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**Adults Training Service**

**CONSUMER HANDBOOK**

**CAREER OPPORTUNITY DEVELOPMENT, INC.**

**(CODI)**

**901 ATLANTIC AVE.**

**EGG HARBOR CITY, NJ 08215**

**(609)965-6871**

**Revised March 20, 2023**

**Welcome**

Welcome to CODI. This handbook explains ATS program, services, policies, and procedures.

**Mission Statement**

“CODI is committed to enriching personal, social, and economic independence of individuals with disabilities and disadvantages through employment and housing.”

**Vision Statement**

“People of diverse backgrounds and experiences working together to foster inclusive communities where individuals, regardless of disabilities and disadvantages, work or volunteer, live in a safe - comfortable home, recognize their value and worth, and feel empowered to make a positive impact.”

# ATS Program Description

The ATS Program provides education and training to acquire the skills and experience needed to participate in the community. Activities are developed from person-centered planning and are consistent with the participant’s Service Plan. The plan may include activities supporting participants in developing problem-solving, self-help, social, daily living, and leisure skills.

Services are provided during daytime hours and do not include employment-related training.

**Attendance**

Consumers are expected to arrive on time and follow the agreed-upon schedule. Consumers must call CODI (609) 965-6871 if they will be absent or late. Outside appointments, such as doctor’s visits, should be scheduled after program hours when possible.

Consumers absent from sickness for three or more days must get a doctor’s note. Doctor’s notes are to be given to the program manager upon return to the program.

Individuals absent for three days or more without notice must notify the program manager when they are ready to return.

**Daily Schedule**

**8:30 – 9:00 am** Arrive at CODI

**9:00 – 11:45 am** Morning activities

**11:45 am – 12:15 pm** Lunch

**12:15 – 2:30 pm** Afternoon activities

**2:30 pm** Leave CODI

Consumers using NJ Access Link or Atlantic County Transportation are permitted to leave when their ride arrives.

**Holidays**

CODI programs are closed for the following holidays:

1. New Year’s Day
2. Martin Luther King Day
3. President’s Day
4. Memorial Day
5. Independence Day
6. Labor Day
7. Thanksgiving Day
8. December 25th

**Weather Closing**

To find out if CODI is closed due to bad weather, please call 609-965-6871. Closings will be announced at the end of the recorded message or found on CODI’s website: njcodi.org.

**Input From Individuals Served**

CODI’s staff and board of directors are committed to providing quality services. We develop individual service plans and programming based on consumer input. ATS consumers have weekly opportunities to contribute ideas for the schedule of activities and outings. There is also a quarterly suggestion meeting when participants can give feedback regarding their experience in the program and can make suggestions and share ideas with the staff.

The President/CEO, Leadership, and CODI’s Board of Directors review information and recommendations gathered through suggestion meetings and annual satisfaction surveys. Consumer input is the basis for purchases, changes in policy and procedure, programs, and events.

It is a fundamental practice for the program to assess and monitor the satisfaction of individuals served annually. Survey results are shared with consumers and other internal stakeholders, including CODI’s Board of Directors, President/CEO, and Leadership Team.

The following shall apply to all consumer satisfaction surveys.

A questionnaire shall be distributed annually to each person receiving services, including questions about facility comfort and safety, respect and dignity, and consumer input.

If the consumer requests assistance with the completion of the survey, staff that do not currently work with the consumer may assist the consumer in doing so.

Consumers are not required to identify themselves. If the consumer prefers to identify themselves, they may do so.

Stakeholder satisfaction data is gathered annually by survey. This includes family members, guardians, and caregivers.

Information and recommendations gathered through suggestion meetings and annual satisfaction surveys are reviewed by the President/CEO, Leadership, and CODI’s Board of Directors. Consumer input is the basis for purchases, changes in policy and procedure, programs, and events.

**ATS Rules and Procedures**

1. Consumers are expected to attend on their scheduled days. That schedule is determined by the individual’s Individual Service Plan.
2. Report temporary housing changes (such as respite care) to ATS Program Manager.
3. Immediately report all injuries to a staff member.
4. Participate in activities and community outings.
5. Keep the work area neat, with no open food or drinks during activities.
6. Leave large sums of money at home.
7. Recharge cell phones at home.
8. Turn off cell phones during program hours.

Also, the following actions are not permitted:

1. Borrowing or lending money.
2. Stealing
3. Leaving the ATS area without permission.
4. Hugging or kissing other consumers or staff.
5. Yelling, sitting on tables, or using abusive language.
6. Bringing weapons of any type to program.

Failure to follow these rules may result in disciplinary action.

**Dress Code**

Consumers must follow CODI’s dress code. Examples of appropriate clothing:

* Plain T-shirts
* Pants or jeans
* Mid-thigh or longer shorts
* Mid-thigh or longer skirts
* Boots
* Sneakers
* Low-heeled, closed-toed shoes

Consumers must store purses, backpacks, and bags under their seats.

**Smoke-free Workplace**

CODI’s smoking rules:

1. No smoking inside any CODI building
2. Smoking is permitted outside only in marked Smoking Areas.
3. Smoking is permitted only at lunchtime and after work hours.

