. The Daily Visual Calendar will utilize a magnetic white board to display the daily activities.
- c. The daily activities will be displayed using a standardized picture index card system. Example:

<p>1. A</p> <p>2. </p> <p>3. </p> <p>4:</p> <table style="width: 100%; text-align: center;"> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table>							<p>1. B</p> <p>2. </p> <p>3. </p> <p>4:</p> <table style="width: 100%; text-align: center;"> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table>							<p>1. C</p> <p>2. </p> <p>3. </p> <p>4:</p> <table style="width: 100%; text-align: center;"> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table>						

Key:

1 = Group letter (A, B, C etc.)

2 = Picture of community location

3 = Picture of the Direct Support Professionals assigned

4 = Pictures of Person Served

- d. The Person Served will have the opportunity to choose an activity by placing their picture (4.) under the community location (2.) and also select the Direct Support Professional of their choice (3.).
- e. All monthly calendars will identify the focus, skill development areas, location, and times of the activity. They will also include an alternative activity in the event of inclement weather, closing of planned site, etc. No money will be collected for outings; fundraising money will be used for this purpose.

f. All calendars will note what additional skills are being taught at the community integrated site by the utilization of the numbers assigned to the skill building activities. The calendars will also have a key that describes the following:

- 1- Activities of Daily Living
- 2- Functional Academics Skill Development
- 3- Social Skill Development
- 4- Recreational Skill Development
- 5- Relaxation Skill Development
- 6- Communication Skill Development
- 7- Horticulture Skill Development
- 8- Technology Skill Development
- 9- Sensory Skill Development
- 10- Prevocational Skill Development
- 11- Vocational Skill Development
- 12- Physical Health Skill Development

g. All monthly calendars will be displayed on the website www.creativeempowerment.org. The Person Served and stakeholders will have the ability to view, in advance, what outings are being held and if the person has the opportunity to make purchases at the outing using their personal funds per their Person Served Plan of Service. The goal and objective will be reflected on a monthly data collection sheet. The data sheet will indicate whether the person chose to go into the greater community and to what locations. A Vocational Assessment is completed annually with the person to ensure they receive all services requested.



Potential Risk:

Creative Empowerment Opportunities strives to promote a safe environment to all employees and Person Served. However, the Person Served and their guardians should understand that some accidents/injuries, may not be preventable. Some of these risks include, but are not limited to vehicle accident, slip or trip and fall, aggressive action by peers/coworkers, natural disaster, severe weather, unsafe conditions at community settings, communicable diseases, and use of improper lifting techniques by the Person Served.



Person Served Rights:

The following rights are promoted within Creative Empowerment Opportunities:

A. The right to be free from discrimination on the basis of race, religion, color, national origin, sex, age, handicap, marital status or source of payment in the provision of services and care.



B. The right to exercise his/her constitutional rights, including the right to vote, the right to practice the religion of his or her choice, the right to freedom of movement, and the right to freedom of association.



C. The right to refuse participation in religious practices.



D. The right to choose meaningful, age appropriate activities.



E. The right to have access to the greater community.



F. The right to have access to transportation for community inclusion and participation.



G. The right to schedule their days/times of attendance.



H. The right to take breaks and lunch when needed.



I. The right to write, send, and receive uncensored and unopened mail at his or her own expense.



J. The right of reasonable access to a telephone for business communications. Similar access shall be granted for long distance, collect calls which otherwise are paid for by the Person Served.



K. The right to voice grievances and present recommendations pertaining to the policies, services, program rules of conduct of Creative Empowerment Opportunities, without fear of retaliation.



L. The right to associate and have private communications and consultations with his or her own physician, attorney, or any other people of his or her choice.



M. The right to reasonable access to, and use of, his or her personal clothing and belongings.



N. The right to have contact with relatives and receive visitors in the day service program.



O. Right to employ the services of a physician, psychiatrist, or dentist of his or her choice for obtaining medical, psychiatric, or dental services.



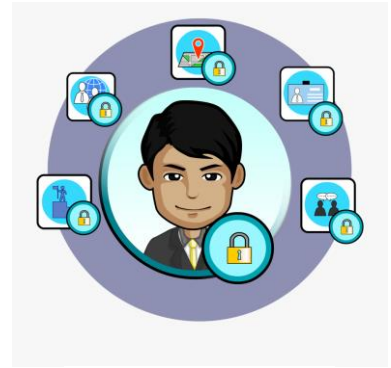
P. The right to refuse treatment and services, including the taking of medication, and to be made aware of the consequences of that refusal.



Q. The right to request and receive assistance from the responsible agency in relocating to another vocational and day service provider.



R. The right to be treated with consideration and respect, with due recognition of personal dignity, and the need for privacy.



S. The right to view his/her own records that shall be confidentially and properly safeguarded, as required.



T. The right to review your confidential record within 72 hours of requesting.



U. The right to have a person of your choice if needed to read your file to you.



V. The right to have your file copied.



W. The right to be involved in research projects.



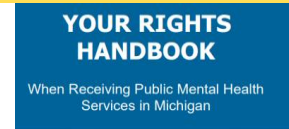
X. The right to have multiple services.



Y. The right to give input and to request a specific type of Direct Support Professional.



Z. If you believe your rights have been violated, you may contact your Community Mental Health Recipient Rights Office (See phone numbers below), to speak with an Advisor, from the Office of Recipient Rights.



AA. Each program has a designated Recipient Rights Information Board that has available information regarding recipient rights, the Office of Recipient Rights phone numbers, etc. along with complaint forms and Recipient Rights booklets. Staff is available to assist you.



In the event that you need to contact the Office of Recipient Rights in your county, please use the following numbers:

- Office of Recipient Rights- Macomb County- (586) 469-6528
- Office of Recipient Rights- Oakland County- (248) 858-1202 or (877) 744-4878
- Office of Recipient Rights- Wayne County- (888) 339-5595



Persons Served living in Michigan may use this expanded list of state-specific resources (listed below) to advocate for themselves and receive legal decision-making information:

Free Legal Services Organizations

These organizations provide free legal assistance for low-income people, including help with accessing Social Security and Medicaid benefits.

- [Michigan PLP, LLC](#)
- [Legal Aid and Defender Association, Inc.](#)
- [Legal Aid of Western Michigan](#)
- [Michigan Legal Help](#)
- [Legal Services of Eastern Michigan](#)
- [Legal Services of Northern Michigan](#)
- [Legal Services of South Central Michigan](#)
- [Michigan Indian Legal Services](#)
- [Michigan Advocacy Program \(MAP\)](#)



Mental Health Services

These agencies address the specific needs of people with mental illness and promote mental health. Some agencies offer free or low-cost group counseling and education programs.

- [Michigan Community Mental Health Services Programs](#)
- [National Alliance on Mental Illness \(NAMI\) Michigan](#)
- [Mental Health Association in Michigan \(MHAM\)](#)
- [Community Mental Health Authority of Clinton, Eaton, and Ingham \(CMHA-CEI\)](#)
- [Macomb County Community Mental Health \(MCCMH\)](#)
- [Oakland Community Health Network \(OCHN\)](#)
- [Detroit Wayne Integrated Health Network \(DWIHN\)](#)



Other Disability Advocacy Organizations

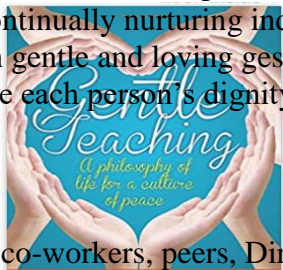
These organizations protect and advocate for the civil and human rights of people with disabilities.

- [Disability Network Michigan](#)
- [Michigan Protection & Advocacy Service, Inc. \(MPAS\)](#).
- [Michigan Disability Rights Coalition](#)
- [Michigan Aging and Disability Resource Collaboration \(ADRC\)](#)
- [The Arc Michigan](#)
- [Michigan Department of Civil Rights](#)
- [State Medicaid Agency](#)
- [Michigan Department of Health and Human Services \(MDHHS\)](#)
- [Medicaid.gov Michigan page](#)
- [Michigan Statewide Independent Living Council](#)
- [Healthy Michigan Plan](#)
- [Michigan Behavioral Health and Developmental Disabilities Administration](#)
- [Michigan Disability Resources](#)
- [Michigan Rehabilitation Services](#)
- [Assistive Technology of Michigan](#)
- [Alternative Services Inc. of Michigan](#)
- [Third Level](#)
- [Michigan Career and Technical Institute](#)
- [Michigan Disability Resources](#)
- [Bureau of Services for Blind Persons](#)
- [Habilitation Supports Waiver](#)
- [Developmental Disabilities Institute - Wayne State University](#)
- [Macomb County Community Mental Health \(MCCMH\)](#)
- [Oakland Community Health Network \(OCHN\)](#)
- [Detroit Wayne Integrated Health Network \(DWIHN\)](#)



Gentle Teaching:

As caregivers, our Direct Supports Professionals strive to provide a comfortable atmosphere for all who select our services. We do our best to make all people feel safe, engaged, and loved. This non-violent, non-threatening approach to care giving opens communication and helps build relationships. Direct Supports Professionals assist people with all needs while continually nurturing independence. During times of social distancing we will use our eyes and hands through gentle and loving gestures as well as our words and presence as tools, we will do all that is necessary to preserve each person's dignity and respect.



