



CLIENT HANDBOOK 2023



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Mainstay at Seattle Central College
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www.mainstay.org

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****All information in this Client Handbook are available in other formats, if needed.****

If you would prefer this information in an alternative format (for example: an alternative language, read aloud, audio computer file, large print, or other).

Please notify your Mainstay staff member.

Welcome to Mainstay!

We at Mainstay believe everyone deserves access to employment services! You have the right to be treated fairly and respectfully no matter what your race, color, political beliefs, national origin, religion, sexual orientation, HIV/AIDS status, age, gender identity, gender expression, disability of any kind, birthplace, marital status or veteran status. **YOU ARE WELCOME HERE!**

Your Mainstay representative will review the contents of this handbook with you, or you can have a person of your choice help you. Please feel free to ask us to explain anything you do not understand. You can share this information with your employment team or other advocates who are your circle of support. They can also help you understand how our program works.

This handbook will provide you with information about Mainstay including:

- Making sure Mainstay is the right match for you
- Understanding your Rights and Responsibilities as a client in a clear, understandable way
- Communicating your employment goals with Mainstay and your employment team
- Understanding the process to get signed up and what each person in your circle of support needs to do

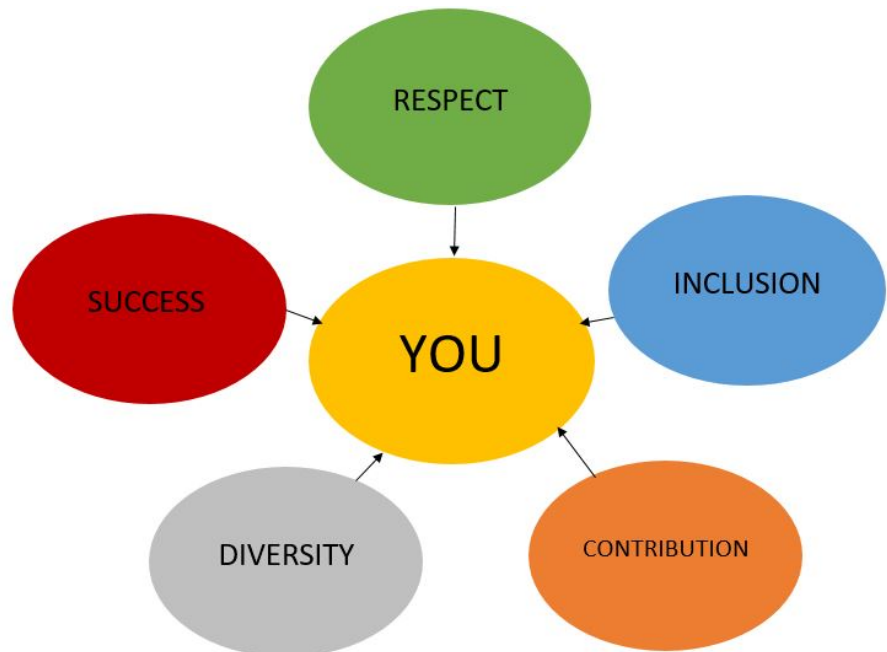
Mainstay Mission and Values

Mission:

Our mission is to empower you, as a job seeker with disabilities, to connect with great employers to help reach your goal of having a job, earn your own money and gain independence.

We value:

- Respect for the individual
- Diversity in the workplace
- Contribution to the community
- Accessible and inclusive employment and lives for people with disabilities
- Commitment to success



We strive for 100% customer satisfaction. However, we cannot achieve our goal without YOU. Being part of Mainstay is not just about getting a job. You can expect us to work with you to build valuable skills for a career. We believe in collaboration. We will help guide you on your path to employment. We will work with you to build your own self-advocacy skills, so you know how to represent yourself at work with our guidance and professional advice. We will expect you to fully participate in your own employment plan or communicate with your Mainstay team if you are having challenges. We will listen to you to make sure you are happy!