**Emergency Procedures**

CODI holds emergency drills monthly to prepare consumers and staff for emergencies.

Consumers are responsible for reviewing posted diagrams and knowing the location of emergency exits.

When the emergency alarm sounds:

1. Stay calm.
2. Walk quickly to the nearest exit.
3. Leave the building.
4. Stay with your ATS staff.

Consumers are highly encouraged to notify the nearest ATS staff member of a personal emergency, sickness, or injury. If medical attention is needed, staff may:

1. Treat the injury with basic first aid.
2. Call 911.
3. After medical evaluation, EMTs may provide transportation to the hospital.
4. If this happens, consumer medical information will be provided to the EMTs and the hospital.

If consumer needs medical attention, the staff will notify parents, guardian, and support coordinator.

**Emergency and Medical Contact and Information**

Emergency and medical contact information as received and updated annually. Please notify ATS Manager of changes as they occur.

**Suicide Risk**

CODI safeguards the lives of consumers. ATS Program Manager, then the VP of OES will assess a consumer who may want to harm themselves.

If designated staff determines a consumer is in immediate danger, 911 will be called. Individuals not going to the hospital may be advised to seek licensed counseling. A staff member shall notify the individual’s guardian, support coordinator, or emergency contact of the suicide risk.

Returning to CODI after hospitalization or counseling for suicide risk requires written clearance from the hospital, doctor, or licensed counselor.

**Re-Entry**

Consumers who leave CODI’s ATS program due to the following may call CODI and return to the program when approved by DDD:

* Interruption
* Relocation
* Transfer from another agency
* Medical leave
* Personal choice

**Access to Consumer File**

All information in consumer files is confidential. Consumers choosing to look at their files shall complete the following:

1. Obtain Request for File Information form from the ATS Manager.
2. Complete form, and if consumer is their own guardian, sign the form.
3. If consumer has a guardian, guardian must sign the form and give permission for the consumer review.
4. Return form to the ATS Manager.

ATS Manager will answer the request within ten working days.

Consumers may only view information written by CODI staff.

**Consumer Rights**

All individuals receiving services from CODI have rights. CODI’s staff, the board of directors, or volunteers must not violate a consumer’s rights.

It is the duty of the staff, the board of directors, and volunteers to make sure that every individual:

1. Gets their services without unfair treatment, bullying, or teasing because of the following:

* Race or skin color
* Religion or religious practices
* Male/female status or because they don’t look or dress like a typical male/female
* Pregnancy
* Actual or felt sexual preference
* Who their parents and grandparents are
* Their age
* What part of the world they are from or look like they are from
* Whether they are single, married, or divorced
* Whether they have a domestic partner or civil union status
* Whether or not they were in the military
* Their political beliefs
* Unusual or unexpected passed-down traits
* A mental or physical disability that includes alcoholism, obesity, HIV/AIDS, and substance abuse
* Whether they may or may not be in treatment or recovery from substance abuse

1. Get their services free from favoritism, embarrassment, and neglect.
2. Are protected from being mistreated over or about money.
3. Are treated professionally.
4. Get their services honestly, decently, and fairly.
5. Are treated respectfully, with courtesy, and with dignity.
6. Are free to express their opinions and feelings without revenge.
7. Are free from being punished physically.
8. Are free from being forced to work.
9. Get medical and other care where they are not confined, restrained, and kept alone.
10. Are not assumed to be unable to do the work or speak for themselves.
11. Ask for and get simple changes so they can practice their religion.
12. Choose not to have any religious practices.
13. Have access to proper emergency medical care.
14. Actively share in putting together their service plan.
15. Have the right to see and look over their health and personal information.
16. Have the right to ask for their health and personal information to be changed if it is wrong.
17. Have the right to send in a grievance and get an answer without revenge.
18. Be given a copy of the Grievance Procedure.
19. Have contact with someone who can explain things in their language.
20. Have health and personal information kept private.

**Grievance Procedure for Consumers**

A grievance is an official statement of complaint about something believed to be wrong or unfair. Consumers receive a copy of this procedure on admission. Consumers have 30 calendar days after an incident to file a complaint. Individuals may file a claim if they believe they saw or experienced CODI staff:

1. Disregarding consumer rights.
2. Treating the consumer unfairly.
3. Not providing services offered by the program.
4. Intimidating or bullying the consumer.
5. Treating the consumer inhumanely or without dignity.
6. Allowing the consumer to be put at risk by another consumer.

Grievances do not include consumer-to-consumer complaints. No one will be punished for filing a grievance. CODI will continue to provide services while trying to resolve the grievance.

A staff member can provide a consumer with a grievance form to complete. Assistance will be provided upon request.

CODI encourages consumers to talk to staff about their concerns before filing a grievance. If the concern is not resolved, please obtain a grievance form online at [www.njcodi.org](http://www.njcodi.org) or request a grievance form from any CODI staff member.

