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Welcome to ERC

Our **mission** is to “enhance the quality of life for children and adults with disabilities”. We wish to do this by **E**nhancing lives, **R**emoving barriers, and **C**reating opportunities.

ERC provides a broad range of services to meet the needs of our children and adult consumers. Some of our services include Early Intervention, Developmental Day Treatment Clinic Service (DDTCS), Waiver, Adult Development, Intermediate Care Facilities, and Community Employment.

It is ERC’s **vision** to be the regional provider of choice for services and solutions for people with disabilities throughout their lives.

ERC’s Core Values:

We value our ERC Family

- We treat each other with **respect** and **dignity**
- We build relationships on **trust** and **integrity**
- We embrace our **diversity**
- We are committed to **inclusion** and **acceptance**
- We encourage **innovation** through **empowerment**
- We create **independence** through a **learning environment**

CARF has accredited the Elizabeth Richardson Center (ERC) through May, 2017 for the following programs & services: **Community Services:** Child & Youth services; **Community Services:** Community Housing; **Community Employment;** Organizational Community Employment and all **Governance Standards** have been applied.

Description of ERC's Community Employment Programs

1) Location

Burdick House

1268-A Jaro Lane, Springdale AR 72764

(479) 872-1800

2) Capacity

- Varies based on contract availability and plan needs.

3) Service Options – All of these programs are community based.

- ERC offers a variety of Community Employment to adults with disabilities including:
 - **ARS Employment First (E1st) Career Pathways** A program that assists adults receiving services at ERC to find employment through job discovery and experiences. This program could include some job coaching depending on the client's needs.
 - **ARS Supported Employment (SE)** – A program that assists adults receiving services at ERC to find employment through job development and customized employment. Once competitive employment is obtained, ERC will provide 30 days of full job coaching and then 90 days of job coaching at 20%, as long as the client is stabilized on the job. After the client has worked those 90 days, ERC provides a "follow allow" service and checks on the client once a month for the duration of their employment with that company.
 - **ARS Placement** – A program that requires the client to have the initiative to want to do job searching on their own along with career counseling and resumé work with ERC employment staff. After employment is obtained, ERC tracks the client for 90 days. This program offers no job coaching.
 - **Ticket to Work** – A program that is designed through Social Security Administration to assist people wanting to return to work full time with the goal of eventually getting off their social security benefits. Services provided are career counseling, resumé building, interviewing skills and benefit counseling. Once employment is obtained, ERC continues to track/assist the client for five years.

4) Expected Wait Time – all of the ARS programs

- **E1st - SE - Placement** – Community Employment Coordinator will make phone contact with the applicant within 2 to 5 business day of receipt of application from the agency that is referring the applicant. Service start date begins when Employment Specialist meets the client, completes an Intake interview and accepts referral when/if the client decides they want to receive services through ERC.
- **Ticket to Work** – Services start date is after the IWP is completed, sent through secure portal, and the ticket assignment is received.

5) Eligibility

- Applicant must express or demonstrate a desire to participate in active job seeking and community employment.
- Applicant has identifiable need for services, and specific goals or outcomes of program participation.
- If referred by Arkansas Rehabilitation Services (ARS) there must be a referral packet on file.
- Guardian (if appropriate) must be willing and available to assist with program planning. Must provide copy of court order confirming guardianship.
- Must have payment source (either through ARS or private pay)

- Must complete an interview with the responsible Employment Specialist.
- Must not pose a threat to self or others.
- Must be capable of respecting the rights of others.
- Must be ambulatory (can use walker, wheelchair, or appliance).
- ERC staff will make every effort to have written application materials that are easily understood.
NOTE: If there is a language barrier, every effort will be made to have material translated or a translator brought in to help with the process.

6) Conference Participation

- ERC requires the client's and/or guardian's participation in conferences and other program planning activities
- The client or guardian may request additional conferences if needed
- Reports are created to inform individuals of their productivity (when applicable), how their productivity affects their earnings, and how they might improve their earnings.

