



## Customer Manual

### INTRODUCTION

Stand Up, Inc. is an organization that is dedicated to helping people with disabilities, physical or developmental, to discover, secure and become trained or prepare for work within the competitive workplace. It is the belief of Stand Up, Inc. that accomplishing this goal will promote genuine satisfaction and purpose in the lives of the people we serve while providing a much needed source of committed, competent and contributing employees within our community.

This manual has been prepared to be a valuable and helpful resource that will introduce us to you as well as to the supported employment process. The information within this manual may be amended from time to time to meet certain changes within the process. Stand Up, Inc. reserves the right to amend and alter this Customer Manual as the need arises.

### MISSION STATEMENT

The Mission of Stand Up, Inc. is to assist individuals increase their independence by providing unequalled personalized planning, supports and opportunities for success within the workplace by providing prevocational training and job supports.

### VALUES

- |                      |                    |
|----------------------|--------------------|
| 1. Exemplary Service | 6. Responsibility  |
| 2. Integrity         | 7. Creativity      |
| 3. Confidentiality   | 8. Positivity      |
| 4. Professionalism   | 9. Teamwork        |
| 5. Cooperation       | 10. More with less |

## ADMISSION POLICY

Most often, counselors, case managers or school districts refer individuals to Stand Up, Inc. from The Department of Aging and Rehabilitative Services of Virginia, Department of Medical Assistant Services, The Department for the Visually Impaired, local school systems and other community programs. Stand Up accepts individuals who have at least one documented disability. You are not required to have a referral from a partnering agency to receive services through SUI, but if you do not have a referral from a partnering funder, a contract will be arranged between SUI and the customer.

Currently, Stand Up does not have a wait list for services. If a wait list becomes necessary due to staff reaching capacity, you will be placed on the list in order of referral date. As coaches become available, you will move into service status in order of referral date. Stand Up maintains smaller caseloads in order to provide the most individualized and personal service possible.

Once you are registered within our program, you will meet with a representative from Stand Up, Inc. within one month to begin services.

If you have worked with Stand Up, Inc. in the past, approval from the Stand Up, Inc. leadership may be required in order to resume services with Stand, Up Inc. Stand Up reserves the right to end services to any customer at any time. If this is the case, Stand Up will inform you (as well as your referral source and any other family/supports that you wish) in writing of why Stand Up chose to end services and will refer you to another agency for assistance. If your services are being funded by one of the partnering agencies listed above, and that agency closes services with SUI on your behalf, your services will be closed with SUI unless you make other arrangements with SUI leadership. If you disagree with SUI closing your case, our grievance procedure may be followed. Ending or changing a service provided by Stand Up Inc is a decision that will be discussed by your team of supports (job coach, counselor, and any other natural supports that you would like) so that you are always aware of your case standing. If you wish to receive services that aren't currently authorized, you can contact our home office at 434.316.7140 to speak with a SUI staff member for assistance.

## HOURS OF OPERATION

Stand Up maintains office hours Monday – Friday from 9am – 5pm. If you are employed, or your goal is for Stand Up to assist in securing employment for you, your working hours may be outside of our office hours. Job coaches are available to work with you, no matter your shift. Our job coaches do not work only during office hours, but rather, are available as your schedule and needs require. Our coaches work the hours needed in order to provide significant supports to our customers. If you wish to speak to a Department Head or Administrative personnel, please utilize our office hours. If you have an emergency outside of office hours, and cannot reach your job coach, contact Dan Reichard, 434-546-0682 for assistance.

## REFERRAL PROCESS

It will be your choice of which Supported Employment Service you wish to assist you. Your counselor or case manager will provide you with the information that you need to make the best decision based on your own individual needs. This may be determined through counselor/customer guidance sessions or through a presentation in which you have opportunity to meet the different vendors from which you will eventually choose one to be your Employment Service representative. Everyone involved in this process is committed to giving you the information that you need to make the best choice.

If you are a client of the Department of Aging and Rehabilitative Services, our rates are covered by DARS. Services may also be covered by a DD Waiver or by school systems for individuals that qualify. Stand Up also accepts private pay for service provision. If you would like more information regarding funding sources or information regarding paying for services privately, please contact our office at 434-316-7140 or by emailing to [info@standup-inc.com](mailto:info@standup-inc.com).

When you meet with a representative of Stand Up, Inc., the first thing that will happen is that an “intake” is conducted. An intake gives Stand Up and the customer an opportunity to exchange information about what services are provided. This is an opportunity for us to get to know you and your goals. Some of the things that we will seek to find out are your interests, goals, and any specific employment needs that you may have. Then, we can both focus on a realistic goal. It is vital to the success of your service plan that we have an opportunity to get to know each other, what the expectations are and how the process will work. Your job coach will explain this process carefully during your initial meeting, but if you

have any questions in regards to our service process speak with your job coach or contact our office for clarification.