Mainstay – A Department of Seattle Central College (SCC)

Mainstay is a department of Seattle Central College (SCC). We must follow the rules and regulations of the Seattle Colleges. Located in Capitol Hill, Mainstay at SCC has been providing employment services and resources to the Seattle community since 1985.

SCC's Mission:

As an open-access learning institution, Seattle Colleges prepares each student for success in life and work, fostering a diverse, engaged, and dynamic community.

SCC's Vision:

Seattle Colleges is an exemplary learning institution that transforms lives, promotes equity, and enriches the community.

SCC's Values:

- Accessibility for all learners and partners
- Collaboration through open communication and commitment to working together
- Diversity, Inclusion, and Equity for all individuals, particularly the underserved in our community
- Fiscal Sustainability for long-term viability and excellence in service and operations
- Growth and Engagement of faculty and staff through professional development
- Innovation in instruction, student services, operations, and organizational culture
- Integrity by adhering to the highest standards of ethics and public stewardship

Eligibility

Mainstay serves people of working age who are facing barriers to employment due to an intellectual, physical or behavioral disability. Usually, individuals are 18 years of age or older who want to work and are willing to follow the guidance of their employment specialist.

To participate in Mainstay services, you need to:

- Have a documented disability and need support to find and/or keep a job.
- Have a desire to get a job, maintain the job and participate in activities outlined in your Service Delivery Plan.
- Have a parent or legal guardian authorize all services, activities, and documents, if you are under 18.
- Have a legal guardian authorize all services, activities, and documents, if you are an adult appointed a legal guardian.
- Have funding to pay for employment services through DVR, DDA, AmeriGroup or private pay.
- Have current support systems in place to address your behavioral challenges, specialized medical or personal care needs.
- Be free of using illegal drugs for a minimum of 90 days.
- Inform your counselor of a criminal history. This will not automatically disqualify you from Mainstay services; The Mainstay Director will review all issues on a case-by-case basis.



Client with first paycheck. Photo used w/ permission.

Our practice is to accept all eligible clients. If there is a waiting list, clients are served first come, first served. If you are not eligible, we will notify you, your guardian and/or your circle of support within 5-10 business days. We will explain the reason(s) and make sure to give other useful referrals or contacts to help you on your path.

Referral Sources

We are funded through various state, county, and federal agencies. Typically, Mainstay receives referrals from the following agencies:

- Division of Vocational Rehabilitation (DVR)
- Developmental Disabilities Administration (DDA)
- King County Developmental Disabilities and Early Childhood Supports (KCDDECS)
- Amerigroup – Foundation of Community Support
- High-school transition programs
- Federal programs

Sometimes, when job seekers do not qualify through these sources, they will choose to pay through private funds. Please make sure to speak with us if you have any difficulty paying for services at any time during your time with Mainstay.

Confidentiality of Information

Protecting your personal information is very important to us!

All information in your file at Mainstay is private and confidential. Only certain Mainstay staff will have access to your records, on an as-needed basis. Your records stored in a secure, encrypted electronic database called SetWorks. Mainstay follows the highest standards of security as required through our federal, state, and county requirements.

When you begin services with Mainstay, we will ask you to sign a Release of Information. The Release of Information will outline whom you have permitted us to share (with) or obtain information about you (from) professional sources to support your employment efforts. For example, getting your records from schools, certain doctors or past employment programs could help us in your job search. Every year, we will ask you and/or your guardian to sign a new Release of Information, so your Mainstay staff to speak to your employment team. You decide who is on your employment team – like your employer, DDA Case Manager or parent.



If anyone needs to request your information outside of Mainstay, We keep a record of the following:

- The date of exchange or review
- To whom information/records are release
- What information is release or exchanged
- A signed copy of the release, unless a mandatory review is required of your information by the county/state by contract requirement

You have the right to review the contents of your file.

We update your contact information while you are an active client of Mainstay. We maintain your records for seven (7) years after your case is closed. If any of your private information gets to someone who should not have it, we will notify you and correct the problem immediately.

