



Autism Services Association, Inc.
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*Information, Referral, Education, Supported Employment and
Rehabilitation Services
Serving Central and Eastern Massachusetts*

PARTICIPANTS HANDBOOK

2005-06-07-08-10-11-12-13-14-15-16-17-18-19

WELCOME!

Autism Services Association, Inc (ASA) is a private non-profit rehabilitation and human service agency which provides vocational, independent living, developmental, social, and community skills training primarily for participants who are autistic, developmentally disabled, or present similar challenges in order to maximize potential and self-sufficiency in the community.

Our primary services include community employment, developmental skills training services and support. Our services include work, independent living skills allied health consultation when indicated, activities, community awareness, behavior management and transportation.

Our trained and experienced staff will work with you towards meeting your needs so that you may realize you're potential.

ASA staff has the responsibility to:

1. Create and maintain an environment in which you can develop abilities, skills, and habits that enable you to participate in the community.
2. Make realistic recommendations and develop with you, your goals and objectives.
3. Provide adequate supervision and instruction on every task.
4. Treat you with respect as a responsible adult.
5. Maintain the confidentiality of your program.
6. Keep you informed of your progress.
7. Maintain high standards of safety and cleanliness in all areas.

You have the responsibility to:

1. Arrive to work every day, except for excused absences.
2. Come in on time every morning, dressed appropriately.
3. Do the best you possibly can both at work and at activities.
4. Treat your job coaches and co-workers with respect.

5. Communicate with staff, as best you can about problems you may have.

This information handbook is provided to you so that you will know what to expect from ASA and what ASA expects from you. Should you have any further questions or require additional information, please ask the Program Managers.

NON-DISCRIMINATION POLICY

ASA does not discriminate against any consumer, because of race, creed, religion, citizenship, national origin, sex, marital status, sexual preference, or disability, as defined in ASA's admission criteria. All regulations mandated by state and federal laws are adhered to.

PROGRAM SCHEDULE

ASA's program begins at 8:30am and ends at 3:00pm, Monday through Friday, depending upon individual transportation arrangements. You will be provided with a lunch period. The time may vary according to where you are and if you are employed. Ask your job coach/developmental specialist for the specific times.

ATTENDANCE AND PUNCTUALITY

If you cannot come to work on time or due to an illness, call the agency by 7:00am at (781) 237-0272 extension 16, 14 or 0. If you have an appointment in the morning, you must inform ASA and be in by 9:30am.

If you have been out of work due to an illness after two days you must have a written doctor's note stating that you are medically able to return to work.

If you come to the program ill for more than one day, have not been able to participate in the program due to illness, and have needed to return home, you will need a doctor's note stating that you are able to resume your program and/or work.

HOLIDAYS

ASA observes the following holidays:

New Year's Day	Columbus Day
Martin Luther King's Birthday	Thanksgiving Day
President's Day	Day after Thanksgiving (optional)
Memorial Day	Christmas Day
Independence Day	Labor Day

One other holiday may be observed depending upon the number of workdays in the year.

SAFETY

ASA has a safety committee that develops procedures and oversees the safety of all areas at the center. Individual work sites have their own safety procedures, which your job coach will instruct you in.

DESIGNATED AREAS FOR FIRST AID KITS

First aid kits are located in offices of Area 1,4 and Area 5. All employees' cars and ASA's cars are equipped with first aid kits.

MEDICATIONS

It is the policy of ASA that, when indicated, all participants self-administer medications, either over the counter or prescription. If assistance with administration is needed the following procedures apply. Authorized persons in accordance with the written prescription of the physician only administer medications. All medication must be in blister packs or in secured prescription bottle. Consumer records document the administration of medications and instructions for self-medication, if applicable.

All medications are stored in a locked box in a locked location in the administrative area, with access limited to office and supervisory personnel. Authorized staff out of the proximity of consumer's disposes of medications that have expired. ASA will follow all DDS, DMA and governmental medication regulations.

SMOKING POLICY

Smoking is not allowed in the building, there is a designated area away from the building.

DISASTER PROCEDURES

The Safety Committee has developed these procedures to be followed in the event of a forced evacuation of the building due to a natural or man-made disaster.

FIRE EVACUATION PLAN

Procedures

The smoke detectors, staff and consumer observations are the initial warnings of a fire.

If the fire is small and localized, fire suppression techniques will be used and a report will be made to the safety committee.

If fire suppression techniques cannot be used, the following emergency steps may be chosen: sound the emergency alarm horn or use the fire switch. Call the fire department at 235-1300 or 911 or 0.

All staff and participants will exit through the main entrance of the building. Alternate exit is through Area 5 and Area 1 side doors.

All areas/rooms have a posted evacuation routing chart.

All staff and participants will take a right out of the building to the large parking lot at the end of the office park.

The fire captains and assistants will check all rooms including bathrooms to ensure total evacuation. In the event of a missing person, the Program Managers initiates search of the grounds and lets the Fire Department personnel know who is missing.

DO NOT RETURN TO THE BUILDING UNTIL INSTRUCTED TO DO SO.

Fire Captains/ Assistants

The Fire Captain is responsible for seeing that the evacuation proceeds smoothly and contacting the Program Managers or Executive Director.