You will be asked to sign “Release of Information Form” for any one that you would like Stand Up to be able to speak with in regards to our service. You will be asked who Stand Up representatives can speak with and what kind of information you would like shared. This will allow for an exchange of information necessary to provide Stand Up, Inc. with your history. Some of this history will include vocational evaluations, medical history, areas of special concern and background information.

Once we have determined what your interests, goals and employment requirements are, we will begin supports based upon services received. These services are guided by your wants and needs in correlation with your case manager or counselor.

## ORIENTATION

Orientation is an opportunity for you to meet with your job coach to review this manual and other orientation materials. Your job coach will provide a thorough explanation of the policies, plans, and procedures of supported employment and what you can expect while working with Stand Up. We will discuss with you and your supports your plan for services and your individual goals while receiving services with Stand Up. This will also be a time to complete forms that are necessary for your Individual Service Plan and to discuss your goals while working with Stand Up.

## VOCATIONAL SERVICES

Stand Up, Inc. offers a number of services during the employment process. Each of these services is designed to assist you in discovering and securing employment that will be fulfilling and mutually satisfying for you and your employer. Stand Up, Inc. is a person centered organization so that you are able to direct your service design and delivery. Days, times and frequency of services provision are based off of your individual needs and availability whenever possible. The following is a brief description of each of these services. These services are typically offered on a referral basis. If you would like more information regarding program availability, or information regarding funding, please contact our home office at 434-316-7140 or by emailing [info@standup-inc.com](mailto:info@standup-inc.com).

You may receive more than one service at a time, and you may transfer between services as your job exploration, search and training progress. The transfer to a new service, addition of a service, or exit from a service is discussed between your job coach, your counselor, teacher, case manager and you. If you feel your case is progressing too quickly, or are unsure of your status please speak with your job coach or any member of SUI leadership for further guidance.

## **VOCATIONAL SERVICES**

Stand Up Inc. offers a number of services throughout the employment process. These services are described in detail in the SUI brochure as well as in the customer manual which is provided to every customer that we serve. Each of these services are designed to assist the customer in discovering and securing employment that will be fulfilling and mutually satisfying for both the customer and the employer. Following is a brief description of each service provided by Stand Up Inc.

### ***Situational Assessment: (A6320)***

In some cases, the customer is not really sure what kind of job that they would like to obtain. The Situational Assessment allows you to sample several jobs in which you may be interested. A Stand Up, Inc. representative will set up these ‘try-outs’ based on what you have indicated you are interested in doing. You may be brought to actual job sites, given opportunity to watch people doing the actual job you may want to do, have an opportunity to ask questions about the job. After several of these Situational Assessments you will have a better idea of what the job requires.

### ***Job Development: (A5101, A5132, H2023)***

Once you have decided which field of employment that you would like to pursue, your representative from Stand Up, Inc. will begin to contact employers within the community. They will arrange interviews with potential employers and the employment specialist will, if necessary, transport and advocate for you, the customer, during the interviewing and hiring process. (Includes SE Job Development and JCTS Job Development)

### ***Job Coaching/Training: (A5103 , A5134, H2023)***

Once you have been offered employment and accepted, the employment specialist will participate in every necessary step of your training process. The Stand Up, Inc.

representative will train on the job site with you. This will help insure that you understand the job requirements, the company's rules and requirements and that you know who your supervisors are. Once you have been thoroughly trained and you and your supervisor feel confident that you have achieved a pattern of stability on the job, your trainer or job coach will gradually "fade" from the site. You are now well on your way to achieving independence. (Includes Individual SE and JCTS Job Placement & Training)

***Follow-Along: (E5129, H2023)***

Don't worry; your Stand Up, Inc. job coach isn't too far away. They will continue to be available to you and to your job supervisor as long as you work for that company. Once independence has been achieved, the job coach will still visit you on the job site, usually, twice a month. This will allow the employment specialist, you, and your employer an opportunity to discuss and resolve any issues or changes regarding the job. Follow-Along is an important part of the long-term job success. (Service and funding provided by Stand Up, Inc. as approved by DARS and LTESS funding available. Stand Up, Inc. is so committed to this program and the results FA brings to our customers; we have invested financially and personally to ensure the success of our clients.)