Health Insurance Portability and Accountability Act (HIPAA)

HIPAA is a federal law that protects your health information. The HIPAA privacy rule protects your protected health information so only you or your legal guardian can decide what you want others to see. For example, if you change jobs, this law sets standards for sharing in any format your health care information to your new employer and specifies how to protect your individual health information.

Mainstay has in-depth policy regarding HIPAA. Please ask us for more information.

Interpreter Services / Special Accommodations/Limited English Proficiency

We want to support you in every step of your journey...



If you are in need of specialized language interpreters including foreign or sign language interpreting, assistive technology or other alternative communication material (i.e. large print materials), please notify your Mainstay counselor at least one week prior to your scheduled appointment. We will provide free interpreting without delay.

If you or your guardian is not able to read or write English well enough to understand and communicate, please let your referral source or us know you need assistance. We are happy to help. (Reference DDA Policy 5.05, Limited English Proficient (LEP) Clients).

Cultural Competency, Social Justice and Equity

We wish to be respectful of everyone's personal beliefs, sexual orientation, age, gender identity, gender expression, socio-economic status, cultures, native language, and other cultural practices. Mainstay will work with you to help your potential employer understand your needs.

As mentioned before, Mainstay is a department of Seattle Central College (SCC). SCC is an open-access learning institution that prepares each student for success in life and work, fostering a diverse, engaged, and dynamic community. Seattle Central College focuses on ending institutional racism requiring all of us to take action to remove barriers. Mainstay is working actively to serve more clients of color, educate ourselves about social justice and equity, hire more staff who represent our community and open our minds to making deep system changes to years of oppressive services – of which we have been a part.



Image credit to King County Office of Equity and Social Justice

Mainstay has firmly established equity, diversity and inclusion as strategic goals and recognizes these needs as human rights for all. We frame our decisions and actions with a lens of equity, diversity, inclusion and accountability to the community. Please know that we welcome feedback and communication about how we can improve.

Mainstay Services

We provide many, different ways for job seekers with disabilities to prepare for and get a job. We work with you and your circle of support of your choosing to discover what services match your needs. Here are some of the services we provide:

Employment Planning through Community-Based Assessments (CBA)

A CBA is an opportunity to explore different kinds of jobs to see what might work for you. You will work with the Mainstay representative to decide where you'd like to work, what hours, what type of job, and all the other details required to getting to work. This is not necessarily finding the job, just yet. This is the discovery time.

You may have worked other jobs before, but you would like something different. Or, you may have no idea what you want to do. The CBA is a service delivery plan written with you, your referral source and your Mainstay staff to explore your skills, abilities, interests and specifics about going to work.

Job Placement

You and your Mainstay representative, along with your designated employment team, will work together to come up with your employment goal – which is what you would like to do and where you would like to work. We will outline together the steps and the actions necessary to accomplish your employment goal in a clear and concise plan. Both you and your Mainstay staff are going to be active in working toward this goal! **Let's DO this!**

Your Mainstay staff may support you in developing a résumé, giving feedback as to appropriate attire and presentation, practicing interview skills and preparing you for competitive employment. This is the time when you will consider your transportation needs and where you live to find where you should work. You will communicate with your Mainstay staff about how much and what kinds of support you will need to get a job.



Client at work! Photo with permission.

You and your Mainstay staff will search for job openings, network with appropriate companies and apply for potential jobs until a position matched to your abilities and interests is obtained. Your input and ideas are always valued, and your Mainstay staff will guide you on your way to landing a great job!

Employment Support Services

Once you have a new job or need help growing in your current job, you might need job coaching support. This is when your Mainstay staff works with you and your employer to determine what assistance you need to learn the job and thrive. Depending on your specific needs, job coaches will work with you to learn employer expectations, safety rules, state/federal laws at the work site and other helpful information at work. You will have specialized training when you start and keep a job, so we will make sure you successfully complete these trainings and understand what you learned. We will create a schedule with you, as your referral source will support, to make sure you have the job coaching you need. We will communicate with you to make sure you understand how much support you need, with a plan to give you as much independence as possible.

