



**MAINSTAY**<sup>™</sup>

*Career Resources and  
Employment Support*

# **PARTICIPANT HANDBOOK**



**CARF**

Certified since 2005

Commission on Accreditation of Rehabilitation Facilities

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# Welcome to Mainstay!

We have been providing vocational resources and employment support for more than 30 years. We provide employment support services to approximately 150 people per year. We are located in the heart of Capitol Hill.

This handbook will provide you with some basic information about Mainstay. Your counselor will review the contents of this handbook with you. You will be made aware of our services, your rights as a participant and what you can do if you are not satisfied with any part of your experience with us. Please feel free to ask your counselor to explain anything you do not understand. Please share this information with your employment team or other advocates, so they can also understand how our program works.

Mainstay believes in access to services free from discrimination of race, color, religion, sexual orientation, gender identity, political view, HIV/AIDS status, creed, national origin, age, disability of any kind, marital status or veteran status. **Sexual harassment of any kind will not be tolerated.** Your Mainstay Team are mandated reporters, so that means if we see instances of sexual, verbal, physical, mental, financial or other types of abuse, we will report the situation to Adult Protective Services as we are required.

**Mainstay Mission and Values** Our mission is to empower job seekers with disabilities to achieve financial and personal independence through employment. Mainstay values are:

- Respect for the individual
- Diversity in the work place
- Contribution to the community
- Accessible, inclusive employment and lives for people with disabilities
- Commitment to job seeker and employer success

**We strive for 100% customer satisfaction.** This is achieved through a collaborative process with the employment team where the participant adheres to professional advice and guidance. Please let us know your concerns and also share with us the highlights of your experience with Mainstay.

**Seattle Central College's Mission** Seattle Central College is an open-access learning institution. Seattle Colleges prepares each student for success in life and work, fostering a diverse, engaged and dynamic community.

## 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.

Additionally, to participate in Mainstay services, one must:

- Have appropriate funding to pay for employment services. Mainstay will assist you to obtain this funding in the instance you do not have it already secured.
- Have current support systems in place to address behavioral challenges, specialized medical or personal care needs.
- Be free from using illegal drugs and abusing legal drugs or substances for a minimum of 90 days.
- Inform your counselor of a criminal history. This will not automatically disqualify you from Mainstay services; all cases will be reviewed by the Mainstay Director.

## **Referral Sources**

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

- Division of Vocational Rehabilitation
- Developmental Disabilities Administration
- High-school transition programs
- Federal programs

## **Confidentiality of Information**

All information in your file at Mainstay is considered privileged and confidential. You have the right to review the contents of your file. For other documents, you must go to the original source. We require a written consent from you before we can share any information about you with professionals from other public or private agencies. A release of information form for this purpose will be provided. If you have a legal guardian, this individual will be required to sign the form as well. Your records are stored in secure electronic files. Your information is updated while you are an active participant of Mainstay and is maintained for six (6) years upon your case being closed.

## **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**

Accommodation and adaptations are important considerations for Mainstay when working with individuals with disabilities. If you are in need of specialized language interpreters including foreign or sign language interpreting, technological assistive devices or other alternative communication material (i.e. large print materials), please notify your Mainstay counselor at least one week prior to your scheduled appointment.

Mainstay assures equal access to persons who do not speak or have a limited ability to speak, Read or write English well enough to understand and communicate effectively (reference DDA Policy 5.05, Limited English Proficient (LEP) Clients). Please let us or your referring source know that you need assistance. We are happy to help.

## **Cultural Competency, Social Justice and Equity**

Mainstay always strives to demonstrate sensitivity and awareness to those around us. Please inform the Mainstay representative who is working with you about your needs in regard to your cultural beliefs and practices. We wish to be respectful and free of any harassment for the nature of your spiritual beliefs, political beliefs, sexual orientation, age, gender, gender identity, socio-economic status, cultures, native languages and other cultural practices. For example, you may need to wear traditional attire or you may need to observe religious holidays – both of which could impact your work and/or your worksite. We are very willing to work with you to make you and your potential employer feel comfortable and understand your needs.

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. We firmly establish equity, diversity and inclusion as a strategic goal and as a human right for all. We frame our decisions and actions with a lens of equity, diversity, inclusion and accountability to the community.

