



Next Steps Employment Services Corp.

November 1, 2016

Re: ABUSE / NEGLECT REPORT POLICY

Effective: Immediately

At Next Steps Employment Services, Corp. employees are required to educate themselves about issues of abuse, neglect and exploitation. **Next Steps Employment Services, Corp. staff must report any incident of abuse, neglect or exploitation immediately upon becoming aware of it.** The number to call is (800) 96-ABUSE or (800) 962-2873.

Procedure

At the time of the Intake, the consumer and his/her representative/guardian, (when applicable) are informed (using the individual's preferred mode of communication) about the Abuse Registry, and how it works. Abuse Registry information is also given to the individual in written format, in the language of the individual's preference. The individual (or guardian/representative when applicable) sign a form (Page # 2) indicating acknowledge of information received.

After a year of services, consumer and his/her guardian/representative, (when applicable), are again reminded of the Abuse Registry, and how to report suspected cases. Written information is given again, and a signature is collected as a form of acknowledgement.



Next Steps Employment Services Corp.

ABUSE AND/OR NEGLECT FORM

I, _____, have read and understood, or someone has explained to me and I have understood, Next Steps Employment Services, Corp. policy on abuse and/or neglect.

I, _____, understand that the agency will report any incident of abuse and/or neglect on any individual immediately after becoming aware of it by calling the Abuse/Neglect Registry at the following telephone numbers:

(800) 96-ABUSE

OR

(800) 962-2873



Next Steps Employment Services Corp.

BILL OF RIGHTS

YOU have the right to:

1. Receive accurate, easily understood information, delivered in your preferred mode of communication, about your Support Plan, or Goals Plan, should you choose to have one, any known risks in the service delivery process, and/or appropriate alternatives to service delivery.
2. Choose your provider of services as well as accepting or declining services.
3. Fully participate in all decisions related to the services you receive from Next Steps Employment Services, Corp.
4. Expect continuity of services.
5. Be informed of the name and credentials of all personnel providing you with services, and for those individuals to be qualified to provide you with the level of services expected of those credentials.
6. Be represented by parents, guardians, family members, or others of your choice if you are unable to fully participate in the decisions pertaining to the delivery of services.
7. Considerate, respectful treatment from all members of Next Steps Employment Services, Corp. staff and associates at all times, and under all circumstances, regardless of age, gender, disability, ethnicity, national origin, marital status, sexual orientation, religious beliefs, or financial status.
8. Communicate with Next Steps Employment Services, Corp. staff in confidence and to have the confidentiality of your identifiable records protected.
9. Receive an explanation of any document you are requested to sign, and/or receive an explanation on of any company policy that may apply to you.
10. Review and copy all or part of your individual identifiable records, as well as to request amendments to your records.
11. A fair and efficient process for resolving differences with Next Steps Employment Services, Corp. and staff including a rigorous system of internal review and an independent system of external review.
12. Access your personal possessions at all time.



Next Steps Employment Services Corp.

RESPONSIBILITIES

In a program that protects individual's rights, it is reasonable to expect and encourage consumers to assume reasonable responsibilities. Greater individual involvement by consumers in their service delivery process increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment. Such responsibilities include:

1. Become involved in his/her specific Individual Plan/Goals Plan decisions.
2. **Work collaboratively with Next Steps Employment Services, Corp. staff in developing and carrying out agreed-upon goals and/or Individual Plans. Services may end if you fail to cooperate and/or follow through on your responsibilities in reaching identified goals/objectives.**
3. Disclose your demographic information as well as other personal information relevant to the services you receive from the agency, and communicate your wants and needs clearly.
4. **Notify the agency about any changes in your demographic** or other pertinent data.
5. Use the agency's grievance process to address concerns that may arise.
6. **Show respect to the staff regardless of anyone's gender, age, marital status, sexual orientation, disability status, national or ethnic origin, or financial status.**

I have read this Bill of Consumer's Rights. Or someone has read it and explained it to me. I fully understand my rights and responsibilities as an individual of Next Steps Employment Services, Corp. and how I can exercise them fully.

Client Signature: _____ Date: _____



Next Steps Employment Services Corp.

CONFIDENTIALITY STATEMENT

All information, which comes to my attention regarding consumers of Next Steps Employment Services, Corp. VRE Program is completely confidential.

Information about a consumer or in a consumer's record may be released only when the individual or a guardian signs an authorization to release specific information or records.

Willful disclosure of information, including photographs and names of consumers, is grounds for dismissal without advance notice of an employee or volunteer.

I have read and understand the confidentiality policy of Next Steps Employment Services, Corp. and I understand the consequences of failing to adhere to this policy. I, therefore, agree to abide by this policy at all times.

Intake Staff Signature (In front of client)

Date



Next Steps Employment Services Corp.

