
Consumer Handbook

Commercial
Support
Services

Work Services Program

Commercial Support Services (CSS)

an operation of



Commercial Support Services (CSS)
offers the following services:

- Paid work
- Paid work training
- Work skills training
- Individualized programs
- Community service referrals
- Mobility training
- Situational assessments
- Supported Employment
- Job Club
- Self Advocacy Training

Contra Costa ARC

1340 Arnold Drive, Suite 127
Martinez, CA 94553
Telephone (925) 370-1818

Commercial Support Services

CONSUMER HANDBOOK

Work Services

TABLE OF CONTENTS

Page 2	<i>Admission Criteria, Non-discrimination statement</i>
Page 3, 4	<i>Welcome to Commercial Support Services</i>
Page 5	<i>These Are The Staff Members Who Will Work With You</i>
	1. Program Director
	2. Production Manager
	3. Program Coordinator
	4. Consumer Plan Coordinator
	5. Support Services Coordinator
	6. Supported Employment Coordinator
	7. Program Manager
	8. Service Unit Supervisor
	9. Administrative Assistant
Page 6, 7	<i>These Are The Regulations You Need to Know</i>
	1. Hours of Work
	2. Sick Days
	3. Lateness
	4. Attendance
	5. Pay
	6. Holidays
	7. Vacation
	8. Medical and Dental Appointments
	9. Breaks
	10. Lunch
	11. Snacks
	12. Clothing
	13. Smoking
Page 7, 8	<i>Safety and Behavioral Rules You Should Follow</i>
Page 9, 10	<i>More Information You Should Know</i>
	1. Phone Calls
	2. Lockers
	3. Clean-up
	4. Fire, Earthquake and Bomb Threat Drills
	5. Injury
	6. Personal Belongings
	7. Transportation
	8. Office Areas
	9. Lost Checks
	10. Medication
	11. Confidentiality
	12. Access to Case Records
Page 10, 11	<i>Consumer Rights Grievance Procedure, or How to Make a Complaint Grievance Procedure Chart</i>
Page 12	<i>Discharge and Re-entry Criteria, or Leaving / Returning to Program</i>
Page 13	<i>Resource Information Listings</i>

First Edition 4-77
Revised 11-78
Revised 1-81
Revised 7-82
Revised 4-88

Revised 1-89
Revised 7-92
Revised 11-93
Revised 3-94
Revised 10-95

Revised 11-97
Revised 10-00
Revised 02-05
Revised 6-07

Commercial Support Services
Work Services

Admission Criteria

The Base Programs of Commercial Support Services (CSS) serve people with developmental disabilities or handicapping conditions for which our services are appropriate.

Preference is given to residents of Contra Costa County; however, residents of bordering counties (Alameda, Marin, Solano and San Joaquin) are also eligible.

Applicants must:

1. be 18 years of age or older,
2. choose to attend the program,
3. need the specific services offered,
4. be able to benefit from such services,
5. be motivated to work and participate in training activities,
6. be able to function within the staff to consumer ratio of the program:
 - a. be able to care for his/her own needs
 - b. be able to communicate effectively in some way, not necessarily verbally
 - c. be independently mobile
 - d. not exhibit behavior which is dangerous to him/herself or others,
7. be willing to follow the rules of the program,
8. complete the intake process,
9. have arrangements for transportation to and from CSS,
10. have a source of funding,
11. be eligible to work in the United States,
12. not be under the influence of any controlled substance including drugs or alcohol.

All admission decisions are subject to Contra Costa ARC's policy on non-discrimination. Admission shall not be denied based upon race, color, creed, sex, marital status, sexual orientation, national origin, ancestry, or any other consideration protected by federal, state, or local laws.

The CSS Program is designed to provide services to individuals of a specific age range with specific habilitative needs. Admission decisions will take these factors into consideration and are not discriminatory under federal, state, or local laws.

Welcome to Commercial Support Services

Commercial Support Services (CSS) is an operation of Contra Costa ARC, a private, nonprofit, membership-based organization dedicated to enhancing the quality of life of people with developmental disabilities. We do this in two ways: by advocating for people with developmental disabilities at personal, local, state, and national levels; and by providing direct services to people with developmental disabilities in Contra Costa County.

