

Greenco Industries



Participant and Family Handbook

Greenco Participant and Family Handbook

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GREENCO

INDUSTRIES, INC.



I'd like to personally welcome you to Greenco Industries! It's an exciting time for Greenco as we continue to grow and serve, remaining always adaptable, motivated and responsive to the unique needs of people with disabilities. Our organization is confronting a time of many changes and we're meeting these changes during a time of larger nation-wide change. The world of Human Services is an exciting area in which to work/learn/play, and we'll continue to meet and bring inspired people together to ensure Greenco remains at the forefront of helping people enjoy the life of the community.

We're transforming the way we operate to continuously improve our ability to provide residential support, job learning activities and community inclusion. Our employees and partners have continued to meet the challenges of our field. We should all be very proud of where we are today and excited about where we are headed.

I'd like to thank you for being a part of Greenco Industries. Your involvement with our organization will assist with making the Monroe Region a richer community for people with disabilities.

All the best,

Randy Klein, Chief Executive Officer
Greenco Industries Inc

Greenco Purpose Statement

Rooted in our mission is to enhance the quality of life for individuals with developmental and intellectual disabilities.

Greenco Values

- Respect for Individual Dignity
- Respect for Individual Rights
- Community Involvement
- Cooperation
- Integrity
- Professionalism
- Creativity
- Flexibility- The right to know your rights

Greenco achieves its purpose by:

1. Advocating for individuals with disabilities in the life of the community.
2. Fostering opportunities for individuals with disabilities to develop a sense of self-worth and dignity, to acquire new skills, attitudes, experiences and to make choices among options for employment, recreation and social interaction.
3. Providing an array of support services tailored to individual strengths, preferences and needs, including employment, adult education, training, personal care and case management.
4. Promoting communication, cooperation and collaboration among individuals with disabilities, their families and friends and community agencies.

Greenco Industries Bill of Rights

Personal and Program Rights

1. The right to confidential services and privacy
2. The right to respect and dignity
3. The right to make informed choices
4. The right to a Person Centered Plan and or an Individual Support Plan
5. The right to help create your plan
6. The right to prompt attention to individual needs
7. The right to program continuity and stability

Legal and Social Rights

1. The right to equal opportunity
2. The right to Wage and Hour Law protection
3. Freedom from all forms of neglect and abuse
4. The right to a grievance procedure

Your rights are important and form the framework for your plan. Greenco creates an atmosphere of respect, dignity and safety. Simply contact your Greenco case manager if you have any questions about your rights.

A Message about Choices

Welcome to Greenco Industries. We make every effort to help you identify and achieve your personal goals. Good choices lead you toward your goals, whether it's a job, a residence, social activities, independence, volunteering, taking a vacation, meeting new friends or feeling a sense of accomplishment.

Your choices will define the program and services you receive. Greenco programs offer a full range of flexible and innovative supports.

Please set up a tour at Greenco and meet our wonderful staff. It will also give you a chance to meet other people who have achieved success through Greenco. You will be given tours of all areas that are of interest to you. Tour areas include- Community Integrated Employment sites, Group Supported Employment, Pre Vocational areas, Day Services and other community sites available from Greenco Industries. You are free to request additional tours at any time.

Through our combined efforts, we will help you find opportunities and become successful.



Public Funding

Many people rely upon public funding to purchase and maintain services throughout their lifetime. Public funding may come from Federal, State and County governments in Wisconsin. If you feel you need more funding, you can ask for it. Funding levels determine the amount of staff time available to meet your needs. The available staff time impacts the type and amount of services you can receive.

The following resources can assist you with making choices-

- The ADRC of Green County, 608-328-9499, N3152 WI-81, Monroe, WI 53566.
- The ADRC of Lafayette County, 608-776-4960, 15701 Co Rd K, Suite 2, Darlington, WI 53530.

Private Funding

Greenco accepts private funding from individuals, families and trusts to purchase services. An agreement is written that states what services are to be provided for what cost. The billing procedure may be based on an hourly attendance rate, a fixed rate with variable attendance or on the cost per hour of scheduled staff time.