Have questions? Please ask!

Job Retention

Once you are trained, your Mainstay staff will work with you and your employer to stabilize in your job. This looks different for everyone. Your Mainstay staff will work with you to increase your work skills and address concerns that come up at the job. At this point, we will make sure to determine if you need long-term support in your job and what that looks like.

Extended Support Services/Follow-Along Support

Your Mainstay staff will support you with additional skill training for new tasks, addressing conflict issues or working together with a new supervisor. We encourage you to keep the lines of communication open, so we can help you when issues arise.

Mainstay will help you with issues directly related to your employment situation. Your job coach will work together with you and your employer to address any areas of concern. Your Mainstay staff can also support you by providing you with information and referring you to other community resources that may be of help or interest to you.

We strongly encourage you to communicate with your job coach about any employment-related problems or concerns that may come up as soon as they arise. The earlier we know, the better. We would also like to be kept informed of any life changes affecting you such as a move to a new living situation, major illnesses, financial concerns, etc. If you will help us to stay informed, Mainstay can better serve you and address your needs providing you with quality services.

Your Mainstay counselor is willing to discuss all these services with you and your team in more detail. We can help you with deciding which services best meets your needs. Your referral source, such as DVR or DDA, will guide how many hours of support you may need for the long term to keep your job.

If you lose your job, Mainstay **MAY** be available to assist you in finding another one. Together as a team, we will discuss and review your individual case. If, after trying several options, you and the team determine our program is not the best match for you; Mainstay will work to provide you and your circle of support whether this is family, your guardian and/or your advocate with different options, referral opportunities and other possible alternatives.

Independent Living (IL)

Sometimes clients may have issues needing attention which if resolved could help them focus on their jobs. This is where Independent Living (IL) skills assistance might be necessary. IL can cover many different areas, such as help in finding housing, dealing with Social Security issues, understanding banking needs or help with coordinating services. Mainstay try our best will help you to find the right supports to help you resolve these issues, so you can focus on finding employment.

<p>SERVICE PLANNING</p>	<p>All services begin with the process of Service Planning. This plan created with you and your employment team, which is your guardian and funding/referral source. Your employment team can include input from teachers, advocates and others you chose. We discuss your interests, abilities, experiences, and dreams to determine the best vocational goal.</p>
<p>COMMUNITY BASED ASSESSMENT</p>	<p>Before looking for a job, we will help identify work that matches your goal. We will share with you the findings once you are able to have experiences that bring out your strengths and where you shine. You may try different types of jobs to get a feel for what it is like to work and to demonstrate you have the ability to do the tasks involved in each position.</p>
<p>JOB PLACEMENT SERVICES</p>	<p>Job Placement is when we work together to find a job within your work goal. This is where interview prep, résumé building, job search and securing a job happens! We will work with your networks and ours to tell everyone we know what job you are looking for and what you want.</p>
<p>TRAINING & RETENTION SERVICES</p>	<p>Once your job is secured, then the orientation, training and job coaching starts. Mainstay staff will help you to feel prepared to do your job well. We will work with you and your employer to train you, stabilize you on the job and promote your independence at your new job.</p>

LONG-TERM FOLLOW ALONG

If you qualify for long-term supports, Mainstay may be able support you for the life of your job. We will provide job coaching and site visits as agreed upon through you and your employment team. This to ensure you keep your job.

Seattle Central College (SCC) Safety & Emergency

Campus Safety and Security

SCC Department of Campus Safety's mission is to provide a safe learning and working environment for students, staff, and faculty here at Seattle Central College. This mission is accomplished through pro-active safety measures, enforcement of laws and support of college regulations.

In addition, the Department of Campus Safety and Security also assists 911 emergency personnel and City of Seattle police in responding to emergency situations involving but not limited to the following: fires, medical assistance, natural disasters, and crimes in and around campus.