Conflict Resolution:

Person Served should make every attempt to treat co-workers, peers, Direct Support Professionals, supervisors and administrators with respect. All employees and people should treat others as they would like to be treated. In the event that a conflict should arise, people should try to remain calm and refrain from engaging in verbal (yelling) or physical (hitting, kicking) conduct. Next, the person should tell the person that he/she is angry and/or upset, go to a quiet area to relax, and then take the following steps:

1. Identify the problem
2. Identify solutions to problem
3. Develop a plan to solve the problem
4. Implement the plan
5. Review the plan



Creative Empowerment Opportunities personnel are trained to help resolve conflict and to constantly review the environment to identify potential problems. They will assist in the above process and will help role play the plan. In the event that the conflict cannot be resolved by the immediate manager, the problem will be reported to the Program Supervisor. The Program Supervisor will help everyone involved to reach a resolution to the conflict. If no resolution can be reached, a grievance form (**Attachment A**) may be submitted. Staff will assist in filling out the grievance form if needed. * *Attachment A is found at the back of the handbook.*

Money:

There are several instances when a Person Served at Creative Empowerment Opportunities may want to use money during the day. Examples include:

- Greater Community Outings – please refer to monthly calendar on the website at beginning of each month.
- Items purchased at a store, or break truck
- Snacks/Beverages
- Monthly Birthday lunch



1. As long as there are no restrictions outlined in the plan of service, Creative Empowerment Opportunities cannot limit or restrict spending. Any person requiring support to hold or with purchase transactions his/her money will be provided assistance. A receipt will be given for any funds deposited into a person's on-site account. The Person Served will be verbally told when they are spending money from their on-site CEO account and will be asked if they want to spend the money. The person can request to see the money in their account at anytime within the delivery of service. The person may count the money and receive assistance in counting the money if they request to count the money. The money that is sent from the home provider will remain separate from any other Person Served funds and will not be mixed with the general fund money of Creative Empowerment Opportunities The person's money will remain on-site in a pouch with a ledger of when money was received and spent. All expenditures over \$2.00 will have a receipt. Person Served funds will only be used for the person's purposes and will not be used to pay the expenses of other Person Served or Creative Empowerment Opportunities personnel.

The money will be stored in a locked environment. Money will not be deposited in an interest bearing account. Creative Empowerment Opportunities is not responsible for lost or stolen money from a person. A Person Served managing their own money will be responsible for their own receipts. In the event that money is lost or stolen from Creative Empowerment Opportunities personnel the money will be replaced per the amount that is designated on the ledger. Creative Empowerment Opportunities advises people to only have small amounts of money on their person.



Elopement:

1. In the event that a Person's Served elopes or wanders away from a location the assigned Direct Supports Professional will immediately notify another CEO personnel and start looking for the Persons Served.
2. When searching for a missing person served, CEO personnel will search bathrooms, closets, room corners, under desks, behind doors, etc.
3. When discovered, the discovering CEO personnel and/or assigned Direct Supports Professional will remain with the person served/ keep them within sight and verbally encourage them to return to the activity location.
4. If the Direct Supports Professional and other CEO personnel are unable to locate the person served within 10 minutes, then they will call the police and notify any security personnel at the location if available. CEO personnel will provide as detailed information of the person's description as possible and provide a picture.
5. The Persons Served guardian and home placement will be notified of the elopement incident as well after emergency measures have been initiated as listed above.
6. Upon the Persons Served being located they will be checked for any physical injury and an Incident Report will be written. If physical injury is present, they will be taken to the nearest urgent care or emergency room for medical treatment. Appropriate persons also will be notified (i.e. Supports Coordinators, home/parent, Recipient Rights) via phone.



Breaks and Lunch:

Due the variety of daily activities and services offered by Creative Empowerment Opportunities, break and lunch times may vary. Persons Served will have the opportunity to choose their breaks and lunch time(s) at each service site. Community based employment will follow the lunch and break schedule set forth by the employer.



Persons Served should bring lunches that are ready to eat, for example: food should be textured per dietary needs in the POS, food should not require any heating or cooling, necessary thickening supplies should be carried with the person, etc. Lunches should contain all utensils necessary for items packed, including plates, plastic ware, ice pack, napkin, etc. Also, lunches should be nutritionally balanced and should contain at least one beverage. During summer months, those utilizing services out of doors should bring an extra beverage



A Monthly Communication Record (**Attachment B**) will be sent home each month. The Monthly Communication Record is used to communicate how the Person Served is doing at CEO and their progress towards meeting their program goals. The Monthly Communication Record may also be used to request items, supplies, medications etc. to help provide a safe, efficient service environment. If the requested materials are not sent within three days, a second request will be made. If the requested materials are not sent within three additional days, the request will be forwarded to the Supports Coordinator. * Attachment B is found at the back of the handbook.

Creative Empowerment Opportunities

 "Empowering People for Success"

MONTHLY COMMUNICATION RECORD

Name: _____ Month/Year: _____

Communication is an important aspect in providing quality services. The following information is being provided with the intent that it will enhance communication between C.E.O. and the home and assist in handling concerns in a timely manner. If you have any questions, please contact your Program Manager, Supervisor or Assistant Manager.

____ C.E.O. Ashkeville 286-74-9929 C.E.O. Clatsop Twp. 586-569-4210 X C.E.O. Prussia 248-455-7847
 _____ C.E.O. Washington 386-851-1309 C.E.O. Westland 734-727-8873

SERVICES RECEIVED:
 (CHECK ALL THAT APPLY)

Community Empowerment Center Greater Community Empowerment Services Supported Employment

Positive growth experience observed this month: _____

Authorization Issues: _____

FRIENDLY REMINDERS:

- ⊙ To ensure Person Served safety, please remember no glass containers are allowed at C.E.O.
- ⊙ Please send us lunches that are properly prepared according to dietary guidelines and that do not need to be heated.
- ⊙ Some locations provide a scheduled "hot lunch" each month; please see the "Creatively Speaking" newsletter each month as it provides a detailed description of the cost, what is on the menu, and when the money is due.
- ⊙ Transportation runs on a tight schedule. In order to provide Person Served the fullest benefit of services, our driver's have a 5 minute "window" of time they can wait at each location.
- ⊙ Please ensure that we have all updated contact numbers available for emergencies.
- ⊙ Please be prepared for the weather—sunscreen, sunglasses, hats, gloves, etc. Building closures will be posted on all local channels.

Medication(s) are running low; please send in a new supply

Monitoring Personnel: _____ Date: _____

© Revised 7/2015 C.E.O. Prussia Support. Monthly Communication Record
 Creative Empowerment Opportunities Inc. 286A Creative Empowerment Opportunities, a 501(c)(3) non-profit corporation
 and an equal opportunity and affirmative action employer.

A Birthday Lunch may be scheduled for the last Friday of each month or around a holiday at certain service sites. The menu varies and will be published in our Creatively Speaking monthly newsletter. During the Birthday Lunch, we celebrate with all those who have had a birthday in that month. There is a \$3-5 charge for those who wish to purchase lunch. This fee is due one week before the scheduled event. Participation in the lunch is not mandatory, but people who do not participate are responsible to bring their own lunches. Creative Empowerment Opportunities will provide paper plates, cups, forks, spoons and knives for the birthday lunch only.



Any Person Served who requires physical assistance or direct supervision will be provided the level of support needed to meet his/her dietary needs per their Plan of Service.

After the completion of lunch or breaks, personal appearance should be checked to ensure cleanliness. If assistance is required to wipe up spills or remove crumbs, it will be provided. Having a neat personal appearance makes a positive statement to the public, which is especially important at employment sites and in the community.

Transportation:



Persons Served are transported to their service sites by Creative Empowerment Opportunities, group home staff, or public transportation, per the Plan of Service and authorization. There is no direct charge to the person for transportation services provided by Creative Empowerment Opportunities that are authorized by the funding agencies.

Any person who wishes to arrange his/her own transportation to an employment site or to a Creative Empowerment Opportunities facility may do so at his/her own discretion. We request that the Person Served notify us by phone if a transportation change is made.

When Creative Empowerment Opportunities transports people for any purpose, the following guidelines should be observed:

A. Person Served will be provided access to transportation for community inclusion and participation when requested.

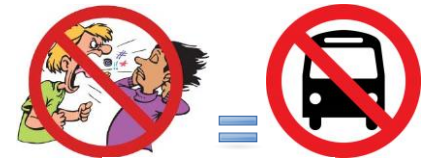
B. Person Served should be ready for pickup when the transportation arrives. Coats, lunches, and PPE's should be ready to go and all toileting, etc. should be completed per Creative Empowerment Opportunities' policy regarding safe and effective transportation.

C. Transporters will allow a 5-minute waiting period for people to be ready to enter the transport vehicles. The driver will either call the home to let them know of our arrival, or call CEO and management personnel will make contact with the home. When transport has made contact and has waited 5 minutes, per policy they will continue on to the next stop in order to keep an efficient transport schedule. If the person is not ready when transportation arrives, home staff is responsible to transport the person. Home staff should assist the Person Served to the vehicle if assistance is required.

D. Designated pick up/drop off times will include a 15-minute allowance to accommodate inclement weather, traffic congestion, or road construction. Creative Empowerment Opportunities will make every effort to complete all transports in a timely manner.



E. If a Person Served is exhibiting a challenging behavior when the transportation arrives, Creative Empowerment Opportunities **will not** transport the person, as this may cause a safety hazard for all involved.



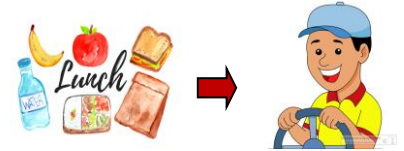
F. All passengers are required to wear safety belts, and to refrain from eating, drinking or smoking in any Creative Empowerment Opportunities' vehicle at any time.



G. For choking/safety risks, the Person Served cannot have their lunches on their person, while in the vehicle. The lunches must be given to the driver. All lunches will be placed in a safe place in the front of the van. This will help prevent choking risks.



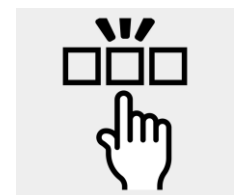
H. Any medications that are being transported in Creative Empowerment Opportunities' vehicles should be given to the driver. All medication will be placed in a locked container for the duration of the transport. Medication should not be transported in purses or back packs for safety purposes.