Fundraising

Donations to Greenco, which is a 501(c)(3) organization, are tax deductible.

Most donations to Greenco are used to purchase specific items, special events and activities that everyone can enjoy. Fundraising is not targeted to benefit specific individuals.

Please contact Greenco if you would like information about current needs and capital projects. Donations are a very important part of the Greenco budget. Every donation is appreciated.

Pay Information

Greenco Industries pay dates occur every other Friday. Greenco utilizes a Certificate Authorizing Special Minimum Wages under Section 14(c) of the Fair Labor Standards Act. Paid breaks occur during periods of paid work for piece rate commensurate workers. FMLA applies to participants working 1250 hours within a calendar year. Workforce Innovation and Opportunity Act (WIOA) applies to participants working after July 22, 2016 . Greenco will work with you to schedule your annual interview with WIOA. Unpaid lunch periods occur daily.

Greenco Programs and Services

Greenco locations offer paid work and supported employment, vocational evaluation, job training, personal care, individual support, behavior programming, field trips, social, leisure, art and music appreciation, transportation, residential homes and community integration. Greenco provides transportation to Employment sites including Group Supported Employment sites.

Center-Based Activities

Daily center-based activities average 6 hours, from 8:30 a.m. to 2:30 p.m. Part-time service is also available.

Center-based activities include paid work, art and music appreciation, social activities, communication, choice making and personal care. Work is paid according to the special minimum wage rate under section 14(c). This allows your earnings to be reflective of your productivity. Work opportunities may also be available at hourly rates.



Job Development and Placement

Job Development and Placement services help individuals connect with the job that meets their knowledge, skills and abilities. Our job developers assist with putting together a resume, preparing for a job interview, finding job leads, submitting job applications, setting up and attending interviews and providing as much help as needed to attain the desired job. Our goal is to assist people with disabilities in finding the jobs they want in a timely manner. Upon job placement, we ensure employment stability by providing ongoing services and continued training.



Supported Employment



Supported Employment (SE) involves working at a community-based job. This is a flexible, career-oriented service with continuing opportunities to improve your job duties, schedule and benefits. SE may include an individual functional assessment, job development, job placement and job coaching. Your work location, hours, rate of pay, fringe benefits and type of work will depend upon the job and your employer's policies. Greenco offers SE during normal workweek business hours.

Most SE jobs are for one or two individuals, but Greenco also has some enclave job sites. An enclave is a group of individuals with disabilities working in an integrated manner with people without disabilities. The enclave sites have been very successful. You are free to choose the type of work, Community Employment and Group Supported Employment that interests you. Supported employment gives you the chance to build a career. Supervision and training opportunities are provided at all job sites.

Youth in Transition

Greenco works with high school students with disabilities who will be leaving the public school system and entering the adult system. While working with school systems, Greenco assists students with service and career planning. Greenco offers assistance with work experience, on the job training, job shadowing and other activities involved in job development. Greenco offers ongoing support for students in their later years of high school to ensure a smooth transition from school to work.

Social Activities

Our goal is to meet each individual's need for flexible and customized services. Arts and enrichment services are designed for each individual's abilities and to maximize his or her participation. Activities can include an array areas such as: Arts and crafts; music and karaoke; cooking and baking; games and puzzles; movies; coffee and social time; community outings; music; and time with animals. Activities take place in multiple settings within Greenco and the community. Settings include indoor and outdoor gathering spaces, large and small group activities, private spaces and quiet areas. Greenco will utilize an array of comparable tasks, activities and assessment tools with flexibility to meet your needs. Greenco staff will strive for communication levels that match your age, skill, abilities, desires and preferences.

Community Involvement and Outings

Greenco Day Services help individuals to participate in social activities with the community. Having community involvement helps establish the development of a community support network.



Day Service

Greenco's Day Service is designed to enhance the quality of life by providing a broad array of opportunities to help maintain existing skills and learn new skills. Greenco offers opportunities to experience activities that promote new learning related to your areas of interest. This allows individuals to develop and maintain a sense of self-worth and dignity. Activities are tailored to individual strengths and needs.