The purpose of Commercial Support Services (CSS) is to help you live and work as independently as you can. This means that while you are at CSS, you will have training and work experience so that you can earn money and help support yourself. You may also learn appropriate work and social behaviors and you could receive individual training for work-related needs you may have.

Each person at CSS is different, so for some of you, this will mean being at CSS for a longer time, and for others this will mean being at CSS for a shorter time. Some of you will want to get a job in the community, and when you are ready we will help you find a job that you like and can learn how to do.

This is What Will Happen at Commercial Support Services:

From the beginning, we will be paying close attention to what you feel are your needs and preferences as we work together to develop your own individualized program.

As soon as you start at CSS, you will be assigned a *Program Manager*. Your Program Manager will answer any questions you may have and will be available for support as you need it.

Within a few days of starting, you will receive an *Orientation*, which is provided to encourage good work habits, including proper care of equipment and materials, correct handling of tools, good attendance, being on time to work, and good work safety. Your orientation will also promote good work relations with your supervisors and co-workers, and encourage you to do the most work you can do within your own limits.

Your first few weeks in program are called your *Evaluation*, the time when we learn about your *strengths* and *needs*. During this time, we will be finding out how many work skills and appropriate work behaviors you have already learned. We will also be finding out which work skills and behaviors you will need to learn or improve. The time during your Evaluation gives you a chance to decide whether CSS is the right kind of program for you, and it gives CSS staff the opportunity to determine whether CSS services are the best match for your strengths and needs. (If it is determined that CSS services do not meet your needs, we will help you by referring you to other local programs which could better serve you.)

After your Evaluation period, we will schedule an *Individual Program Planning (IPP)* meeting and ask that you (also your family or representative, if appropriate) and your case manager attend. At this meeting, with your help, your program plan will be developed. Your program will have written *goals* and *objectives* for work, skills, behavior and, in some cases, support services areas. A *goal* is something you work toward and *objectives* are the steps you take to reach your goal.

Your *Individual Program Plan* is about you, and we will always need your help in making your plan. Throughout your time at CSS, we encourage you and your family to let us know how you

feel about the CSS Program and to express your concerns, needs and preferences. Remember, CSS is here to help you.

One way we find out how well we do this is by asking you to respond to a *Consumer Satisfaction Survey* once a year, at the time of your annual program planning meeting - but your input is always welcome at any time - to help make your program better for you and your co-workers.

Every day in program, your *Unit Supervisor* will help you reach your objectives by giving you reminders, training, and support. Your Supervisor will write down how you are doing on your objectives. You can always ask your Supervisor how you are doing and how you can improve. Your feedback is important so that we can provide the services you choose.

Every six months, starting with your birthday month, you will have another IPP meeting. At annual meetings you, (and your family or representative, if appropriate), your case manager, and CSS staff will review your progress on your goals and help *you* plan what the next step in your program will be.

Your progress on your goals will help in deciding when you are ready to take the next step. If your goal is to get a job in the community, you may be referred to the CSS *Supported Employment Coordinator* for assessment, or you can request an assessment when *you* feel you are ready for a job in the community. If you choose to participate in the Supported Employment Program, we will help you find the right job for *you*. A CSS staff member will come with you to help you learn your job and will be available to provide help and support when you need it.

Throughout your time at CSS, your own preferences and choices are important in carrying out your individual program. CSS offers several opportunities for consumers to exercise choice. At annual planning conferences — and all year long — you may choose to remain in the base program and/or work toward supported employment. When more than one work contract is available, you may be given a choice of jobs. During downtime, a variety of work-related activities are available from which to choose. You are encouraged to express preferences and make choices about how you will take advantage of the services offered at CSS.

We want to help you reach your goals as soon as possible — but you must help yourself, too, by working hard toward your goals and remembering that *you can do it!*

Two Other Services We Offer:

Consumer Council: One way our consumers voice their opinions and make choices at our program is through consumer council. You may have an opportunity to serve on this council. The Program Coordinator can tell you how this council is chosen and when it meets.

Job Club: A forum for individuals who work in the community, or are interested in working in the community, to meet and discuss employment related topics. For more information, see your Program Coordinator.

