



“To provide person-centered services that enhances the quality of life for people with disabilities in the areas of employment, life skills, and community inclusion.”

# **ProAct Participant Handbook**

Let's discuss our 3 R's  
Rights, Responsibilities and Rules!



This handbook was developed to help you understand the rights you have as a ProAct Participant and your responsibilities as well. Because we want your time at ProAct to be enjoyable and satisfying, we'll go through the handbook together to make sure you understand the rules, rights, and responsibilities. We'll also let you know when changes occur to the handbook.

Equal Opportunity means everyone is treated the same and has the same opportunities while receiving services at ProAct. We promise to follow all the Equal Opportunity laws and regulations related to you and to ensure your success at ProAct.

We also follow an Affirmative Action Program which means we won't discriminate against you because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, membership or activity in a local human rights commission, or status with regard to public assistance. We also promise to provide disability related accommodations if you need them so you can be successful.

If you have questions about Equal Opportunity or Affirmative Action or feel you may not be treated fairly, you can talk to your case coordinator or any other ProAct staff. You may also contact JoAnn Peine. She manages ProAct's Affirmative Action Program. We will make sure your concerns are addressed as quickly as possible and confidentially.

## **Your Rights**

1. You will be involved in identifying what services and programs you want to be involved in and the length of those services and if you meet the entrance criteria, we'll support you while you participate in those services and programs.
2. You can refuse or end services at ProAct and we will let you know any the consequences of those actions, including suspension or termination. ProAct will also help you move to a different provider if you want to transfer.
3. You have the right to know the cost of your services and who is paying for it.
4. You have the right to have staff that are trained and know how to help you.
5. You have the right to have information about you kept private and have the right to see the information about you in your case record unless it is classified as confidential.
6. You have the right to be safe while receiving ProAct services; physically, emotionally, and financially without being restrained unless you may hurt yourself.
7. You have the right to be treated with courtesy and respect including your personal property and in regards to the observance of your religious or cultural beliefs.
8. You have the right to be informed of ProAct's Grievance Policy and Procedure and who else you may contact for assistance.
9. You have the right to be your own advocate to ensure your rights are upheld and to have friends of your choosing.
10. You have the right to personal privacy in the restroom without others walking in on you.
11. You have the right to be free from any form of harassment which may include touch, words, technology, or bullying.

## **Your Responsibilities**

1. You are responsible for telling the person in charge of your program/employment whether or not you think you can, or want to follow, a certain participant service plan.
2. You have the responsibility to understand your program and participant plan. Understanding your program is important to the success of your plan. If you do not understand something, ask.
3. You have the responsibility to tell the person in charge of your program about any other care or medication you are receiving as well as any changes in your health...
4. You have the responsibility to tell the person in charge of your program exactly how you feel about things that are happening in your life. Be honest and direct.
5. You have the responsibility to respect the rights and privacy of other participants and staff at ProAct.
6. You have the responsibility to follow ProAct's policies both at the program site or when using ProAct transportation.
7. You have the responsibility to know and follow fire and other emergency procedures.

**We also have general rules you must follow to help ProAct maintain a safe environment for everyone. These rules apply at all ProAct sites and when on ProAct transportation. We call these our Golden Rules!**

1. You may only smoke outside in areas where smoking is allowed.
2. You may only eat during breaks or at lunch times
3. You may not use alcohol or drugs unless they are prescribed medications and gambling is not allowed
4. You should always be respectful of other participants or ProAct staff which includes no fighting, yelling or stealing (this includes asking other participants to loan you money). Sexual activity is not allowed.
5. You may not bring weapons to ProAct.
6. You must clean up after yourself.
7. You should always remain in your programming or assigned area unless you have approval from ProAct staff.
8. You may only use your cellphone during breaks or at lunch. If you need assistance to call someone, ask a ProAct staff person to help you.
9. You cannot take pictures or videos of other participants without their permission (and/or guardian permission).
10. You must follow the ProAct Dress and Hygiene Code
  - Bathe regularly – use deodorant and brush your teeth. A participant having body odor that others can smell will be asked to go home for the day.
  - Keep your hair neat and clean.
  - Dress in clothing that is well kept, comfortable and clean and wear comfortable shoes (no open-toed shoes if you are working on-site at ProAct or in the community.
  - For women – tops and dresses that have spaghetti straps, halter tops, or show the stomach are not allowed nor are shorts or skirts that do not cover to the mid-thigh. Leggings should be worn under tops that cover the buttocks.
  - For men – Shirts must cover the stomach and pants or shorts should fit appropriately and cover the buttocks when standing, sitting or bending.
  - T-shirts with words or pictures that may be offensive to others are not permitted.

