



CLIENT HANDBOOK

CAREER DEVELOPMENT

Welcome to Lifeworks!

This handbook is your reference guide to processes and services Lifeworks provides. It is you or your guardian's responsibility to understand the information and to follow the guidelines.

Lifeworks Services, Inc. was founded in 1965 by families of children with special needs. Lifeworks is a non profit organization.

Mission: Our mission is to serve our community and people with disabilities as we live and work together.

Vision: Our goal is to help people live more self-determined lives. We are passionately committed to fostering a greater understanding of people with disabilities so that they are heard, their interests are respected, and their contributions valued.

On your first day at Lifeworks your job coach or service facilitator will review important orientation items. This will be your official **Orientation to Lifeworks.**

Lifeworks Support Staff

Your job coach:

Name: _____

Cell or phone number: _____

Team Office Number: _____

Your Business contact and phone number: _____



**For questions regarding paycheck, paid time off benefits,
holiday pay:**

Contact your job coach with questions.



To cancel your transportation to and from work:

- Call your job coach
- Call your individual transportation provider.

Name of Transportation provider: _____

Transportation phone number: _____

Purpose

This handbook is for all clients enrolled in services with Lifeworks. The purpose of this handbook is to help you, as a client of Lifeworks, understand your Responsibilities and Rights.

While Lifeworks believes wholeheartedly in the plans, policies and procedures in this handbook, they are not conditions of employment. Lifeworks may at any time add or change this handbook without notice.

Criteria for Providing Services:

Lifeworks is committed to serve all people who would benefit from our services based on the following criteria:

- Resides within a transportation service area or can provide own transportation
- Eligibility for funding
- Availability of services that match their needs
- Statement of Host County Concurrence, when needed

The Program Supervisor at each location will make all acceptance decisions based on the requested services and the ability of the program to meet that need. All service locations have limited capacity enforced by the Department of Human Services, Licensing Division, and County Human Service Departments.

Time frame for Starting Services:

At Lifeworks our goal is to put you on a career path and meet your individual needs. We strive to get each person a job that matches their skills and desires or a service that meets their needs. While you are looking for a job that matches your long-term career goals or a service that fulfills your individual needs, we will help you access work and/or learning opportunities to build your skills.

Because we strive to match individuals with jobs and services that best meet their needs, we do not utilize a waiting list. If we are currently unable to offer services that match your specific needs, you will have the option of remaining on our referral list. You will be contacted when an appropriate service or job match becomes available.

Staff Qualifications:

At Lifeworks we believe that keeping long-term experienced staff is a benefit to you. Our service facilitators must have a related four year degree, a two year degree and two years of relevant experience, or a combination of education and

experiences equal to four years. Our service specialists must have a related two year degree, two years of relevant experience, or a combination equal to two years. All staff must pass a State of Minnesota Department of Human Services background check. All staff working with you receives training in Vulnerable Adults, Privacy and Security, First Aid, CPR, and Crisis Prevention (CPI). Staff who assist you with medications receive training in Medication Administration. All staff working with you also receive 40 hours of training upon hire and ongoing trainings that meet the requirements of the Minnesota Department of Human Service.

Contracted Employees

Welcome to Lifeworks Career Development Services. You have been hired by Lifeworks to work at a business. Lifeworks will train and support you on the job.



Lifeworks as Your Employer

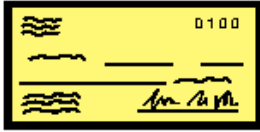
You have been hired by Lifeworks to work at a business under the terms of a contract.

- Many of the contracts are temporary staffing agreements.
- There is no guarantee how long your job will last.
- You may lose the job because:
 - The contract has ended or was cancelled.
 - The business decides that your position is no longer needed.
 - You have not performed up to expectations.
- The job coach will explain your pay when you are offered the job.

The business you work at is not your employer.

All issues regarding your job placement are to be directed to your Lifeworks job coach.

Paychecks



Paychecks and Pay Information



Pay rates are determined by the terms of the contract Lifeworks has with the business. It may change when the contract is re-negotiated.

Payroll Deductions

- Your pay is subject to federal and state tax withholding, plus social security and Medicare deductions.
- In the event that information on your time sheet was incorrect and you were overpaid, Lifeworks will ask for the overpayment to be returned.

Overtime



If you work more than 40 hours per week, you will be paid overtime. You will be paid at time and one-half (1-1/2 times) your normal wage for all hours worked beyond 40 hours in the week.

