



**Our Mission: Enriching Lives through Employment,
Training and Community Access**

Persons Served Handbook

Revised 09-01-16

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SECTION 1: INTRODUCTION

1.1 ABOUT THIS HANDBOOK

This handbook has been written for people receiving services here at MMI. It goes over many key points and should help you understand the following:

- What MMI is about and how we can help you reach your goals
- The various services MMI offers
- What are your rights and responsibilities as a program participant
- Benefits that may be available to you
- General rules that all participants are expected to follow

1.2 ABOUT MMI

Welcome to MMI! A key focus is to help you be as independent possible, by offering many different and exciting opportunities for you to experience.



Our Mission

Enriching lives through employment, training, and community access.

Our Vision

Improve the quality of life for individuals receiving services and celebrate the uniqueness of each person.

Our Values

We Believe...

- All people will have the opportunity to participate and contribute to their community.
- Services will be offered with a person centered emphasis, respecting choice.
- Employment is a means of enabling people to reach their highest potential.
- In providing businesses an opportunity to support the community through economically competitive contracts.
- Business partnerships will be established utilizing ethical business practices in a quality work environment.
- In treating each other with dignity and respect, valuing diversity, and committing to a safe environment.

1.3 ELIGIBILITY REQUIREMENTS

To participate at MMI, you must:

1. Meet the age requirements of the program you want to participate in.
2. Have a documented disability.
3. Have a Social Security number.
4. Have a funding source, which means that either you, your guardian, or another agency will pay for your training time at MMI.
5. Meet the entry requirements for the service that you will receive.

If you work at MMI, you must also provide a picture ID or Medicaid card. In addition, if you have a medical condition, MMI will only admit you if we are able to meet your needs and are able to provide you with a safe environment.

1.4 EQUAL OPPORTUNITY

MMI is an equal opportunity program. MMI gives services to all people who meet the admissions criteria regardless of gender, race, age, disability, religion, national origin, sexual orientation or language.

MMI supports and complies with the Americans with Disabilities Act and the Michigan Persons with Disabilities Civil Rights Act. The Director of Finance and Benefits is the Equal Employment Opportunity Coordinator. If you have questions about your rights under these laws, see your Connections Coordinator or the Director of Finance and Benefits.



1.5 PERSON CENTERED PLANNING

MMI participates in person centered planning. Person Centered Planning uses a team approach to help you reach your life goals. At MMI, this means that you and your team can pick what services you want to meet your needs and desires. A plan will be written which will state the goals that you have asked to work on in the service areas you choose. At your annual meeting, you will discuss any changes you would like to make to the services you are receiving. If your plan is no longer working or if it does not help you reach your goals, MMI will help you advocate for the services you want.

1.6 SERVICES AT MMI

EVALUATION – A vocational evaluation will help you find out about the skills you have and how you can use them. The evaluation will tell MMI the best way to serve you and about supports you need to succeed. All the results of the evaluation will be shared with you.

COMMUNITY CONNECTIONS (CC) – The primary purpose of this program is to help you build new skills in many areas and may take place in MMI buildings or in the community. The skills you will work on will match the interests you identified in your person-centered plan. Activities may include training experiences related to getting along with others, development of self-care and personal skills, or activities to help you when you are in the community, such as volunteering or social-recreational experiences.

TRANSITIONAL EMPLOYMENT (TE) –The primary purpose of TE is to provide you with work experiences and skill building trainings to prepare you for Community Employment and Community Integrated Employment. You will learn how to improve your production speed, improve your quality of work, learn how to follow directions, improve your stamina and work together with your co-workers as a team. Individuals working in TE have an opportunity to earn paychecks.

COMMUNITY EMPLOYMENT (CE) – CE services consist of assisting a person seeking employment in choosing, obtaining, and retaining integrated employment in the community. Services offered through the program include: job development, job-site training, and job supports. There are two main types of opportunities you and your team can choose from:

1. Supported Employment (SE) – The primary purpose of SE is to prepare you for community integrated employment (CIE). Supported Employment consists of either an individual or group of individuals who work on a crew at a business in the community. In Supported Employment, an MMI staff person called a Job Coach is assigned to help the crew members meet their programmatic needs and work on such areas as production speed, quality, job assignments, safety, following directions and working with co-workers as a team. SE is a paid work experience.
2. Job Placement (JP) – The primary purpose of job placement is to assist an individual in obtaining community integrated employment (CIE). This means that you would work for and be paid by the business that hires you. People in job placement are assigned an Employment Specialist who will help you get a job and keep a job.