# Mainstay Services

Mainstay provides individualized employment support services tailored to your specific needs. With input from you and your employment team, the following are various types of services available.

## Community-Based Assessments

A range of functionally-based, integrated volunteer experiences are tailored to your interests. These experiences take place in settings at various community sites.

## Employment Preparation

Your counselor will support you in developing a résumé, giving feedback as to appropriate attire and presentation, developing interview skills and preparing you for competitive employment.

## Job Placement

You and your counselor 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.

## Job Retention

Once you have obtained employment, your counselor will work with you and your employment team to maintain your position and to become stable in your job. Your counselor will work with you to increase your work skills and address concerns that come up at the job.

## Extended Support Services/Follow-Along Support

Your counselor 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 counselor 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. We would also like to be kept informed of any “life” changes affecting you such as a move to a new residence, 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 package of services best meets your needs.

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 with different options, referral opportunities and other possible alternatives.

## Participant Satisfaction

Mainstay participants are encouraged to give feedback about their satisfaction with services at anytime. If you have suggestions about our policies and procedures, please talk to your Mainstay counselor. Satisfaction surveys are conducted upon completion of each service. Your input contributes to the quality of our program and is greatly appreciated. We want to hear your challenges and your successes. Please share these with us at any time during your experience with us or after. We want the best for you as having a job is one of the most life changing events in your life and that of those around you.

# Individual Rights Policy

## Problem-Solving Procedure/Grievance Procedure

Everyone has problems from time to time. If you are not satisfied with your counselor or our program, you have the right and responsibility to report your concerns. First, we ask that you speak to your assigned Mainstay counselor. 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 satisfactorily resolved at this point; you have the right to file a grievance. You have the right to have a choice of any advocate to help you through this process. We require written notification describing your concerns. Your grievance should be dated, signed and given to Mainstay. Within five (5) business days, you will be scheduled to meet with our supervisor, Lincoln Ferris, the Interim Vice President of Administrative Services at 206-934-3169. We will report back to you the Plan of Action, and you have the right to give feedback and discuss this plan with us.

**Mediation** - 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 DVR or DDA counselor or any of your team members. If you need help with this process, please let us know. The Director of Auxiliary Services (DAS) and the Director of Mainstay will make a decision 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.

If you are receiving services through the Developmental Disabilities Administration you can also contact the Washington State Department of Social and Health Services and register a complaint at 1-800-521-8060. You need to know you will **NOT** experience any retaliation for filing a grievance. Additionally, your services will not be affected throughout the grievance process.

## Reporting Abuse or Neglect

Mainstay does not tolerate abuse of any kind. Abuse includes verbal abuse, physical abuse and sexual abuse. If you feel that any employee of Mainstay, Seattle Central College or your employer is abusing you, talk immediately to your Mainstay counselor or the Mainstay Director. All Mainstay staff is required by law to report all accusations of abuse. We want all of our participants to be safe and free from any form of abuse at all times. Mainstay Staff will contact your case manager, your guardian (if you have one) and potentially call Adult Protective Services (APS), as we follow state and county law regarding being Mandated Reporters. Please ask us if you would like more detail.

## Termination Policy

As a Mainstay participant, you may decide to terminate services at any time during the program. We ask you to please contact your Mainstay counselor regarding your decision. Also, 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
- Endangerment to others
- Inappropriate behavior on the job
- Inappropriate behaviors at Mainstay
- Sexual harassment
- Use of illegal drugs or continued abuse of legal drugs

You and your employment team will be notified in writing of your case closure.

# Transportation to Mainstay

Mainstay at Seattle Central College is served by a number of 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.

## Seattle Central College - Campus Safety and Security

SCC Department of Campus Safety and Security is charged with the authority to protect life and property, enforce laws and ordinances, maintain order and prevent and investigate crimes occurring on properties belonging to Seattle Central College. It is our mission 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 patrol and enforcement of laws and college regulations.

In addition, the Department of Campus Safety and Security also assists 911 emergency personnel in responding to emergency situations involving but not limited to the following; fires, medical assistance and natural disasters. Please help us by reporting all criminal activity, accidents or injuries to the Department of Campus Safety and Security at 206-934-5442. If you are aware of any possible safety issues at Seattle Central College, please do not hesitate in contacting the safety committee by contacting the security office. Depending upon the circumstances or situation, one or more of the following methods of communication listed below may be used to alert our campus community of an emergency situation.

