

WILKES VOCATIONAL SERVICES, INC.

Experiencing WVS

Handbook for Persons Served



Person Served Name:

Record Number:



WELCOME

Welcome to Wilkes Vocational Services, Inc. Thank you for choosing us as your provider. Our goal is to provide you with the highest quality of service possible.

This handbook will familiarize you with our history, ethical guidelines, services, staff members, your rights and responsibilities, and other miscellaneous information.

Again, welcome to Wilkes Vocational Services, Inc. If you have questions, please ask. We look forward to working with you in achieving your goals.

Contact Information

Mailing Address

Wilkes Vocational Services, Inc.
501 Elkin Highway
North Wilkesboro, NC 28659

Phone

336-838-3812
336-667-1781

Fax

336-667-1045



Website

<http://www.wilkesvocationalservices.org>



Facebook

Wilkes Vocational Services



WHAT OPPORTUNITIES DO I HAVE?

At WVS, we offer a few different areas of employment. These include, but are not limited to; housekeeping, paper shredding, wood working, framing, and COMP-ED classes. Other production contracts may be come readily available throughout the year.

Housekeeping involves cleaning the facilities used by both staff and other persons served daily. This includes things like sweeping, mopping, and taking out the trash.

Paper shredding is a very common option of employment amongst our persons served. As the name suggests, you will be shredding documents in increments of 100.

Wood working is an area with many different jobs. These include things like making bird houses, cornhole boards, and more!

Professional framing offers a person served the opportunity to participate in the professional framing process with various works brought in by the community.

Comp-Ed classes are available to persons served who have taken a placement test and wish to participate in a daily class to work on their academic gains.





CULTURAL DIVERSITY AT WVS

WVS designs services and supports to effectively and appropriately meet specific needs (i.e. language, culturally based advocacy, culturally specific assessments) of culturally and linguistically diverse groups. This will be carried out with a special focus on respecting the person served, legally responsible person, family (if applicable) and understanding issues relating to the perception of disabilities within various cultures.

Services will be tailored to each person served. Written documentation and translation of materials in the primary (first) language of the person served, legally responsible person, and family (if applicable) will be provided.

This extends beyond what is normally referred to as cultural diversity. This includes working with Industries for the Blind to allow persons served to access the services of WVS. The North Carolina School for the Deaf works with us to allow deaf/hard of hearing persons served full access to the facility.





* **Enrolled in program**

- Person notified by phone or letter
- Parent/guardian/representative notified IF appropriate
- Referral source notified IF appropriate
- Date for actual entry to be determined

* **Deemed ineligible for program**

- Person and all appropriate persons and/or agencies will be informed of the reasons for ineligibility
- If appropriate and possible person served will be referred to another agency or program for service
- Reason for ineligibility and any referral action will be documented
- Records of those found ineligible shall be maintained and reviewed for trends, frequency, and patterns

NOTE: Referrals for admission to Wilkes Vocational Services, Inc. must be approved for level of service by the area of the person to be served PRIOR to proceeding with admission.

During the meeting the following may be discussed

- * What the person served wants and needs from the services
- * Case Manager's expectations from services
- * Needs indicated on the risk management assessment
- * Whether person served, legally responsible person, and Case Manager plan to continue pursuing initiation of services



SUPPORTED EMPLOYMENT SERVICES (SES)

- * **Resume development**—WVS staff are available to assist persons served in developing a resume that highlights their skills and their interests. If needed, staff members work with persons served to complete an applications.
- * **Touring prospective jobs/job sampling**—Persons served are provided with the opportunity to tour existing job sites and see some of the work associated with a particular job. And if it meets their interests.
- * **On-the-job training**—Persons served are provided with on-the-job training once they are hired by a community employer. Staff members learn and understand the job (in addition to the person served) so if issues arise staff members can work with person served to resolve them.
- * **Jobs that pay minimum wage or above**—Persons served work in competitive employment settings. This means that we assist persons served find jobs that people without disabilities may hold. These jobs are in the community and the pay is never lower than the minimum wage. In some instances it is higher.
- * **Transportation training**—Counseling in transportation needs is offered. Staff members link persons served to all transportation options within the county. Wilkes Transportation Authority (WTA) and caregivers are the best solutions to transportation needs in Wilkes County.
- * **Follow up training and support**—WVS staff members remain working with persons served as long as needed. If new tasks are assigned in a job or if more support is needed WVS staff will work with persons served as long as necessary.
- * **Adaptations and worksite accommodations**—If adaptations or accommodations are needed in a particular job we can work with the employer to ensure the needs of persons served are met. WVS staff want to make sure that needed accommodations are made in order to ensure the success of the person served in their job.



