



PARTICIPANT HANDBOOK

SUMMER WORK EXPERIENCE

1145 Wesley Avenue
Muskegon, MI 49442

231-773-5355

www.PioneerResources.org

how we began...

Pioneer Resources began as an unincorporated association of parents and educators in the late 1940s, operating as Pioneer School and providing special education and therapy. In 1955, the agency became a tax-exempt, 501c (3) nonprofit corporation called Western Michigan Center for Handicapped Children, Inc. As special education and mental health services grew and expanded in the public sector, the organization evolved into Pioneer Resources, Inc.

Today, the agency offers a diverse array of individualized support for persons with disabilities as well as seniors, along with contractual services for governmental entities and agencies that serve children and adults with disabilities.

who we are...

OUR MISSION

is to help people with disabilities and seniors attain independence and dignity by creating opportunities for participation in the community. People in pursuit of:



A PLACE TO LIVE

Affordable housing and specialized homes



A PLACE TO LEARN

Vocational training, ABA therapy, community living supports



A PLACE TO GROW & PLAY

Camping, recreational programs



A WAY TO GET THERE

Transportation services

where we're going...

OUR VISION

is to be the premier service provider in the community, powered by the highest level of quality and caring workforce dedicated to creating meaningful differences in the lives of those we serve.

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Dear families, guardians, and participants,

We're so happy to have you with us at Pioneer Resources! Our goal is to help people like you do their best with our different programs. This book will tell you all about them – things like Pre ets and Vocational Training Services.

At Pioneer Resources, we believe everyone has special talents, dreams, and desires for improved quality of life. Our job is to help you use those talents to live a good life in the setting that you choose. If you want to learn new things, get better at working, or have a nice place to live, we're here to help you all along the way.

What We Promise:

- We will treat you with dignity and respect.
- Our programs will teach you things you want to know.
- Everyone is welcome, and we want you to learn.
- You can always find help and resources here.

Thank you for choosing Pioneer Resources to help you on this journey. We're excited to help you learn and grow. If you ever need help or have questions, just ask us. Keep this book safe so you can look back at it when you need to.

Warm regards,

Stacy

Stacy Freed
Director of Programs

Pioneer Resources provides participants with disabilities with a path to community integration and greater independence. We focus on your goals to help you find a good place to start. We provide a wide variety of service options to support you in developing successful outcomes throughout a variety of services offered.

Pre Employment Training Services (Pre ets)

Pre Employment Transition Services (Pre-ETS) are services provided to youth ages 14–26 who are open with Michigan Rehabilitative Services (MRS). These services are designed to be an early start at job exploration to assist students with identifying career interests. Our ACRE-trained Youth Services Employment Specialist facilitates training and teaches concepts such as job exploration, work-based learning, post-secondary exploration, social skills, independent living, and self-advocacy.

Integrated Supported Employment

This program provides opportunities for individuals to work in paid positions while developing skills for competitive integrated employment in the community. We have year-round and seasonal positions available for paid training in supporting participants' employment goals.

- Soft Skill Development
- Individual Job Coaching
- Resume Development
- Job Readiness Workshops
- Social Skills Development
- Job Placement Assistance
- Customized Employment

How Do You Get Vocational Services?

Individuals who are employment-ready and have an open case with Michigan Rehabilitative Services (MRS) can receive job placement assistance and other vocational programs.

How Much Does Vocational Services Cost?

In most cases, the cost to participate is billed to a third party at the local community mental health agency to which participants were referred. Most likely HeathWest (Muskegon County), Ottawa County Community Mental Health (Ottawa County), Michigan Rehabilitative Services, or the Bureau of Services for Blind Persons through Medicaid. We also offer private pay billing.

Confidentiality

We will not give out information about you unless you or your guardian agrees, or as required by law. Please refer to the Privacy Policy attached.

Access to Your Records

You have access to your own records. This information will be provided to you in sufficient time to facilitate your individual decision-making.

Your Responsibilities

- Participate in decision-making
- Treat others with dignity and respect
- Follow the rules
- Work hard to learn your new skills

Expectations

- Everyone will respect the dignity and worth of every person regardless of individual characteristics, disability, culture or values. Please treat others like you would like to be treated. Remember a first impression is the most important.
- We want everyone to be successful; however, if someone's conduct repeatedly disturbs or threatens others, we reserve the right to speak with your counselor to discuss challenges. We will work together to make a plan for improvement.

Medications

If medication is required during the program, it must be brought in its original labeled prescription container. Additionally, please provide the program supervisor with a copy of the doctor's prescription containing clear instructions on whether self-administration of the medication is permitted.

You may need to request this information from your doctor. Pioneer Resources staff are trained in medication administration, and medications will be securely stored in an unrefrigerated locked cabinet.

Before any staff can administer medication to a participant, a "Request to Administer Medication" form must be completed by the parent or guardian and returned to the Program Manager.