Please help us by reporting all criminal activity, accidents or injuries to the Department of Campus Safety and Security at 206-934-5442.

Emergency Response & Action Plan

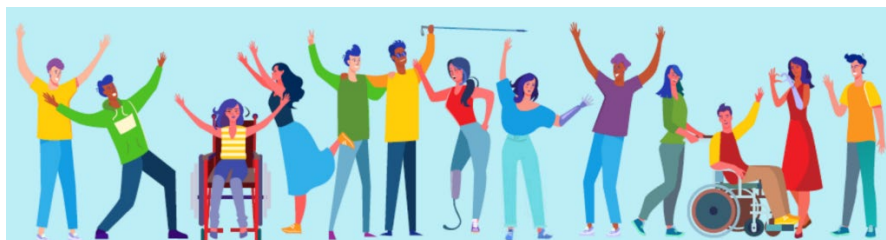
If Mainstay and Seattle Central College are not operating, DO NOT COME TO CAMPUS!

During emergencies, Mainstay may not be able to contact clients if phone lines or computers are down. Mainstay staff will do everything we can to communicate with clients they will be seeing daily. However, Mainstay Staff may not be able to reach clients physically at their respective jobs within our community. Mainstay leadership will attempt to contact Mainstay Staff as quickly as possible to instruct upon next steps.

Most clients do not come to Mainstay offices. During an emergency, if you are unable to get to work safely, contact your employer. You will follow your employer's policies and procedures for communication.

Details of the proper Emergency Procedures are on our website: <https://seattlecentral.edu/>
SCC alerts our campus community of emergencies through the following ways:

- **Emergency E-Mail and Text Messaging:** SCC will send emergency campus alerts via e-mail and text messaging; cell phones must be equipped with a text feature to receive emergency text alerts. If you have not already signed up for this important safety warning feature, please do so now by contacting: Alerts@seattlecolleges.edu
- **Word of Mouth:** If the situation safely permits, Campus Safety and Security along with other staff may provide word of mouth notification to individuals present on campus that an active emergency or lockdown has been issued.
- **PA System:** When on campus, SCC will utilize its PA system to announce an active emergency or lockdown has been issued. SCC will also use its PA system to announce "ALL CLEAR" from an active incident.



Personal Safety Notes

A Few Ways to Exercise Reasonable Caution on Campus

- Remember, you are in a busy, city environment. Please be alert and prepare for your personal safety.
- Do not share personal information with strangers or people you have just met either in class or on campus.
- Do not carry personal records with you unless absolutely necessary.
- **Do not become complacent. Stay alert at all times.**
- Avoid walking alone; try to stay in pairs or groups, especially at night.
- Make sure your family and trusted friends know your school schedule and any changes during the school year.
- Do not leave personal items unattended, such as backpacks, cell phones, books or clothing. If you leave items unattended, expect them to be stolen.
- Park in well-lit areas. Call security at 206.934.5442 for an escort if your vehicle is parked on the campus at night.
- Do not leave personal belongings in your vehicle where other can see them. Place all belongings in the trunk of your vehicle or leave them home, if possible.
- Make note of all exits in case of emergency evacuations or you need an escape route.

Building Evacuation and Assistance Procedures

All faculty, staff and students with disabilities, who are on Seattle Central College campus, are encouraged to file an Emergency Status card with the Campus Security Office. If you have specific needs during any emergency, impacting your work or study areas, the Emergency Status card will help to meet your needs. In the event of an emergency, all people should observe the following evacuation procedure:

- Move toward the nearest marked exit. As a first choice, the wheelchair user or person with mobility impairment may use the building elevators, but never in the case of fire or earthquake.
- When a wheelchair user or person with mobility impairment reaches an obstruction such as a staircase, they should request assistance from others in the area. If assistance is not immediately available, the wheelchair user or person with mobility impairment should stay in the exit corridor or on the stairway or landing. They should continue to call for help until rescued. Each assigned floor monitor will be scouring their assigned floor for people with disabilities.
- Rescue personnel, fire and police, will first check at exit corridors and exit stairwells.