These are the Staff Members Who will Work With You:

1. ***Program Director:*** The Program Director is in charge of the CSS program you attend. To be a Program Director, he or she has to have a college degree and 3-5 years experience working in a program like yours.
2. ***Production Manager:*** The Production Manager is in charge of all the work in the facility. This person is your Service Unit Supervisor's boss. To be a Production Manager, he or she has to have a college degree and/or experience in production.
3. ***Program Coordinator:*** In some CSS facilities, the Program Coordinator is also your Service Unit Supervisor's boss. This person is in charge of skills training and other support services. The Program Coordinator sometimes acts as a Program Manager as well. To be a program coordinator, he or she must have a college degree and experience in a program like yours.
4. ***Consumer Plan Coordinator:*** The Consumer Plan Coordinator writes down all of the Individual Program Plans, with input from you and your Case Manager. To be a Consumer Plan Coordinator, he or she must have a college degree and experience writing goal plans like yours.
5. ***Support Services Coordinator:*** CSS programs have special staff to work with you individually on work related needs you may have. To be a Support Service Coordinator, he or she must have a high school diploma and 1 year of experience in a program like yours.
6. ***Supported Employment Coordinator:*** The Supported Employment Coordinator assists those who are placed in a job in the community by training or helping in any way necessary. To be a supported employment coordinator, he or she must have a college degree and experience in a program like yours.
7. ***Enclave Supervisor, Crew Supervisor*** and the ***Job Coach*** are also staff members you might meet. To be an Enclave supervisor, crew supervisor or job coach he or she must have a high school degree and 1 year work experience.
8. ***Program Manager:*** The Consumer Plan Coordinator and the Program Coordinator are usually Program Managers also. Each person served at CSS has a Program Manager. Your Program Manager is in charge of helping you succeed in your program.

If you need help with something other than your job, make an appointment to see your Program Manager so that you can talk about it. Do this during your break or lunch period so that you don't miss work time.

9. ***Service Unit Supervisor:*** A Service Unit Supervisor is in charge of a work or skills group. Each worker is assigned to a group with a Service Unit Supervisor. Your supervisor will train you on jobs, keep track of how much work you do, watch your quality control, and help you develop good work behaviors and attitudes. Sometimes there is not enough work for everyone. In this case, your supervisor will hold a discussion group, show a film about work, or teach you a skill using training supplies. The training is just as important as work because it teaches you good work habits and new skills.
10. ***Administrative Assistant:*** The Administrative Assistant does reports and other paperwork for the Program Director, and answers phones. To be a Administrative Assistant he or she must have a Some college and experience using a computer, typewriter, telephone and completing other paperwork.

These are Program Regulations That You Should Know:

1. **Hours of Work:** Commercial Support Services work hours are 9:00 am to 2:45 pm, Monday through Friday, except at CSS-Richmond, where the work hours are 9:00 am to 3:00 pm.
2. **Sick Days:** You are allowed one sick day per month. You have to be sick to take a sick day and you or your care provider must call CSS between 8:30 am and 9:00 am, if you are too sick to come to work. The telephone number to call is on the back cover of this handbook.
3. **Late Arrivals:** Coming to program or arriving at your work station late is not a good work habit. Don't do it, unless you have a very good reason. Make sure you or your care provider calls CSS if you are going to be late in the morning. The telephone number to call is on the back cover of this handbook.
4. **Attendance:** You must attend program Monday through Friday unless it is a Holiday, or you are on vacation, or you are sick. If you have another reason not to come in every workday, you must talk it over with your Supervisor and Program Manager. The Regional Center of the East Bay will be notified if you have 5 consecutive days of unplanned absences. Remember, excessive unexcused absences may result in losing your job.
5. **Pay:** Paydays are the 10th and the 25th of each month. You will be paid on a piece-rate basis, not less than piece rates paid to non-handicapped employees engaged in the same work in the vicinity, in the regular commercial industry, and will receive no minimum pay per hour effective November, 1976. How much you get paid depends on how much work you do and the type of jobs performed. When you enter CSS, your Program Manager will talk with you about the impact of your employment on your SSI benefits.
6. **Holidays:** CSS is closed on the following Holidays, so do not come to work. The Holiday schedule may change slightly from year to year — you will receive a Holiday Schedule each year.