7) Service Outcomes

- It normally takes 90 days to 18 months to move into competitive employment.
 - Variables that impact moving into competitive employment
 - Attendance
 - Commitment to job seeking
 - Local job market

8) Discontinuation of Services

- A client may be discharged from services for the following reasons:
 - No longer meets eligibility criteria
 - Moves out of ERC service area
 - Client withdraws from services
 - Interference of service delivery due to threats and/or violence
 - Required current medical and/or financial reporting is not maintained
- The responsible Employment Specialist will complete an Exit Summary at the end of services.

9) Readmission

- The individual and/or guardian complete the admission process.
- NOTE: The reason for discharge must be resolved.

10) Staff Training

- The employee that work with you at ERC have completed a training program meets state and federal licensing requirements. As a condition of employment, these employees have completed ERCs regularly scheduled New Employee Orientation, On-Site Training Orientation and Annual In-Service training.

11) Cost for Services

Vocational Rehabilitation or Supported Employment Programs

- All services must be reimbursable by Arkansas Rehabilitation Services or the client must pay privately. Private pay amounts will be based on ARS payment amounts.
- If the client loses benefits or otherwise become ineligible for these benefits, the client and/or guardian will be responsible for any costs associated with services.

Ticket to Work - There is no cost for service.

CLIENT RIGHTS

INDIVIDUAL/PARENT/GUARDIAN RIGHTS

- A. Being free from physical or psychological abuse or neglect, retaliation, humiliation, and from financial exploitation. This means you have the right not to be hurt by other people.
- B. Having control over their own financial resources. This means you have the right to control your own money.
- C. Being able to receive, purchase, have and use their personal property.
- D. Actively and meaningfully making decisions affecting their life. This means you have control over your own life.
- E. Access to information pertinent to the person served in sufficient time to facilitate his or her decision making.
- F. Having privacy.
- G. Being able to associate and communicate publicly or privately with any person or group of people of the individual's choice.
- H. Being able to practice the religion of their choice.
- I. Being free from the inappropriate use of a physical or chemical restraint, medication, or isolation as punishment, for the convenience of the provider or agent, in conflict with a physician's order or as a substitute for treatment, except when a physical restraint is in furtherance of the health and safety of the individual. This means no one should ever hold you down or give medications to control you.
- J. Not being required to work without compensation, except when the individual is residing and being provided services outside of the home of a member of the individual's family, and then only for the purposes of the upkeep of their own living space and of common living area and grounds that the individual shares with others.
- K. Being treated with dignity and respect. This means you should get paid for the work that you do. This means that others should be nice to you.
- L. Receiving due process.
- M. Having access to their own records, including information about how their funds are accessed and utilized and what services were billed for on the individual's behalf.
- N. Informed consent or refusal or expression of choice regarding:
 - 1. Service delivery.
 - 2. Release of information.
 - 3. Concurrent services.
 - 4. Composition of the service delivery team.
 - 5. Involvement in research projects, if applicable.
 - 6. Involvement in campaigns for publicity efforts or raise funds.
- O. Access or referral to legal entities for appropriate representation.
- P. Access to self-help and advocacy support services.
- Q. Adherence to research guidelines and ethics when persons served are involved, if applicable.
- R. Investigation and resolution of alleged infringement of rights.
- S. Rights and responsibilities of citizenship
- T. Other legal and constitutional rights

- The right to freedom of speech and expression.
- The right to freedom of religion.
- The right to association.
- The right to meaningful and fair access to courts, including legal representation.
- The right to privacy.
- The right to be free from cruel and unusual punishment.
- The right to equal protection and due process of the law.
- The right to fair and equal treatment by public agencies.
- The right to an equal educational opportunity.
- The right to have residential and educational services provided in a humane and least restrictive environment.

RECORDS OF PERSONS SERVED

ERC maintains a complete record of each individual served and treats all information as confidential. Access to case records are limited to Individual or Guardian, professional staff providing direct services to the person served, plus such other individuals as may be authorized administratively or by the consumer.