Holiday Pay

Lifeworks has 6 holidays each year. Individual businesses may not have those same holidays. If the company is open for business on a Lifeworks holiday and you are expected to work, you will be paid double for the hours you work. You should discuss holidays and those you are expected to work with your Lifeworks job coach.

Garnishment

In the event that a garnishment is issued against your wages, Lifeworks will withhold the portion of your pay as the law requires. You will be informed of the deduction by the payroll department before it becomes effective.

Retirement Plan

You are eligible to participate in Lifeworks Retirement Plan. You can make contributions from your paycheck however, Lifeworks does not make matching contributions. Contact Lifeworks Human Resources department, if interested.

Payroll period

Employees are paid every other Friday for 26 pay periods a year. The paycheck covers the days worked in the two weeks prior to the week in which you receive your paycheck.

Definition of the work week



The work week, for payroll purposes, begins on Sunday at 12:00 a.m. and ends on Saturday at 11:59:59 p.m. The specific hours for employees may vary.

Payroll distribution and direct deposit

You have the choice of having your check mailed to your home or using direct deposit. Direct deposit guarantees that your check will be deposited on pay day. If you do not receive your paycheck or pay stub by the Wednesday following pay day, or have questions about direct deposit, please call your job coach.

Change of name or address



Any changes in your name or address should be immediately reported to your job coach.

Reporting wages to Social Security and other agencies



- Lifeworks will complete Verification of Employment forms when requested by Social Security or other agencies. Lifeworks is able to report only the wages that were paid to you as a Lifeworks employee.
- It is your responsibility to routinely report your wages to the Social Security Administration or other agencies to fulfill your requirement of reporting wages to maintain any benefits.
- It is your responsibility to keep copies of your pay stubs. Lifeworks will charge \$5.00 for copies of pay stubs.

Unemployment

If you are employed by Lifeworks, you are not eligible to receive unemployment benefits. If you would like more information, talk to your job coach.

Lifeworks Special Minimum Wage Certificate

Lifeworks holds a Special Minimum Wage Certificate from the U.S. Department of Labor that allows wage payment of less than minimum wage to workers whose productive capacity is impaired by a disability. If you are paid less than minimum wage, the certificate requires Lifeworks to pay you an amount that is “commensurate” with your ability. This means Lifeworks must base your pay on the type, quantity, and quality of work you do compared to workers without disabilities doing the same or similar work.

Lifeworks Special Minimum Wage Certificate is posted on a bulletin board in every Lifeworks facility. Also, during orientation to a Lifeworks job that pays special minimum wages, Lifeworks staff will give you a notice about the Certificate.

Hourly wages



Some job assignments for Lifeworks will pay you an hourly wage based on your productivity. Your hourly wage may be below minimum wage.

Your rate of pay will be reviewed at least every six months and your rate may be adjusted up or down based on the review. This review will consist of measuring your productivity and quality of work and comparing it to workers without disabilities doing the same work.

Piece rate wages

Some job assignments for Lifeworks will pay you per acceptable piece or unit completed. Your pay depends on the amount of pieces you complete.



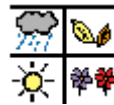
Paid and Unpaid Leaves

Paid time off benefits

If you are scheduled to work 40 hours or more per week, you may be eligible for paid time off benefits. These benefits consist of the opportunity to earn paid vacation, sick time, and holiday pay. Please contact your job coach if you have questions.

FMLA

The Family and Medical Leave Act (FMLA) of 1993 requires Lifeworks to allow eligible employees to take unpaid, job-protected leaves for certain family and medical events. You may be eligible for FMLA. Please talk to your job coach if you need further information.



Bad or Inclement Weather

- Lifeworks does not close during inclement weather.
- Lifeworks may not be able to provide transportation in bad weather and rides may be canceled. If your ride is canceled, you have the option of reporting to work by arranging your own transportation.
- Notify your job coach and the business where you work if you feel it necessary to stay home in bad weather.



Injury on the Job

If you are injured on the job, immediately notify your job coach.

Personnel

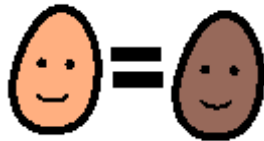


Expectations of Employees

Lifeworks expects employees to follow certain work rules. Your Lifeworks job coach is responsible for communicating and helping you to follow these rules. Please talk to your job coach if you need help understanding these expectations.