COMMUNITY LIVING SUPPORTS (CLS) – Community Living Supports is a program which offers you support to help you live more independently. If you choose to participate in CLS services, we will include this as part of your person

centered plan. These services take place either at your home or in the community. Examples of activities may include community exploration, recreational experiences and volunteer opportunities. Examples of skills that people may work on in CLS might include budgeting, shopping, home maintenance, grooming and hygiene or socialization.

If you are interested in receiving any of the above services or changing your current service, please contact your Connections Coordinator so that they may setup a time to meet with you and other members of your person centered team to discuss your wishes and options.

SECTION 2: GENERAL INFORMATION

2.1 GETTING STARTED AT MMI

On your first day, you will be assigned a Connections Coordinator. Your coordinator will provide you with an orientation and tell you about your rights, about the rules, policies, activities, and benefits available at MMI. Your coordinator will also help you get started at MMI and will work with you and your team to develop a plan of service to reach your individual goals. Your coordinator is the person you can count on at MMI to make sure your needs are met. Your coordinator will also help you get any other services you may need.



2.2 SERVICE HOURS

MMI's branch office hours are 8:00 am to 5:00 pm. Community Connections and Transitional Employment service hours are typically from 9:00 am to 3:00 pm. Transitional Employment service hours may vary depending on the needs of the participant and contract work. Community Employment service hours vary depending upon contractual needs. CLS also varies dependent upon your needs. Regardless of where you are receiving services, you must report to your assigned coach at the beginning of your day and before you leave for the day. If you are scheduled to participate in a CLS activity, you must be ready when your coach arrives. If you are not ready, you may not be able to participate in the activity for the day.

2.3 STAFF SUPPORT

The staff of MMI are here to help you do your best. We expect the staff to treat you with dignity and respect. The staff will provide training to you by following your individual plan of service. If you are having difficulty with a staff person,

please talk to your Connections Coordinator, Coach or Supervisor about your concerns, or follow the complaint procedure in this handbook.

Each staff position at MMI has a job description that outlines the job duties and the training or experience necessary to be selected for the job. To learn about the qualifications of our staff, you may review these job descriptions by asking your Connections Coordinator or the Office Associate in your location. In addition, the staff at MMI receive ongoing training about different disabilities, safety, CPR/First Aid, and Working With People curriculum, and various other trainings so that they can learn the most effective ways to provide service.

2.4 MEAL BREAKS AND REST BREAKS



MEAL BREAKS

Depending upon your schedule and the program you receive services in, you may be assigned a lunch or dinner break while at MMI. Additional breaks may be allowed for special circumstances as agreed upon through the PCP process. You are expected to bring your own meal. Your meal must be kept in the designated storage area. Refrigeration is not available at MMI or on CE job sites. Microwaves are available at MMI buildings on a limited basis, if needed.

Vending machines are available at MMI buildings and some job sites. If you purchase pop from MMI vending machines, you must leave the cans at MMI as you do not pay for the deposit.

REST BREAKS

Rest breaks are not typically assigned, but may be accommodated upon request based on your schedule, medical needs and worksite. If you need to leave the area for any reason, such as using the restroom, please notify your coach.

LEAVE DURING BREAKS

MMI is responsible for tracking your time and providing a safe environment during the hours you are scheduled to participate in services. As MMI provides services during breaks, it is expected that you will not leave your MMI service area during these times. If you wish to leave, you must have team support and notify your staff or coordinator of your departure and return time.



2.5 LOCKERS

Depending upon your need and your site, you may be assigned a locker while you are at MMI. Lockers must hold all the things you bring each day. The average size of lockers are 12" by 12" by 30" and can easily hold a winter jacket, a regular size lunch box, and other small personal items. MMI is not responsible for the loss of any items kept in the lockers. People who need help finding their things will get help from the staff. **Notify your coach or coordinator immediately of any missing items so they can help you look for them.** It is a good idea to put your name on things you bring to MMI so you can find them more easily. You may purchase a lock for your locker, but you must provide a key to MMI. If a lock needs to be cut off, MMI will not reimburse the cost of the lock.



