



CIS PARTICIPANT Guidebook



Community Integration Services

WELCOME

Thank you for choosing PARC's *Community Integrated Services Program*. We would like to welcome you to the program. Our Support Team is excited for the opportunity to get to know you and assist you in reaching the goals you set for yourself.

PARC has supported people with disabilities since 1972 and offers several programs that foster independence for people with disabilities. *Community Integrated Services (CIS)* is one of these programs which provides a variety of opportunities based around a person's individual needs and choices.



At PARC our focus is the development of your interests, talents and abilities. We offer a friendly, safe environment in which you can succeed. Your program plan is developed by you and your team to support the outcomes that you want. As part of helping you succeed, we provide this handbook to lead you through the program.

If you have a difficult time reading or understanding this handbook, please request assistance from the *Community Integrated Services* Support Team. We would be happy to review it with you to ensure you understand the information.

Let's get started!

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ABOUT US

1.1 CONTACT INFORMATION:

Address:

485 PARC Circle

Clearfield, Utah 84015



Office Phone:

(385) 423-3900

TTY (Hearing Impaired):

(801) 402-0970

Fax Number:

(801) 402-0951

Office hours:

8 a.m. to 4:30 p.m.

Website: www.parc-ut.org

Email: info@parc-ut.org

1.2 SUPPORT TEAM MEMBERS:



My Program Manager's Name is: _____

My Program Manager's Contact Information: _____

Phone: (_____) _____ - _____

Email: _____@_____

My Team Leader's Name is: _____

My Team Leader's Contact Information: _____

Phone: (_____) _____ - _____

Email: _____@_____

MISSION

1.3 PARC'S VISION, MISSION, & CORE VALUES:

MISSION

To empower people with disabilities through employment and training.

VISION

Communities that are inclusive and welcoming of the full diversity of their members of all abilities.

VALUES



IMPACT

to support and engage people of all abilities



BUILDING

relationships and partnerships



RESPECT

for individual needs and choices



INTEGRITY

through stewardship and selfless service.



DIVERSITY

of thought and participation



GROWTH

through innovation and learning

EXCELLENCE

of purpose and performance

GOALS

1.4 GOALS OF THE PROGRAM:



The number one goal of the *Employment of Choice* program is to help you meet the goals you choose for yourself.

The Support Team is committed to helping you:

- Take part in your community
- Learn things that are important to you
- Make friends
- Learn and become more independent
- Develop your interests, abilities and talents
- Stay healthy and safe

1.5 PROGRAMS AND SERVICES:

PARC has several programs to choose from. You can choose to move from one program to another at any time. You can participate in more than one program at the same time.

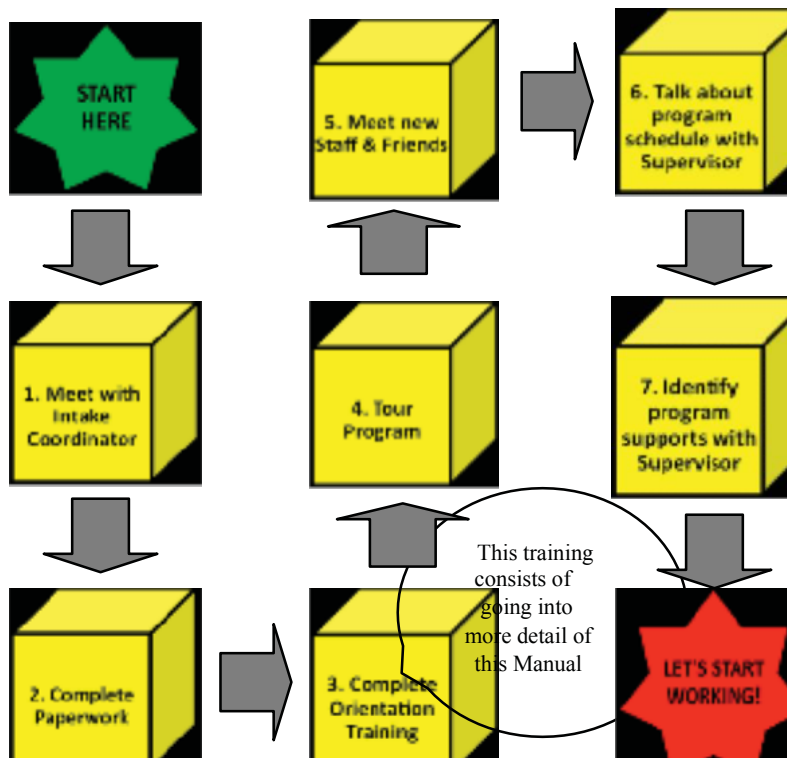


Support programs are:

