

CREATIVE ENTERPRISES, INC. HANDBOOK FOR PERSONS SERVED

Welcome to Creative Enterprises, Inc., a training and employment program for people with disabilities.

We are glad you chose us as your provider! Creative Enterprises, Inc. serves a dual role:

- 1) Creative Enterprises is a community rehabilitation program providing work evaluation, work services and supported employment services to individuals referred by their counselor from Vocational Rehabilitation (VR). You may choose to receive training in our programs to improve work habits and skills to become a good employee, or to learn some of the generally accepted rules for working in any job to obtain employment.
- 2) Creative Enterprises is a Day Support or Day Habilitation Program for persons with a NOW/COMP Waiver or Georgia State Supported Services with the Department of Behavioral Health and Developmental Disabilities (DBHDD), and for those who choose to privately pay for services. Persons in these programs establish goals through an Individualized Service Plan (ISP) and work on those goals through classes, activities, and through work-related activities. .

Creative Enterprises accepts individuals with disabilities regardless of race, religion, age, sex, national origin, or any other category protected by law.

Mission Statement and Creative Enterprises Values

The Mission of Creative Enterprises is “to assist individuals with disabilities and others with barriers to employment in maximizing their potential.” This is accomplished through our values:

- *Those We Serve Come First*
- *Respect for All Persons*
- *Choose Your Attitude*
- *Provide Excellence in Service*

The mission and values statements are posted throughout our buildings and are reviewed monthly in meetings. All staff are evaluated on how well they conduct themselves in regard to these values. Persons served are also encouraged to show respect, choose a positive attitude each day, and use their time wisely in the workshop or classroom.

Required Documentation

All necessary, forms, releases, and other required documentation must be provided before services are rendered. Creative Enterprises is required to maintain a complete record for all persons served, and any missing documentation can cause sanctions to be placed on Creative

Enterprises, which may prevent us from providing services. As such, we will not provide service to any person who has not provided all necessary documentation.

Vocational Rehabilitation Option

Creative Enterprises offers work evaluations and pre-vocational services, which determine if you are ready to work. If you need additional skills, we offer training in the following areas:

Productivity	Dependability
Work Quality	Job Tolerance
Flexibility	Neatness and Maintenance of Work Area
Ability to Follow Instructions	Work Rules/Regulations
Co-Worker Relations	Supervisor Relations
Counting Ability	Grooming & Hygiene
Communication	Dexterity & Coordination

If referred by VR, a report will be sent to your referring counselor at the end of your initial evaluation period. The report will assess your performance and work behaviors. If you are referred for Work Adjustment or Supported Employment Services, Creative Enterprises Job Specialists will send your counselor monthly reports on your progress. You will be involved with the Job Specialists Staff in developing your Individualized Written Adjustment Plan. If you are not in need of Work Adjustment Services, you may be referred for Supported Employment, or Job Development to begin searching for a job with a job coach.

Eligibility for these services must be approved by your VR Counselor or Case Manager.

Just as in an independent job, if you are sick or for other reasons need to be away from work, you are expected to call Creative Enterprises before your scheduled time to be here and ask a staff member for time off. This should not be done often, since dependability is an important job skill. The Creative Enterprises number you should call is 770-962-3908

For most individuals, VR pays the full cost of services at Creative Enterprises. If you are ineligible for funding from this or another source, please contact the Director of Services for a current fee schedule.

Day Program Option

Individuals with a NOW or COMP Waiver or State Funding for a Day Program may choose Creative Enterprises as their provider. Pre-vocational, Community Access and Supported Employment services are offered through the waiver and State Funding. The amount of funding is determined on an individual basis using the Supports Intensity Scale (SIS) as well as other criteria. After DBHDD establishes a budget, Creative Enterprises will determine the number of days per week the individual may receive services based on individual funding. State-funded individuals receive services for the number of days specified in the contract. Private pay individuals receive services based on the number of days they choose to pay. Transportation to

and from Creative Enterprises is an option for NOW waivers and State Funded when rides are available.

Person Centered Planning

Creative Enterprises makes a commitment to individualized plans of care. As a part of the Value Statement, "Those We Serve Come First," each Individual will be scheduled for a "Person Centered Meeting" up to one month prior to their ISP meeting. Creative Enterprises' Developmental Disability Professional (DDP) will meet with the person served to develop goals that are important to the person. Any Team member is invited to attend. Please inquire to Creative Enterprises that you would like to attend this planning meeting. The purpose of the meeting is to allow the Individual to talk in a relaxed atmosphere about his / her current overall daily schedule, hopes and dreams for the future, and activities they would like to be involved in over the next year. Creative Enterprises staff will use this information to determine goals for the ISP that fit within the framework of our program and will assist the Individuals in taking steps toward reaching their hopes and dreams.