ERC requires written authorization from the Individual or Guardian before releasing records containing identifiable information. ERC may release records to law enforcement agencies and state investigative agencies as needed without consent. ERC may only release information that it has generated.

The individual's record is available for review by the individual or guardian upon request.

A Therap account may be provided to outside providers and qualified parties to individuals we serve upon request. One of the key benefits of using Therap is that it increases communications between care providers and family members of people with developmental disabilities, by providing them with easy and secure access to the information they need. Access will be limited to each provider or qualified party to ensure confidentiality and HIPAA standards.

OTHER

Individuals served, parents, or guardians are not required to acknowledge dependency on or gratitude to ERC facility or staff.

ERC will provide to the individuals served, parent or guardian upon request, a summary of any monitoring or evaluating parts of this facility prepared by and received from federal, state, or local authorities.

Individuals served may be subject to interviews by licensing staff, adult maltreatment investigators and/or law enforcement officials for determining licensing compliance or for investigative purposes.

VIOLATION OF RIGHTS

If an individual, parent or guardian believes that ERC has violated their rights, they can do the following:

- 1) Speak to the professional staff at ERC.
- 2) Initiate the Grievance Procedure (pg 12).
- 3) Call Advocacy Services, Inc. at 1-800-482-1174 between the hours of

8:00a.m. and 5:00p.m. (CST), or an answering machine is available for messages after business hours.

- 4) Call The People First Self-Advocacy Group at 1-888-488-6040 for assistance.

PROGRAM POLICIES, PROCEDURES and GUIDELINES

Every business or organization MUST have rules! These rules are for protecting the rights and safety of ALL. Breaking these rules will result in disciplinary actions, ranging from a verbal reprimand to suspension or immediate dismissal from ERC program(s).

ACCESSIBILITY

Accessibility of facilities and services offered by the ERC is very important. ERC is committed to meeting your accessibility needs whenever it is reasonably possible. If you have any accessibility issues or suggestions, please contact your ERC Case Manager.

ACCIDENTS/INJURIES

All ERC staff are trained in basic first aid and can attend to accidents and injuries. If you require emergency medical care, an ERC staff will call 911, who will then transport you to the nearest hospital emergency room for treatment.

If an accident or injury requires treatment by a physician, but is not considered to be life threatening, your parent/guardian/emergency contact will be called to transport you for treatment. In the event this person is not available, staff will arrange transportation (if necessary) to medical services.

If you are on a job site in the community, then the emergency procedures for that employer will be followed.

ALLEGED ABUSE/NEGLECT

ERC will report any alleged or suspected abuse and/or neglect of an individual to the appropriate agencies and departments (including police). ERC and its employees are mandated reporters.

BEHAVE LIKE LADIES & GENTLEMEN

If you are interviewing for a job, or working at a job site in the community, it is expected that you will behave in an appropriate manner and follow all policies, procedures and guidelines for behavior as outlined in that company's orientation for new employees or employee handbook. In addition, you should NOT:

- a. Disturb others who are trying to work.
- b. Spread rumors, slander, gossip and/or lies!
- c. Use abusive language, profanity, obscene gestures, or other improper behavior.

- d. Hit or attempt to hit anyone. If someone hits you, report it. Do not hit them back!
 - e. Sleep on the job: If you cannot stay awake, stay home! (If you are taking medication that has been prescribed by a physician which may cause drowsiness – be sure to inform your job coach or employment specialist so they are aware of this situation.)
-

CONCEALED WEAPONS

ERC prohibits staff, individuals served, families and visitors to carry a concealed or unconcealed weapon (of any kind) onto ERC property. ERC defines its property as all facilities, vehicles and grounds (including parking lots) where ERC employees work or individuals served reside and all ERC vehicles. Violation of this policy may be grounds for immediate termination.

DRESS and HYGIENE

It is expected that all adults involved in any aspect of community employment will dress appropriately for a work environment. Appropriate clothes, good grooming, neat appearance and good personal hygiene are important.