1. *Community Integrated Services*
2. *Competitive Integrated Employment Services*
3. *Customized Employment Services*
4. *Bloom Utah*

2 GETTING STARTED

2.1 YOUR INTAKE:



2.2 YOUR FIRST DAY IN CIS:

Your Program Manager will meet you in the lobby on the morning of your first day. They will introduce you to your Team Leader and show you to your assigned work area. Your team Leader will help you meet other participants and go over PARC's Activity Calendars.



SCHEDULE

2.3 YOUR PROGRAM SCHEDULE:



PARC *Community Integrated Services Program* is open Monday – Friday, 9:00 a.m. – 3:00 p.m.

The *Community Integrated Services Program* operates on a 12-month schedule. The program is usually closed on holidays. PARC will give you an annual calendar each Spring and will send out reminders of holiday closures and other special events.

Before your first day, you and your Support Team will choose a program schedule that works best for you. You can change your program schedule at any time. Each month, you will receive an activity calendar by email, text, and/or by paper. You and your Support Team can choose the activities that you want to participate in for the month.

LUNCH—

You will need to bring a lunch of from home as PARC does not provide lunch. We have microwaves you may use to warm up your food. Some activities require you to bring a sack lunch. PARC staff will remind you the day before the activity if a sack lunch is required.

Lunch is scheduled from: 11:30 a.m. – 12:15 a.m.



BREAKS

BREAKS—

In addition to your lunch, you will have one scheduled break during the day.

Break time is: 1:30 pm. – 1:45 p.m.

If you need additional breaks, please inform your Program Manager.



ABSENCES —

Your attendance can be a major indicator of how successful you will be as an employee, can set a good example for your friends and helps us support you better.



If you can't attend because you are sick, call or text your Team Leader as soon as possible. When you are sick, it is better to stay home. If you have a vacation planned, be sure to tell your Team Leader as soon as you can.

2.4 YOUR LOCKER:

You will have a locker at PARC where you can keep a jacket or coat, lunch and other personal belongings. You are encouraged to bring your own lock to secure your belongings. If you bring an extra key, we will keep it safe in case you need it.

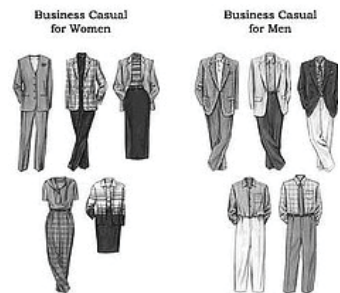


DRESS CODE

2.5 DRESS CODE:

The dress code in *Community Integration Services* is casual. Dress for your scheduled activity. PARC staff will remind you the day before if you need to wear special clothing for your scheduled activity.

Practicing good hygiene habits such as showering daily, brushing your teeth and dressing in clean clothes is an important way to set a good example for your peers and helps you look and feel good.



Examples of good hygiene and grooming are:

- Wearing clean shirt and pants **without** rips or tears, offensive words or pictures.
- Shirts should cover your shoulders, chest and stomach. Tank tops and halter tops are not allowed.
- Pants need to fit well. Pants should fit at the waist; not too tight or too large.
- Wearing shoes that cover the entire foot for protection and provide support and comfort for walking and standing.
- Keeping hair clean, combed or brushed, trimmed or cut and giving an appearance that it's been cared for.
- Taking a daily bath or shower.
- Brushing your teeth at least twice a day.
- Changing clothes daily.