Our Staff

Creative Enterprises is proud to employ staff that are skilled, properly trained and credentialed, and who develop caring relationships to meet the needs of our Individuals. Staff are encouraged to use praise and positive reinforcement on an ongoing basis, to make sure all are involved in engaging activities, and to care for the safety of everyone at all times. At a minimum, staff must have a high school diploma or GED equivalent, and must meet the additional standards required for their specific jobs. Many staff exceed the minimum education and training requirements for their positions. To protect all people we serve, staff background checks are done at hire to assure that persons with criminal histories are not employed by Creative Enterprises. Staff that drive the people we serve are safe drivers and are subject to annual checks of their driving records. Staff is also subject to random drug screenings.

When advanced training is required for certification or licensure for staff, Creative Enterprises requires verification of the certification or license. Creative Enterprises requires that staff maintain First Aid and CPR certification and receive a minimum of 16 hours of training per year in accordance with State policies and standards for all providers.

Creative Enterprises staff is required to follow a strict code of ethical conduct. If a potential conflict of interest is suspected or discovered between a staff member and a Person we serve, it will be disclosed to the corporate compliance officer for a ruling to determine the appropriate course of action.

Conflict of Interest

Creative Enterprises expects its staff to treat all individuals receiving services equally, regardless of other factors. In the event of a potential conflict of interest, such as favoritism toward or bias against a person, the person receiving services will be informed, and given a choice to change staff assigned to him or her. Any person served who believes that a conflict of interest is evident is encouraged to follow the grievance system at Creative Enterprises.

Vocational Rehabilitation Training Program

The various jobs and kinds of work you will do here have been obtained by contracts between our program and nearby industries or businesses. The contracts are written with you, the Individuals we serve, in mind. The tasks will range from very simple to somewhat complicated. Staff will work with you to train you to do each new job as it comes along.

VR Clients under a Work Evaluation or Work Adjustment program will be paid minimum wages only when working. Time spent in job readiness classes or counseling is unpaid.

Pay periods start on Thursday and end on the following Wednesday. You will receive your paycheck on Friday. If you are not in attendance on this day, you will receive your check on the next weekday you attend or if you have completed your VR services, we will mail your checks to the address on file.

In addition to our Vocational Training Program, Creative Enterprises' main campus in Lawrenceville, has a year-round Greenhouse, a licensed animal shelter, operating a cat shelter and a Thrift store to offer retail experience. The number of Clients working in these areas is limited to the availability of work needed and seasonal for the Greenhouse.

Hours

Creative Enterprises is open Monday through Friday from 8:30 a.m. until 4:30 p.m. Services for Individuals are provided for six hours daily (Check your program for the daily hours). The day contains a morning break and a lunch break for individuals. Other than these times, Individuals should be in their assigned classroom or work area at all times. If you need to leave, you should notify a staff member as to the reason before leaving. Any individual arriving late or leaving early will be required to sign in so that we know attendance hours. Visitors are also required to sign in and out for the safety of the people we serve.

Day Habilitation

This service is offered to individuals with disabilities for whom working may not be an option. Daily activities focus on living skills, community skills and self-help skills. Art, music, exercise, sign language and current events are included, along with trips into the community to both special events and everyday places like restaurants, parks and grocery stores. The people we

serve learn how to enjoy and appreciate the experiences of living in today’s diverse society with both the security of well-trained staff and the sense of personal freedom.

Absences and Transportation

Transportation to Creative Enterprises is determined by your individual funding, the county where you reside and the Creative Enterprises campus/program you attend. Due to a shortage of state funds, or lack of county transportation, Creative Enterprises staff may drive routes to pick up and drop off people we serve as determined by management. If you ride any van you are required to wear a safety belt and follow safety rules at all times. Failure to do so may result in loss of this privilege to ride a van.

“No-Show” fees will be applied if a van ride is not cancelled within the required time. Staff will discuss van policies and procedures per the campus you attend in detail with you or your parent/guardian during your Intake process. Contact information for the van company in your county will also be provided at this time. Creative Enterprises is billed when a van arrives to pick you up whether you actually ride or not. Van service will be suspended until this charge has been made or we can verify that an error has been made. You will need to call the van company and Creative Enterprises before 6:30 am on the day you are absent. You may also call at any time earlier and leave a recorded message with your name and that you attend Creative Enterprises. This means that a call will be received by both agencies and there will be a record of each call. This will avoid your being billed for van trips when you are not attending Creative Enterprises.