Dress Code:

1. Shoes: must be closed-toes with secured heel
2. Shirts: button down shirts and collared shirts are encouraged
You should not wear: shirts with offensive/inappropriate language and/or graphics; shirts that allow others to see your stomach, undergarments or cleavage; shoulders should not be bare and straps on a top should be at least 1" wide.
3. Pants: business casual pants and nice jeans are encouraged
You should not wear: shorts that are more than 3" above the knee, pants or shorts with holes or that sag, or sleepwear
4. Jewelry: minimal jewelry is encouraged
You should not wear: dangling jewelry of any type (includes body piercings)
NOTE: ERC is not responsible for any lost, stolen or damaged jewelry

The staff and management of all ERC programs expect that you will:

- Bathe daily
- Use deodorant
- Brush your teeth
- Wash your hair
- Always be neat, clean and free from odor

Facial hair should be clean and neatly trimmed. For those men not growing a beard or mustache, they will be expected to be clean shaven each day.

HEALTH and SAFETY

Communicable disease/illness: If you are diagnosed as having a communicable disease, you will need to have a physician's release statement before returning to work.

If you become sick with a suspected infectious or contagious illness, you will need to inform your job coach or employment specialist and remain home until you are no longer contagious and a doctor has released you to return to work.

ERC staff or others working in the program will not be informed about your illness or other health information, unless:

1. You have an exposure incident involving possible infectious body fluids;
2. Communicable incidents are not containable through routine universal precautions; or
3. The Department of Human Services (DHS) or the Arkansas Department of Health specifies that you must be isolated and removed from the work setting.

Hand washing: Don't contribute to unsanitary conditions. Use the utmost care when using the restroom. This includes flushing the toilet and washing your hands before returning to your assigned area. Do not loiter in the restrooms!

Work-related safety regulations for adults participating in community employment programs:

1. Participate in safety and evacuation drills when you are at work.
2. Wear safety equipment that is provided (eye shields, ear plugs, etc.) for the job being done.
3. No running, "horseplay", scuffling or other activity that could harm or endanger self or others.
4. Do not operate machinery and/or tools without proper training.
5. Operate machinery in a safe manner.
6. Report accidents to your supervisor and your employment specialist immediately.
7. You should not leave your work station/building for any reason without notifying your supervisor or ERC Case Manager.

ILLEGAL BEHAVIOR

Falsifying Records: Do not falsify your records, ERC forms or checks.

Theft of Property: ERC will notify local law enforcement to investigate incidents of theft. ERC or other may choose to prosecute based on outcome of investigation.

Alcohol or Drug Use: ERC prohibits use of or being under influence of drugs (not prescribed by a physician) and alcohol when participating in ERC programs or being on ERC property. ERC may choose to notify local law enforcement based on situation.

Destruction of Property: ERC prohibits the deliberate or careless damage to ERC property. This includes deliberately destroying or defacing equipment and/or training materials.

MEDICATION

If you must take medication during the work day, please inform your Employment Specialist and include the specific medication, dosage and what it is for. You must keep any medications in a properly labelled medication bottle and it must identify the medication and how it is to be taken.

If at all possible, all medications should be taken before going to work or after leaving work for the day.

Medications include those that are prescribed by a physician and those that are considered “over the counter” medications.

SMOKING & TOBACCO USE

All ERC facilities are considered to be “health care facilities” by the state of Arkansas and this means that they fall under the state law that prohibits smoking or use of any tobacco products in any ERC building, or vehicle or on any ERC campus.

TRANSPORTATION

Employment Specialists/Job Coaches will provide transportation to and from interviews. We provide transportation to clients in the SE program that are still requiring job coaching. We also assist our clients in learning how to use other transportation so that they can become more independent. However, when transportation is provided by ERC, we will expect the client to understand that this is like a company providing transportation. We will arrive and expect the client to be ready to go. We will only wait 5 minutes and then we will leave and it will be up to the client to find other mean of transportation.