PUBLIC TRANSPORTATION

2.6 TRANSPORTATION:

Public Transportation

Your Support Team will support you in selecting the best transportation options for you. The team will teach you how to use and access the transportation of your choice. A few transportation options are listed below:

- Walking
- Riding a bicycle
- Motorized scooter
- Personal vehicle
- Carpool or ride shares
- Public transportation (bus, Paratransit, TRAX, Front Runner)
- Shuttles



For more information about Public Transportation services, visit these websites or call these numbers:

Utah Transit Authority (UTA)

1-888-743-3882

Paratransit

1-877-882-7272

UTA

www.rideuta.com

Paratransit

www.publictransportation.org

Work Ability Utah

www.workabilityutah.org

Utah TravelWise

www.travelwise.utah.gov

U Car Share

www.ucarshare.com

PARC TRANSPORTATION

PARC Transportation

PARC's *Community Integration Services* provides limited transportation to and from the program site each day. To qualify for PARC transportation, you must live within 15 miles of the program site. Talk to your Team Leader if you would like us to drive you to and from PARC each day.

PARC provides all the transportation to and from the community activities you choose in PARC vehicles.



2.7 COMMUNITY ACTIVITIES:

PARC's *Community Integration Services* activity calendars are developed with your participation. We want you to request opportunities that reflect your choices and desired outcomes. You will meet weekly with your Team Leaders to explore available opportunities that represent your interests and develop the skills necessary to identify and locate opportunities for yourself.

Community activities may be scheduled or spontaneous. Activity calendars are posted at the program site and are mailed and emailed to you, your parents and guardians, your residential providers, and your Support Coordinator prior to the beginning of each month. You may sign up to participate in the activities of your choice.

Some activities have a limited number of spots available. If an activity you choose is full, PARC staff will schedule you for the activity the next time it is available.

ACTIVITY FEES

2.8 ACTIVITY FEES:

There are no monthly fees associated with PARC CIS program. PARC's *Community Integration Services* works hard to schedule a variety of activities that are free of charge, but you will need to pay for some activities, like eating out or going to a movie. Activities that cost money are highlighted in green on the monthly activity calendar.



PARC will not hold your money or pay for your activities in the community. PARC will not loan you money to pay for the community activities you choose. PARC staff will send reminder texts, emails and phone calls the day prior to an activity that requires money. PARC staff provide support and training for individuals in managing money and paying for community entrance fees and services.

ELECTRONICS

2.9 CELL PHONES & ELECTRONICS:

If you choose to bring a cell phone, I-pod, or other personal items to PARC, you are responsible to keep them safe.

I-pods and portable music players are allowed in with headphones. You can use cell phones and other devices during your lunch or your afternoon break.



3.1 STEPS TO STAYING SAFE: ■ ■ ■ ■ ■

Your safety is very important to us. Please follow these steps to keep safe.



STEP 1 Follow All Policies:

You will be given rules of safety from the company you work for. Your supervisor will help you understand these rules. Part of safety is listening carefully to your supervisor and attending staff meetings.

STEP 2 Be Careful:

Take your time completing job tasks. Accidents happen most often when a person is in a hurry.

STEP 3 Use tools and machines in the appropriate way:

Only use tools and machinery after you have been shown how to use them correctly. Never use a tool or machinery without proper training and permission.

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SAFETY

STEP 4 Report Unsafe Conditions:

If you see something that doesn't look safe, tell your Team Leader right away. A safety hazard could be someone using tools improperly, water spilled on the floor or not wearing the right safety gear (such as safety glasses).

STEP 5 Use Safety Equipment:

Always use the safety gear given to you such as gloves, goggles, aprons or a face mask.

STEP 6 Know Where Your Emergency Exits Are:

Pay attention to where the emergency exits are in your work area in case you need to leave for a fire or emergency. An emergency exit plan is posted in your area. Be sure to look at the exit plan.



STEP 7 Report All Injuries:

Tell your Team Leader right away if you get hurt.

STEP 8 Know Where First Aid Kits Are:

First aid kits can be used to help an injured person, stop injuries from getting worse and help save a life. Ask your Team Leader where the first aid kits are kept.

If you are not feeling well, please tell your Team Leader right away. We don't want you to attend if you are sick. This can spread illness and can lead to an injury.