***Workplace Assistant: (H2025) Medicaid waiver only***

A support service provided to an individual who has completed job development and completed or nearly completed job placement training (i.e. supported employment) but requires more than the typical employment specialist services to maintain stabilization in his/her employment. These services are supplementary to individual supported employment services

***Community Support Services: (A1205)***

A service where Stand Up, Inc. can assist you with your banking needs, budgeting, locating housing, transportation, assistance with obtaining a driver's license, home skills (laundry, cooking, cleaning), locating available child care, or any other living skill to help you become an independent individual.

**Transition and Pre-Employment Transition Services**

***Pre-Employment Transition Services (Pre-ETS):***

Stand Up, Inc  
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Pre-ETS is a product of the collaboration between school systems and the Department of Rehabilitative Services. The goal of this service is to train individuals with disabilities at an earlier age so that necessary work skills are familiar to them when they enter the workforce. Pre-ETS includes five foundational services: job exploration counseling, work-based learning experiences, counseling on opportunities for enrollment in post-secondary education, work place readiness, and instruction in self advocacy.

***Student Transition Employment Program (STEP):***

This Stand Up, Inc. developed Pre-Employment Transition Service is a partnership between local school systems community businesses and Stand Up. Students spend time in the class room as well on an intern site to gain knowledge such as teamwork, communication, time management, mobility, job search skills, interview skills as well as gaining practical work experience by completing different internships at various work sites throughout the community.

***Project Search:***

A business-led high school Transition-to-Work program, one-year employment preparation program that takes place entirely at the workplace, usually a hospital. Total workplace immersion facilitates a seamless combination of classroom instruction, career exploration, and hands-on training through worksite rotations.

***Discovering Personal Genius™ (Discovery):***

A 6-8 week structured method of interacting with our customer in their day to day life to reveal existing or emerging skills and talents that can be paired with employment opportunities in their community.

**Case Closure**

There are many circumstances in which your case with SUI may be deemed closed. If your services are funded by an outside agency, your counselor or case manager has the ability to stop services with Stand Up. In this case, it is possible to continue services if other payment arrangements may be made. Stand Up staff will actively advocate for your needs for appropriate funding.

Your case may also be closed after you become stable within your new position or your goals have been reached. Your stability is determined by communication between your JC, your employer, your counselor and yourself. Stand Up reserves the right to close your case at any time, and will inform you (and any other supports you wish) of this decision in writing. If you disagree with the closure of

your case, please follow our grievance procedure as outlined in the customer rights section of this manual.

## LIABILITY

Stand Up, Inc. maintains liability insurance. This covers both you the customer and your Stand Up, Inc. representative during assessments, job development, when the customer is not yet an employee of a company but is on company property with a Stand Up, Inc. representative for the purpose of any part of the employment process.

Stand Up, Inc. liability insurance also covers any Stand Up, Inc. and customer who may be traveling on Stand Up, Inc. business in their privately owned vehicle.

## MEDICATION

Stand Up, Inc. staff and employees are never permitted to administer any medication to customers. This includes any time, on or off of the training site or during any phase of the process. This includes, but is not limited to prescription or over-the-counter medications, aspirin, vitamins, etc.

## COMMUNICATION

Communication is key throughout this process. It is essential that the lines of communication stay open between Stand Up, Inc., employers, counselors and you. This is especially important during the Job Development and Training process. It is the policy of Stand Up, Inc. that any call or email to the Stand Up, Inc. representative by the client or a clients supervisor will be returned that day or, at the latest, the next day.

If a Stand Up, Inc. representative or staff member leaves a message for the customer, it is requested that you return that call as soon as possible. It is important that you return calls as soon as possible as it may likely have to do with your interview schedule, a meeting with a potential or actual employer or your job schedule.

Once you have obtained employment, it is your responsibility to call your employer if you miss a scheduled day of work for any reason.

There may be times that you need to reach your job coach for a work related emergency and they are not available. If you are ever in this situation, you



can refer to your "Back-up Contacts" card that your job coach has given you or contact the home office at 434.316.7140. This card has the numbers of the supervisory staff at Stand Up, Inc. You should always be able to reach one of them should an urgent need arise. You can also access contact information on our website at [www.standup-inc.com](http://www.standup-inc.com).

## CLOTHING AND PERSONAL APPEARANCE

Part of the responsibility of an employment specialist is to help you understand what specific dress and hygiene requirements are necessary to assure job success. Customers are to be well groomed with clean, neat and appropriate clothing. Hair, beards and mustaches must be neatly trimmed. If the specific employer has specific requirements in this area you are to comply as well. If you are unsure what is appropriate or have specific questions about grooming or clothing issues, simply request guidance and clarification from a Stand Up, Inc. staff member.