New Year's Day
Martin Luther King Day
President's Day
Memorial Day
Independence Day
Labor Day

Veteran's Day
Thanksgiving Day
The Day after Thanksgiving
The Day before or after Christmas
Christmas Day

7. **Vacation:** Everyone is allowed 10 days of vacation each year. All vacations must be requested in advance.
8. **Medical and Dental Appointments:** Medical and dental appointments should be scheduled during non-program hours. If this is not possible, appointments must be requested in advance. These will be considered excused absences *if you tell us in advance*.
9. **Lunch and Breaks:** Each CSS facility has a lunch and break schedule, in keeping with Department of Labor rules. No one is permitted to work during lunch or break time. During these break times, you are allowed to eat and socialize with friends. Your program has a designated eating area, and you may eat outside during warm weather. You may bring your lunch or buy it from a store or lunch wagon as available, if you have permission. Ask your Program Manager about lunch arrangements at your program.

Program regulations that you should know, continued:

10. **Snacks:** You may not eat or drink beverages at your work station. This is a poor work habit because you might mess up your work, and it prevents you from working as fast as you can so you can earn more money.
11. **Clothing:** Wear work clothing that goes with the work you do. Clothing should be washable, clean, neat and comfortable. Your Program Manager sets specific standards for your CSS program.
12. **Smoking:** Smoking is discouraged because it is dangerous to your health. But if you must smoke, obey the “no smoking” rules. Smoking is allowed outside, in designated areas.



Safety and Behavioral Rules that you Must Follow

Contra Costa ARC is committed to providing its consumers with a safe and healthy work and program environment. Upon entering CSS, your Safety Coordinator will give you a safety orientation, which will explain the safety rules that must be followed. Each CSS site also has a Safety Committee. You may be asked to serve on this committee.

Each and every consumer is encouraged to be safety-conscious and to report any unsafe or unhealthy condition observed to the Safety Coordinator. In order to ensure your health and safety, it is very important that you follow the rules below:

1. Use protective equipment and machine guards as provided for your protection.
2. You must not operate equipment, such as the forklift or the shrink-wrap equipment, unless it is your job to do so and you have been instructed by your supervisor to operate it in a safe way.
3. Good housekeeping prevents accidents and fires. Put garbage and papers in the trash cans provided for this purpose. If you see other safety hazards that others overlook, report this to your supervisor.
4. Keep your mind on your job at all times. It prevents accidents and it improves your productivity as well as the quality of your work.

Safety and behavioral rules that you must follow, continued:

5. Use aisles on the work floor that are provided for you. Short cuts are not necessary — taking the aisle may take longer, but you have a better chance of getting where you're going without an accident.
6. You may not hang around work areas during non-work hours.
7. You must tell your friends who may not be in the program that they cannot visit CSS while you are working. If you'd like a friend to visit at lunch, the Program Coordinator must approve the visit in advance.
8. Watch for moving forklifts. Never go in front of a moving forklift. Never hitch a ride on a moving forklift.
9. If you are working with food, you may be asked to wear gloves and cover your hair with a head covering.
10. You may not wear fancy rings, necklaces, or hair ornaments while operating a machine. And if you have long hair, you will be asked to tie it back if you are working on a machine.
11. Do not attempt to lift or push anything that may be too heavy for you. Ask for help. Learn to lift the right way to avoid strain — bend your knees, keep your body erect, then push upward with your legs. This is the safe way to lift.
12. You must not do any of the following things because they may cause injury and they are poor work behaviors. If you do anything listed in #12, you may lose your job.
 - a No fighting, scuffling, throwing things or horseplay.
 - b Never bring a knife or any other weapon to CSS and never hurt anyone.
 - c No reporting to work under the influence of alcohol or other drugs.
 - d Never *bring* alcoholic beverages or other drugs to CSS.
 - e Never *drink* alcoholic beverages or take drugs at CSS.

Other Behavior Rules:

13. No sexual activity is allowed at CSS or on CSS grounds.
14. No stealing from co-workers, from supplies, or work products.
15. No harassing or threatening behavior toward co-workers or staff is ever allowed.