MOBILITY IMPAIRED STAFF or PARTICIPANTS

All mobility-impaired participants will exit the building through the existing exits and will be assisted by a staff person who is trained in fire safety techniques.

INCLEMENT WEATHER

Due to bad weather, the agency may be closed early or work may be cancelled. You should call ASA and listen to the cancellation announcements: 781-237-0272 extensions 16,14 or 0.

PAYCHECKS

Depending on where you are working, either at the center or various work sites, you will receive your paychecks according to the procedure established for that particular work area and job.

IMPAIRMENT RELATED WORK EXPENSE

If you are receiving SSI or SSDI benefits and you are being paid directly by an employer, you will be expected to participate in Impairment Related Work Expenses (IRWE), which supports your supported employment program. The Social Security

Administration developed this program. It allows you to contribute a portion of your earnings to offset the cost of maintaining you in employment while insuring your current level of benefits. The Program Managers have information regarding this program and will be happy to discuss this program further.

DRESS CODE

Shirts with sleeves and closed-toed shoes and closed back shoes are required at all times. You should be well groomed regardless of your workstation. When you are working at an offsite, you are encouraged to follow the company's rules and regulations. Ask your job coach or Coordinator for appropriate dress at worksites. In the cold weather, you should dress accordingly (hats, gloves and etc.)

TRANSPORTATION

All participants must secure transportation to the center whether through the state-funded transportation or through our own ASA transportation services.

If transportation services will be provided other than by ASA, arrival must take place in the morning before 9:30 AM and the participant must be picked up between 2:15 and 2:30 PM.

If transportation is provided by ASA, there is a policy that if notice of cancellation of transportation is not called in at least 24 hours in advance, resumption of transport services will only occur with a penalty payment, paid by money order or bank check, to ASA.

Your Job Coach will transport you to work or help you take public transportation, as indicated.

PROGRAM OPTIONS

ASA has three program options: One is the Community Based Day Supports (CBDS), second is the Employment Program and third the Day-Habilitation Program. These programs can provide a variety of personal, social and community support services and day habilitation that develops independent living, communication, sensory motor and other developmental skills. All participants are offered an initial assessment upon admission. The assessments help to determine individual's strengths, severity profiles, preferences and needs. All individuals have the opportunities to participate in programs.

INDIVIDUALS RIGHTS

It is the intent of this agency to uphold the human rights of all in ASA's programs. These rights include the following:

You have the right to have your needs addressed by individualized timely programs.

If you lose a job within 60 days through no fault of your own, you are eligible to return to the program.

You and/or your guardian have the right to meaningful informed participation and consent in all phases of your programs.

You and/or your guardian have the right to review and participate in the development of all plans and objectives.

You and/or guardian have the right to access your personal records.

You and/or your guardians have the right to review all discharge plans and to receive a verbal summary of their content. You will receive copies of all discharge plans.

You have the right to expect staff to treat all your information, both verbal and written, as confidential. No information will be released by this agency to anyone other than the referral source, without you and/or your guardian's written consent.

You have the right to a healthy and safe work and training environment.

You have the right to be reimbursed for your work by the standards established by law.

You may expect services to reflect the highest standards of training and professionalism possible.

You may expect that your name or picture will not be used in any research, academic, or publicity activities without written consent.

You may expect to not be humiliated, harassed, teased, neglected, retaliated against, or abused, physically, sexually or psychologically.

You may expect not to be financial, commercially exploited.

Your lunch may be stored in a secured area until it is time for lunch or before you leave for work or recreation.

As a program participant ASA does not want to jeopardize financial support you are receiving from governmental sources as such wages received from work paid directly from an employer will participate in ASA's work incentive IRWE program

You may have access anytime to an available bathroom by requesting a bathroom key or by indicating to your assigned job coach the need for the bathroom. In order to maintain your privacy and your safety the bathroom facilities may be locked or monitored.

If you feel that you have been mistreated or abused or have reason to suspect another person has been mistreated or abuse call the Disabled Persons Protection Commission at 1-800- 426-9009.

HUMAN RIGHTS COMMITTEE

ASA's Human Rights Committee protects your human rights.

If you feel that problems have not been taken care of by ASA staff, you may discuss the problem with the Human Rights Officer. The name of the Human Rights Officer can be obtained from the Program Managers.

The Human Rights Officer will present your concern to the full Human Rights Committee at its next meeting. The committee will then decide on the appropriate action.

GRIEVANCE/APPEAL PROCEDURES

If there is a grievance regarding program or agency policies and procedures, personnel issues with staff or other program participants, it should be brought to the operations coordinator, program managers or assistant executive director as soon as possible and the grievance should be either documented directly by the person involved or transcribed from their verbal statement. An investigation of the grievance will begin and a written response will be made with recommendations, if indicated.

Grievance procedures should be completed as early as possible and/or hopefully within a month's time based on the complexity of the issue and the need for varied levels of investigation. The Human Rights Committee will also review and make recommendations when indicated.

If at anytime during the process or after the process you are dissatisfied you have the right to have an external review (your DDS Service Coordinator, DPPC) and to appeal. At no time will there be retaliation/barriers to your services.