## HEALTH AND SAFETY OF OUR CLIENTS

The health and safety of our clients is our main priority. Employment environments and job descriptions are reviewed to ensure that neither customers nor Stand Up, Inc. staff are working in conditions that are hazardous or performing potentially harmful tasks. Even in environments that are not deemed especially hazardous or harmful, care must be given at all times to perform in a safe manner. If you find yourself in a situation in which you feel that you are not safe or able to comply with job requirements that you feel are dangerous, immediately discuss your concerns with your Stand Up trainer. Your job coach will carefully consider your individual needs and concerns before placing you into employment. For this reason, it is extremely important that you, or your caregiver, provide as much information as possible that could better allow us to keep you safe within your job search and once you receive a job. Stand Up will also receive input from your funder (counselor or case manager) regarding your health and safety needs.

### *Infection control and prevention:*

In order to remain healthy, it is suggested that you follow the following items in order to prevent the spread of infection or other illnesses.

1. Hand washing is the single most effective means of preventing disease. An effective hand wash lasts between 10-15 seconds, or the time it takes to sing "Happy Birthday" twice.
2. Treat everyone's blood and body fluids as infectious.

3. Wear gloves when touching blood, body fluids, mucous membranes, or broken skin of anyone.
4. Do not pick up broken glass directly.
5. If accidental blood/body fluid exposure occurs, clean wound with soap and water, flush the eye, mouth or nose with running water.

Refer to your job coach for other methods of remaining safe while on the job site.

## COOPERATION

The job coach is honestly and genuinely committed to seeing that you succeed in your chosen field of employment. The job coach is just that, a coach. Part of the job coach's job is to offer tips, suggestions, recommendations and sometimes corrections to what you are doing or the way in which you are performing your tasks.

Unless you feel that your job coach is asking you to do something that is illegal, immoral or unethical, you are expected to make every attempt to follow the suggestions given by your job coach.

We also ask of you, our client, not to ask your job coach to borrow money or the use of their company cell phones. If you have an emergency situation we understand your need and will assist at that time.

## REVIEW OF SERVICES

In order to ensure that you, our customer, remain satisfied with the services that Stand Up, Inc. provides several methods for you to provide feedback and/or questions to our staff. Stand Up, Inc. will provide a survey at the end of every service you receive from Stand Up, Inc. so that you may provide your opinion regarding the quality of service you received. In addition, Stand Up, Inc. will hold a semi-annual open house on the first Monday of every April and December from 5:00pm to 6:00pm so that you may speak with a Stand Up, Inc. representative regarding any concerns, requests for more information or training that you may desire. Stand Up has a suggestion box in our main office location in Lynchburg, VA, feedback or questions may also be emailed to Stand Up at [info@StandUp-Inc.com](mailto:info@StandUp-Inc.com) or you may also use the grievance procedure outline later in this manual to address any concerns.

## SOCIAL SECURITY BENEFITS

Customers who receive Social Security Benefits under Social Security Disability Income (SSDI or SSI) who begin or return to work are advised to meet with a benefits specialist. Reporting of your income to the Social Security Administration is critical to ensure you remain in compliance and are aware of how earned pay could affect your benefits. Benefit analysis services are available through your local DARS or CSB office. If you would like more information on how to begin this process, please ask your employment specialist for contact information.

## PUBLIC ASSISTANCE / REFERRALS

If you are interested in obtaining information regarding public assistance such as Supplemental Security Income, Social Security Disability Insurance, Food Stamps, Public Health Services, etc. please inform your job coach so that we may refer you to an agency that may further assist you in these matters. During this intake, your job coach will also provide a list of local service providers that may be helpful.

## ADA (Americans with Disabilities Act) and EEOC (Equal employment opportunity commission)

Job development services also allow your job coach to assist you regarding questions and/or concerns having to do with potential employment. Job coaches can help to provide current information regarding the Americans with Disabilities Act, Equal Employment Opportunity Commission and how they apply to you should you have questions during the course of your job search

If you have questions or would like more information regarding the ADA or EEOC please speak with your job coach, contact us at [info@standup-inc.com](mailto:info@standup-inc.com) or leave a question on our website at [www.standup-inc.com](http://www.standup-inc.com) and we will be happy to provide information to you.

## Customer Rights

Instructions: The following explanation of rights should be used when reviewing and explaining the rights of individuals supported.