I. To help facilitate an efficient transition from the vehicle to the home, we request that home personnel be available to greet, assist and provide a signature that the Person Served has arrived home. This will promote safety for all passengers. If a home declines to sign the Home Arrival Log, it will need to be written into POS. If a Person Served resides in his/her own apartment, Creative Empowerment Opportunities personnel will ensure that he/she is safely inside prior to our departure. It must also be stated in the POS that the person lives in their own apartment and may be dropped off without having a contact person. In the event that a person can be dropped off alone it must be stated in the POS. Creative Empowerment Opportunities will follow all Person Served Plans of Service.



J. Should the person choose another form of transportation such as a SMART bus, UBER, Taxi, etc. Creative Empowerment Opportunities will provide the information to acquire alternate transportation. The Person Served Plan of Service will be followed regarding the request made.



Medications and Medical Issues:

If a Person Served is to receive medication while he/she is at the designated service site, Creative Empowerment Opportunities requires the medication be provided in its original container, which is to be clearly labeled with the name, medication, dosage etc.

No medications will be passed by a contractually trained staff, unless a copy of the current prescription or pharmacy printout is on file at Creative Empowerment Opportunities and all on-going medication(s) are listed in the POS.

Client Name: _____ Date of Birth: _____
 Drug Allergies: _____ Height: _____ Weight: _____

Symptom	Medication	Dose	Route	Frequency	No. Refills	Other Instructions
Fever/Pain	Tylenol/ Acetaminophen	325mg tabs, take 2 every 6 hours as needed	By mouth			
Cough	Cough Drops	Take lozary 2 hours as needed	Oral			
Constipation; No stools for greater than 3 days	Docusate Suppository	Using Suppositories: insert one, one time. May repeat in 4 days	Rectally			May use water based lubricant as needed. Or use Vaseline if needed.
Minor Skin Irritations/ Rash	Hydrocortisone Topical Cream or Ointment 0.5%	Apply lightly to affected area up to 3 times daily as needed	Topical			Do not use on face or open wounds
Fever/Pain	Motrin/ Ibuprofen	200mg tabs, take 2 every 6 hours as needed	By Mouth			
Diarrhea, Recurring watery stools	Imodium/ Loperamide	2mg tabs, take 2 tabs after the first loose stool, take 1 tab for each subsequent loose stool	By Mouth			Do Not Exceed 4 tabs in 24 hours. If diarrhea continues for more than 48 hours contact Doctor
Constipation/ Dry Hard Stools	Milk of Magnesia	Take 30ml at bedtime, once per day as needed	By Mouth			Follow with a full glass of water
Skin Abrasions/ Minor Cuts	Neosporin Triple antibiotic ointment	Apply lightly to affected area up to three times daily as needed	Topical			
Indigestion/ Heart Burn/ Upset Stomach	Tamoxifen/ Calcium Carbonate	500mg tablets, chew 2 tablets every 2 hours as needed	By Mouth, chew			Do not use more than 16 tablets in 24 hours. If using daily notify Doctor

Please Note: Generic brands are acceptable for the non-prescription medication listed above. Please read all product labels carefully. These standing orders are for ages 12 and older only. Contact Physician with ongoing issues.
 In the event of poisoning or suspected poisoning, call poison control immediately.
 Rocky Mountain Poison and Drug Center 1-800-222-1222.

Physician Signature: _____ Date: _____

Lucas Petzl, MD
 123 Jackson Dr
 Smallville, USA
 DEA: XX0000000

Date: 8/12/15
 Patient Name: Liesel Cooper
 Address: 52 Orion Way
 DOB: 3/29/1982
 Allergies: None
 Weight: 170

RX: Gabapentin 300mg
 BID PO
 #60

Refills: 11 DAW: 0

Office: (601) 555-1234 Fax: (601) 555-2233
 Dr. Lucas Petzl

Any new prescriptions must be added to the POS within the quarter from when it was prescribed. Creative Empowerment Opportunities will dispense Medical Marijuana and Narcotics only with a current prescription from a Doctor with specific directions on when/how it will be dispensed. The home will be responsible to provide Creative Empowerment Opportunities with an SMO (Standing Medical Order) to apply sunscreen, dispense over the counter medications, etc. In the event that no SMO exists and the Person Served requires sunscreen or an over the counter medication, the group home staff will either apply an 8-hour sunscreen prior to the Person Served arriving at Creative Empowerment Opportunities, or the home staff will be asked to come to Creative Empowerment Opportunities to apply the sunscreen or dispense an over the counter medication. The home will be responsible to provide a doctor's order/ pharmacy script for any over the counter medication that is to be dispensed at Creative Empowerment Opportunities.

The home must also provide the Person Served with items necessary for the weather, i.e.: sunglasses, hats, proper clothing, etc. In the winter: boots, scarves, coats, gloves, etc. Creative Empowerment Opportunities will provide basic first aid.



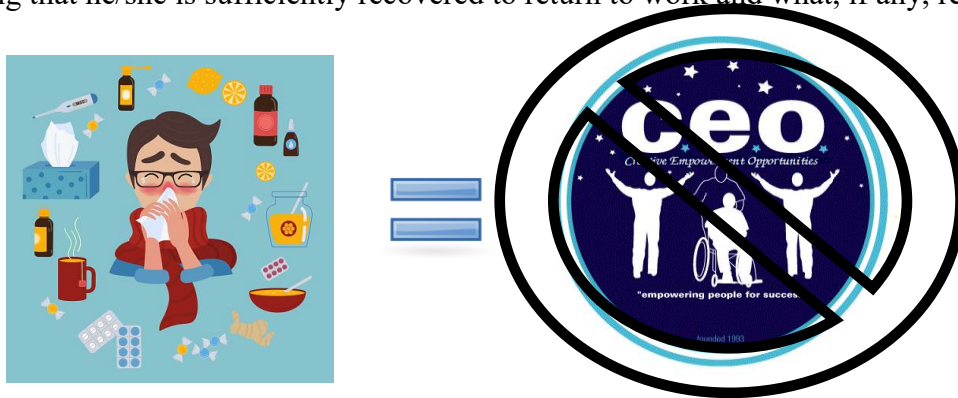
Medications should be transported to Creative Empowerment Opportunities either by a Creative Empowerment Opportunities driver (in a locked box/bag) or by the home staff. If a Person Served dispenses his or her own medications it must be written in the POS along with the description for dispensing and securing the medication. Person's that dispense their own medication(s) will be provided a locked secure place to keep the medication(s) during the service delivery day.



A list of several emergency numbers should be provided to Creative Empowerment Opportunities in case of an accident or sudden illness.



If a Person Served has a fever, complains of nausea, has symptoms of a communicable disease, or is otherwise too ill to work, he/she should stay home for the day. If symptoms appear while at Creative Empowerment Opportunities; the manager reserves the right to have the person picked up from the program. If a Person Served has been injured and requires a doctor's care, Creative Empowerment Opportunities requires a doctor's note saying that he/she is sufficiently recovered to return to work and what, if any, restrictions apply.



If a Person Served has been diagnosed with a communicable disease, a doctor's note stating that he/she is no longer contagious will be required before the person may return to work.

Date: _____

This is to Certify that _____ (has had) an

Appointment at _____ o'clock

_____ Please excuse this absence

_____ may return to work /school on _____

_____ no P.E until Released

_____ may return to work /school without limitations.

Physician signature

Universal Precautions:

All Person Served are required to practice Universal Precautions. Creative Empowerment Opportunities will supply materials to practice Universal Precautions (i.e., soap, water, towels, lotion, disposal bags, gloves, masks, gowns, etc.). Hands should be washed after using the restroom, after cleaning or completing work and before and after consuming food.

Training to cover the aspects of Universal Precautions and Infection Control will be consistently provided by the staff on a daily basis.

In the event of an epidemic or pandemic crisis Creative Empowerment Opportunities will follow all guidelines Issued per the Center of Disease Control and/or governing authorities.



Health and Safety:

Creative Empowerment Opportunities promotes a safe, sanitary, and humane treatment environment both within the facility and in the community. Services are implemented in the least restrictive settings. It is important to follow safety rules at all designated service sites. On a monthly basis, the following practice drills are done: Fire drill, Severe Weather drill, Power Failure drill, Bomb Threat drill, Workplace Violence drill and Conscious Choking drill.



All Person Served are expected to participate. Any person who is employed in the community is expected to follow the safety procedures of the community employer.



If protective equipment is required to do an activity at a Creative Empowerment Opportunities facility, we will provide the equipment (i.e.: gloves, safety glasses). All people will be in-serviced on lifting procedures during his/her orientation. Creative Empowerment Opportunities personnel will provide on-going safety reminders as required on a daily basis.



Personal evacuation assistance needs/directions are documented on an individualized Need to Know record as well as the Need to Know card for persons served. Evacuation assistance is also indicated on the persons serve ID card.

Considerations for specific disabilities will be made: These considerations include:

- Low vision or blindness
- Deaf or hard of hearing
- Crutches, canes, or walkers
- Wheelchairs (non-ambulatory)

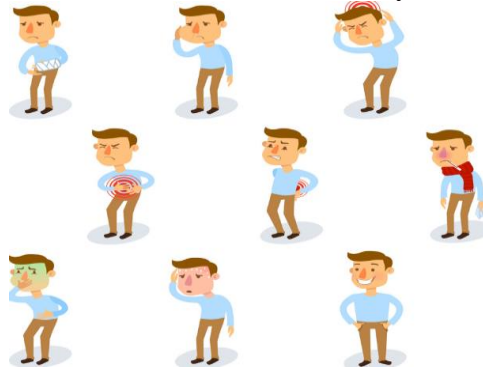
Persons Served with unobservable disabilities may or may not self-identify before an emergency. These persons may need additional help during emergency situations. Such disabilities may include:

- A learning disability
- Arthritis
- Asthma
- Cardiac condition
- Chronic back problems
- Psychological disability

When assisting a persons served with low vision or blindness during an evacuation accommodation measures are provided in the Creative Empowerment Opportunities Emergency Safety Plan.