2.6 PHONE AND COMPUTER USAGE

You may use MMI phones or your personal cell phones only at break time, before work and after work. Before using the MMI phone, you must ask a staff member. Long distance phone calls are not allowed unless there is an emergency. If you make a long distance call on an MMI phone, you will have to pay MMI a minimum of \$1.00 for each call. Phone calls may not exceed five minutes. If you abuse the privilege of using phones while in MMI services, your calls may be limited, the issue may be discussed with your team and addressed in your person centered plan (these rules also apply to text messaging).

You may have access to a computer as part of your training. See your coordinator if interested. To make sure that everyone who is interested has a chance to work on a computer, the time you spend on the computer may be limited. If you abuse the privilege of using MMI's computers, you will lose that privilege.



2.7 BAD WEATHER CLOSINGS

It is rare for MMI to close for the day due to bad weather. You should call in advance to make sure that MMI is open. If you take the bus to MMI and the buses are not running, but the office is open, you can still come in, but you will be responsible for your own transportation that day. If you ride an MMI van, you will be notified if the van is cancelled or delayed.

2.8 EMERGENCY SITUATIONS

In case of an emergency, you must provide us with a local contact person and phone number (other than your home). If MMI makes a determination that you need to leave for any reason, you must do so as soon as arrangements can be made.

2.9 ABSENCES

MMI expects you to attend every day you are scheduled. If you must be absent for any reason, please let MMI know before the start of your day. We expect you to make personal appointments before or after hours. When you have to keep an appointment during your scheduled hours, you need to let your coordinator know at least one day before the scheduled appointment. In cases of last minute illnesses or emergencies, you may notify your Connections Coordinator or the Office Associate prior to the start of your day.

If you are unable participate in services at MMI for an extended period of time such as for a surgery or seasonal leave, contact your Connections Coordinator as soon as you are aware of the situation.

If you are absent due to an extended short term illness, (three days or more), you must bring in a note from your doctor stating that you can return to MMI services. The note must include any restrictions that you may have so that we can ensure that we provide you with services in a safe manner.

If you are in a work program and wish to request time off from work for a vacation or other personal reasons, please notify your Job Coach or Connections Coordinator as soon as possible. You will have a better chance of having your time off request granted if you ask for it at least two weeks in advance, so that a substitute can be arranged if necessary.



SECTION 3: DRESS CODE



MMI's dress code is designed to help you learn what type of clothing is expected when you are working or are out in the community, as it is important to always look your best. For some community work and volunteer sites, additional rules may apply. Your coach or coordinator will tell you if there are additional rules that you must follow.

- You are expected to always be neat and clean.
- Clothing with holes, rips, tears, frayed edges, or that is too tight may not be worn at MMI.
- Shorts or skirts must be no higher than 4" above the top of the knee when standing. No cut off shorts or skirts are to be worn. Shorts are not acceptable in some community settings.

- Clothing with appropriate logos or names are acceptable on shirts and the front of pants only. MMI logos, university or sports team logos can be worn as long as all other guidelines are followed.
- Slogans or sayings on clothing other than these, unless approved by MMI, are not permitted. Sayings on clothing that include illegal substances or activities, alcohol, tobacco, profanity, offensive or suggestive language, or pictures are not appropriate in the work place.
- As a general rule, clothing with cartoon characters should not be worn at work.
- Halter-tops and low cut shirts are not permitted. Sleeveless tops are permitted as long as they cover the width of the shoulder. The appropriateness of other sleeveless tops is subject to the coach, the coordinator or the supervisor's discretion.
- Blouses or shirts must be long enough to cover the top of the pants or skirt at all times.
- For safety reasons, open toed shoes, sandals, clogs, or other backless shoes are not to be worn in a work area. Beach style flip flops are also prohibited.
- Sweat pants, pajama pants, basketball shorts and jogging pants are not acceptable. Exceptions to this rule may be granted in certain circumstances. If you would like to request an exception, please contact your Connections Coordinator.
- Leggings are permitted with a long top that is 6 inches below the waist.
- Loose fitting pants must be securely fastened at the waist by a belt or suspenders.
- If you come to MMI in clothing that violates the dress code or if you do not look or smell clean, you may be sent home, but you can return after you wash and/or change your clothes.