Adult Family Homes

Greenco has five Adult Family Homes located throughout the community of Monroe. Each resident has their own private bedroom. Our homes are HCBS compliant and licensed through Department of Health Services.

Greenco also offers Community Supportive Living units that are tailored to each participants needs.

Individual Planning

All Greenco services are based upon a Person Centered Plan and or an Individual Support Plan. Your Plan contains all the goals and objectives you want to achieve. You can schedule a meeting to discuss your services or Plan at any time.

Even though someone else may be your official case manager, a Greenco staff person will be assigned as your Greenco case manager to help you plan services provided by Greenco. You are free to discuss Person Centered Plan changes with your case manager for adding or deleting preferences, incorporating adaptive aids, technology and other accommodations for assisting in activity participation within the community and Greenco. You can talk with your Greenco case manager about any questions you may have.

Your personal file with your plan is confidential. Your records are available to you and your advocate. A Release of Information form is required to give copies, information, photos or reports to people outside of Greenco. Your personal information is kept private, confidential and locked at our main office. Greenco needs to release emergency medical information and a photo for emergency identification when necessary.



Home and Community Based Services Policy and Guidelines

Restrictive Measures will follow State of WI recommendations. Person Centered Plan(s) will be provided to participants. Participants will have access to all visitors within the facility on a daily basis. Participants will have access to the community on a daily basis. Participants will have the

choice of involvement with activities and community involvement. Participants have the choice to decline or modify participation in activities. Participants have the same access to the community and freedom of movement inside and outside the facility as people not receiving HCBS. Participants have the free choice of carrying or storing monetary resources within the program. Behavior Support Plans that do not impede the rights of other participants will be followed. Participants will be afforded the opportunity for tasks and activities matched to the persons age, skills, abilities, or desires/goals who receive HCBS.

Community Integrated Employment, Group Supported Employment, Day Services and Prevocational areas will afford participants the same freedom of movement inside and outside of these areas, the same as people not receiving HCBS.

Group Supported Employment sites, Adult Day Services and Prevoc- Breaks and Lunch periods for food and snacks will be available at Greenco's main facility. You have the choice to have snacks, food, lunch and breaks with people of your choosing at Greenco and in the community. Greenco offers a dignified age appropriate dining experience where you can move about and be comfortable with people of your choosing. You can request clothing protection during meals as well as a private area for dining. You have the full choice of your lunch and snack. This includes pace, sequence and refusing items to eat. You are free to spend your free-time with whomever you choose, inside or outside of Greenco.

Greenco provides a secure place for you to store your personal belongings. Participants have the choice of where to keep monetary resources. If you need access to additional resources for storing personal items, contact your case manager. You have the choice of how to spend your money within the community and Greenco.

Greenco staff will make every effort to address you in a respectful manner. This includes using your name or preferred name or title. Every effort will be made to discuss your services discreetly, privately, while not in the presence of others. Greenco staff will include you in discussions during your meetings and services.

Participants have the choice of which staff person to work with as long as it does not negatively affect the quality of services being provided to others.

Equal Access

All participants receive equal access to Greenco employment, human services and board membership regardless of age, race, gender, religion, handicap, physical appearance, sexual preference, marital status, national origin, or any other protected classes as defined by law.

Personal Wellness

Please arrive to Greenco or your community worksite in good health. Bring a lunch or have money to purchase one if necessary. Always wear weather-appropriate clothing and bring all consumable personal care supplies, including spare clothing, wheelchair pads, Depends or Attends, sanitary napkins and all other items you might need. These are personal items and are not available from Greenco. Greenco staff is trained in the use of personal supplies and Greenco equipment. Greenco does have wheelchairs, lifts, gait belts, beds and other equipment necessary for health and safety.

Greenco requires a copy of the Physicians Order form for any self-administered medications and medication that is administered by Greenco staff. Medication containers should be clearly marked as to type of drug, dosage and time of required administration. Greenco staff monitors self-administration of medication and administers medications. If possible, all medications should be taken at home.