Conflict Resolution / Grievance Procedure

Program Appeals Policy:

1. All Service/Program related complaints shall be given prompt and fair consideration.
2. The use of this appeals procedure is the right of all individuals served, their guardians or their appointed representatives.
3. Those individuals served who pursue a complaint through the appeals procedure will not be discriminated against or suffer any reprisals for using the procedure.
4. At any stage in the appeals procedure, individuals may have a representative of their choosing to assist with their appeal. Our preference is to have the same representative(s) throughout the appeals process.
5. A “complaint” is a specific violation, misrepresentation, or unfair application of any of ERC’s rules, policies, or procedures alleged by the individual served or the individual’s representative.
6. Vague or general charges of “unfairness” that are not substantiated by facts will not be processed through the appeals procedure.

Program Appeals Procedure:

1. Intent of this procedure is to resolve complaints and find positive solutions as soon as possible with the grieving parties.
2. To accomplish this, complaining parties will use the following steps;
 - Step 1:** Individual served shall first discuss their dissatisfaction or grievance with the direct care employee. If an agreement is not reached, proceed to Step 2.
 - Step 2:** Individual served or individual’s representative shall meet and discuss dissatisfaction or grievance with the program/shift supervisor in an

attempt to satisfy the grievance at this level. If an agreement is not reached, proceed to Step 3.

- Step 3:** Individual served or individual's representative and the program/shift supervisor will meet with the Program Director in an attempt to satisfy the grievance at this level. If an agreement is not reached, proceed to Step 4.
- Step 4:** Individual served or individual's representative along with the Program Director will meet with the C.O.O. in an attempt to satisfy the grievance. A written decision will be provided to the client and client's representative within five (5) working days of this meeting. If an agreement is not reached, proceed to Step 5.
- Step 5:** Individual served or individual's representative may forward a written request for a meeting to the Executive Director within ten (10) working days from meeting date in Step 4. This request for meeting should fully state the facts pertaining to his/her grievance and request a meeting in an attempt to satisfy the grievance at this level. The meeting should take place promptly, and no longer than twenty (20) working days from the Executive Director's date of receipt of the written request. A written decision will be provided to individual served and individual's representative. If an agreement is not reached, proceed to Step 6.
- Step 6:** Individual served or individual's representative may forward a written request for a meeting to the President of the ERC Board of Directors (BOD) within ten (10) working days from meeting date in Step 5. This request for meeting should fully state the facts pertaining to his/her grievance and request a hearing in an attempt to satisfy the grievance at this level. All written information pertaining to the grievance will be made available to the family. The BOD will listen to the grievance and review all of the written information. A written decision will be provided to client and client's representative within ten (10) working days of the meeting of the BOD. If an agreement is not reached, proceed to Step 7.
- Step 7:** If the individual served or individual's representative wishes to appeal to the licensing agency, they should do so within ten (10) working days of receipt of the written decision from the ERC BOD.

OTHER ERC SERVICES

CHILDREN'S SERVICES

ERC provides both home-based and center-based services to children ages birth to five (5) years of age and who have orthopedic, neuromuscular, and/or developmental disabilities and who require intense special education and enhanced therapies. There are currently 5 Child Development Centers in northwest Arkansas located in Farmington, Fayetteville, Huntsville, Siloam Springs & Springdale.

ADULT DEVELOPMENT

This Program is designed for adults who have a developmental disability and are at least eighteen (18) years of age to acquire knowledge in the areas of home and community living. Just a few of these skills include: social, money management, health, hygiene, cooking, and vocational/work-readiness skills (while earning money).

INTERMEDIATE CARE FACILITIES RESIDENTIAL PROGRAM

This Program consists of three, 10-bed community based residences. Residents must be at least eighteen (18) years of age and have a developmental disability. Each resident receives an active treatment program that is designed to help him or her learn independent living skills. Training is generally provided on a one-to-five basis.

ALTERNATIVE MEDICAID WAIVER PROGRAM (Community Living)

This Program services to persons who have a developmental disability while they reside in their own home. Each individual receives an active treatment program that is designed to help him or her learn independent living skills. ERC staff provide training on a one-to-one basis.