MMI provides training in the community as much as possible. You should report to MMI in clothing you will be able to wear in the community. You may not be able to participate in community-based work, training or CLS services if you are not dressed appropriately for the weather or for the location. You may also be sent home to change into appropriate clothing and may return after your appearance is appropriate.

SECTION 4: WORK PROGRAMS - PAY AND BENEFITS



4.1 LEARNING ABOUT JOB OPPORTUNITIES

The goal of all work programs is to help you achieve Community Integrated Employment. During your person centered team meeting, you will talk with your Connections Coordinator and other members of your planning team about your job goals and interests. You will discuss what jobs are available in your local community and your team will help you make plans to reach your goal. You can

also learn about jobs in your area through the Michigan Works! website (www.mitalent.org). MMI may have computers available to assist you in your job search, as well as the MMI Job Leads bulletin board located at MMI buildings.

MMI will post information about available jobs on the MMI Job Leads bulletin boards. On these boards you can find out about MMI's Community Employment opportunities, open staff positions at MMI, or independent jobs available in your community. These postings indicate the skills required for the position and a brief description of the job duties. If you have the skills required for the position, you are encouraged to submit an application or notify your coordinator of your interest. If you need assistance with obtaining and completing an application or if you want to learn more about a job, talk to your Connections Coordinator.

Community Employment job openings are also noted in the quarterly Community Employment newsletter and reviewed by the Consumer Council.



4.2 PAY

MMI runs payroll for participants in work programs every two weeks as shown on the payroll schedule. To earn a paycheck, you must have worked at some time during the pay period. There are 26 pay periods in a full year. Direct deposit is available for individuals interested and assistance will be provided to fill out the proper paperwork and encouraged for all. Please see your coordinator for details. On pay day, you may pick up your paycheck or paycheck stub after 8:00 am. No other person will be able to pick up your check without either a written note from you or your guardian if you have one, or verbal authorization from your coordinator. Generally, MMI will mail your check the Tuesday following payday if you have not picked it up.

Participants in work programs are paid for any contract work completed at MMI or at any of our job sites. Lunches, training modules/skill building, non-work evaluations, volunteer activities, and non-work trainings are unpaid.

Wages for people receiving services are paid under a special certificate issued by the U.S. Department of Labor. What this means is that participants are paid based on their production and quality of work. Minimum wage or higher is the goal, but is not guaranteed. A participant's pay is calculated on a "merit rate" system or by a "piece rate" system depending on what type of work they are doing.

Using MODAPTS and Time Studies a standard is set for each job at MMI. Merit rate wages are paid by the hour and are based on how fast one works and how many mistakes one makes as compared to the standard. Piece rated work is based on the number of pieces one completes and the time taken to complete

those pieces. To learn more about the pay process, please see your coach or coordinator.

Your Job Coach is responsible for assigning your job duties. They may remove you from that job for these reasons:

1. If you have a health or safety reason that prohibits you from working on a particular job
2. If you are not able to meet the contract needs
3. If your conduct interferes with the completion of the job

As MMI's services are training programs, people enrolled in services at MMI are not covered by unemployment compensation. This means that if you work fewer hours than your usual schedule for any reason, or if you are terminated from services, you are not eligible to collect unemployment benefits.

Recipients of service are NOT eligible to:

1. Participate in MMI's 401K plan
2. Earn paid time off
3. Receive health care coverage
4. Receive life insurance benefits

4.3 HOLIDAYS



MMI offices are typically closed on the following holidays:

- New Year's Day*
- Good Friday
- Memorial Day*
- Independence Day*
- Labor Day*
- Thanksgiving Day* and following Friday
- Christmas Day* and the week between Christmas and New Year's Day

As a general rule, if a holiday falls on a Saturday, MMI offices will be closed on the previous Friday. If a holiday falls on a Sunday, MMI offices will be closed on the following Monday. All participants will receive an annual schedule stating MMI holidays and MMI office scheduled closings. MMI will also send out reminder notices for scheduled closings. Although MMI offices may be closed, several Community Employment sites will work. If you work in Community Employment, see your coach for your holiday schedule.