Lost and Found

Lost and Found is located inside the Campus Safety and Security office located in the main campus, Rm. BE1108. The main entrance for the Campus Safety and Security office is located at 1701 Broadway Avenue, Seattle, WA 98122.

If you would like to check for lost items, it's always best to stop by in person. However, if you are unable to stop by in person, please feel free to call the Department of Campus Safety and Security at 206-934-5442.

Transportation to Mainstay

Mainstay at Seattle Central College is served by several Metro transit bus routes. The #10, #49 and #60 provide routes convenient to our office. In addition, Metro routes #8, #11 and #43 are within one block. For additional travel information please contact Metro Rider Information at (206) 553-3000.

Individual Rights Policy

Client Satisfaction

You, as a Mainstay client are encouraged to give feedback about your satisfaction with services throughout your time with Mainstay. After every service received and every year, your Mainstay staff will ask you to complete a survey to find out your current feelings about the service you are given. If you are unhappy (or if you are HAPPY), please let us know. We track this information, and we use to improve our services and plan for future service.

If you have suggestions about our policies and procedures, please talk to your Mainstay counselor. We try to cover everything clearly, but sometimes rules change or becoming confusing.

We are here to help!

Grievance Procedure – (Problem-solving Procedure)

Everyone has problems from time to time. If you are not satisfied for any reason, you have the right and responsibility to report your concerns. First, we ask that you speak to your assigned Mainstay representative. Please do **FIRST** talk to your Mainstay Job Coach, Program Coordinator or Employment Specialist. Then, if you are not satisfied with the result, you can take your issue to the Mainstay Director, Rebecca Jansson - 206-934-5429.

If you feel your issue has not been resolved at this point; you have the right to file a grievance. A grievance is not a punishment. A grievance is a problem has gotten too big for Mainstay to solve it directly. We sometime need help or consultation, too.

It is during this step, where we require your concerns in writing. **We consider a written grievance a formal complaint.** Please ask the Mainstay Director for a Mainstay Grievance Form. Your grievance will be dated, signed and given to the Mainstay Director. Within five (5) business days of returning the Mainstay Grievance Form to the Mainstay Director, we will schedule a meeting with the supervisor of Mainstay who is the Vice President of Administrative Services - 206-934-4393.

You have the right to have a choice of mediation to help you through this process

Mediation – During this problem-solving time, at any time, you have the option of mediation with a **neutral, mutually agreed upon third party** of your choosing during this process. Typically, this is someone you do not know, and Mainstay does not have a relationship with – like a community member. You may include your referral source, such as your DVR Counselor or DDA Case Resource Manager or any of your team members.

If you need help with this process, please let us know. The Director of Administrative Services and the Director of Mainstay will decide within ten (10) business days of the receipt of your grievance. A letter of notification regarding your grievance will be sent outlining Mainstay's position within five (5) business days. ****Note: If this grievance is not resolved, it may escalate to legal counsel. At that time, you may hire legal counsel, and the legal representatives for Mainstay at Seattle Central College is the State of Washington Attorney General's Office.**** If you are receiving services through the DDA or DVR you can also contact the Washington State Department of Social and Health Services and register a complaint at 1-800-562-6078.

You need to know you will **NOT** experience any retaliation for filing a grievance. Additionally, your services are not affected throughout the grievance process.

Reporting Abuse or Neglect

Mainstay does not tolerate abuse of any kind. Abuse includes verbal, physical, psychological and sexual abuse. Mainstay staff are all MANDATED REPORTERS, which means, “**If we see something, we have to say something.**” You need to know, that if you report abuse to us, we will still have to report it according to state and county laws.