Stand Up recognizes the rights of the customers that we serve. We want you to be aware of those rights as well. If at any time, you feel your rights are being taken away from you by an employee of Stand Up, please contact the Executive Director, Kelly Reichard at [Kelly.Reichard@standup-inc.com](mailto:Kelly.Reichard@standup-inc.com), or by calling 434-316-7140. Stand Up's grievance procedure will be followed and a Stand Up Director will assist you in this process. Below is a list of these rights:

- All rights of the United States and of Virginia: You maintain all of your legal and civil rights while receiving services. This means that you have the same rights as everyone else. You have the same rights as your friends, your co-workers and everyone else. Working with Stand Up doesn't take away any of your rights.



- The right not to be discriminated against: You have the right to be treated fairly and with respect no matter your gender, race, religion, ethnic background, sexual orientations, disability, national origin, age or financial standing.



- The right for humane care and services: You have the right for a healthy and safe environment. You have the right to participate in your plan for services. You have the right to adequate and humane care, and an Individual Service Plan.



- Freedom from financial or other types of exploitation: Stand Up staff will not ask for money from customers or use customer's financial information in any inappropriate manner. The money you earn working belongs to you and Stand Up will not take any of your money or take advantage of you. You have the right to be protected from being taken advantage of, financially or to benefit a person or business.



- Abuse, humiliation and neglect: You have the right to be free from abuse or neglect. This means you have the right to be protected from people hurting you, from neglect and from abuse or mistreatment. You have the right to receive training in this area. If you feel that someone has treated him badly (to include physical or sexual abuse), he must report this concern to someone that he trusts so that the problem can be resolved.

Any incidents of abuse or neglect will be reported to the Executive Director and the Advisory Board. They can also be reported to the Inspector General of the Department of Human Services, the Department of Public Health, or the Department of State Police for investigation. If you feel that someone has treated him badly, he must report this concern to his/her job coach or any manager associated with Stand Up, Inc.

- Confidentiality and privacy: Personal information about you is private and may only be shared with a staff member of Stand Up, Inc. or with a person representing one of the organizations listed on the signed release of information form. This means that Stand Up employees won't discuss you or your case with Stand Up with anyone, unless you and your guardians, if you have one, say it's okay.



- Labor: You have the right to receive fair wages when working competitively in the community. This means that you have the right to be paid at least minimum wage for your work when Stand Up helps you get a paid job in the community.



- Refusing services: The customer has the right to refuse services offered by the Stand Up, Inc. program at any time. This means that if you don't want to work with Stand Up anymore, you don't have to. If you want to work with another job coach, you can tell any Stand Up staff member and we will help you.



- Service Planning: You have the right to participate in the development of your own individualized service plan. You have the right to work with your team to develop a plan to help you become independent as possible. You help decide what is in your plan. Your plan will be reviewed quarterly by Stand Up, Inc., but if any time you wish to change your plan of service speak with your Stand Up, Inc. representative in order to do so. Access to self help and advocacy support services list is available.



- Grievances: If you have a problem or concern, you have the right to tell a Stand Up staff member without worrying that you will get in trouble. You have the right to express grievances in writing to the Executive Director. Grievance forms are available at the home office, by emailing [info@standup-inc.com](mailto:info@standup-inc.com) or by calling 434.316-7140. The Executive Director will review the grievance, research the claim by interviewing all involved parties, and decide upon a resolution. When necessary, the Executive Director will consult with members from the Advisory Board. Should the consumer disagree with the decision, he may wish to discuss it with the DARS counselor or case manager who can then assist him with contacting the appropriate personnel within DARS or your local CSB. Grievances will be addressed in writing within a thirty day period and an appropriate solution agreed upon. Any grievance brought to Stand Up, Inc. will not result in retaliation or barriers to services provided.



- Ethical Conduct: Stand Up staff members should not take advantage of you or discriminate against you. You have the right to be treated with respect. If you at any time feel as if a Stand Up employee isn't treating you fairly and with respect, please express your concerns to Stand Up management. You may obtain a grievance form from Stand Up's offices by calling 434.316.7140 or by requesting a form from our website at StandUp-Inc.com. Stand Up management will inform you of our procedure regarding claims of unethical conduct. Any complaints made will not result in retaliation or barriers to services provided.



- Customer file: You have the right to read your file maintained by Stand Up, Inc.. Stand Up will provide any customer their own file within 24 hours of the request. The customer has no right to review the contents of any file maintained by employers, unless the employer affords such rights as a matter of policy.
- Right to information about the service provider: You have the right to know if the Stand Up is not meeting quality standards and to look at written survey reports and outcome measurement reports describing the quality of the services. This means that you have the right to know if Stand Up has met standards to make sure Stand up follows the rules in Virginia and information about how we provide services.