Greenco staff will provide first aid for anyone injured or suffering symptoms of illness. Staff is trained in first aid and CPR, but this does not substitute for proper medical treatment. Greenco will call 911 during an emergency if required and transportation to an emergency room or urgent care clinic will be secured if you need it. Workers Compensation procedures are followed if you are injured during paid work.

Greenco staff observes Do Not Resuscitate (DNR) orders. Comfort care can be provided as described by your Hospice or Medical provider. As necessary, Greenco will transfer care to EMS, doctor(s) or your medical provider. Each DNR situation is unique. Discuss your needs with the specific Greenco location to ensure that resources are available to meet your support levels.

Health and Safety

If you are recovering from an illness or injury, keep Greenco up to date with your anticipated return date. If you work in Supported Employment, you may need to provide an excuse to your community employer or follow their established guidelines. Please recover at home. You may return to work when the doctor approves your return. Please do not return too soon, as you may reinjure yourself or be contagious to others. You may return when you are safely able to resume planned activities. You have the choice of where and when to receive medical treatment and care. Community employers will have their own policies about returning to work.

Your health and behavior must allow a safe and secure environment for all. You must return home or seek treatment if you have illness symptoms such as vomiting, a temperature over 100 degrees, draining body fluids, bleeding wounds, a contagious infection, if adequate clothing is not available for personal care needs or if your behavior is dangerous to yourself or others. Before you go home, staff will assure that someone is there to receive you.

Please note that Greenco makes every effort to know where you are, to carefully schedule staff support, transportation and work and to keep health information current and available. Greenco will release information or photos only to emergency personnel or to those who have your authorization.

Please keep your personal property, cash, paychecks, jewelry and keepsakes secure. Staff can secure these things for you. Please note that we have direct deposit for your Greenco paycheck, which is strongly recommended. If you receive a paycheck and you let it expire, you will not be able to cash it. Please note that community employers may have their own policies about personal property and safety.

Open toe shoes are not allowed within the main facility. This assists to ensure your safety during the day. Food and drink areas are provided for break and lunch periods. Food and drink items are limited to the lunch area.

Clothing should be neat and tidy. Clothing should not have offensive odors. Clothing should not have alterations or markings that are offensive. In the event of food spills, Greenco will provide assistance to ensure your clothing presents you in a respectful fashion to others. For aspects such as personal care needs, privacy will be provided to you.

Time Off

You can schedule time off from any Greenco program. Please tell you Greenco case manager as soon as you know you want some time off in order to provide adequate notice to your program, whether in the center or in the community. If you will not be in attendance, we need to know that you are safe.

Time off can be requested for vacation, illness, holidays, camp, family functions, medical appointments, funerals, weddings and other activities. Greenco time off is not paid. Community employers will have their own time off procedures. Please check with them if you work in the community.

If you are under Greenco care and there is an immediate request for time off, your case manager may confirm the nature of your request, especially if you are to be entrusted to people Greenco does not know.

Emergency Evacuation

Greenco practices emergency drills during the year. Such emergencies might be due to fire, flood, utility service failure, storm damage or other causes. You will practice building evacuation or drills throughout the year. Greenco will make every effort to maintain services if building repairs are necessary.

Program Closure

Greenco Industries is open on all scheduled days of operation throughout the year. Greenco Industries does not close because of inclement weather and will be open for staff and program participants. In the event of extreme, unsafe weather conditions, participants will be informed individually of Greenco closure or delay.

Greenco Industries rural transportation routes will not operate if- Monroe Public Schools are closed for the full day due to winter weather. Rural Route cancellation and delay alerts will be announced individually to the rider's phone number.

Grievance Procedure

If you have a concern about Greenco services, you may go to any Greenco case manager to discuss it. Most problems can be solved this way. You and your advocate may also follow the steps below to discuss a grievance.