TALENT RELEASE FORM

I, _____, consent for all purposes to the sale, reproduction and/or use of photographs audio, or film with audio or video of me (with or without the use of my/his/her name), by Next Steps Employment Services, Corp. agency or by any nominee, assignee, or designee of said Next Steps Employment Services (including any agency, consumer, or periodical or other publication) in all forms and media, and in all manner, including advertising, trade, display, editorial, art and exhibition.

In giving this consent, I release NEXT STEPS EMPLOYMENT SERVICES, CORP., its nominees, assignees, and designees from liability for any violation of any personal or proprietary right I may have in connection with such sale, reproduction or use.

Yes _____ or No _____

Client Signature: _____

Witness: (Intake Staff) _____

Date of Expiration: (A year from today) _____



Next Steps Employment Services Corp.

AUTHORIZATION TO OBTAIN INFORMATION

To: _____, VR Counselor
From: Next Steps Employment Services Corp.

RE: _____
Birth Date: _____
Social Security: XXX-XX-_____

You are hereby authorized and requested to obtain relevant information about the above-named individual or to speak with a representative of Next Steps Employment Services, Corp. agency about my disability, injury, or condition as it relates to my physical and mental well-being. A Photocopy of this authorization may also be honored.

Records Requested:

- Most recent school records, IEP, Transcripts, and Psychological reports.
- Medical records, discharge summary.
- Psychological/Psychiatric records.
- Other:

Client Signature: _____

Witness: (Intake Staff): _____

Date of Expiration: (a year from today): _____



Next Steps Employment Services Corp.

AUTHORIZATION TO RELEASE INFORMATION

To: Next Steps Employment Services Corp.

From: _____, VR Counselor

RE: _____

Birth Date: _____

Social Security: XXX-XX-_____

You are hereby authorized and requested to furnish relevant information about the above- named individual or to speak with a representative of Next Steps Employment Services, Corp. agency about my disability, injury, or condition as it relates to my physical and mental well-being. A photocopy of this authorization may also be honored.

Records Requested:

- MPR's, Placement Information, Benchmarks, Follow Ups, etc.
- Other:

Client Signature: _____

Witness: (Intake Staff): _____

Date of Expiration: (a year from today): _____



Next Steps Employment Services Corp.

November 1, 2016

Re: PROVISION OF SERVICES IN AN ETHICAL MANNER POLICY

Effective: Immediately

It is part of Next Steps Employment Services Corp. mission to provide services to clients in a manner consistent with the ethics of a reputable agency.

Staff of Next Steps Employment Services Corp. engaging in monetary transactions of a private nature with clients may create conflicts harmful for the agency. **Therefore, it is mandated that employees of Next Steps Employment Services, Corp. will not:**

1. **Borrow money, jewelry, clothing, or any article** that would otherwise need to be paid, if obtained elsewhere, from a Next Steps Employment Services, Corp. client.
2. Ask a Next Steps Employment Services, Corp. client **to perform services of a personal nature (for example at employee's place of residence)**, even if consumer may eventually be paid a wage comparable to what any other individual is paid in the job market for rendering the same service.
3. Be a named **beneficiary of any life insurance policy** owned by a Next Steps Employment Services, Corp. client.
4. **Purchase articles or services** of any nature from a Next Steps Employment Services, Corp. client.



Next Steps Employment Services Corp.

November 1, 2016

Re: CLIENT RIGHTS & PRIVILEGES POLICY

Effective: Immediately

Client's Rights and Privileges at Next Steps Employment Services Corp., as related to Client's conduct, are as follow:

POLICY: Next Steps Employment Services Corp. provides a program where staff members consider each client individually with regard to their individual treatment needs and which safeguards the rights of every client.

Client Rights and Privileges:

Upon admission, all clients receive a copy of their rights (contained in the Intake) and a signed copy of receipt of the handbook is kept in the client file.

NSES Staff is expected to be familiar with the Client Rights statement and to use it as a guide in providing services and supervision to the clients. New staff members are trained in Client Welfare issues as part of the new hire training and all staff is encouraged to review the rights statement on a regular basis.

Grievance Procedures - Clients:

All clients have the right to discuss a grievance with staff. The procedure is provided to clients upon admission in the Client Handbook and a signed copy of the Client Handbook Receipt. Acknowledgement Form that they received the handbook is kept in the client's file. Clients should be assisted in filing the grievance if they are unable to follow through on the procedures.

Clients have the right to grieve the actions of program staff or their peers or conditions or circumstances in the Program, which they believe violates their rights.



Next Steps Employment Services Corp.

CLIENT GRIEVANCE PROCEDURES FORM

I understand that I have the right to initiate a grievance regarding any condition or action related to my experience(s) at Next Steps Employment Services Corp. without fear of retribution or any other adverse consequences.

I understand that there are four steps to the grievance process:

Step 1: I will make a genuine attempt to resolve my grievance directly with the appropriate Employment Specialist or another office staff.