Creative Empowerment Opportunities promotes dignity and respect for all people selecting our services. We do not withhold selected services unless it is deemed a health and safety risk to the person or others.



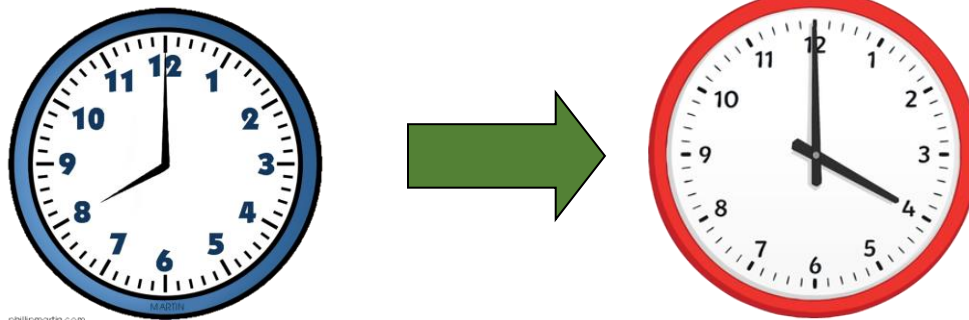
To ensure your safety, Creative Empowerment Opportunities recommends that all Person Served wear or carry an I.D. card and all relevant personal protective equipment (PPE). Creative Empowerment Opportunities will provide all Person Served with a picture I.D. to wear while at the program/community which will stay at the building at the end of each day.



Hours of Operation:

Creative Empowerment Opportunities' hours of operation are:

- ◆ C.E.O.- Clinton Twp. Monday- Friday 8am-4pm
- ◆ C.E.O.- Anchorville Monday- Friday 8am-4pm
- ◆ C.E.O.- Pontiac Monday- Friday 8am-4pm
- ◆ C.E.O.- Washington Monday- Friday 8am-4pm
- ◆ C.E.O.- Westland Monday- Friday 8am-4pm



Attendance:

Creative Empowerment Opportunities management should be notified in advance (at least one day) when a person will not be attending a program. Due to varying schedules, Creative Empowerment Opportunities should also be notified if the person is going to arrive late or depart early. To report an absence, late arrival, early pick up, or other attendance issues, please use the following numbers and ask to speak to a manager:

- ◆ C.E.O.- Clinton Twp. (586) 569-4250
- ◆ C.E.O.- Anchorville (586) 716-9920
- ◆ C.E.O.- Pontiac (248) 858-7847
- ◆ C.E.O.- Washington (586) 935-1500
- ◆ C.E.O. - Westland (734) 727-0872

Any person who is picked up or dropped off at a facility must be signed in or out on their attendance sheet.










Attendance is very important to community employers. In order to maintain community employment, all Person Served should attempt to schedule doctor's appointments, social/recreational outings, or other meetings during times when he/she is not usually scheduled to work.

Creative Empowerment Opportunities should be given at least two weeks' notice when a Person Served wants to request time off from a community job. This will allow the Direct Support Professional to assist the Person Served in following the procedure required by the community employer and to avoid jeopardizing their employment.

In the event of an epidemic or pandemic crisis Creative Empowerment Opportunities will follow all guidelines Issued per the Center of Disease Control and/or the governing authorities.

Holidays:

Creative Empowerment Opportunities will be closed on the following days in observance of the holidays:

New Year's Day		Friday after Thanksgiving	
Memorial Day		Christmas Eve	
4 th of July		Christmas Day	
Labor Day		New Year's Eve	
Thanksgiving Day			

Any changes in this schedule will be sent home in memo form, or in Creative Empowerment Opportunities' monthly newsletter "Creatively Speaking" which will be sent to all homes. Please watch for these notices.

Creatively Speaking

November 2022

Mission Statement:
We believe that all people are entitled to respect, dignity, independence, community integration and the opportunity to make choices in their own future.



Creative Empowerment Opportunities
Will be closed on **11/24/22 and 11/25/22** to observe Thanksgiving. We hope everyone has a safe and cheerful holiday.

Did you know that Creative Empowerment Opportunities is CARF Accredited?

What is CARF Accreditation?

Accreditation demonstrates a provider's commitment to continuously improve service quality and to focus on the satisfaction of the persons served.
CARF® International is an independent accrediting body of health and human services. Examples of the types of services are rehabilitation for a disability, treatment for addiction and substance abuse, home and community services, and retirement living. CARF-accredited service providers have applied CARF's comprehensive set of standards for quality to their business and service delivery practices. This means that they have demonstrated conformance to proven standards for business practices and are committed to continuous quality improvement. Each provider's commitment to excellence is periodically evaluated on site and reconfirmed annually. <http://www.carf.org>

Creative Empowerment Opportunities is pleased to announce that CARF International will be conducting an Accreditation Survey on December 14-16, 2022

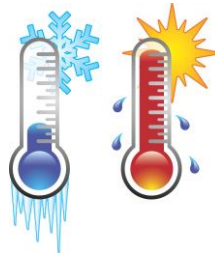
Closures/Severe Weather:

There are certain situations which may cause Creative Empowerment Opportunities to close, suspend services or reschedule activities at one or more service sites. These situations include, but are not limited to:

Severe Weather, including excessive amounts of snow.



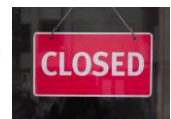
Extremely low or high temperatures, wind chill factors, or heat indexes.



Building problems, including loss of water or electricity, etc.



Nationwide security threat



In the event of severe weather, such as excessive ice or snow, the Program Supervisor will make the decision whether or not to close one or all of Creative Empowerment Opportunities' service sites. If the decision is made to close, Creative Empowerment Opportunities will post the closing on the local Television Stations with other school closings, for Macomb, Oakland, St. Clair and Wayne County service sites. The following is a list Creative Empowerment Opportunities' service sites: *Clinton Township, Anchorville, Pontiac, Washington Township, and Westland*. Persons Served and their home staff or parents may tune in to local channels 2, 4, 7, 50 or 62 to look for our name or tune into radio stations WWJ 950 or WJR. The closing will be listed under the appropriate county as Creative Employment Opportunities, or abbreviated as C'tive Employment. Please check for the closing under the county and service site in which you attend.

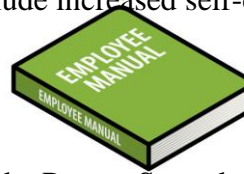
If one or more service sites are going to be closed due to extremely low temperatures or building problems, all people affected by the closing will be notified. In this situation, some job sites and/or community activities may be rescheduled or cancelled.

Conditions & Benefits of Maintaining Employment:

All people may maintain employment or skill building activities for as long as they self-determine that their needs and goals are being met, and as long as funding is available. Creative Empowerment Opportunities is committed to constantly improving services to meet the needs of the Person Served, and we will personally tailor our services to do so. We are committed to listening and developing an action plan to meet the goals of the Person Served.



A Person Served who is employed in the community will need to follow the rules of the employer to maintain employment. Key factors in maintaining employment include: work performance, appropriate personal hygiene, and attendance. The benefits of maintaining employment include increased self-esteem, social skills, financial gains, and the development of new friendships.



In the event that community employment is not a success for the Person Served, Creative Empowerment Opportunities will assist that person in finding another job through the job development process. During the job development process, one or more of our other service programs may be utilized for as long as the person is authorized by his/her funding agency.



Wages:

All people who engage in paid work activities will receive a bi-weekly paycheck. Paychecks are generated from time sheet records, maintained daily by assigned Direct Support Professionals. In Empowerment Centers, wages are calculated by using the prevailing industrial wage for that type of work. Creative Empowerment Opportunities has obtained a deviated wage certificate from the Department of Labor. The prevailing industrial wage is reviewed annually, and contracts are updated as needed. All contracts are bid at the minimum federal wage or above. A piece rate is determined by dividing the hourly rate by the average number of pieces that can be done by a non-disabled person within a 50-minute hour. Certain jobs have a calculated rate per piece. For example: if you did 400 pieces at \$.01 per piece you would make \$4.00.



Enclave work sites determine wages based on a time study of how long it takes the person to perform the task in comparison to a non-disabled person doing the same task. Hourly time studies are conducted every six months. Creative Empowerment Opportunities maintains a current certificate from the Department of Labor authorizing a special minimum wage. These certificates are posted at each facility. Any person, who wishes to have a time study explained, may ask any Direct Support Professional or program manager to do so. Time studies may be completed more frequently than every 6 months at the request of the Person Served or at Creative Empowerment Opportunities discretion.



If a Person Served works for a community employer, he/she will be paid according to the hourly rate and schedule established by the employer.



People who are employed through a micro business will receive payment as outlined in the business plan.