If you plan to be absent for vacation, doctor appointments or other scheduled absences you will need to inform the program you attend in advance, via a phone call/message or e-mail. If absence is due to an illness, inform your program as soon as you can. We staff our programs per the scheduled number of people attending each day. This information will allow us to staff accordingly and will help us to run our programs as efficiently as possible.

When you are ready to return to Creative Enterprises after an absence, you should call transportation dispatch the day before your return so that you can be added back to the route.

Late Pick-Ups and Leaving Early

Late Pick-Ups

If your pick-up is 30 minutes after the time of dismissal, late pick-up fees will be charged accordingly:

Every 15 minute interval	\$25.00
After 4:30 pm	\$200.00 per hour or portion of an hour

Leaving Creative Enterprises Early

If during the day Creative Enterprises management decides you need to leave Creative Enterprises early for any reason, your contact will be notified to pick you up. One hour will be

allowed for the pick-up to be made from the time the pick-up call is made. If your pick-up is made after the one-hour allowance, late pick-up fees will be charged according to the fee schedule in the *Late Pick-Ups* section.

Pay and Payday for Day Program

For Day Program persons, when paid work is available in the workshop, and are paid on a "piece-rate" basis in accordance with the Fair Labor Standards Act concerning sub-minimum wage standards. This means that you will receive a certain amount of money for each piece that you successfully assemble. Your paycheck will be a reflection of how well you stay on task and whether you perform to the best of your ability. Pay periods start on Thursday and end on the following Wednesday. You will receive your paycheck on Friday. If you are not in attendance on this day, you will receive your check on the next weekday you attend.

To determine piece rate wages per job/task, we time three Creative Enterprises Staff completing the job/task. We average these three times to determine the number of "pieces" that could be completed in 50 minutes, allowing for a 10-minute fatigue time in a 60-minute hour. The following formula per the Fair Labor Standards Act calculates your earnings per piece completed:

$$X = \text{the pieces completed in 50 minutes}$$
$$\text{prevailing wage} \div "X" = \text{piece rate unit per job completed}$$

A person will earn this piece rate unit per job completed.

Vacation for Day Support Persons

After you have chosen to do piece rate work at Creative Enterprises continuously for one (1) year, you are eligible for five (5) days of paid vacation. If you have worked on piece rate at Creative Enterprises continuously for five (5) years, you will be eligible for ten (10) days of paid vacation. The pay will be calculated on your average productivity rate for the four (4) week period preceding the check. You will receive your vacation check in December.

Quality of Work

Each contract, job or task that we do has certain minimum standards of acceptable quality, which must be met. You will be trained for each new task so that you will know exactly how to complete the task. Mistakes or sloppy work will reduce your pay, as you will need to correct and/or re-do the work piece to assure quality work. All work will be inspected before it is packed for delivery to our customer.

Lunch

Creative Enterprises does not provide lunch, so you will need to provide your own lunch daily. Vending drinks and snacks are available at some locations, inquire at Intake and if available. Please bring quarters or crisp one-dollar bills, as we are unable to make change. The lending or borrowing of money or food, from staff or other clients is not allowed due to food allergies; therefore, we cannot allow sharing food.

Time Logs

Time logs are used when persons are earning piecework. The production data is entered into our computer system to generate your paycheck.

Down Time for VR Clients

On rare occasions, we may not have contracted work or work simulation for VR clients. On those occasions, VR clients may elect to call your ride to pick you up when down time occurs. If this situation is known in advance, staff may instruct VR clients not to attend Creative Enterprises for that day.

Computer/iPad Usage Policy

We have computers in classrooms that are available for use. Select classrooms have iPads with already installed apps that are also available for use. All of our Individuals who desire to use a computer or iPads will have the opportunity to do so based on the availability of computers and Staff supervision. The computers and iPads are available for a variety of uses, such as learning job and academic skills, seeking employment, playing games and or researching topics of interest. Misuse of computers may result in losing the opportunity to use a computer.

Equipment and Tools

Do not attempt to use any equipment or tools until you have been trained by staff to use them safely and properly. For your safety, we require proper training and supervision for the use of any tools. All tools and equipment are to be turned in to your supervisor when you are finished.

Chemicals and Hazardous Materials

Do not handle or use any chemicals or cleaning agents until you have been trained by staff in how to use them safely. Use them properly and with care. Return them to supervisor when finished.