People who work in Community Employment for at least 20 hours per week are eligible for holiday pay on the holidays listed above with stars (*) beside them.

To receive holiday pay, you must have worked at MMI for at least three months before the holiday. The number of hours for each day of paid holiday time is based on your average hours of paid work during the previous three months. People missing the day before, on or after a paid holiday will not be paid for the holiday unless the absence was scheduled and approved by the Job Coach in advance.

Participants in Vocational Evaluation, Transitional Employment, Intensive Job Readiness, Community Connections, Sensory Integration Training, Community Living Supports and Employer of Record services are not eligible for holiday pay.

4.4 WORKERS' COMPENSATION

Workers' Compensation covers the costs of injuries that are related to the job they are working on for everyone who works at MMI. Injuries that occur during lunch or other non-paid training time are not covered by Workers' Compensation. Injuries that occur while you are working, but are not related to the job, are not covered by worker's compensation. You must report all injuries and accidents immediately to your coach or coordinator.

4.5 RETIREMENT

MMI has no written retirement plan for people receiving services. Reduced hours or retirement will be determined by you and your planning team.

SECTION 5: RECIPIENT RIGHTS

All people served are protected by the Recipient Rights system in place at MMI. Most are protected by Michigan's Mental Health Code. This means that all information about you is confidential and cannot be given out to others without you or your guardian (if you have one) saying it is OK. It also means that we will provide a safe environment where you are treated with dignity and respect.

Some of the basic rights protected by law and MMI's policy are as follows:

1. The right to confidentiality or information
2. The right to be served in a barrier free environment
3. The right to privacy
4. The right to receive wages for working according to Department of Labor laws
5. The right to an up-to-date Person Centered Plan which includes participation in decisions regarding the plan
6. The right to review information within your file, and the right to be kept informed of your progress
7. The right to protection from neglect, abuse, retaliation or humiliation

8. The right to be treated with dignity and respect
9. The right to be free from financial or other exploitation
10. The right to refuse to be videotaped, audio taped or photographed, or to be present during tours
11. The right to receive and place phone calls at appropriate times and to receive visitors at appropriate times
12. The right to keep personal property within available storage areas assigned, as outlined in this handbook
13. The right to receive a paycheck for the money earned unless a court appointed guardian instructs the agency otherwise
14. The right to be free from physical restraint except in emergencies where there is imminent danger of self injury or injury to others
15. The right to be free from seclusion
16. The right to receive services in a safe environment
17. The right to have access to legal entities, self-help and advocacy support services.

For more information on your rights, please request a copy of the “Your Rights” pamphlet from your coordinator.

If you think your rights have been violated, ask to talk to the MMI Rights Advisor who will help you file a complaint. You will not be penalized or treated differently because you filed a complaint.

SEARCH AND SEIZURE POLICY – MMI will only conduct a search and seizure if it is written in your plan of service. If you are thought to have an illegal item, the police will be called.

PRIVACY – You or your guardian if you have one, were given a Privacy Notice (HIPPA) that describes how personal and medical information about you may be used or shared with others, as well as how you can get access to this information. If you have any questions about MMI’s privacy rules, you may contact the Human Resources Department at MMI or your coordinator.

SECTION 6: CONSUMER COUNCIL



MMI has two Consumer Councils – one for our Clare location and one for our Mt. Pleasant location. Each Council consists of up to seven representatives from different MMI services who have been elected annually by you. The Council meets one time per month with a minimum of one staff advisor at each meeting to help facilitate the Council. Council representatives also attend an annual

meeting with the President and may request meetings with the President as needed.

The purpose of the Consumer Council is to get input from people who receive services at MMI. The Consumer Council has the power to recommend activities, policy changes, and other needs and suggestions to the President of MMI. The Consumer Council also gives input to MMI rules and procedures, including the development and review of this handbook. People served by MMI that wish to be nominated to participate in the annual election for the Consumer Council should contact their Connections Coordinator. If you have concerns or ideas for improvement to MMI services, please see your Consumer Council representative.