Department of Labor Wage and Hour Division (WHD) Workforce Innovation and Opportunity Act (WIOA) on the payment of subminimum wages under section 14(c) of the Fair Labor Standards Act (FLSA) describes obligations placed by the WIOA on employers who hold a 14(c) certificate that authorizes the payment of subminimum wages under the FLSA. The WIOA was created to help job seekers access employment, education, training and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. It is more specifically designed to streamline, consolidate, and improve workforce development and training services for the various groups including displaced workers, youth and workers with disabilities. In addition to existing requirements under section 14(c), WIOA establishes two new requirements that must be met in order for a worker with a disability to be paid a subminimum wage: 1) People with disabilities 24 and younger (youth) must be provided with various services designed to improve their access to competitive integrated employment, including transition services, vocational rehabilitation and career counseling services, before they are employed at subminimum wage; and 2) All workers, including youth, must be regularly provided with career counseling and information about training opportunities as a condition of payment of a subminimum wage. Certificate-holders cannot pay a subminimum wage to any youth unless the certificate-holder first obtains, review and verifies documentation showing that the youth has completed the three requirements described below as documented by the Designated State Unit (DSU). The DSU is typically the state Vocational Rehabilitation (VR) agency and a list of these agencies in each state can be found at <http://soar.askjan.org/IssueConcern/214>. The requirements which must be completed are as follows:

- 1) Transition services under the People with Disabilities Act (IDEA) and/or pre-employment transition services under WIOA;
- 2) Vocational rehabilitation (VR), as noted:
 - a. The youth applied for VR services and was found ineligible or
 - b. The youth applied for VR services and was found eligible AND
 - i. Had a person plan for employment (IPE) AND
 - ii. Worked toward IPE employment outcome for a reasonable period without success; AND
 - iii. The VR case was closed
- 3) Career counseling, including information and referrals to Federal and State programs and other resources in the person’s geographic area.



Certificate holders may not pay subminimum wages to any person with a disability, regardless of age, unless the DSU provides him or her with career counseling, information and referrals, and the employer provides information about local self-advocacy, self-determination, and peer mentoring training opportunities every six months during the first year of employment, and annually thereafter. Sec. 511(c)(1),(2). The training opportunities may be provided by applicable Federal or State programs or other sources, but must not be provided by an entity that has any financial interest in the person’s employment outcome. Employers must also provide all current 14(c) employees with information about local self-advocacy, self-determination, and peer mentoring training opportunities every six months during the first year of employment and annually thereafter and must verify that they have done so. For more information on WIOA please go to

<https://www.dol.gov/whd/workerswithdisabilities/>

Social Functions and Activities:

Creative Empowerment Opportunities encourages Person Served to be involved in the many social activities that we sponsor. The following is a list of the regular functions:

Monthly Person Served Advisory Council meeting



Annual summer picnic



Monthly birthday celebration



Annual Thanksgiving Party



Bi-annual Person Served satisfaction feedback survey



Annual Christmas Party



Annual “Spring Fling” dinner dance



Annual Halloween Party



Throughout the year, new functions and activities may be added. Any revisions, cancellations, etc. will be announced in our newsletter, “Creatively Speaking” which can be found on our website

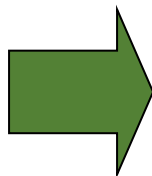
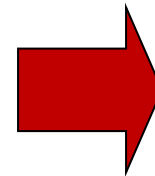
www.creativeempowerment.org.

Clothing and Personal Items:

Person Served are encouraged to bring a change of clothing with them to their designated service site. Creative Empowerment Opportunities staff understand that toileting accidents and spills may happen and will assist people in changing into clean clothes when necessary.



Persons Served will be treated with dignity and respect at all times. Creative Empowerment Opportunities shall provide services in a safe, sanitary, and humane environment. Direct Supports Professionals will ensure that all people in their care will have clothing free of bodily fluids during the course of the service day. In the event a person soils their clothing, and they do not have a change of clothing at Creative Empowerment Opportunities for assistance, their home will be contacted to bring them a change of clothing. In to provide access to appropriate cleaning facilities and to maintain the dignity of persons served, incidents resulting in excessive soiling of clothing and that exceeds Creative Empowerment Opportunities available cleaning resources will have their home contacted for early departure. Early departure will provide persons served with proper cleaning facilities and hygiene assistance (shower, towels, wash cloths, etc). The person served, should they choose may return to Creative Empowerment Opportunities to continue their service day. It is at the home staff's discretion should they choose to keep the Person Served home and not return them to Creative Empowerment Opportunities to complete their services suited to condition as written in their Plan of Service.



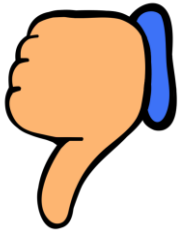
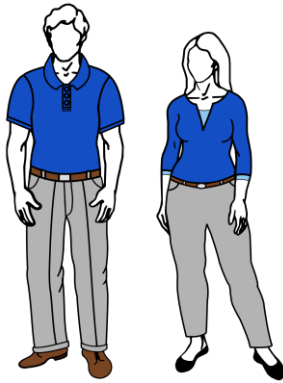
All clothes, coats, bags and other personal items should be labeled clearly with the person's name. At times, this is the only way to tell whom the items belong to. If necessary, Creative Empowerment Opportunities may discreetly mark items, such as coats, lunch boxes, etc., only after obtaining permission from the Person Served.



Creative Empowerment Opportunities encourages people to leave personal items such as cell phones, radios, headphones, toys, etc. at home. These items are a distraction to everyone at the workplace. Creative Empowerment Opportunities cannot be responsible if these items are broken or misplaced.





Person Served should dress according to where they will spend their day. People working for a community based employer should follow the guidelines of dress required by the employer. People who will be outside should wear protective clothing and gear for the weather (i.e., coats, sunscreen, insect repellent, hats, gloves, raincoats, umbrellas). People working attending any program should dress neat in appearance and clothing should be free of stains or holes. The following items are considered inappropriate attire, and will not be permitted in the workplace: halter tops, bathing suit attire; open-toed shoes; tank tops (all sleeveless shirts must have 2" wide straps); low necklines; spandex; any clothing advertising sex, cigarettes, alcohol or drugs; clothing that allows bra straps, midriffs (front or back), hips, or panties to show. Additionally, any words on clothing must be appropriate and placed appropriately on the clothing (no writing on bust or derriere areas). Shorts and skirts are permitted if they allow for freedom of movement, and extend to just above the knee. Anyone who is not properly dressed for his/her scheduled activities may have his/her scheduled modified.



Grievances:

Person Served are encouraged to grieve a decision or action made by Creative Empowerment Opportunities personnel with which they disagree. The Person Served are encouraged to first attempt to resolve the conflict using the steps outlined in the conflict resolution section of this handbook. If the decision or action made by Creative Empowerment Opportunities personnel is a violation of human rights, a recipient rights violation form should be completed and the immediate manager and/or the Program Supervisor notified. If required, we will provide assistance in filling out the form.



 Creative Empowerment Opportunities
 "Empowering People for Success" 
GRIEVANCE FORM

NAME: _____ DATE: _____

A. Describe the situation you are in grievance about.

B. Did physical injury occur to you or did you witness a physical injury? Yes No []
 If "yes", was prompt medical treatment provided? Yes No []

C. How would you like the situation to be resolved?

D. Action plan developed by management and Program Supervisor.

E. Employee/Person Served agrees disagrees (check one) with this action plan as written.

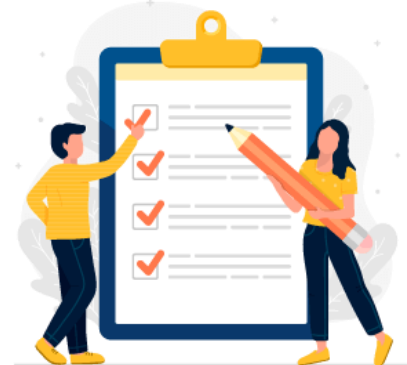
Employee/Person Served Signature _____ Date _____

Program Manager/Supervisor Signature _____ Date _____

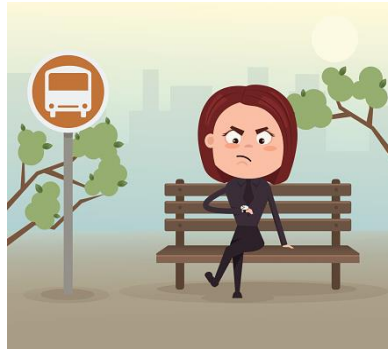
Program Supervisor _____ Date _____

Executive Director _____ Date _____

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 Creative Empowerment Opportunities, Inc. DBA Creative Empowerment Opportunities, a Michigan non-profit
 service corporation and an equal opportunity at-will employer.



A grievance may be filed for different reasons. Examples include, but are not limited to: a Direct Support Professional did not allow the person to make his/her own decision; the transport person was consistently late (over 15 minutes after the designated pick-up time for 4 pick-ups), or the person did not receive payment for work done and upon requesting clarification, none was provided.



The statute of limitations to file a grievance is 10 days.



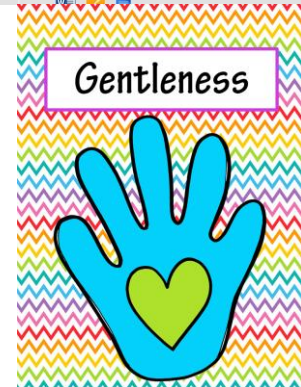
In the event that a grievance is filed; the following action will be taken by Creative Empowerment Opportunities personnel:

1. Assistance will be provided to fill out the form, if necessary.
2. The grievance form will be given to the Assistant Manager or Program Manager who will meet with the Program Supervisor.
3. A meeting will be held with the Person Served, Program Manager and Program Supervisor within three business days of the date of the grievance to develop an action plan leading to a resolution.
4. In the event that no resolution can be reached, the grievance form will be sent to the Executive Director who will consult with the Board of Directors to develop an action leading to a resolution.
5. Within 10 days of the Executive Director receiving a grievance, a written response to the grievance will be given to the Person Served and a meeting will be held.
6. In the event that a grievance is filed against Creative Empowerment Opportunities no retaliation or reduction of services will occur.



Conduct Guidelines:

1. Person Served will be encouraged to follow their plan of service.
2. Person Served should support the culture of gentleness.
3. Person Served should report to work or the Community Empowerment Center with a positive attitude.
4. Person Served should treat other co-workers, peers and DSP's with dignity and respect or as they like to be treated.
5. Person Served will have the right of reasonable access to a telephone for business communications. Similar access shall be granted for long distance, collect calls which otherwise are paid for by the Person Served.