Policy Regarding Administration of Medication and Health Screening

Creative Enterprises Inc. Staff/Volunteers will not administer or hold any medication, over the counter or prescription, for our Individuals, perform any medical interventions requiring a medical certification or degree per Creative Enterprises, Inc policy, and Staff will not monitor Individuals in the restroom in any Creative Enterprises, Inc Program.

Policy for Inclement Weather

If County Schools are closed due to hazardous road conditions, Creative Enterprises will be closed. If County Schools run on a delayed schedule in the event of hazardous road conditions, Creative Enterprises will be closed for the day. Text alerts will be sent to Caregivers to the cell phone we have on file. Closure Information will also be posted on our website at www.creativeenterprises.org and on our Facebook page.

Employment Training Eligibility Verification

Anyone beginning work training at Creative Enterprises must have proof of citizenship. You will have to complete an I-9 form, which requires two pieces of identification as a citizen for employment. Examples are your Social Security card, state identification card, birth certificate, or passport.

Personal Possessions

As a job training facility, Creative Enterprises is a place for learning good work habits and life skills. Other than the things you usually carry with you, such as your lunch and a purse or wallet, no personal items are to be brought to Creative Enterprises without your supervisor's permission. This includes any electronic items or toys. Cell phones may only be used during lunch and break times. Creative Enterprises is not responsible for the loss or theft of any items you bring with you.

Satisfaction Surveys

Once per year Creative Enterprises will request from you to complete a satisfaction survey concerning the services provided to you. Your feedback is important to us.

General Work Rules for All Clients

People who attend Creative Enterprises through the VR program have the goal to move on to independent jobs. To help with the training and preparation for this, Creative Enterprises stresses that each person should work toward building job-related skills. These skills include beginning and ending work on time, sticking to a job until finished, learning to work in a friendly way with other people, dressing properly, not mixing work with play, following directions

carefully, and using only the right tools for the job. Learning to treat Creative Enterprises as you would a job in the community will help you gain important employment skills for your future.

Day Support persons also have the opportunity to be involved in the training program to utilize Pre-Vocational services when paid work is available, and therefore need to abide by the same rules listed below. Since some days involve a mixture of work and classes, these rules should be followed throughout each day.

Below is a list of some of our general work, dress and safety rules:

- 1) You are expected to dress appropriately for this job. This means you need to use good personal hygiene, wear clean clothes and closed-toe shoes.
- 2) Tank tops, sleeveless shirts, muscle shirts and short-shorts are not appropriate work clothes and are not allowed.
- 3) Shorts may be worn during warm weather beginning April 1, until September 30. Shorts need to be at the knee or just above the knee.
- 4) No borrowing or lending is allowed.
- 5) No smoking, vaping or tobacco products, alcohol or illegal drugs are allowed on any Creative Enterprises campus.
- 6) As a business, we discourage personal telephone calls. If it is necessary for you to use the telephone you must first obtain permission from the staff. Calls may only be made during break time and must be limited to three (3) minutes.
- 7) Horseplay is not appropriate work behavior and can be unsafe. Horseplay is not allowed at Creative Enterprises, Inc.
- 8) Running in the office or workshop is not allowed.
- 9) Display of physical affection towards one another may be grounds for suspension.
- 10) No gang related clothes, symbols or signs of any kind are permitted.
- 11) If working on jobs that have pieces with the potential to cut or puncture skin, gloves are available for your safety.
- 12) No weapons of any kind are allowed. Creative Enterprises reserves the right to define what a weapon is.

Security and Safety

Creative Enterprises' staff place a high priority on safety and security. Persons served are constantly under the on-site supervision of staff. In addition, we conduct regular drills to ensure everyone's safety. These include fire drills, tornado drills, evacuations drills, lockdown drills, medical emergency drills, and chemical spill drills.

Disciplinary Policy

The following actions can result in immediate termination from the program and/or prosecution:

1. Willful physical violence.
2. Willful property damage.
3. Use of illegal drugs or alcohol on company property.
4. Breaking the law, i.e. stealing, sexual harassment, assault, etc.

For less severe behavioral actions, consequences may be established on an individual basis. These consequences could include any of the following:

1. Counseling the client.
2. Staffing involving the client, counselor, and parent/guardian or advocate.
3. Developing a written contract for the client to follow.
4. Suspension.
5. Termination.

Human Rights and Dignity of Persons Served

It is the policy of Creative Enterprises to ensure that persons enrolled in any of our programs are treated with dignity and respect and that their human rights, as well as their safety, are preserved. We focus on developing caring relationships with every individual in order to help them achieve their highest level of independence.