DAILY GROUP ACTIVITIES

We try to allot time everyday for activities that everyone can be involved in. These are normally started between 1:30-2:00 pm. We offer various activities that change every week; These activities can be things like Bingo, "Name that Tune", Music/Dance time, and even chair exercises. The activities are always listed on a monthly calendar like the one below. For most of the competitive activities, there are small prizes awarded for those who win.

Example Calendar

Monday	Tuesday	Wednesday	Thursday	Friday
Country Music & Dance Time	Relaxation	Name that Tune	Board Games	Bingo!

During the holidays we will also have themed activities. For our celebrations everyone gets involved in multiple activities throughout the day. Around the holidays we will keep our regular activities also, just keep them themed. For example Music and Dance time in December could be Christmas music.





Description (Provide details, use back or other pages if necessary)	Resolution
	Resolution Date:

Resolution Determined by:

Supervisor/Program Coordinator ()

President ()

Grievance/Personnel Committee ()

Full Board ()

A separate form must be completed for each level.

If the grievance was a person served, guardian, or responsible family member was a written copy of the grievance policy and procedure given when the grievance was filed?

Yes () No ()

Signature of person complete form/Date

Signature of person filing grievance/Date

Print name of person completing form

Print name of person filing grievance

Advocacy Contact Information

Wilkes County DSS:	336-651-7400
VAYA Health	336-667-5151
Area Human Rights Committee	336-8383-789



REQUEST FOR ACCESS TO PERSONAL FILE

I request the following information, contained in my record, be explained to me.

Signature of Person Served/Date
(the date of signature is considered to be the date of request)

Signature of Enhancement Director/Date
(the date of signature is considered to be the date of request)

To be completed at conclusion of meeting

Persons in attendance

Notes

Date

Duration of Meeting

Signature of Person Served/Date

Signature of Enhancement Director/Date



MISCELLANEOUS INFORMATION

Suspension or Dismissal

Our purpose is to provide training in a safe and organized manner for as many people as possible; It is the policy of this agency that each person served shall be free from threat or fear of unwarranted suspension or expulsion from this facility; however, in the event a person served is suspended or expelled a procedure is in place to safeguard the rights of all involved.

Procedure

The purpose of Wilkes Vocational Services is to provide training in a safe and organized manner. The following guidelines are used for suspension or dismissal of any consumer who hinders our efforts to carry out the purpose of WVVS.

Criteria to be used for an suspension, expulsion, or other discharge not mutually agreed upon shall include::

- * Threatening others
- * Fighting
- * Stealing
- * Purposefully destroying facility property
- * Absolute refusal of services

Other behaviors potentially harmful to the person served and/or others

Upon suspension from the agency, the specific time and conditions for resuming services is documented and provided to the person served and/or guardian. Documentation and an Level 2 Incident Report will be forwarded to VAYA Health. (Note: Incident Reports are completed for persons served in the Enhancement Program or ADVP.)

If terminated, a discharge plan including the reason(s) for the termination, whether it was mutually agreed upon termination, and a three month follow up will be created and provided/forwarded to appropriate persons. This agency shall also work to identify an alternative service to meet the person served's needs and designation of each service.

It is noted that any person who is suspended or dismissed has the right to appeal the decision and to file a grievance.



VIOLENT OR THREATENING SITUATIONS

This agency will secure the facility in the event a violent and/or threatening situation occurs.