Important Phone Numbers

ERC PHONE NUMBERS

Administration Office	479-872-1800
Life Skills Program	479-872-4663
Child Development Centers	
Farmington	479-267-5760
Fayetteville	479-443-4420
Huntsville	479-738-1751
Siloam Springs	479-373-6488
Springdale	479-927-1350
Residential Services	479-872-4657
Richardson Industries	479-872-1800
Transportation Office	479-320-6636
Waiver Office	479-287-4535

OTHER PHONE NUMBERS

Artie Herndon, DDS Service Specialist	479-521-1270
Adult Protective Services	800-482-8049
Arkansas DDS (Developmental Disabilities Services)	479-782-4555
LaFleur Transportation	479-935-8910
Ozark Regional Transportation	479-756-5901 x2 to schedule a ride

LOCAL ADVOCACY GROUPS

Advocacy Services	800-482-1174
The People First Self-Advocacy Group	888-488-6040

**ERC Board of Directors
FY 2016 - 2017**

Jenna Johnston *President*

Bill Bowen *Vice President*

James Kennedy *Treasurer*

Amy Bates *Secretary*

Jan Davidson

Alex Fitzgerald

Ken Milbrodt

Joseph O'Connell

Jeremy Minchew *Ex-Officio Board Member*

CONFLICT OF INTEREST

No member of the Board of Directors of ERC, Inc., or its principle employees may enter into business dealings or personal dealings with persons served by ERC, Inc. that may in fact appear, or have the possible intent of being in conflict of interest.

ERC FUNDING SOURCES

- Title XIX (Medicaid)
- Arkansas Department of Human Services
- Division of Developmental Disabilities
- Arkansas Rehabilitation Services
- Service Fees
- Grants
- Contracts with Employers / Businesses
- United Way of Northwest Arkansas
- Donations – Individuals, Clubs, Foundations
- Memorials/Gifts Honoring Individuals
- Federal Contracts
- Schools LEA Tuition

SOLITICATION GUIDELINES

It is the policy of ERC, that neither the organization nor individual employees on behalf of the organization, will solicit services and that we will adhere to the guidelines established by the state regarding the solicitation of services.

“Solicitation” in this context means any attempt to unduly influence an individual or his or her family or guardian to transfer from another certified provider to ERC.

Prohibition of Solicitation of Services Procedure

1. Solicitation is prohibited by:
 - a. ERC employees or any individual acting on behalf of ERC.
 - b. Any individual who provides or has provided professional or direct care services for ERC or any individual acting on his or her behalf.
2. The following methods of solicitation are prohibited:
 - a. With the intent of soliciting consumers, hiring an individual who has been previously employed by or contracted with another certified provider who subsequently contacts consumers on the individual’s caseload with the previous provider with the intent of inducing the consumer to transfer to the certified provider with which the individual is currently employed or contracted;
 - b. Offering cash or gift incentives to an individual served or his or her family or guardian to induce the individual served or his or her family or guardian to change providers;
 - c. Offering an individual served or his or her family or guardian free goods or services that are not available to other similarly stationed consumers to induce the individual served or his or her family or guardian to change providers;
 - d. Refusing to provide an individual served access to entitlement services for which the individual is eligible if the individual served or his or her family or guardian selects another certified provider to provide services to the individual;
 - e. Making negative comments to a potential individual served, his or her family or guardian, or an advocate regarding the quality of services provided by another certified provider other than for the purpose of monitoring or official advocacy;
 - f. Promising to provide services in excess of those necessary to induce an individual served or his or her family or guardian to change programs;
 - g. Directly or indirectly giving an individual served or his or her family or guardian the false impression that the certified provider is the only agency that can provide the services desired by the individual served or his or her family or guardian; and,
 - h. Engaging in any activity that DDS determines was intended to be solicitation.
3. Only an authorized DDS representative may offer an individual or his or her family or guardian provider choice.
4. DDS investigates claims of solicitation that appear to be consistent with the definition of solicitation. If DDS makes a finding of prohibited solicitation, DDS imposes enforcement remedies consistent with the scope and severity of the solicitation. If a pattern of solicitation occurs, DDS may impose Licensure Revocation.