More information you should know

1. **Phone Calls:** Except in an **EMERGENCY**, the office does not take personal calls. If you need to make a telephone call during your work day, call during your lunch or break time. Ask a staff person which telephone you may use. Cell phones should not be kept with you during work time.
2. **Lockers:** You will be assigned a locker to store your things in. You are responsible for buying a lock for your locker and for remembering your lock combination or keeping track of your key. Don't bring anything to work that doesn't fit in your locker.
3. **Clean-up:** You will be asked to keep your work station clean and neat. When you leave at the end of the day, everything must be put away. You are also responsible for keeping your locker clean. Never leave soiled clothing or left-over food in your locker because if you do, your locker will have a bad smell.
4. **Fire Drills, Earthquake Drills and Bomb Threats:** You will be shown the proper procedure for these drills. Make sure that you always follow your supervisor's directions. These drills are very important. Never pull a fire alarm unless there is a fire.
5. **Injury:** If you are injured, tell the nearest staff person immediately. Please don't wait until you get home or until the next day. If necessary, a staff person will administer First Aid or take you to the nearest hospital emergency room for treatment.
6. **Personal Belongings:** You are responsible for everything that you bring to work. Commercial Support Services will not pay you for anything lost, broken or stolen. Do not *lend* money or belongings and do not *borrow* money or belongings from anyone.
7. **Transportation:** You and your funding source/Case Manager are responsible for arranging transportation to and from CSS. If you don't know how to take the bus to get to work, your Case Manager will either provide a mobility trainer to teach you how, or he or she will arrange for a private bus company to transport you. If you drive a car, check with your Program Manager; he or she will tell you where you are allowed to park your car.
8. **Office Areas:** No one is allowed in the office area without permission of the staff member who works in that area.
9. **Lost Checks:** If you ever lose your CSS paycheck, report this immediately to your Program Manager. He or she will report it to the Accounting Department, so that a "stop-payment" order can be put on the check and a new check can be issued. If your paycheck is accidentally torn and no one will cash it, bring it back to CSS and another check will be issued.
10. **Medication:** Inform your supervisor if you must take medicine during the workday. Make sure that any medication you bring to work is clearly labeled. CSS staff cannot be responsible for your medications, nor can CSS staff dispense medications.
11. **Confidentiality:** You have a right to privacy. No information about you will ever be released without your permission or the permission of your legal representative, unless the court indicates to the contrary.
12. **Access to Case Records:** You have the right to look at and have copies of your case record information. Ask your Program Manager for assistance, and to explain the agency policy on access to case records.

Consumer Rights

Contra Costa ARC is strongly committed to upholding the personal, civil, legal, and service rights of every person served by this agency. As a participant in the Commercial Support Services program, you have rights, including the following:

1. to receive services in a safe and healthful environment,
2. to be treated with dignity and respect by staff members and other persons,
3. to be free from all forms of abuse, neglect, harassment, and exploitation,
4. to receive information about any possible conflict of interest related to the services you receive from Contra Costa ARC,
5. to receive the information you need to make informed choices,
6. to make your own decisions about what services you want and about who participates on your planning team,
7. to receive information and support if you need self-help, advocacy, legal, or other assistance,
8. to look at and have copies of your case record information. To control who can see information about you and how information about you is used, unless, with your knowledge, a court of law orders otherwise,
9. to have access to a procedure for resolving any problems or complaints you may have.

If you believe your rights have been violated, you are encouraged to use the established grievance procedure, which has been set up for you to use in resolving problems. You may also call your Regional Center Case Manager if you want the assistance of someone outside of CSS in this process. You will never be treated unjustly or unfairly or denied access to services because you made a complaint.

Grievance Procedure Or, How to Make a Complaint

If you have a complaint about a decision made by a staff member that affects your program, or if you feel that you have not been treated with the dignity you deserve, you should go to that staff member and discuss the problem. If you are not able to resolve the complaint by talking it over, ask your Program Manager for assistance. He or she will discuss the problem with the staff member involved.