SECTION 7: TRANSPORTATION



When you enter services, a decision is made about the best way for you to get to and from your assigned location. In some cases, MMI arranges transportation through a public transportation system, MMI van or other designated transportation provider. You also may be transported to your assigned location by your home staff or others. People who work in Community Employment often pay for all or part of their transportation cost.

Bus routes are scheduled to provide safe and efficient service. You will be given a time for pick up and return. At times, your schedule may change. The transportation staff and your Connections Coordinator will tell you and your home staff when a change happens.

If you are not going to be riding the bus on a day when you normally would, you or your home care provider must call to cancel your ride for that day. Buses and MMI vans will only wait three minutes at each home. If you are not ready, you will need to use other transportation to get to MMI.

You may not be able to ride the bus if you have just had a seizure, are injured, or ill. In these instances, alternative arrangements will be made to get you home.

7.1 TRANSPORTATION RULES

1. You must follow the rules of the transportation provider.
2. You must wait in a safe area until the bus or van has come to a complete stop before you can board it.

3. If you have an assigned seat or a seat belt on a bus, you must sit in the assigned seat and use the belt at all times.
4. Everyone on an MMI vehicle must wear a seat belt at all times when the vehicle is moving.
5. You must never disturb the driver while she or he is driving or touch anything around the driver's seat.
6. Never throw anything out of open windows and never put your hands, arms, head, or other objects out the window.
7. Follow the instructions of the driver and/or MMI transportation staff to make sure your travel is safe. Ask your coach or coordinator if you have questions about an instruction you get.

Transportation can be denied by MMI or other providers if you act in an unsafe manner.

SECTION 8: MMI RULES

While at MMI, you are expected to take safety very seriously and follow the rules below that will help keep you safe and productive:

1. You must not leave your assigned area without notifying your coach.
2. If you are going to be absent for all or part of a day, you must notify your coach or coordinator in advance.
3. You are expected to act in a safe way that does not hurt, bother, or harm yourself or other people. *
4. Eating and drinking are only allowed in break areas at lunch times or before and after work hours. Eating or drinking in agency vehicles is not allowed unless the President has made an exception.
5. All MMI buildings are tobacco free. There are designated areas for smoking (including e-cigarettes) or chewing of tobacco outside each building. Tobacco use must be confined to these areas and only used at designated times. There is no tobacco usage permitted in any vehicle owned by MMI. *
6. Violation of any law is prohibited. *
7. You must never bring any weapons or knives with you to MMI. *
8. You must follow the dress code and be clean and neat.
9. You must use all required safety equipment and follow safety procedures. *
10. MMI staff are not allowed to accept gifts or money. Cards are acceptable on appropriate occasions.
11. You are not to sell, borrow, trade, or share money, food, tobacco products or any other thing that belongs to you or others.
12. MMI will not be responsible for money or items you bring with you when you are in one of MMI's services. It is recommended you bring only the money you need for each day.
13. You are not allowed to use or to be under the influence of alcohol or illegal drugs while working for MMI or in transit to an MMI job site. Alcohol may not be consumed at least 6 hours prior to your shift.*

14. All personal possessions brought to MMI should be appropriate and fit in your locker or assigned storage space. Exceptions must be cleared with your coach or coordinator.
15. If you intentionally break or destroy property that belongs to someone else or MMI, you will be expected to pay for it. *
16. No glass containers or glass-lined thermos bottles will be allowed at MMI.
17. You are expected to report promptly to your assigned work area at the start of the workday and after lunch.
18. There may be additional work rules at community job sites that you will also be required to follow. *
19. Sexual contact, sexual harassment, threats, or violence are not permitted at MMI or MMI job sites. If any of these occur, appropriate disciplinary actions will follow and you may not be able to participate in MMI's services. *
20. You are expected to treat others politely. Inappropriate language or swearing will not be permitted.
21. You must leave the premises if asked to do so. *
22. Stealing is illegal and not permitted. *
23. You may not use your phone to take pictures while participating in MMI's services without permission from your coordinator or coach.
24. Headphones on job sites may be allowed based on safety of the environment and needs of the work contract. See the contract supervisor for clarification.
25. You are expected to follow your coach's instructions. If you have a question about an instruction you receive, ask your Connections Coordinator or Department Supervisor.

*Violations of these rules may result in immediate suspension from MMI or disciplinary action.