ACCIDENTS

3.2 STEPS TO TAKE IF AN ACCIDENT OCCURS:

STEP 1

ALL accidents should be reported no matter how small.

STEP 2

Do not wait to report an injury. Tell your Team Leader right away.

STEP 3

Tell your Team Leader exactly what happened so they can write a report.



STEP 4

You will receive medical care, if needed. You will be told where to go to seek medical attention.

3.3 DRUG-FREE WORKPLACE:



All areas should be free from drugs, alcohol and smoke. The use of drugs, alcohol or tobacco is not allowed on any company property. If you choose to smoke, you must do so in the assigned area outside of the building. Please ask your Team Leader if you need directions to an area where smoking is allowed.

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YOUR RESPONSIBILITY

3.4 YOUR HEALTH & MEDICATION:

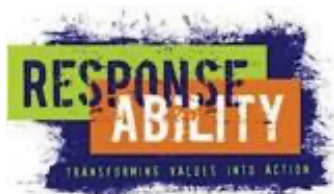
We know there may be times when you will need to take medication. Your Program Manager will speak to you about the medicine you take



and the times you take it. We will do our best to make sure your schedule does not interfere with the times you take your medication. If this cannot be avoided, we will come up with a plan to make sure you receive the medication you need at the right time.

.....

Your Support Team expects your best every day you are in the program. Offering your best means that you're responsible to:



- Be on time.
- Take good care of company property.
- Keep all personal computer games and other items in your locker.
- Respect other participant's personal property.
- Follow all the safety steps.
- Let your Team Leader know when you have completed a task.
- Speak with a calm voice. If you become frustrated, ask your Team Leader for help.
- Take breaks at their scheduled times. If you need a break at a time it is not scheduled, ask your Team Leader.
- Tell your Team Leader if you need to leave your area.

PRIVACY

5.1 HUMAN RIGHTS POLICY:

You deserve all of the rights that are given to all citizens of the United States as well as those stated in the Americans with Disabilities Act (ADA). A list of your individual rights include the following:



You have the right to.....

- Be treated at all times with courtesy, dignity and respect.
- Be treated equally as a citizen under the law.
- Practice the religion of your choice or choose not to.
- Be free from neglect, misuse and physical, emotional or mental abuse.
- Be free from financial exploitation. This means nobody can take your money and use it without asking. This also means you don't have to give your money to anyone else, unless it's to pay a bill.
- Personal privacy.
- Communicate freely.
- Be in a safe, clean and smoke-free work environment.
- Work, earn a wage and access your money.
- Disagree with people in a respectful manner.
- Share concerns or problems and not be punished.

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YOU HAVE RIGHTS

Your Support Team will help make sure your rights are protected. If you ever feel that your rights are not protected, tell one of your Support Team staff right away. If you believe you are being abused or neglected, tell someone right away. Adult Protective Services (APS) will be contacted immediately. APS is an agency that helps make sure adults are safe and free from abuse. They will investigate your report. You can also contact **APS** at **1-800-371-7897**.

5.2 KEEPING YOUR PRIVATE INFORMATION SAFE

The *Community Integration Services* program will be collecting a lot of information about you. We know this information is important and private. Therefore, we will keep your records safe by keeping your information locked and secured so others cannot see it.

ALL information we collect about you will be kept confidential. This means we will not share your information with anyone without your permission, or unless the law requires us to do so.

You may ask to see your records at any time. If you wish to see your information, ask someone on your Support Team. If you feel any of the information gathered is wrong, please let us know.