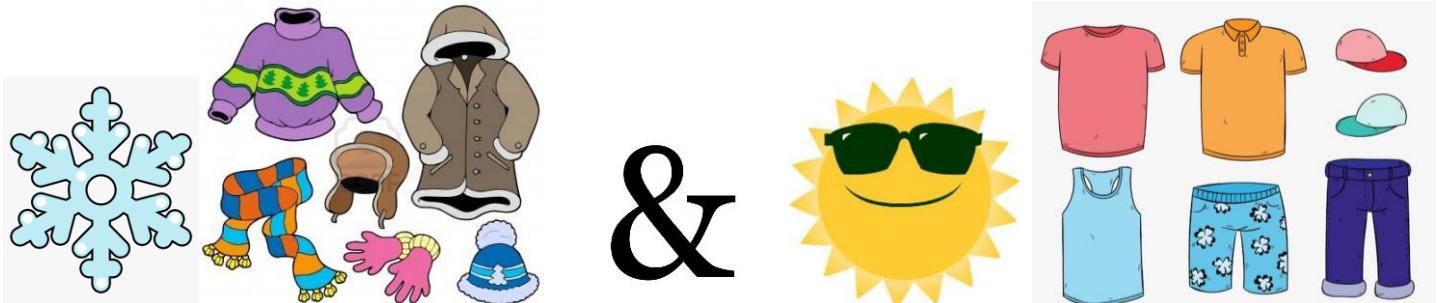
6. Person Served should maintain good hygiene, be free of contagious infection, and be free of body odor when reporting to the Community Empowerment Center or community employment site. All Person Served shall receive services suited to his/her condition in a safe, sanitary, and humane treatment environment.



7. Person Served should always practice Universal Precautions and wash hands often, especially after using the bathroom, before eating, and after smoking.



8. Person Served should be prepared for the weather conditions and/or employment by wearing appropriate clothing and shoes. The following items will not be permitted in the workplace: halter tops; bathing suit attire; open-toed shoes; tank tops (all sleeveless shirts must have 2" wide straps); low necklines; spandex; any clothing advertising sex, cigarettes, alcohol or drugs; clothing that allows bra straps, midriffs (front or back), hips, or panties to show and no writing on the bust or derriere areas. Shorts and skirts are to extend to just above the knee. People who are not properly dressed for his/her scheduled activities may have his/her schedule modified.



9. Person Served will be responsible for safety gear as necessary. This includes sunglasses, applying sunscreen, or bringing sunscreen to the center with a standing medication order.



10. Person Served should knock before entering a bathroom.



11. Person Served will respect the personal space of peers and staff. Person Served should not display affection in the form of kissing, caressing, etc. during service hours. People should wave, or say hello as the proper form of greeting.



12. Person Served should refrain from bringing personal or valuable items that are not needed during the workday. Creative Empowerment Opportunities cannot be responsible if these items are broken or misplaced. Opportunities cannot be responsible if these items are broken or misplaced (tablets, cell phone, etc).



13. Person Served should utilize proper language and voice when addressing other people, and should treat co-workers with respect or as they like to be treated.



14. Person Served should respect the property of Creative Empowerment Opportunities and of fellow employees.



15. Person Served should not smoke in any public buildings or in company vehicles at any time. Person Served should follow Creative Empowerment Opportunities' policy on appropriate smoking locations.



16. Person Served should bring nutritionally balanced, properly prepared per the Plan of Service, ready-to-eat lunches including an ice pack, beverage, silverware, napkins and adaptive equipment if needed each day.



17. Person Served should follow the procedures of all monthly safety training and drills.



18. Person Served should wear their seat belts and all PPE during transportation.



19. Person Served should avoid sleeping while at work or at the skill development center.



20. Person Served will choose their breaks and lunch times.



21. Person Served should avoid sharing personal items with fellow peers or Direct Supports Professionals due to health and safety concerns.



22. Person Served should clean up after themselves; whether from work station, lunch area, or activity area, this includes personal hygiene.



23. Person Served may not consume alcohol or illegal drugs while receiving services. In the event a Person Served arrives or becomes intoxicated while receiving services, arrangements will be made to suspend services for the day and transportation will be made to the residential site or medical facility if needed.



24. Person Served should refrain from using personal cell phones except for emergencies when receiving services. Person Served are requested not to take pictures or record others when receiving services.



25. Person Served should refrain from posting pictures or personal comments about peers on any social media network.



26. Person Served should refrain from bringing weapons onto any Creative Empowerment Opportunities premises. This includes but is not limited to guns, knives, switchblades, razors, brass knuckles, etc.



27. Person Served should adhere to guidelines set forth by governing authorities.



Violation of Conduct Guidelines:

In the event a Person Served is found to be in violation of the Conduct Rules, Creative Empowerment Opportunities will abide by the following protocol, by filling out the Violation of Conduct Rules form. **(Attachment C)** * Attachment C is found at the back of the handbook.

1. First violation: Written Verbal Counseling.					
2. Second violation: Written violation of Conduct Rules.					
3. Third violation: Request a face to face meeting to review the person's served plan of service.					

***Please note that a meeting will not be requested if the violation issues are already addressed in the person's plan of service. If the violation issue is causing safety or health concerns within the service environment it will be addressed immediately and will not follow the above steps. All violation of conduct rules will require an incident report or recipient rights violation be recorded per contract.*

Code of Ethics

Business:

1. Creative Empowerment Opportunities will conduct all business practice within the legal standards that are established by the federal, state and local governments.
2. Creative Empowerment Opportunities will implement and maintain all rules and requirements that are outlined within the contracts with funding agencies.
3. Creative Empowerment Opportunities will maintain adequate insurance as required by funding agency contracts.
4. All persons connected with Creative Empowerment Opportunities will refrain from using the organization's resources for personal gain. No person shall use staff time, mailing lists, equipment, money or any other company resource for private gain.
5. No person connected with Creative Empowerment Opportunities will disclose any real or potential conflict of interest.
6. All persons connected with Creative Empowerment Opportunities will refrain from taking any actions with the intent to bind the organization legally or ethically, with the only exceptions of the Executive Director and Chief Finance Officer.
7. All persons connected with Creative Empowerment Opportunities will make all decisions based on the best interest of the organization as a whole.



Marketing:

1. Creative Empowerment Opportunities will conduct all marketing activities in an honest and forthright manner. All marketing activities will be reviewed prior to implementation to assure compliance with local ordinances, government regulations and rules regarding non-profit 501 C (3) status.



Contractual Relationships:

1. Employees will maintain professional relations with all contracting agencies.
2. Employees will disclose if there is a conflict of interest with a contracting agency.
3. Creative Empowerment Opportunities will not engage in illegal activities to obtain contracts.



Service Delivery

a. Conflict of Interest

Employees and the Board of Directors have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which Creative Empowerment Opportunities wishes the business to operate. The purpose of these guidelines is to provide general direction so those employees and the Board of Directors may seek further clarification on issues related to the subject of acceptable standards of operation.



Actual or Potential Conflict of Interest:

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in personal gain for that employee, member of the Board of Directors, or for a relative as a result of Creative Empowerment Opportunities business dealings. Other actual or potential conflicts of interest may occur when an employee or member of the Board of Directors is in a position to influence the care provided to a Person Served receiving services from Creative Empowerment Opportunities in a positive or negative manner, such as a relative. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.



Personal Relationship with Persons Served:

Except for very limited and specifically defined situations, Creative Empowerment Opportunities will not schedule immediate family members as an employee to care for family members who are receiving services from Creative Empowerment Opportunities. This may occur in emergency situations only.

An employee or representative of Creative Empowerment Opportunities shall not act as a guardian, trustee, conservator, or power of attorney for a person currently receiving services with Creative Empowerment Opportunities, unless such person served is related to the person acting as guardian, trustee, conservator, or power of attorney within the third degree of blood relationship, or the person was guardian prior to employment at Creative Empowerment Opportunities. If an employee has an affidavit of Domestic Partnership on file in the HR office, they may serve as guardian, conservator or trustee of the children of their domestic partner. Employees who are a step parent to a person served are allowed to serve as guardian, conservator or trustee for their step child.



Outside Transactions:

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of Creative Empowerment Opportunities. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit Creative Empowerment Opportunities, the employee, the Board of Directors, or all. Promotional plans that could be interpreted to involve unusual gain require specific executive level approval.



Presumption of Guilt:

No "presumption of guilt" is created by the mere existence of a relationship with outside firms or employees/member of the Board of Directors and Person Served outside of service hours. However, if an employee or member of the Board of Directors has any influence on transactions involving purchases, contracts, or leases, etc. it is imperative that he or she disclose to an officer of Creative Empowerment Opportunities as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

If a Person Served feels that he/she has been treated differently or unjust as a result of their relationship with an employee/member of the Board of Directors after service hours, he/she should report this to management immediately, if this does not rectify the situation you should then begin the grievance procedure.



Personal Gain:

Personal gain may result not only in cases where an employee, member of the Board of Directors, or relative has a significant ownership in a firm with which Creative Empowerment Opportunities does business but also when an employee, member of the Board of Directors, or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving Creative Empowerment Opportunities. Creative Empowerment Opportunities believes that the only proven basis for the maintenance of good business relationships are mutual cooperation and respect based on quality, service and price. In line with these beliefs, it is essential that all management personnel and other employees of Creative Empowerment Opportunities conduct their business in keeping with the highest standards of business ethics at all times.

The receipt of business gifts, by any member of management or any other employee of Creative Empowerment Opportunities is inconsistent with these principles. Such action by an employee is highly improper, in that it raises questions with respect to the integrity of both the donor and the recipient of the gift, and it may represent a definite conflict of interest for persons involved. It is the policy of Creative Empowerment Opportunities that no employee is to accept personal favors, gifts, (other than normal advertising novelties of nominal cost), or unusual or elaborate entertainment from any person or firm with which Creative Empowerment Opportunities has any past, present, or possible future business relationship. Employees of Creative Empowerment Opportunities are prohibited from accepting gifts of money, goods, services or gratuities from any person who receives benefits or services from the agency, or who is otherwise in a position to benefit from such gifts to our employees.