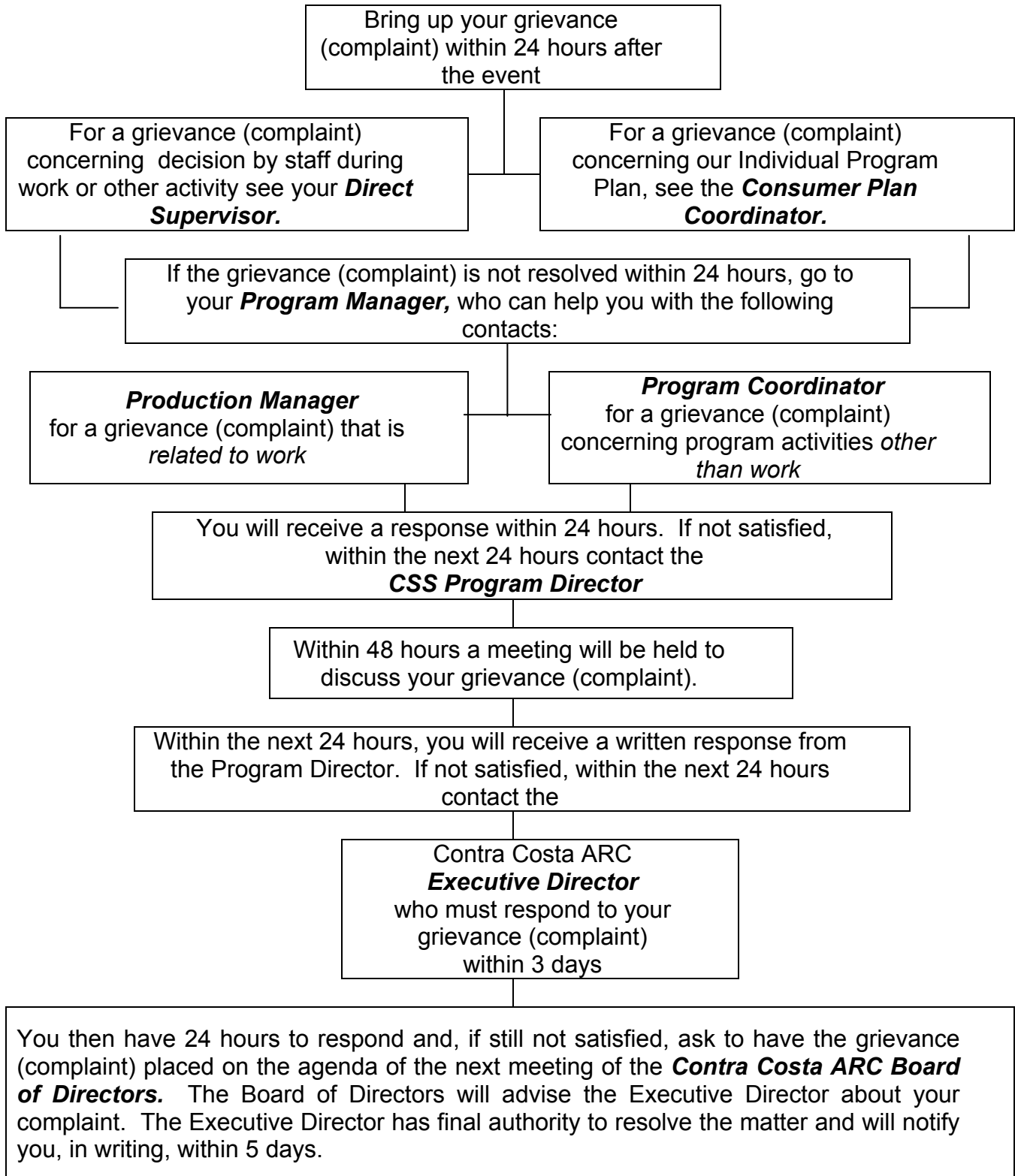
If the problem is still not resolved, your Program Manager will assist you by making an appointment with the supervisor of the staff member with whom you are having the disagreement.

If you are still not satisfied, your Program Manager will help you use the Grievance Procedure. This procedure involves bringing the unresolved complaint to your Program Director and then, if not resolved, to the agency Executive Director, and on to the Contra Costa ARC Board of Directors, if required, to resolve the problem. This means that your Program Manager will give you as much help as you need to resolve your problem.

The Grievance Procedure, with timelines and specific staff responsibilities, appears in the Contra Costa ARC General Administration Operations Manual.

A chart illustrating the Grievance Procedure appears on the next page.