- * Upon knowledge of a violent situation, a staff member has the authority to notify local law enforcement personnel by contacting the Wilkes County Communications Center (911)
- * The announcement Code **Red**, indicating lockdown, will be broadcasted
 - * Alternate system will be used in the event of electrical failure or other obstacles
- * Agency staff will move ALL persons to a safe location
 - * Lock door(s)
 - * Close blinds/windows
 - * Turn off lights
- * Agency staff will note all persons with them in the secure location
- * Each department/classroom lead person will maintain a list of persons in their area and check attendance at the beginning of each day and following lunch and all breaks
- * As soon as possible following a lockdown, administrative staff will contact the department/classroom lead person(s), via cell or landline phone, to account for ALL
- * Remain in safe location until appropriate law enforcement/emergency personnel indicate it is safe to exit
- * Under NO circumstances will any staff or person served interfere with emergency personnel



STAFF AND SUPPORT TEAM

Reception Office # 336-838-3812 ext. 101

Enhancement Program Director Michael Corpening
Office # 336-838-3812 ext. 111 Cell # 828-999-7284

President Kristi Berry
Office # 336-838-3812 Cell # 828-455-9243

LTCS/Innovations Program Director Kelia Adams
Office # 336-838-3812 ext. 108 Cell # 336-566-9017

Senior Program Coordinator Debby Handy
Office # 336-838-3812 ext. 121 Cell # 336-452-9609

Financial Analyst Kim Hall
Office # 336-838-3812 ext. 102 Cell # 336-452-2389





They are giving informed consent. This authorization, unless revoked sooner by the person served or legally responsible person, is valid for a period not to exceed one year.

Upon admission to this facility, persons served or their legally responsible person are informed (in writing) that pertinent information may be disclosed, without expressed consent, in event of an emergency situation.

Requests for information shall be addressed within ten days from date of request. Confidentiality rights of persons served apply to the release of any information by this agency.

As stated in the policy, if an emergency arises concerning the person served the president or those with written permission from the president may disclose confidential information without consent.

Disclosure of information is to be documented in the file of the person served.

CLASSIFIED



SEARCH & SEIZURE

It is the policy of this agency that each person served shall be free from unwarranted invasion of privacy.

Search of a person served or his/her property shall be conducted WITH the permission of the person served or his/her legal representative. The legal rights of persons served apply in all incidents. A search may occur for the following reasons:

- * Threat of concealed or visible weapon
- * Suspected possession of illegal substance
- * Suspected possession of stolen items

Other items determined to be potentially harmful to either the person served or others

In the event search and seizure occurs, it is to be documented with the following items noted:

- * Scope of the search
- * Reason for the search
- * Procedures followed in the search
- * Description of property seized
- * Disposition of property seized



Following the utilization of a restrictive intervention, staff shall conduct debriefing and planning with the person served and legally responsible person, to eliminate or reduce the probability of the future use of restrictive interventions. Debriefing and planning shall be conducted, as appropriate, to the level of cognitive functioning of the person served.

Emergency use of restrictive interventions shall be limited to:

- * Agency employee privileged to administer emergency interventions may employ such procedures for up to 15 minutes without further authorization
- * The continued use of such interventions shall be authorized only by the responsible professional or another qualified professional who is privileged to use the emergency restrictive interventions based on experience and training
- * The responsible or qualified professional shall meet with and conduct an assessment of the client (person served) and write a continuation authorization as soon as possible after the time of initial employment of the intervention; if the responsible professional or a qualified professional is not immediately available to conduct an assessment of the client (person served), but concurs that the intervention is justified after discussion with the agency employee, continuation of the intervention may be verbally authorized until an on-site assessment of the client (person served) can be done
- * The use of an emergency intervention shall be discontinued as soon as appropriate, but in no case later than 30 minutes after the client (person served) gains behavioral control

Documentation shall be made in the person served's record to include:

- * Frequency, intensity, and duration of the behavior which led to the intervention and any precipitating circumstance contributing to the onset of the behavior
- * Rationale for the use of the intervention, which addresses the inadequacy of less restrictive intervention techniques
- * Description of the intervention and the date, time and duration of its use



Thank you for visiting!