For rule violation, any manager or supervisor can approve suspension. The Department Head or President must be notified of all suspensions. The length of your suspension will depend upon what rule you broke and how many times you have broken rules before. If you are asked to leave an MMI building and do not, you are trespassing. The police may be called and you may be terminated from services at MMI pending the outcome of the investigation.

SECTION 9: HEALTH AND SAFETY

9.1 EMERGENCY EVACUATION

Plans for fire, tornado, or other disasters have been written for all MMI locations. When you hear the fire alarm, you will be expected to leave the building by the exit shown to you by staff in an orderly fashion following the instructions of staff. There may be more safety rules at community job sites that you also must follow. ANY PERSON WHO REPORTS AN EMERGENCY WHEN NO EMERGENCY EXISTS WILL BE SUSPENDED OR TERMINATED FROM MMI'S SERVICES.



9.2 INJURIES

You must tell your coach or coordinator at once if you are hurt or become ill at MMI. You will be helped immediately by a First Aid certified staff person at your site. If you have a serious injury, MMI will use the nearest hospital to your site and your emergency contact will be called. It is important to keep your emergency contact information up-to-date. Please contact your coordinator with any changes.



9.3 MEDICATIONS

If you need assistance with medications, MMI has specially trained staff to give medication. All medication brought to MMI must have the right label on it and be given to the trained staff. To find out when medication is passed in your location, contact your coordinator. MMI must have a current copy of your doctor's order before the medication can be given.

If you bring your own medication to MMI and do not need MMI staff to assist you in taking it, your medication must be kept in a secure place. You should not bring more than one day's dosage to MMI. Ask your coach or coordinator for assistance in finding a safe location for your medication. To work in Community Employment, you must manage your own medication, or provide supports to administer your medications.

9.4 VIOLENCE AND HARASSMENT

MMI is committed to providing a safe environment for all who attend and work here. Violence or harassment of any type will not be tolerated at MMI. It is expected that everyone will treat each other with dignity and respect and behave in a way that does not hurt others.

SECTION 10: DISCIPLINARY PROCEDURE

If you break a rule and there is nothing in your plan for what should happen, the following things may occur:

1. You may have a meeting with your coach or coordinator to talk about the rule violation and how to resolve it.
2. The rule violation may be written down, put in your record, and a copy sent to your case manager and guardian if you have one.
3. You may be limited in the things you may work on, depending on the rule broken and the requirements of the job.
4. You may be suspended for the remainder of the day.
5. You may be suspended for a specified number of days.
6. You may be terminated from MMI's services.
7. Emergency intervention may be used to assure your safety and the safety of others.
8. If you harm another person, they will be informed of their right to file charges with the police.

In addition to the above work rules, people in Community Employment may have other rules depending on their employment site. If you work in Community Employment, you will be suspended if you intentionally do any of the following things:

- Leave the worksite without approval of the Job Coach
- Harm another person or yourself
- Steal
- Engage in sexual activity
- Refuse to follow safety rules
- Destroy property

SECTION 11: COMPLAINTS/GRIEVANCE

At some time you may feel that you have a complaint related to your working or program conditions at MMI. When you have a complaint about MMI that does not involve Recipient Rights, you may follow the chain of command listed below. You must make your original complaint within ten days. Each person listed below has ten days to respond to you. If you do not agree with their answer, you have ten days to decide to take it to the next person on the list. The response to you from each person will be given in writing.

1. Connections Coordinator
2. Supervisor
3. Department Head
4. President

Most of the time, the decision of the President will be final. You may appeal to the Board of Directors if you still feel you have a very serious problem. The Board has four weeks to respond in writing. Their decision is final.

If you feel you need someone to help you go through this process, you may tell your coach or coordinator and he or she will find someone to help you. You will not be penalized or treated differently because you filed a complaint.

SECTION 12: CONCLUSION

The staff of MMI are here to help you become more independent and successful. We hope that this handbook has answered your questions about MMI and your services here. If you have other questions that have not been answered in this handbook, please feel free to contact your Connections Coordinator or call your local office:

Alma	989.463.2500
Clare	989.386.7707
Mt. Pleasant	989.773.6918
Stanton	616.225.6131

For additional information you can check out our website at mmionline.com or check us out on Facebook .