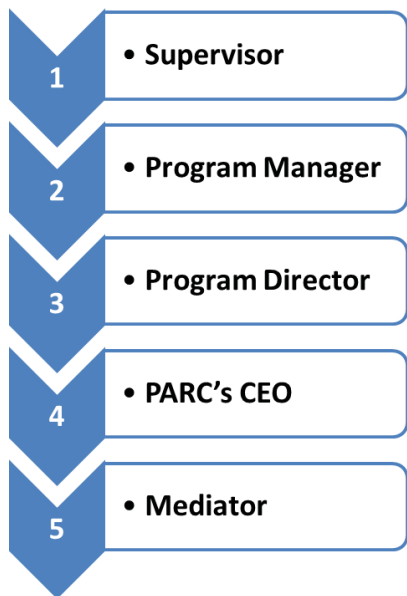
PROBLEM SOLVING

5.3 HOW TO SOLVE A PROBLEM

Your Support Team is committed to helping you work out any problem you may have throughout the program. We feel it's best to discuss your problems with your Team Leader or Program Manager first. However, we also want you to speak to whomever you feel most comfortable with. Please follow the steps listed below when you have a problem.



We hope you feel comfortable enough to tell us any problem you may be having. We are here to help you find the best solution to any issues that cause you to be unhappy or unsatisfied with your program experience. We will look into your complaint. You may also tell a family member, guardian or friend. We want to make sure the problem gets resolved. We may ask you to write down your complaint. This helps us understand your problem clearly.



If you file a “Formal Complaint” with PARC’s Program Director, or PARC’s Human Resource Department or Chief Executive Officer (CEO), you will receive an answer within ten (10) days following the date we receive your written complaint letter. If you are

not happy with PARC’s answer, we will schedule a Mediator to help solve the issue.

FAIRNESS

5.4 KEEPING IT FAIR (NON-DISCRIMINATION PRACTICES)

PARC programs value and serve ALL people equally without regard to their:

- Race
- Religion
- Color
- National Origin
- Age
- Sex
- Family Status
- Sexual Orientation
- Gender Identity
- Disability
- Veteran Status
- Genetic Information



If at any time you feel you have been treated unfairly due to any of the categories listed above, please tell your Program Manager or someone on your Support Team.

5.5 WHAT IF I DON'T LIKE AN ACTIVITY?

We want you to have the best experience possible. If you are unhappy with an activity, please speak to your Team Leader. You never have to participate in any activity if you do not want to. You can always ask for a break or to participate in another activity.

PROGRAMS

5.6 WHAT IF I WANT TO SWITCH PROGRAMS?

You are in charge of the supports you receive at PARC. If you want to transfer to another PARC program, please speak with your Program Manager. Sometimes we can “customize” your supports. Customizing your employment means we will develop a unique program based on your individual interests and abilities.

5.7 CAN I QUIT WHEN I WANT?

Yes, you can quit or opt out of the program at any time. It is your choice. The *Community Integration Services* and PARC are committed to providing you with choices that matter to you. Other opportunities with PARC might be an option for you.

If you would like to transfer to another program within PARC, ask to speak with your Program Manager.

You also have the right to transfer to another service provider. If PARC is not able to help you, we would like to help you find a service provider that is right for you.

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6.1 SOCIAL ACTIVITIES:

PARC believe social activities help you build better skills and improve your friendships, teamwork and self-confidence. PARC holds several social events every year that you are welcome to attend.

6 EVENTS



These include:

- Support Group Meetings
- Dances
- Holiday Lunches
- Open House events
- Summer Picnics

We will send out invitations with more specific information about the time and location of social events.

6.2 MEETINGS:

Participating in staff meetings and special teams are a valuable part of our program. They are designed to:

- Congratulate you and your teammates on your growth
- Contribute to your community
- Give you the opportunity to ask questions and share ideas
- Help you plan ahead
- Improve your work skills
- Talk about your safety



GROWTH

6.3 PERSONAL GROWTH:

Your *Community Integration Services* Support Team will be implementing the support strategies you choose to help you reach the goals you set for yourself. There are other trainings offered through PARC and the *Community Integration Services* program that may help you learn new skills and improve your abilities. Attending these activities can help increase your skills if you want. The trainings are designed to increase the following skills:

- Hygiene & Grooming
- Independent Living
- Recreation & Leisure
- Community Integration
- Public Safety
- Self-Expression
- Social
- Self-Advocacy



Again, we would like to welcome you! We hope this guide helps to answer your questions. Please feel free to ask us any other questions you might have. We look forward to working with you throughout this journey and are excited to see where your path will lead.

NOTES

NOTES

NOTES



**TOGETHER
WE CAN
MAKE A
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