If you feel that anyone at home, at Seattle Central College, or your employer, is abusing you, talk immediately to your Mainstay Representative. If you feel that your Mainstay staff is abusing you, talk immediately to the Mainstay Director. We want all our participants to be always safe and free from any form of abuse. Mainstay Representative or the Mainstay Director will contact your DDA Case Resource Manager, DVR Counselor or referral source, your guardian (if you have one), and we will contact Adult Protective Services (APS). If we learn of anyone experiencing abuse at home, in life or at work, we are going to report it – not just within Mainstay.

Termination Policy

Mainstay works hard serve each individual client to reach success. However, sometimes we may not be or no longer be the best fit. As a Mainstay client, you may decide to terminate services at any time. Please make sure to contact your Mainstay staff regarding your decision.

Reasons you might terminate services include:

- You achieve your goals and no longer need our support.
- You request termination from Mainstay or withdraw consent to participate in our program.
- You decide we are no longer able to help you successfully overcome barriers to employment.
- Your funding source is no longer available.
- You are unable to meet your client responsibilities outlined in this handbook.

Mainstay has the right to terminate services with you at any time for due cause. Due cause may be, but is not limited to:

- Harassment of others, including sexual, verbal, or other form of harassment
- Endangerment to others
- Inappropriate behavior at Mainstay, Seattle Central College and/or on your job

Mainstay staff will complete a written summary at the time of your termination from services. We will inform parents/guardians, DDA Case Resource Managers and DVR Counselors of reasons for any termination or separation from services.

Conflict of Interest

A conflict of interest occurs when an individual's personal interests – family, friendships, financial, or social factors – could compromise his or her judgment, decisions, or actions in the workplace.

Mainstay employees will not engage in any activity or behavior that would create a conflict of interest, potential conflict, or the appearance of a conflict in their ability to support clients.

Mainstay employees will not engage in personal financial matters or exchange of personal goods or services, with clients or their families. If a conflict of interest does arise, Mainstay staff will notify the Mainstay Director to discuss next action steps.



Client Request for Reasonable Accommodation

Name: _____

Referral Program: _____

Mainstay Representative: _____

Telephone: _____

Guardian, if applicable: _____

Telephone: _____

Nature of qualifying disability: _____

Type of request: _____

Signature: _____

Date: _____

Accessibility and Reasonable Accommodation:

We are committed to provide services accessible to clients and staff. To ensure services are accessible, staff will document identified accessibility barriers during planning and service. Staff will advocate for the clients when developing jobs and support clients in finding jobs that provide needed accommodation(s). We will work with employers to educate them about their ADA requirements, as well as incentives for providing accommodation.

Mainstay will work with funding sources to obtain reasonable accommodation(s). If funding sources are not able to fund the accommodation, submit a request for reasonable accommodation to Mainstay for review. Mainstay Director will make a decision within ten (10) business days.

COVID Policy and Procedures:

The most current policies, procedures and practices are changing almost weekly. Our first priority is keeping people safe – our clients, our staff, our College and our community.

All Mainstay/SAILS personnel are vaccinated. Seattle Colleges requires all students and employees to be vaccinated. We encourage everyone in our community to be vaccinated. However, we recognize that we cannot mandate vaccination for all, and there are potential medical, cultural, and other motivators that may prevent others from getting vaccinated. That said, we will expect our staff to wear masks around clients and employers until mandates are lifted. Social distancing is encouraged, but it is not always practical in a job coach-client coaching situation. Frequent hand washing is also highly encouraged.

Proof of vaccination may occur at various employers and/or locations. Please keep a photo or your vaccination card with you to access locations as needed.

Testing will be required when staff have traveled out of state or country, are potentially exposed or are experiencing symptoms. We ask that staff and clients wait 3-5 days after testing to see each other, to prevent the spread of COVID. According to our King County contract, if you experience symptoms, you are to wait five days after symptoms have ended to return to work. Free tests are available through <https://www.covidtests.gov/>

Mainstay staff are completing Safety and COVID Checklists with clients who are at work to ensure they are using the safest practices and understand the requirements of each employer.