1. Make an appointment with the Greenco Program Director within 30 days. Describe your concern in clear terms. It is best to provide a written statement of concern.
 2. Expect a response from the Greenco Program Director at the meeting or within 10 work days after the meeting.
 3. If you are not satisfied with the Greenco Program Director's response to your grievance, you may make an appointment with the Greenco CEO. This should be done within 10 working days after receiving the Program Director's response.
 4. The Greenco CEO will meet with you and your advocate to hear your concerns. The CEO will respond within 10 days of your request.
 5. If you are not satisfied with the Greenco CEO's response, you may appeal to the Greenco Board of Directors. The Board will hear your concerns at the next regularly scheduled Board meeting and will respond within 10 days after the meeting.
- Advocacy Assistance resources can be obtained through-Access to Independence 3810 Milwaukee St. Madison, WI 53714 608-242-8484 for Green County or Independent Living Resources 4439 Mormon Coulee Road LaCrosse, WI 54601 608-787-1111 for Lafayette County participants.

Residential Rights

Individuals have basic rights which they do not lose when they enter an adult family home.

(a) Fair treatment. To be treated with courtesy, respect and full recognition of the resident's dignity and individuality.

(b) Privacy. To have physical and emotional privacy in treatment, living arrangements and in caring for personal needs, including toileting, bathing and dressing. The resident, resident's room, any other area in which the resident has a reasonable expectation of privacy, and the personal belongings of a resident shall not be searched without the resident's permission or permission of the resident's guardian except when there is a reasonable cause to believe that the resident possesses contraband. The resident shall be present for the search.

(c) Confidentiality. To have his or her records kept confidential.

(d) Presumption of competency. To be treated as mentally competent unless there has been a court determination of incompetency. A resident who has been adjudicated incompetent has a

right to have his or her guardian fully informed and involved in all aspects of his or her relationship to the adult family home. A resident who has been adjudicated incompetent shall be allowed decision-making participation to the extent that the resident is capable of participating.

(e) *Self-direction.* To have opportunities to make decisions relating to care, activities and other aspects of life in the adult family home. No curfew, rule or other restrictions on a resident's freedom of choice shall be imposed unless specifically identified in the home's program statement or the resident's individual service plan. An adult family home shall help any resident who expresses a preference for more independent living to contact any agency needed to arrange for it.

(f) *Financial affairs.* To manage his or her own financial affairs, including any personal allowances under federal or state programs, unless the resident delegates, in writing, responsibility for financial management to the licensee or someone else of the resident's choosing or the resident is adjudicated incompetent in which case the guardian or guardian's designee is responsible.

(g) *Clothing and possessions.* To retain and use personal clothing and effects and to retain, as space permits, other personal possessions in a reasonably secure manner.

(h) *Social activity choice.* To meet with and participate in social and community activities at the resident's own discretion.

(i) *Choice of providers.* To exercise complete choice of providers of physical health care, mental health care and pharmaceutical services.

(j) *Treatment choice.* To receive all treatments prescribed by the resident's physician and to refuse any form of treatment unless the treatment has been ordered by a court. The written informed consent of the resident or resident's guardian is required for any treatment administered by the adult family home.

(k) *Religion.* To participate in religious activities of the resident's choice. No resident may be required to engage in any religious activity.

(l) *Safe physical environment.* To a safe environment in which to live. The adult family home shall safeguard residents who cannot fully guard themselves from environmental hazards to which they are likely to be exposed, including conditions which would be hazardous to anyone and conditions which would be or are hazardous to a particular resident because of the resident's condition or handicap.

(m) *Freedom from abuse.* To be free from physical, sexual or mental abuse, neglect, and financial exploitation or misappropriation of property.

(n) *Freedom from seclusion and restraints.*

1. To be free from seclusion and from all physical and chemical restraints, including the use of an as-necessary (PRN) order for controlling acute, episodic behavior.

2. Physical restraints may be used in an emergency when necessary to protect the resident or another person from injury or to prevent physical harm to the resident or another person

resulting from the destruction of property, provided that law enforcement or other emergency assistance be summoned as soon as possible and the incident is reported to the licensing agency by the next business day with documentation of what happened, the actions taken by the adult family home and the outcomes.