## General information

1. Weather emergencies: In the event of emergency conditions including inclement weather, ProAct programs and transportation may not operate.
  - For Eagan participants - listen to WCCO (830-AM) radio station or the Channel 4 or 5 TV Station which broadcasts school, business and ProAct's closing as a source of information on questionable days.
  - For Hudson participants – the site will be closed if the Hudson schools are closed.
  - For Red Wing participants – the site notifies participants about weather related programming changes including transportation based on weather warnings for the area.
  - For Shakopee participants – the site notifies participants about weather related programming changes based on weather warning for the area.
2. ProAct scope of services: The buildings are open Monday – Friday approximately 7:30 – 4:00 (see website for specific hours at each site). Individual services (ESS/EDS/IHS) may operate outside of these days/hours depending on participant needs. DSS generally has the requirement that every participant is scheduled between 3 – 5 days/week. The frequency of individual programs (ESS/EDS/IHS) is determined by the participant and team.
3. Arrival and Departure: You may not arrive for ProAct services earlier than 8A. You should be picked up no later than 4P if you have your own transportation (not ProAct transportation).
4. Lunches and Breaks: You have a 15-minute break as well as a 30-minute lunch break.
5. Attendance: We anticipate participants will attend their scheduled programming 100% of the time scheduled unless there is a scheduled vacation, appointment, or illness. ProAct should be notified of vacations and appointments ahead of time and by 7:30A the morning of the absence due to illness. Participants consistently attending below 80% keeps ProAct from admitting new participants wanting to attend programming at ProAct. It also does not allow ProAct to maintain its fiscal commitments to its funders as stated in the annual agreements. Participants below 80% will be evaluated on an individual basis with the goal being to correct attendance issues.
6. Your Personal Items: You are responsible for any personal items you bring to ProAct and for their safety. Lockers are available to store items but need to be maintained and kept clean.
7. Holidays: You will receive a calendar that lists all ProAct Holidays for the present year.
8. Feedback and Being Heard:
  - ProAct has a Participant Advisory Committee made up of both participants and ProAct staff. The committee meets monthly to discuss participant concerns and issues.
  - You are encouraged to share your ideas, thoughts, and concerns with ProAct staff. You will also be asked to complete an annual survey to help ProAct staff continue to enhance the services being provided to you.
  - You may file a grievance if you feel as though your concerns are not being addressed. Inquire about the process with ProAct staff.
9. Illness Guidelines:
  - If you are ill you should receive care for the illness at your place of residence whenever possible.
  - Due to the risk that signs, and symptoms of illness may represent a communicable disease, infection control procedures will be followed by Day Services staff in dealing with the illness.Please stay home if:

- Fever (oral temperature of 100.4 or higher). May return 24 hours after fever breaks.
- Diarrhea. May return 24 hours after last stool.
- Conjunctivitis (pink eye). Bacterial- May return after they have received at least 24 hours of antibiotic treatment. Viral- May return after documentation is received noting that the physician verifies that you don't have a contagious infection.
- Vomiting. May return 24 hours after last emesis.
- Contagious infections. May return after you have received at least 24 hours of antibiotic treatment.
- Discharged from hospital or under anesthesia. May return 24 hours after discharge/appointment.
- Suppository given in the morning prior to day services. May return 24 hours after suppository.

You will need to go home if:

- Fever (oral temperature of 100.4 or higher).
- Diarrhea (two episodes)
- Redness of the eye or discharge from the eye
- Vomiting
- Green/yellow nasal drainage
- Persistent unusual cough
- Appears ill and is unable to participate

If you need to go home from ProAct due to illness, you will need to be picked up within an hour of receiving the phone call.



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### **Attendance Guidelines for Community Services:**

**The following information is for all participants EDS/ESS/IHS Services through ProAct.**

Attendance is important. If you cannot meet at your scheduled time, you must call your assigned ProAct staff member 24 hours in advance.

This will be discussed at intake and again the first time there is a cancellation. After missing 2 meetings, the team will be notified that any subsequent cancellation will result in services being closed due to lack of participation.

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**The following information is for all participants in paid training through ProAct.**

**Wage and Salary Administration**

ProAct follows the U.S. Department of Labor Wage and Hour practices.

**Lunch/Breaks**

Lunch and breaks are provided based on the Minnesota Department of Labor rules.

**Unemployment**

Because ProAct is a Day Service facility providing paid training opportunities to you, you are not considered employees and are not eligible for unemployment.

**Workers' Compensation Insurance**

ProAct provides Workers' Compensation insurance for all participants who have a work-related injury, disability, illness, or fatality while performing work paid by ProAct, without regard to the possibility of negligence.

**Unpaid Leave of Absence**

You may submit in writing a request for an unpaid leave of absence stating the length of time and the reason for the leave. Approval of all unpaid leaves shall be at the discretion of the Program Manager.