Step 2: If Step 1 is unsuccessful in satisfactorily resolving my grievance, I can submit a written grievance to the Program Manager or NSES Management. The written grievance will:

- a. Be in any written form.
- b. State the factual nature of my grievance.
- c. State the steps I have taken to resolve my grievance.
- d. State the resolution I am seeking.
- e. The Program Manager or NSES Management has the next 48 hours (excluding weekends and holidays) days to respond to my written grievance, unless I state in writing that a longer period is acceptable.

Step 3: If Step 2 is unsuccessful in satisfactorily resolving my grievance, the Program Manager or NSES Management will forward my written grievance to NSES CEO.

- a. The CEO may appoint an investigator, not assigned to the Program, to ascertain the facts and make recommendations concerning my grievance. The CEO will communicate to me, at a minimum in writing, any decisions regarding my grievance.
- b. NSES CEO, has five (5) working days (excluding weekends and holidays) to respond to my written grievance, unless I state in writing that a longer period is acceptable.

Step 4: If I am unsatisfied with the CEO's decision regarding my grievance, I may pursue the issue using the grievance procedure of the Department of Labor, or any other appropriate entity based on the specific program and circumstances. If I desire to file such a grievance, Next Steps Employment Services Corp. will remain uninvolved.



Next Steps Employment Services Corp.

November 1, 2016

Re: TRANSPORTATION POLICY FOR PASSENGERS POLICY

Effective: Immediately

The purpose of this policy is established to prevent the risk of accidents or injuries associated with being a passenger in a moving vehicle. Next Steps Employment Services Corp. requires certain precautions and restrictions. The safety and welfare of Next Steps Employment Services Corp. clients who accept transportation to and/or from one location to another is of vital importance. The following rules are in place to ensure your safety.

- **“BUCKLE UP”** It is Florida State law and NUMBER ONE on our list in order of priority.
- **NO smoking**
- **NO eating or drinking.**
- **CELL PHONE** conversations can be a distraction to your driver. Wait until you have disembarked from the vehicle before taking a call. Texting is allowed if the driver agrees.
- Use this time to talk softly with your Employment Specialist, Job Coach or any approved NSES driving Staff.
- Do not be a driving coach. The driver does not need unnecessary driving instructions.
- Do not touch the radio unless the driver asks.
- Do not touch the steering wheel, horn or shifter.

I have read and understand the transportation policy of Next Steps Employment Services Corp. and I understand the consequences of adhering to this policy.

I, _____ **therefore, agree to abide by this policy always while a passenger in a NSES Staff’s vehicle.**

Client Signature: _____ Date: _____



Next Steps Employment Services Corp.

PROGRAM PARTICIPATION WAIVER

I, _____, understand that for my Employment Specialist and/or NSES Staff to assist me with securing and maintaining competitive employment certain facts such as program participation must be disclosed to employers and/or other parties. Only information pertinent to securing and/or maintaining employment will be disclosed. No medical information will be disclosed without prior written authorization.

UNDERSTANDING OF SERVICES

I, _____, understand and agree to allow my Employment Specialist and/or NSES Staff access to my work site and supervisor for feedback to assist me with my employment opportunities, and therefore, securing and maintaining my employment.

Client Signature: _____

Witness: (Intake Staff): _____

Date of Expiration: (a year from today): _____



Next Steps Employment Services Corp.

ACKNOWLEDGEMENT FORM

I acknowledge that I received a copy of the following:

- ❖ _____ **ABUSE / NEGLECT REPORT - POLICY**
 - ❖ _____ **ABUSE AND/OR NEGLECT FORM**
 - ❖ _____ **BILL OF RIGHTS**
 - ❖ _____ **RESPONSIBILITIES**
 - ❖ _____ **CONFIDENTIALITY STATEMENT**
 - ❖ _____ **TALENT RELEASE FORM**
 - ❖ _____ **AUTHORIZATION TO OBTAIN INFORMATION**
 - ❖ _____ **AUTHORIZATION TO RELEASE INFORMATION**
 - ❖ _____ **PROVISION OF SERVICES IN AN ETHICAL MANNER - POLICY**
 - ❖ _____ **CLIENT RIGHTS & PRIVILEGES - POLICY**
 - ❖ _____ **CLIENT GRIEVANCE PROCEDURES FORM**
 - ❖ _____ **TRANSPORTATION POLICY FOR PASSENGERS - POLICY**
 - ❖ _____ **PROGRAM PARTICIPATION WAIVER**
 - ❖ _____ **UNDERSTANDING OF SERVICES**
-
- ❖ _____ I have received a copy of the Client Handbook from Next Steps Employment Services Corp. and have reviewed it with my Employment Specialist, Intake Specialist or NSES Staff.

 - ❖ _____ I understand my rights of confidentiality, my rights of appeal of decisions made by my Employment Specialist, and my rights to make informed choices about my employment process. I also understand that I have the responsibility to actively participate in my Employment Process.

Client Signature & Date: _____

Witness: (Intake Staff): _____