Products/Services:

Products or services shall not be purchased by Creative Empowerment Opportunities from employees or members of employee's immediate family without approval of the Executive Director.



Volunteering:

Employees cannot volunteer to do work for Creative Empowerment Opportunities where the work is the same or similar to the work they are normally paid to perform. Furthermore, workers with disabilities may volunteer to perform certain tasks for a non-profit without creating an employment relationship if:

- The worker is legally competent to freely volunteer (or, when appropriate, his or her parent or guardian approves).
- The task performed is substantially different from work that the person performs during duty hours.
- The task is performed outside normal duty hours.
- The task is of the type that would normally be classified as “volunteer” work.
- The task is not part of the business or commercial activities of a non-profit organization.



Non-Disclosure:

The materials, products, designs, plans, ideas, and data of Creative Empowerment Opportunities are the property of Creative Empowerment Opportunities and should never be given to an outside firm or person except through normal channels and with appropriate authorization. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct. Any employee or member of the Board of Directors who participates in such a practice will be subject to disciplinary action, up to and including termination of employment and legal action.

b. Exchange of:

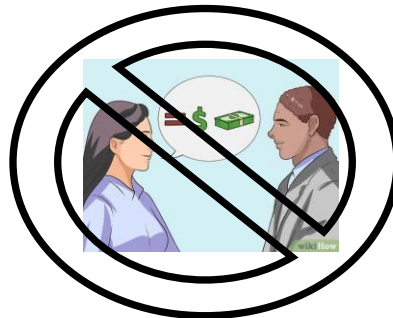
1. Gifts are permitted to be given to Person Served when given by a group of employees to recognize Birthdays or holidays. It is not acceptable for employees to give a Person Served a gift and gifts are never to be given as a bribe or for personnel gain.
2. It is acceptable for guardians to donate to Creative Empowerment Opportunities.
3. Person Served money will be maintained in separate zipper bags and in a locked area if required by the POS. All money that is held for a Person Served will be recorded when spent in the daily SOAP note and will have a monthly ledger done. Their money will only be spent on items that they select and will not be used to purchase items or activities for others or employees.



We are strongly opposed to having employees accept gifts of any kind from firms, people, family members or Person Served for whom we provide care or who have a direct business relationship with us. It must be made clear that our business decisions are made entirely on the basis of merit, as accurately as can be determined. If you receive a gift or are asked to accept a gift, promptly contact management.

Employees are not permitted to borrow money from a Person Served or family members of a Person Served under any circumstances. Employees are also strictly prohibited from borrowing money from other employees.

Employees are not to co-mingle, borrow or pledge funds of a Person Served. Michigan law makes it a misdemeanor, with the possibility of 2 years in jail, a \$25,000.00 fine or both, if convicted.



All gratuities in the community for activities will be paid for employees by Creative Empowerment Opportunities.



c. Personal Fundraising:

1. Employees are not permitted to conduct personal fundraising during the course of employment.



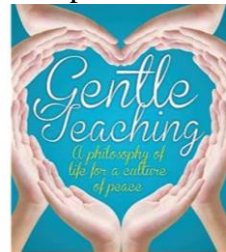
d. Personal Property:

1. Employees are not permitted to bring personal property to work that could cause harm to the Person Served or distract them from doing their job duties.
2. All personal property brought on the premise of Creative Employment Opportunities is the responsibility of the Person Served, employee, or visitor.



e. Setting Boundaries:

1. Employees will follow each Person Served Plan of Service as it relates to vocational services, psychological guidelines, physical, medical, and emotional needs.
2. Employees and Board of Directors will provide quality services to all Person Served who attend Creative Empowerment Opportunities programs.
3. Creative Empowerment Opportunities employees and Board of Directors are committed to the principles of Gentle Teaching. All employees that have contact with Person Served will be trained in Gentle Teaching and will be instructed to use these non-aggressive, reaffirming, and pro-active techniques in all dealings with Person Served.
4. Employees will be trained in non-violent crisis intervention and practices.
5. Employees will refrain from having a personal relationship with Person Served outside the course of employment unless it is written into the POS or through the course of additional employment.
6. Employees are not permitted to have sexual relationships with Person Served.



The employment of relatives of employees is permitted by Creative Empowerment Opportunities as long as qualifications for the position are met and, in the opinion of Creative Empowerment Opportunities, employing the relative will not create an actual or perceived conflict of interest. Managers who seek to hire, transfer or promote their own relatives must obtain prior approval from the Executive Director. Employees who are related are permitted to work in the same environment but are not permitted to supervise a relative. Direct supervision of an employee must be done by a non-related employee. In the event that conflict arises between relatives the employees could be transferred to another Creative Empowerment Opportunities location.

Relatives include a spouse, parent, parent-in-law, child, grandparent, grandchild, sibling, sibling-in-law, aunt, uncle, niece, nephew, step-relationships and any person with whom an employee has a personal relationship.

Personal relationships may create an actual or perceived conflict of interest, and/or create the risk of sexual harassment/hostile work environment related claims. Thus, supervisors may not hire, promote or directly supervise any person with whom they have a personal relationship, nor may they engage in any personal relationships with their subordinates. A personal relationship includes, but is not limited to the following activities: dating, sharing the same household or other activities that may give rise to an inherent subjectivity or conflict of interest.

An employee must notify management of Creative Empowerment Opportunities if his or her relationship to another employee changes to fit the definition of “relative” above. The employee must notify management within 2 weeks of the change in the relationship status. This is considered adequate notice in order for Creative Empowerment Opportunities to make the appropriate changes. If a personal relationship develops between management and a subordinate, both employees are required to inform the appropriate manager.

Creative Empowerment Opportunities reserves the right to use its sole discretion in hiring, assigning and transferring relatives in a manner calculated to eliminate potential conflicts of

interests or other employment complaints. To do this, Creative Empowerment Opportunities will take action that is fair and equitable and that will remove any direct reporting or management relationship between employees who are defined as “relatives”.

Similarly, Creative Empowerment Opportunities reserves the right to use its sole discretion in hiring, assigning or transferring employees who have personal relationships with co-workers. Creative Empowerment Opportunities will take action that is fair and equitable to eliminate any direct reporting or management relationship between employees who are involved in a personal relationship. Finally, Creative Empowerment Opportunities may change the placement of relatives and people involved in a personal relationship regardless of whether there is a direct reporting or management relationship if Creative Empowerment Opportunities determines that the personal relationship actually or potentially interferes with the employee’s job performance.

f. Witnessing of Documents:

3. Employees are permitted to witness the signatures of guardians on the authorizations for services.
4. Employees are not permitted to witness powers of attorney, guardianship, or advance directives.



Professionalism:

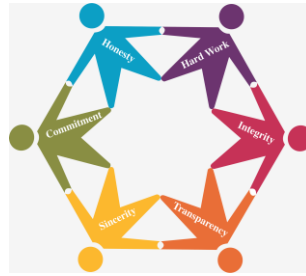
1. Creative Empowerment Opportunities employees and Board of Directors will treat people with dignity and respect regardless of their limitations, gender, culture, religion, age, socioeconomic status, language or sexual orientation.



2. All employees and Board of Directors will follow the written policies and procedures of Creative Empowerment Opportunities in the course of delivering service to the Person Served.



3. All employees and Board of Directors of Creative Empowerment Opportunities will maintain good moral character.



4. All persons connected with Creative Empowerment Opportunities will refrain from using the organization's resources for personal gain. No person shall use staff time, mailing lists, equipment, money or any other company resource for private gain.



5. No person connected with Creative Empowerment Opportunities will disclose any real or potential conflict of interest.



6. All persons connected with Creative Empowerment Opportunities will refrain from taking any actions with the intent to bind the organization legally or ethically, with the sole exception of the Executive Director.



Human Resources:

1. Creative Empowerment Opportunities will adhere to all established hiring practices within our personnel policies.
2. Creative Empowerment Opportunities will seek to hire employees with good moral character and the ability to be gentle teachers.
3. Creative Empowerment Opportunities will conduct all hiring and human resource practices within the legal standards that are established by the federal, state and local governments.
4. Creative Empowerment Opportunities will implement and update all trainings/hiring as outlined within the contracts of our funding agencies.
5. Creative Empowerment Opportunities will ensure that all employees are treated fairly and equally without discrimination against anyone based on their race, sex, sexual orientation, marital status, religion, disabilities, weight, etc.



Technology:

1. Creative Empowerment Opportunities will utilize technology to promote integration and the wellbeing of all Person Served and stakeholders.
2. The technology policy of Creative Empowerment Opportunities will be followed.
3. Employees are not permitted to post personal information or images of Person Served on social media.



Social Media

As an employee of Creative Empowerment Opportunities, it is your responsibility to know and adhere to the Code of Conduct set forth in the Employee Handbook. Social media is monitored and discussing Creative Empowerment Opportunities on social media is discouraged.

Creative Empowerment Opportunities respects the legal rights of our employees, and this policy is not intended to nor will it be applied to limit those rights. Activities inside or outside of work that affect the employer's interests in confidential or proprietary information, our partners and competitors, or the privacy, comfort and safety of our people and employees is the proper focus for this policy. What an employee writes online can be read by anyone, and to the extent that an employee's personal behavior negatively impacts the employer's interests, the employer has the right to take disciplinary action against the employee up to and including termination.