5. Marketing is distinguishable from solicitation and is considered an allowable practice. Examples of acceptable marketing practices include without limitation:
 - a. General advertisement using traditional media;
 - b. Distribution of brochures and other informational materials regarding the services provided by a certified provider if the brochures are factual and honestly presented;
 - c. Providing tours of a certified provider to interested individuals,
 - d. Mentioning other services provided by the certified provider in which a consumer have an interest; and,
 - e. Hosting informational gatherings during which the services provided by a certified provider are honestly described.

Americans with Disabilities Act (ADA)

U.S. DEPARTMENT OF JUSTICE
CIVIL RIGHTS DIVISION

EMPLOYMENT

1. Employers may not discriminate against an individual with a disability in hiring or promotion - if that person is otherwise qualified for the job.
2. Employers may ask about one's ability to perform a job, but cannot inquire if someone has a disability or subject a person to tests that tend to screen out people with disabilities.
3. Employers will need to provide "reasonable accommodation" to people with disabilities. This includes steps such as job restructuring and modification of equipment.
4. Employers do not need to provide accommodations that impose an "undue hardship" on business operations.
5. All employers with 25 or more employees must comply, effective July 26, 1992.
6. All employers with 15-24 employees must comply, effective July 26, 1994.

TRANSPORTATION

1. New public transit buses ordered after August 26, 1990, must be accessible to people with disabilities.
2. Transit authorities must provide comparable para-transit or other special transportation services to bus services, unless an undue burden would result.
3. Existing rail systems must have one accessible car per train by July 26, 1995.
4. New rail cars ordered after August 26, 1990, must be accessible.
5. New bus and train stations must be accessible.
6. Key stations in rapid, light and commuter rail systems must be made accessible by July 26, 1993, with extensions up to 20 years for commuter rail (30 years for rapid and light rail).
7. All existing Amtrak stations must be accessible by July 26, 2010.

PUBLIC ACCOMMODATIONS

1. Private entities such as hotels, restaurants, and retail stores may not discriminate against people with disabilities, effective January 26, 1992.

2. Auxiliary aids and services must be provided to people with vision or hearing impairments or other people with disabilities, unless an undue burden would result.
3. Physical barriers in existing facilities must be removed, if removal is readily achievable.
4. All new construction and alterations of facilities must be accessible.

STATE AND LOCAL GOVERNMENT

1. State and local governments may not discriminate against qualified people with disabilities.
2. All government facilities, services and communications must be accessible consistent with the requirements of section 504 of the Rehabilitation Act of 1973.

TELECOMMUNICATIONS

Companies offering telephone services to the general public must offer telephone relay services to people who use telecommunication devices for the deaf (TDD's) or similar devices.

This information pertaining to ADA requirements is available in the following accessible formats:

- Braille
- Large Print
- Audio Tape
- Electronic file on computer disk
- Electronic bulletin board
(202-514-6193)

TITLE VI of the Civil Rights Act of 1964

No person in the United States shall on the grounds of race, color, sex, national origin, be excluded from participation, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. ERC operates in compliance with this law.

This facility is an Equal Opportunity Employer. ERC may make exceptions only when age or physical requirements constitute bona fide occupational hazard.

It is the responsibility of this facility to guarantee the basic rights of employees and clients.

State and Federal Laws, Policies, and Procedures supersede any of the Policies and Procedures contained in this handbook.

DOCUMENTATION OF RECEIPT of Program Handbook

Program: Community Employment

I _____ (print name) have received a copy of the Elizabeth Richardson Center (ERC) Consumer Handbook for the Community Employment programs. It has been explained to me and I have had the opportunity to ask questions.

I understand that it contains the following information:

- ERC Mission Statement
- Core Values
- Client Rights
- ERC's Grievance Procedures
- Transportation Procedures
- Workplace procedures, including:
 - o Descriptions of ERC programs
 - o Outcome expectations
 - o Guidelines for behavior
- List of the ERC Board of Directors
- Equal Opportunity laws
- Americans with Disabilities Act

Handbook received on (date): _____

Signature of individual/guardian