Forward the completed grievance form electronically to [TWinchester@njcodi.org](mailto:TWinchester@njcodi.org) or mail the completed form to:

CODI

Attention: Taran Winchester (Director of Quality Improvement)

901 Atlantic Ave

Egg Harbor City, NJ 08215

Taran Winchester, the Director of Quality Improvement (DQI) will:

1. Confirm grievance was received.
2. Begin investigation of the grievance within three working days of receipt.
3. Complete an investigation within ten working days of receipt.
4. Notify all parties of the outcome within five days of completing the investigation.

If unsatisfied with the decision, the consumer may appeal the decision to the President/CEO within five business days of receipt of the grievance outcome report. President/CEO will respond within five business days.

CODI encourages consumers to use our grievance procedure. If you are not satisfied, you may contact:

**In New Jersey, Call 2-1-1 for Help and Hot Lines** <http://www.nj211.org/>

Community Health Law Project (856) 858-9500

160 South Pitney Road, Galloway, NJ 08205 <http://www.chlp.org/>

Adult Protective Services (609) 645-5965 or (888) 426-9243

101 S. Shore Rd, Shoreview Building, Northfield, NJ 08225

<http://www.atlantic-county.org/intergenerational-services/adult-protective-services.asp>

Disability Rights NJ (609) 292-9742 or (800) 922-7233

210 S Broad St, 3rd Floor, Trenton, NJ 08608 <http://www.drnj.org/>

Atlantic County Mental Health Administrator (609) 645-7700 ext. 4519

Attn: Kathy Quish email: [Quish\_Kathleen@aclink.org](mailto:Quish_Kathleen@aclink.org)

101 S Shore Rd, Northfield, NJ 08225

NJ Division of Mental Health & Addiction Services (877)285-2844

Mental Health Advocacy, Hughes Justice Complex

25 Market St, Trenton, NJ 08625

<http://www.nj.gov/defender/structure/mha/> email: [njmentalhealthcares@mhanj.org](mailto:njmentalhealthcares@mhanj.org)

NJ Division of Mental Health & Addiction Services (DMHAS)

Consumer and Recovery Advocate (609) 438-4321

DMHAS Ombudsman email: [dmhas.ombudsman@dhs.nj.gov](mailto:dmhas.ombudsman@dhs.nj.gov)

<http://www.state.nj.us/humanservices/dmhas/resources/services/recovery/advocate.html>

NJ Division of Child Protection and Permanency 877-NJ-ABUSE (877) 652-2873

Child Protection Services Action Line (800) 331-3937

<http://www.state.nj.us/nj/community/family/>

NJ Division of Developmental Disabilities (DDD) (609) 476-5200

5218 Atlantic Ave, Suite 205

Mays Landing, NJ 08330

<http://www.state.nj.us/humanservices/ddd/home/>

Ombudsman for Individuals with Intellectual or Developmental Disabilities and Their Families (609) 984-7764

Department of the Treasury, PO Box 205, Trenton, NJ 08625

<https://www.nj.gov/treasury/assets/contact/ombudsman/contact-ombudsman.shtml>

New Jersey Council on Developmental Disabilities (609) 292-3745 or (800) 792-8858

Mary Roebling Building, 20 West State St, 6th Floor, Trenton, NJ 08608

or, PO Box 700, Trenton, NJ 08625-0700

email: [njcdd@njcdd.org](mailto:njcdd@njcdd.org)

NJ Division of Vocational Rehabilitation (609) 813-3993 or (609) 292-5987

2 S. Main St, 1st Floor, Suite 2, Pleasantville, NJ 08232

or, PO Box 398, Trenton, NJ 08625

<http://www.state.nj.us/humanservices/cbvi/services/vocation/>

Atlantic County Government/Fran Kuhn (609) 485-0153 ext. 4809

2 S. Main St, Pleasantville, NJ 08232

**Harassment**

Harassment is unwelcome or hostile behavior or speech. CODI does not tolerate harassment, and it is against the law. Examples of undesirable or hostile behavior are:

* Offensive jokes
* Comments that put down another person
* Making another person afraid
* Using foul language

If a consumer feels harassed:

* Tell the person to stop right away
* Report the behavior to the supervisor

If the consumer cannot talk to their supervisor, they should tell the ATS Manager.

CODI disciplines consumers and staff members who harass people:

* Staff members may face termination.
* Consumers may have an interruption of services.

**Abuse –**

CODI protects the well-being of all consumers. Consumers and staff members are not allowed to cause harm to anyone. Consumers must tell a supervisor they are hurt or feel threatened, even if it seems harmless.

If the consumer cannot talk to their supervisor, they should tell the ATS Manager.

CODI disciplines people who harm others:

* Staff members may be terminated.
* Consumers may have an interruption of services.

# Stephen Komninos’ Law

Stephen Komninos’ Law requires CODI to notify parents or guardians if the following occurs or is suspected, alleged, or reported:

* Abuse
* Neglect
* Exploitation
* Serious or minor injury

Serious injury means a consumer needs to see a doctor or go to the hospital. A minor injury means a consumer needs first aid treatment. If parents or guardians do not want a report of minor injuries, they must fill out a form from the ATS Manager. Please visit CODI’s website at [www.njcodi.org](http://www.njcodi.org) for more information about Stephen Komninos’ Law.