- 1) Posting anything on any form of social media is permanent. Be responsible, respectful and use your best judgment when referring to any aspect of your employment or past employment with Creative Empowerment Opportunities. You are responsible for all of the content you publish on social media forums.
- 2) If you choose to post information regarding your employment or past employment, you must disclose that the information and/or views you are expressing is solely yours and not those of Creative Empowerment Opportunities.
- 3) Employees must comply with all securities regulations and other laws. Employees must comply with HIPAA regulations and employer confidentiality procedures.
- 4) It is never acceptable to post information regarding a Person Served, including pictures of a Person Served receiving services from Creative Empowerment Opportunities. If you violate this policy, you may be subject to disciplinary action up to and including termination of employment and Recipient Rights will be contacted and will be forwarded all information regarding the violation of a Person Served rights.
- 5) Any social media use that violates the employer's discrimination or harassment policies is strictly prohibited. This includes comments and images that are vulgar, obscene, defaming, threatening, intimidating, or harassing, or comments or images that in any way target someone on the basis of age, race, religion, sex, ethnicity, nationality, disability, pregnancy or other protected classes, status, or characteristic. Show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory such as politics and religion.
- 6) It is never acceptable to post any proprietary information of Creative Empowerment Opportunities. The commercial use of any of Creative Empowerment Opportunities protected intellectual property, including trademarks, logos, and photographs on social media forums without permission are strictly prohibited. If you violate this policy, you may be subject to disciplinary action up to and including termination of employment.
- 7) Harassing or unreasonably pressuring other employees to connect with you via social media is strictly prohibited.
- 8) Creative Empowerment Opportunities may observe content and information made available by employees through social media.
- 9) Accessing Social Media during working hours is strictly prohibited and may result in disciplinary action up to and including termination of employment. The Office of Recipient Rights will also be contacted with your information and the People' in your care that you have neglectfully disengaged.
- 10) Subject to applicable law, after-hours online activity that violates Creative Empowerment Opportunities Code of Conduct and policies may be subject to disciplinary action up to and including termination of employment.
- 11) As an employee of Creative Empowerment Opportunities, you have acknowledged that you will adhere to all company policies and procedures. Remember, it is your responsibility to disclose any information

regarding a Person Served that has been posted on social media to management immediately. Failure to do so may result in a Recipient Rights violation against you as well as disciplinary action up to and including termination of employment.

- 12) Duty to Report. All employees have a responsibility to immediately report to their supervisors any violation of this social media policy.
- 13) No Retaliation. The employer prohibits taking negative action against any employee for reporting a possible violation of the social media policy or for cooperating in an investigation. Any employee who retaliates against another for reporting a violation or for cooperating in an investigation will be subject to disciplinary action.



Advocacy:

1. Creative Empowerment Opportunities will advocate on the behalf of the Person Served to ensure that standards of care and freedoms are maintained.
2. Creative Empowerment Opportunities will be in regular attendance at Easter Seals MORC Vocational Provider, Easter Seals MORC General Providers, Macomb County Provider, Macomb County Provider Alliance, Provider Alliance of Wayne County, Community Living Services, Detroit Wayne Community Mental Health Authority, and any additional groups to advocate.



Corporate Citizenship:

1. Creative Empowerment Opportunities will function as a positive member of the community by providing supports for citizens with Intellectual Disabilities and in recovery from mental illness.
2. Creative Empowerment Opportunities will ensure that employees are compensated at the industry rate for providing supports.
3. Creative Empowerment Opportunities will follow all state and federal guidelines for employment, business operations, transportation, financial, tax liabilities, etc.

Education of the Code of Ethics:

1. The Code of Ethics is available in the Employee Handbook and taught to all new hires upon initial hire and subsequent training as revisions to the code of ethics when they occur.
2. The Code of Ethics will be provided to all new Board of Directors in the Employee Handbook upon accepting a position with retraining in the event that it is updated.
3. The Code of Ethics will be provided to the Person Served in the Person Served Handbook and additionally available on DVD format for training purposes as needed.
4. The Code of Ethics will be posted for stakeholders to review at each location.

Prohibition of:

a.) Waste:

1. Creative Empowerment Opportunities employees and Board of Directors will completely document all expenditures, will open financial records for audits by state or federal authorities when required, and will budget responsibly for present and future expenditures in order to continue Creative Empowerment Opportunities as a solvent entity.
2. All Person Served funds will only be used for the Person Served needs and will follow the guidelines established in the Plan of Service in addition to Creative Empowerment Opportunities policies on personnel property.

b.) Fraud:

1. Creative Empowerment Opportunities will monitor documentation to reduce the potential of fraud.
2. All documentation errors that have caused improper billing of Medicaid funds will be reported to the funding agency and if needed retribution will be made.

c.) Abuse:

1. Abuse of the Person Served will not be tolerated and will be immediately reported to the Office of Recipient Rights in addition to all other stakeholders (Police, Adult Protective Services, Funding Agencies, and Guardians) as required.

d.) Other Wrongdoing:

1. All other wrongdoing that is addressed in the Employee Handbook and the Personnel Policies will be addressed by following the written protocol.

Grievances:

1. A Person Served or employee can file a grievance form if she/he has a concern or problem that needs resolution.
2. Creative Empowerment Opportunities will follow the policies established for addressing a grievance.
3. Person Served will be provided assistance in filling out a grievance if needed.
4. There will be no retaliation or reduction of services for filing a grievance against Creative Empowerment Opportunities.
5. The statute of limitations to file a grievance is 10 calendar days.

Violations:

1. A violation of the Code of Ethics that is made by personnel will be recorded on a Disciplinary Action form and will be maintained in the personnel file.
2. A violation of the Code of Ethics that is a recipient rights violation will be reported to the Office of Recipient Rights.
3. A violation of Creative Empowerment Opportunities Code of Ethics shall be submitted in writing to the Executive Director.

4. A minor violation of the Code of Ethics (one which does not cause substantial harm to Creative Empowerment Opportunities, its employees, Person Served or stakeholders) shall result in written-verbal counseling by the Executive Director or designee. The written-verbal counseling will be given within 24 hours of acknowledgment of the incident or when the employee reports back to work.
5. A substantial violation of the Code of Ethics (one which does cause substantial harm to Creative Empowerment Opportunities employees, Person Served, or stakeholders) shall result in disciplinary action up to and including termination of employment by the Executive Director. The written disciplinary action will be given with 24 hours of acknowledgment of the incident or when the employee reports back to work. Reports of substantial violation of the Code will be made to the Board of Directors at the next regular meeting.
6. Person Served will be provided assistance in filling out a violation of the Code of Ethics if required.
7. There will be no retaliation against anyone who reports a violation of the Code of Ethics.

Staffing

1. The Person Served Advisory Council President will have the option of interviewing or designating another Person Served to interview perspective new employees. Persons Served will be encouraged to participate in the hiring process of Direct Support Professionals by using a designated set of standards that were developed by the Person Served Advisory Council.
2. Person Served are encouraged daily to select a Direct Supports Professional of their choice. All Person Served requests for personalized staffing will be considered and modified if possible to ensure health and safety of the Person Served.
3. In the event that a person's selection of staffing will not meet their personalized need for health and safety it will be explained to the person served. Examples of when a personalized selection of staff will not be honored is when the person has not completed funding agency training, employee accommodations will not meet the care needs of the Person Served, personality conflict between the Person Served and staff.
4. Creative Empowerment Opportunities is committed to meeting the person needs of Person Served and will maintain the staffing ratios designated within the Plan of Service and Funding Agency Contract.



Building Accommodations

Creative Empowerment Opportunities Community Empowerment Center Locations:

C.E.O. Clinton Twp.- Harper
 C.E.O. Anchorville- Dixie Hwy
 C.E.O. Mt. Clemens (Empowerment Academy)-N. Gratiot
 C.E.O. Pontiac- Edison St.
 C.E.O. Washington- Van Dyke Rd.
 C.E.O. Westland- Venoy Rd.

ACCOMMODATION:	C.E.O. Clinton Twp.	C.E.O. Mt. Clemens	C.E.O. Anchorville	C.E.O. Pontiac	C.E.O. Washington	C.E.O. Westland
Community Empowerment Center	X	X	X	X	X	X
Greater Community Skill Building	X		X	X	X	X
Supported Employment Services	X		X	X	X	X
Micro Business Opportunities	X	X	X	X	X	X
Classroom Education Opportunities	X	X	X	X	X	X
Transportation from Home to Service Site	X		X	X	X	X
Transportation to Employment	X		X	X	X	X
Transportation to Community Empowerment Center Locations (s)	X	X	X	X	X	X
Monthly Hot Lunch	X		X	X	X	
Activity Choice Options	X	X	X	X	X	X
Building Floor Plan Wheelchair Accessibility	X	X	X	X	X	X
Fire Extinguishers	X	X	X	X	X	X
Hydraulic Lift		X		X		
Accessible Sink	X	X	X	X	X	X
Accessible Drinking Fountain	X	X		X	X	X
Paper Towel & Liquid Soap Available	X	X	X	X	X	X
Entrance Ramps	X	X	X	X	X	X
Phones Equipped with Speakers	X	X	X	X	X	X
Vehicle Accessibility	X	X	X	X	X	X
Trained Direct Supports Professionals	X	X	X	X	X	X
Safety Training	X	X	X	X	X	X
Vehicle Lifts		X	X			X
Door Chimes/ Safety Alarm	X	X	X		X	
Computer Availability	X	X	X	X	X	X
Classroom Space	X	X	X	X	X	X
Refrigerator	X	X	X	X	X	X
Microwave	X	X	X	X	X	X
Stove	X		X		X	X
Workplace Accommodation (provides people with required i.e. pictures, words, etc.)	X	X	X	X	X	X
Extra Clothing	X	X	X	X	X	X
First Aid Kits	X	X	X	X	X	X
Severe Weather Kits	X	X	X	X	X	X
Emergency Disaster Kits	X	X	X	X	X	X
Elevator	X					