As it stands, we will follow the strongest guidelines from either Washington State, City of Seattle, King County and/or Seattle Colleges. As soon as we write this policy in the handbook, it will change.

We ask that you refer to these websites for the most up-to-date information about COVID-19.

The Center for Disease Control: www.cdc.gov

King County: <https://kingcounty.gov/depts/health/covid-19.aspx>

Seattle Central College: <https://www.seattlecolleges.edu/coming-campus/covid-19-vaccination-requirement>

Seattle Central College (SCC) Policies and Procedures:

SCC is a vaccinated campus. No student or staff without vaccination will be allowed back into campus without their vaccination card.

SCC requires Daily Attestation for any student or staff to enter Seattle Colleges buildings.

The information can be found here. <https://forms.office.com/r/7UvrsHYY02> or on the Seattle Central website. SCC has updated information on the Coming to Campus website as listed above.

If you test positive for COVID, please report this to SCC's Health and Safety Department at:

healthandsafety@seattlecolleges.edu or leave a voicemail at 206.934.5522.

Mainstay Client Rights & Responsibilities Signature Page

- You can have anyone of your choice assist you with this paperwork.
- You have the right to choose your vocational goals and have final approval on plans written.
- Mainstay will treat you with kindness and respect.
- If you are receiving services funded through King County Developmental Disabilities Administration, you have an “obligation to identify all sources of funding appropriate and available to individuals to pay for the cost of service. These sources include, but are not limited to, private pay and work incentive programs established by the Social Security Administration.”
- If you receive Social Security, Supplemental Security Income (SSI) or any other government subsidized benefit, your wages may affect your benefits. We can help explain the rules and get assistance for you from the Social Security office.
- Two programs may be available to you with resources including PASS and IRWE. If you receive SSI, the Plan to Achieve Self-Support (PASS) allows you to set aside funds to pay for items and services you may need to reach your employment goal. Impairment-Related Work Expenses (IRWE) are costs for items or services that you need in order to work because of your disability.
- ***It is your responsibility to notify your benefit source of your working status, wages, and any other pertinent work-related information. You must provide your paystubs to the SSA.***
- If you have challenges being able to pay for our services, please let us know. We will do our best to assist you to find resources.
- Mainstay staff are not Social Security and benefit experts. We will help get you to the right resource for help, such as benefitu.org.

Once you are hired:

- You will arrive to work at your scheduled time.
- Whenever you are going to be absent, you will call your employer before the start of your shift.
- If you have an appointment with your Mainstay staff that you will miss or you know your job coach will be coming to your jobsite, you will call four (4) hours before the appointment or the visit.
- You will always be neat and clean, dressing appropriately for work.
- You will treat your supervisors and co-workers with respect.
- You will follow the policies, procedures, and safety rules of the company where you work.
- You will inform your Mainstay counselor of any issues, problems or changes in your contact info.
- You will always treat your Mainstay staff with respect. If you are unhappy with your counselor or job coach, inform the Mainstay Director.
- You will schedule all medical or dental appointments before or after work whenever possible.
- You will give two (2) weeks’ notice to your employer if you decide to terminate employment.
- You will make copies of all paychecks and send them to the Social Security Administration.
- You will make copies of your first month’s paycheck(s) and give them to your Mainstay staff.
- You must leave your valuables at home. Mainstay and your employer will not be responsible for lost, stolen or damaged items.

By signing this form, I agree to the following:

- I will adhere to Mainstay policies and procedures in this client handbook.
- I will participate actively in my services with Mainstay.
- I will allow my records reviewed for audit and/or accreditation purposes.
- I have read and received a copy of this handbook.
- I will allow Mainstay to use photographs of me for social media and marketing tools. Opt-out Here: _____
- I will report to my employer and to my Mainstay staff if I experience symptoms of COVID-19.

Mainstay Client: _____ Date: _____

Guardian (if needed): _____ Mainstay Staff: _____