- Emergency E-Mail and Text Messaging: Seattle Central College has the ability to send emergency campus alerts via e-mail and text messaging; cell phones must be equipped with a text messaging feature in order to receive emergency text alerts. If you have not already signed up for this important safety warning feature, please do so now by going to the following link: <https://alert.seattlecolleges.edu/Login.aspx>
- 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 safe to do so, Seattle Central College will utilize its PA system to announce that an active emergency or lockdown has been issued. Seattle Central College will also use its PA system to announce the all clear from an active incident.

### Emergency Response & Action Plan:

If Mainstay and Seattle Central College are not operating, Mainstay will be faced with a great challenge. Not all scenarios can be foreseen. Mainstay may or may not be able to contact clients if phone lines or computers are down. Mainstay Staff may or 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. All Mainstay clients are expected to report to work as their employer expects. If they are unable to get to work for any reason, Mainstay clients are independent and capable to be able to contact their employer, granted that their phones or computers work. Mainstay clients will follow their employer's policies and procedures.

Mainstay will follow the Emergency Response and Action Plan of Seattle Central College District with special attention to Seattle Central College's direction. The proper procedure is available in the Inside Seattle Colleges documents at <https://inside.seattlecolleges.edu>

### Active Shooter:

In the instance of an Active Shooter, leave the building or area quickly and quietly, if safe to do so. If you can't leave, go to an area that can be locked or hidden. Stay low, hidden and spread out. When safe to do so, call 9-1-1.

# Personal Safety Notes

## A Few Ways to Exercise Reasonable Caution on Campus:

- Remember, you are in an urban environment within a large city, please act accordingly and responsibly in preparing for your personal safety and security.
- 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 that family and trusted friends know your school schedule and any changes that may take place 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 for an escort if your vehicle is parked on the campus.
- Do not leave personal belongings in your vehicle where they can be seen by others; place all belongings in the trunk of your vehicle if possible.
- Make note of all exits in case of emergency evacuations or you need an escape route.

## Building Evacuation and Assistance Procedures

All persons shall move towards the nearest marked exit in safe orderly fashion; if the exit is blocked, move to the next nearest marked exit.

All faculty, staff and students with disabilities are encouraged to file an emergency status card with the Campus Security Office. If you have special needs during any emergency impacting your work or study areas, the emergency status card will ensure that your needs are met. In the event of an emergency, all persons should observe the following evacuation procedure:

- All persons shall 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.
- As a second choice, when a wheelchair user or person with mobility impairment reaches an obstruction such as a staircase, he/she 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.
- Persons who cannot speak loudly should carry a whistle or have other means of attracting the attention of others. Rescue personnel, fire and police, will first check at exit corridors and exit stairwells for trapped persons.

## 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. Someone will be glad to assist you in checking for lost items.



## Mainstay Participant Rights and Responsibilities

- Mainstay Staff will always treat you with respect and dignity. Your success is our success!
- You can have anyone of your choice assist you with this paperwork and advocate on your behalf.
- You have the right to choose your vocational goals and have final approval on plans written..
- 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.
- ***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.

### 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.
- You will always be neat and clean for work.
- You will dress appropriately for the worksite.
- When at 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 will be working.
- You will inform your Mainstay counselor of any issues or problems.
- You will let your Mainstay counselor know of any “life” changes as soon as possible.
- You will always treat your Mainstay counselor with respect. If you are happy or unhappy with your counselor or job coach, inform the Mainstay Director. (Please see our Grievance Policy).
- 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 Mainstay.
- You must leave your valuables at home. Mainstay or 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.
- I will participate actively in my services with Mainstay.
- I will allow my records to be reviewed for audit and/or accreditation purposes.
- I have read and received a copy of this handbook.
- I have the right to clear, understandable communication from my Mainstay Team.
- I will allow Mainstay to use photographs of me for social media and marketing tools.  
(If you’d like to Opt-Out check here: \_\_\_\_\_)

Participant: \_\_\_\_\_ Date: \_\_\_\_\_

Guardian: \_\_\_\_\_

Mainstay Representative: \_\_\_\_\_