*Contra Costa ARC Consumer
Grievance Procedure
Or, How to Make a Complaint*



Commercial Support Services
Work Services

Discharge and Re-entry Criteria

Or, Leaving the Program / Returning to Program

Commercial Support Services is committed to providing services to you in the least restrictive setting possible for you to achieve your goals. When you meet the entrance criteria for the Supported Employment Program, that transition will be made. Your program will be reviewed at least semi-annually to determine whether transition is appropriate.

Circumstances that may result in discharge for reasons other than transition to Supported Employment are as follows:

1. You are no longer motivated to participate in the program.
2. You no longer choose to attend the program.
3. Your work performance, including skills, productivity, and behavior indicate that another program would better suit your needs.
4. You can no longer function within the staff-to-consumer ratio of the program, as:
 - a. You can no longer care for your basic personal needs.
 - b. You can no longer communicate effectively.
 - c. You are no longer independently mobile.
 - d. You exhibit behavior that is dangerous to yourself or others.
5. You demonstrate serious and/or repeated violations of program rules.
6. You fail to comply with the agency's policy on attendance.
7. You no longer have a means of transportation to and from the program.
8. You are no longer eligible to work in the United States.

It is important to note that an individual participating in the CSS Base program may re-enter the program if the discharge was due to factors other than the criteria listed above, or the above factors have been corrected.

1-84
Revised 1-87
Revised 7-92

Revised 3-94
Revised 10-95
Revised 02-05

Commercial Support Services

Resource Information Listings

Vocational Day-Programs

California Autism Foundation (ABC,
Custom Assembly & Packaging)
CP Center (Cerebral Palsy Center)
Lions Blind Center
Rubicon

ILS (Independent Living Skills)

SLS (Supported Living Skills) and Residential

Clausen House (ILS, Residential)
Compass Home Care (ILS & SLS)
Concord House (Residential)
East Bay Innovations (ILS, SLS)
East Bay Services (ILS)
Full Circle (ILS & SLS)
Harmony Homes (ILS)
Pathway to Choices (ILS)
Respite Inn (Residential)
Steps for Independence (ILS)

Transportation

AC Transit/Trans-Bay Bus Services
(RTC/Discount Card Department)
County Connection/Link Bus Services
First Transit
Martinez Link Bus Services
Mobility Plus Transit Services
Paratransit (bus, taxi services)
Tri-Delta Bus Services
Westcat Bus Services

Non-Vocational

Cole Vocational
Contra Costa ARC CAP Programs
Contra Costa ARC George Miller
Creative Growth
DPRC (Disabled Peoples Recreation Center)
Futures Explored
NIAD (National Institute of Arts &
Disabilities)
Trips Incorporated
Spectrum
Stepping Stones

Resource and Education

Area Board IV
Adult Education Office
Asian Community Mental Health Services
A Step Forward (counseling)
Care Parent Network
City Community Recreation Centers
Contra Costa ARC Administrative Offices
County Education Offices
Department of Rehabilitation
Junior College Programs
La Familia
Local Hospitals and Clinics
Local Libraries
Local Police and Fire Departments
People First (self-advocacy group)
Planned Parenthood (counseling etc.)
Protection & Advocacy, Inc.
Regional Centers (Concord & Oakland)
SE Works
Social Security Administration
State Health Department (Welfare, Medical)

**See your supervisor for more details, including phone numbers, addresses,
and additional services offered.**

Remember, we're here to serve you.

Your needs, choices and expectations are our primary concern. You are encouraged to express preferences and make choices about how you will take advantage of the services we offer.

Our agency has a complete Program Evaluation System that regularly evaluates the effectiveness and efficiency of the services we provide to you and everyone served in Contra Costa ARC programs. Your input to us from your Consumer Satisfaction Survey is an important part of the Program Evaluation process. The results are available to you and your family to review — just ask your Program Manager to help you.



COMMERCIAL SUPPORT SERVICES
an equal opportunity employer

Work Services Program

LOCATIONS:

CSS — Antioch

2505 West 10th Street
Antioch, CA 94509
Telephone (925) 755-4925

CSS — Concord

185 Mason Circle — Suite F
Concord, CA 94520
Telephone (925) 825-5665

CSS — Richmond

1420 Regatta Boulevard
Richmond, CA 94804
Telephone (510) 233-7303

This handbook belongs to _____