Individuals' Rights

These include, but are not limited to, the following:

1. You have the right to keep your personal information confidential and private.
2. You have the right to be in a safe place.
3. You have the right to be free from discrimination.
4. You have the right to be treated with respect and dignity.
5. You have the right to talk with a supervisor.
6. You have the right to be free from fear.
7. You have the right to be free from abuse.
8. You have the right to be free from exploitation.
9. You have the right to be free from reprisal for reporting problems.
10. You have the right to be free from neglect.
11. You have the right to participate in, and make choices concerning, your program planning.
12. You have the right to choose your provider.
13. You have the right to seek help and to serve on committees and focus groups to make your ideas, problems, and concerns known.

You may view your personal files upon request, and copies of your information can be made available to you at a cost of \$.25 per page. We require up to 3 business days to comply with these requests.

Grievance Policy

Persons who feel they have been treated unfairly may use the following guidelines for handling grievances. All to be informed that Creative Enterprises will not allow reprisal for presenting a grievance under any circumstances.

1. Talk to the first-line supervisor about the problem. If the problem is not resolved within 2 working days:

2. Your supervisor will go to the Personal Coach 10. The PC10 will review the problem and try to resolve the problem with the people involved. If the problem is not resolved within 2 days:
3. The Personal Coach 10 will go to the Director of Programs & Production, stating the problem. The Director of Programs & Production will review the problem and try to resolve the problem with the people involved. If the problem is still not resolved within 5 working days:
4. The Director of Programs & Production will go to the Executive Director and a meeting will be held with the parties involved, as well as with counselors and parents/guardians, as appropriate. The team will make a final decision within 10 working days. The results of this decision will be filed in the case record.

If these procedures do not adequately resolve the problem:

NOW/COMP Waiver and State Funded persons may call the Department of Behavioral Health and Developmental Disabilities (DBHDD) Regional Field Offices for the county you reside:

Region 1 Field Office: 678-947-2818

Region 2 Field Office: 706-792-7733

Region 3 Field Office: 404-244-5050

If you do not know your Region Field Office, visit the DBHDD website:

<https://dbhdd.georgia.gov/regional-field-offices>

If the Region Field Office does not sufficiently resolve the grievance, the DBHDD Constituent Services may be contacted directly at 404-657-5964 or 888-785-6954.

If you are deaf or hard of hearing, call the following video phone number: 404-991-2308

Vocational Rehabilitation clients may call the Client Assistance Program at 404-373-2040.

If your grievance process goes to step 4 or beyond (as listed above), you will receive a written notice listing the steps to be taken to address the complaint.

Creative Enterprises' Approach to Risk vs. Choice

Potential risks concerning safety and health for the individual in the community are assessed with the individual and/or the family during the intake process. Creative Enterprises will discuss the risks identified with the individual and/or with the family. The intent of the discussion is to identify actions to be taken to minimize the risks. The actions will be detailed and the individuals responsible to follow through on the actions will be made a part of the documentation. If during the discussion Creative Enterprises concludes the risks to be too high,

Creative Enterprises will indicate this to the individual and/or the family and will suggest other services that may be better equipped to deal with the risks.

As a part of our mission, Creative Enterprises seeks to serve all individuals with disabilities who are able to participate within a group setting. Creative Enterprises' staff is trained to deal with many different types of behaviors based on a person's disability. As a general rule, staff is trained to ignore negative behaviors as long as they are not a threat to the person with the behavior or to other persons, and then to reward that person when they begin to demonstrate positive behaviors. In the event that a person exhibits a behavior that could cause damage to property or injury to himself/herself or to another person, Creative Enterprises staff are "Mind Set" trained and will use this passive intervention in accordance with DHR Standard for All Providers and the Guidelines for Supporting Adults with Challenging Behaviors in Community Settings. If a person does physical harm to another client, he or she is subject to suspension and/or termination. 911 will be called as determined by management if a situation escalates to protect all persons at Creative Enterprises.

How you can "Shine" at Creative Enterprises

For Clients enrolled in the VR program, your job placement is important to Creative Enterprises and a big step towards a bright future for you. If you take your work seriously and observe the rules, you will be successful in our VR Program. Persons enrolled in our Day Program, who work on goals and observe rules, will gain more independence and success, also leading to a bright future. Supported Employment is available to persons with pre-vocational services who are work ready. Our staff is always available to help you with any work-related or life skills questions or problems. You should feel free to speak up whenever you need help or assistance to make each day a productive and engaging day. Together we can make a difference!

We are glad you chose us to be your provider. Come Shine with Us!