NOTE: ProAct cannot guarantee that your paid training position will be available upon returning from the leave of absence.



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**The following information is for all participants receiving transportation through ProAct.**

Participants riding ProAct transportation must abide by the following rules:

1. You will receive the following information one week prior to starting on ProAct transportation.
  - Daily departure and return times
  - Name and cell phone number of your ProAct bus driver
2. You should be ready and watching for your bus 10 minutes prior to scheduled pick up time.
3. You must immediately board the bus upon arrival as your cooperation is vital to the ProAct maintain its travel schedule. Your bus driver will call after waiting 2 minutes and will only wait 3 minutes for you to appear.
4. Your bus driver will meet you outside of the bus for assistance onto and off the vehicle as needed.
5. You will have an assigned set and must go immediately to your seat and buckle your seat belt. Ask for assistance from your driver as needed.
6. You must remain seated while the bus is in motion and while it's stopped to pick up other passengers.
7. You are responsible for being respectful of other participants on the bus and following all rules and regulations. You will be asked to discontinue taking ProAct transportation if you are unable to follow the rules.
8. Eating, drinking, and smoking are not allowed on ProAct vehicles. Cell phone use is also prohibited.
9. Upon arrival at ProAct/home you should immediately leave the vehicle and/or follow the instructions of the driver.
10. Once off the vehicle you must go directly into your residence. ProAct drivers cannot leave your residence until you are safely in your home.
11. You are responsible for cancelling all rides a minimum of 30 minutes prior to your scheduled pick up time by calling your driver's cell phone number.

**Weather emergencies:** In the event of emergency conditions including inclement weather, ProAct transportation may not operate. You will be notified by ProAct if your transportation is cancelled due to weather related issues.

- For Eagan participants - listen to WCCO (830-AM) radio station or the Channel 4, 5, 11 or 45 TV Station which broadcasts school, business and ProAct's closing as a source of information on questionable days.
- For Hudson participants – the site will be closed if the Hudson schools are closed.
- For Red Wing participants – the site notifies participants about weather related programming changes including transportation based on weather warnings for the area. The closings are broadcast on KCUE (AM 1250) or KWNG (FM 106).
- For Shakopee participants – the site notifies participants about weather related programming changes based are weather warning for the area.



## Earned sick and safe time employee notice

Employees in Minnesota are entitled to earned sick and safe time, a form of paid leave. Employees must accrue at least one hour of earned sick and safe time for every 30 hours they work, up to at least 48 hours in a year. The definition of a year for purposes of the employee's earned sick and safe time accrual is: Calendar year – January through December.

The earned sick and safe time hours the employee has available, as well as those that have been used in the most recent pay period, must be indicated on the employee's earnings statement that they receive at the end of each pay period. Earned sick and safe time must be paid at the same hourly rate employees earn from employment. Employees are not required to seek or find a replacement for their shift to use earned sick and safe time. They may use earned sick and safe time for all or part of a shift, depending on their need.

Earned sick and safe time can be used for:

- an employee's mental or physical illness, treatment or preventive care;
- the mental or physical illness, treatment or preventive care of an employee's family member;
- absence due to domestic abuse, sexual assault or stalking of an employee or their family member;
- closure of an employee's workplace due to weather or public emergency or closure of their family member's school or care facility due to weather or public emergency; and
- when determined by a health authority or health care professional that an employee or their family member is at risk of infecting others with a communicable disease.

## Notifying employer, documentation

An employer can require their employees to provide up to seven days of advance notice when possible (for example, when an employee has a medical appointment scheduled in advance) before using sick and safe time. An employer can also require their employees to provide certain documentation regarding the reason for their use of earned sick and safe time if they use it for more than three consecutive days.

If an employee plans to use earned sick and safe time for an appointment, preventive care or another permissible reason they know of in advance, inform your case coordinator by phone or email as far in advance as possible, but at least 3 days in advance. In situations where an employee cannot provide advance notice, the employee should contact their case coordinator by phone or email as soon as they know they will be unable to work.

## Retaliation, right to file complaint

It is against the law for an employer to retaliate, or to take negative action, against an employee for using or requesting earned sick and safe time or otherwise exercising their earned sick and safe time rights under the law. If an employee believes they have been retaliated against or improperly denied earned sick and safe time, they can file a complaint with the Minnesota Department of Labor and Industry. They can also file a civil action in court for earned sick and safe time violations.

## For more information

Contact the Minnesota Department of Labor and Industry's Labor Standards Division at 651-284-5075 or [dli.laborstandards@state.mn.us](mailto:dli.laborstandards@state.mn.us) or visit the department's earned sick and safe time webpage at [dli.mn.gov/sick-leave](https://dli.mn.gov/sick-leave).

This document contains important information about your employment. Check the box at the left to receive this information in this language.