Your responsibilities at work include:

- Follow the policies and procedures of Lifeworks and the business where you work.
- Follow the directions given by your job coach or supervisor.
- If you do not have a Lifeworks job coach with you all day, you are responsible for accurately reporting your hours worked every day. If you have questions or need support with this, please talk with your job coach.



- Do not call people names or tease on the basis of race color, age, sex, sexual identity, disability, or religion.
- Do not use or bring illegal drugs.
- Do not drink alcoholic beverages before coming to work or on the job.
- At a Lifeworks facility smoking and the use of chewing tobacco are only allowed in designated areas.
- Kissing, hugging, and talking about sex are not allowed in the workplace.



- Shaking hands is acceptable at work.

- Your attendance at work is important. Make sure you arrive on time and come to work on the days you are scheduled. Your job coach will explain procedures for scheduling sick and vacation days.

Personal Appearance

It is very important to look clean and professional at work. Most businesses have rules about the types of clothing appropriate at work. This is called a “dress code.” Your job coach will help explain to you any dress code at the business where you work. If the business does not have a dress code, you will be expected to follow the Lifeworks dress code.



- Clothing and shoes should be clean and not ripped or torn.
- No tank tops, halter tops or camisoles.
- All shirts should completely cover your stomach/midriff.
- Shorts, skirts, and dresses should be of a professional length.
- Your clothing (shirts, jackets, hats, etc.) should not have logos or pictures relating to sex, drugs, drinking, or offensive material.
- Other dress code requirements: _____

Performance



Following the rules at work and doing your job well is important. Your job coach will help you to understand the rules and expectations and let you know how you can improve your performance. If you are breaking rules or not meeting work expectations, your supervisor or job coach may decide to take one of the following actions:

- Verbal warning that you may lose your job if your performance does not improve
- Written warning that you may lose your job if your performance does not improve
- Time off from work without pay
- Termination (getting "fired")

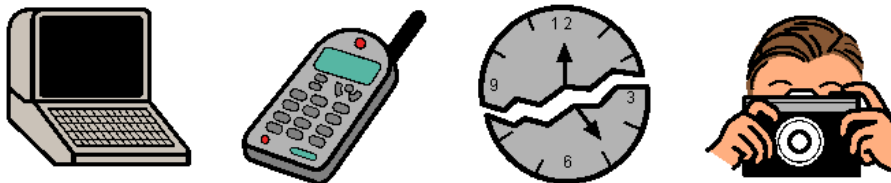
Breaks

- At a Lifeworks facility smoking and the use of chewing tobacco are only allowed in designated areas.
- If you take a break to smoke, please tell your staff first.
- At a job site you must follow the business rules for smoke breaks and smoke only in designated areas.
- You are responsible to bring your own lunch and beverage each day. Lifeworks does not provide food service. Staff will provide assistance with heating or cold storage of your lunch as needed.



Technology

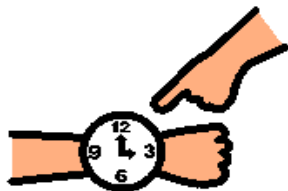
- Lifeworks has computers at its facilities which are available for your use. Lifeworks staff will explain the rules for using computers.
- Personal cell phone use is permitted, but needs to be respectful of others. Lifeworks staff will explain the rules at your center or jobsite.
- You are responsible for any technology (cell phones, iPods, laptops, etc.) brought from home. This means Lifeworks will not pay to replace or fix these items if they are lost or broken.
- Taking pictures with a cell phone or camera is not allowed without permission.



Transportation Policy



Lifeworks employees get to work many different ways. You may drive, ride a bus, or ride a van with others. If you ride a van with others, you must follow these rules:



- Be completely ready and waiting by the door before your pick-up time.
- Drivers need to stay with the vehicle. If you need help getting to or from the vehicle, your family or staff will be expected to assist you.
- Your driver may leave without you if you are not on the vehicle within three minutes of your pickup time.
- If you miss your ride it is your responsibility to find another way to get to work.
- Changes of address for pick-up and drop-off must be approved 5 days in advance by your Lifeworks transportation provider.
- If you must cancel a ride, it is important to do so as soon as possible. Some transportation providers will suspend or permanently cancel your ride if you have too many "no-shows" or last-minute cancellations.
- Follow the driver's rules, including staying seated and wearing your seatbelt.



- Be respectful of others by keeping your hands to yourself, keeping conversation quiet, and not distracting the driver.

Lifeworks may not take you to your job if you do not follow these rules.