(o) Labor. To not be required by the licensee to perform labor which is of any financial benefit to the licensee.

(p) Prompt and adequate treatment. To receive prompt and adequate treatment and services appropriate to the resident's needs.

(q) Medication. To receive all prescribed medications in the dosage and at the intervals prescribed by the resident's physician, and to refuse medication unless there has been a court order with a finding of incompetency.

(r) Mail. To receive and send sealed, unopened mail, including packages. The licensee shall give mail to residents on the day it is received or as soon as possible thereafter, unless the licensee has reasonable cause to believe that the mail being sent or received contains contraband, in which case a resident's mail may be opened by the licensee but only in the presence of the resident.

(s) Telephone calls. To make and receive a reasonable number of telephone calls of reasonable duration and in privacy.

(t) Visits. To have private visitors and have adequate time and private space for visits.

(u) Service charges. To be fully informed in writing before or at the time of admission of all services and charges for the services. Throughout the time a person is a resident of the adult family home, he or she shall be fully informed in writing of any changes in services and related charges at least 30 days before those changes take effect.

Home Visitors

Greenco homes are for the enjoyment of the residents. Visitors should be respectful of how evening hour visits affect others. Typically, residents enjoy sleep times that commence after 8 pm. Greenco's AFH's are licensed for up to 4 residents per night to reside.

Licensing

The licensing Agency for Adult Family Homes is- State of Wisconsin, Department of Health Services, Division of Quality Assurance, Bureau of Assisted Living, Southern Office, PO Box 7940, Madison WI 53707-7940. Phone 608-264-9888, Fax 608-264-9889.

Holiday Calendar

The Greenco holiday calendar below is subject to change, but historically it has been very consistent. The calendar is intended to meet the national holiday, family and religious needs of Greenco staff and participants. If you have a specific need for time off not included in the calendar below, please contact us.

Center-based programs are closed on the days listed below. They are open all other weekdays. Supported employment programs follow the employer's schedule, which often coincide with the Greenco calendar.

New Year's Day		Jan
Good Friday		Mar/Apr
Memorial Day		May
Independence Day		Jul
Labor Day		Sep
Thanksgiving Holiday	Thursday	Nov
Thanksgiving Holiday	Friday	Nov
Christmas Eve Day		Dec
Christmas Day		Dec

Greenco Locations

Website: www.Greencoind.com

Greenco Main Office & Greenco Foundation

1601 4th Avenue W, Monroe, WI 53566

P: 608-328-8311 F: 608-328-1993

Greenco House I

2506 16th Avenue, Monroe, WI 53566

P: 608-328-8324

Greenco House II

1652 25th Street, Monroe, WI 53566

P: 608-328-2349

Greenco House III

2520 16th Avenue, Monroe, WI 53566

P: 608-328-8326

Greenco House IV

2647 10th Avenue, Monroe, WI 53566

P: 608-325-4016

Greenco House V

2636 14th Avenue, Monroe, WI 53566

P: 608-325-4701

Community Supported Living

1652 25th Street, Monroe, WI 53566

Handbook Acknowledgement:

Name

Date

Greenco's Participant and Family Handbook was made available to me. I understand that Greenco policies and procedures are designed to provide the best possible services while wisely using limited resources.

Greenco welcomes comments about this handbook. Please contact Greenco's Case Manager, Program Director or the Chief Executive Officer to provide comments. Thank you.

Participant Signature

Date

Parent/Family Signature *(if applicable)*

Date

Guardian Signature *(if applicable)*

Date



Main Program
1601 4th Avenue W
Monroe, WI
608-328-8311

House I
2506 16th Avenue
Monroe, WI
608-328-8324

House II
1652 25th Street
Monroe, WI
608-328-2349

House III
2520 16th Avenue
Monroe, WI
608-328-8326

House IV
2647 10th Avenue
Monroe, WI
608-325-4016

House V
2636 14th Avenue
Monroe, WI
608-325-4701

CSL
1652 25th Street
Monroe, WI