Your Rights



- The right to be treated with dignity and respect
- The right to be free from abuse, neglect, humiliations, retaliation, and financial or other exploitation
- The right to access your records
- Environmental rights (clean and sanitary conditions)
- Civil rights
- The right to make choices
- The right to privacy
- The right to have visitors
- The right to send and receive mail
- The right to make and receive phone calls
- The right to confidentiality
- The right to practice your religion or faith
- The right to entertainment materials, information, and news
- The right to personal property
- The right to reasonable access to your money
- The right of freedom of movement
- The right to not be photographed, audio taped or videotaped unless you or your legal representative agree in writing
- The right to receive a legal wage if training results in productive work being performed for the agency
- The right to express your consent or disagreement with the assignment of the team members who will provide services. We will do our best to assign individuals with whom you are compatible. However, it should be recognized that there are limits to choices and if a team cannot be assembled that meets your needs, you have the right to discuss this with your Case Manager with no adverse consequences. *Conditions may apply related to individual programs.



Punctuality

- Punctuality is most important in the work place and community. Your team may depend on you to arrive at your scheduled destination.
- If you are sick and need to report an absence, call your group Mentor.
- You are required to cancel your transportation by calling 773-8060. If you are calling after hours, please leave a message.

Smoking/Alcohol/Drugs

Pioneer Resources is a tobacco-free campus and does not condone the use of tobacco during the program/work hours. Alcohol and illegal drugs are not allowed.

Personal Appearance and Hygiene

This includes a clean body, combed hair, brushed teeth, and deodorant. No flip-flops or open-toed shoes are allowed at the work site for the safety of all employees. Dress appropriately for the job and for the weather.

Weapons

Weapons are not allowed on the properties in which you will train. Weapons include, but are not limited to knives, guns, and sharp objects.

Entry Criteria

Individuals are accepted into programs on a first come first served basis, appropriate to the setting to which they are referred. Should an individual be determined to be ineligible for services, it will be communicated with the person served as well as their clinical support team.

Transition Criteria

At your yearly Individual Planning meeting, it may be decided that you are prepared for a different level of service, or it might be decided to continue with your current program. This decision involves input from the funder, the provider, you as the participant, and your family and/or caregiver. Your input is valued during this process.

Exit Criteria

You may decide to discontinue services at any time, for any reason. Other reasons you might exit programming are:

- You have achieved all your goals.
- You are moving out of the county.
- An evaluation was completed by a licensed practitioner that shows services are no longer medically needed.

We will do our best to provide you with any resources or referrals for other services that you might need upon exit from our programs.

Infection Control

Please do not come to the program if you are having any health-related challenges. In the event we observe participants having challenges, the home or other emergency contact listed will be called to pick the participant up. Some examples of this would be:

- Fever
- Contagious disease
- Excessive coughing and signs of sickness
- Bed Bugs

Personal Property

We encourage you to bring only items that you need for the day. Extra items can be a distraction to everyone and can be lost. We cannot be held responsible for any lost or damaged items.

Expectations

- Everyone will respect the dignity and worth of every person regardless of individual characteristics, disability, culture or values. Please treat others like you would like to be treated. Remember a first impression is the most important.
- We want everyone to be successful; however, if someone's conduct repeatedly disturbs or threatens others, we reserve the right to speak with your counselor to discuss challenges. We will work together to make a plan for improvement.
- Program conduct expectations also exist in the workplace. We are teaching and mentoring on pre-employment and soft skills to help you become a successful adult. Please take these seriously.

What to do if you have a Problem or Complaint

Informal Conflict Resolution

If you have a problem or complaint with the services you are provided by Pioneer Resources staff, we encourage you to discuss the matter with the supervisor. If the supervisor isn't available, you can also talk to staff or your Case Manager about the issue and she or he can inform the supervisor.

Formal Complaint Process within Pioneer Resources

If you do not feel that the supervisor has addressed the concern to your satisfaction, or if the complaint is about the supervisor, you are encouraged to call the Pioneer Resources Compliance Officer at 231-773-5355.

We will do our best to:

- Follow up right away
- Make it open and comfortable for you to talk about your problem

Please refer to the link on our website regarding the policy and procedure. "Complaint and Conflict Resolution Procedures for Person Receiving Services" for full details, including a form and instructions for filing a complaint.



Filing an Anonymous Complaint

If you don't want to use your name, you have the right to file an anonymous complaint. Agencies to whom you may wish to file a complaint and telephone numbers are listed below:

Agency Contact

Pioneer Resources:

231-773-5355

Office of Recipient Rights:

231-724-1107

Adult Protective Services:

1-855-444-3911

Arc/Muskegon:

231-220-2315

Complaint Form

This form provides a means to register a complaint or grievance about an employee, policy, or practice of this agency. Complaints or grievances may also be made verbally or by means of a more informal letter. Please refer to the Pioneer Resources *Complaint and Conflict Resolution Policy (#501)* for guidance in using this form.

Today's Date: _____

_____ This complaint involves an employee of Pioneer Resources

_____ This complaint involves a policy or procedure of Pioneer Resources

Date(s) complainant became aware of the problem:

Please describe what occurred that causes you to write this complaint:

What do you believe should be done to remedy the situation?

(Please use the back or attached additional sheets as required)

Signature:

Address and/or phone number for delivering a response:

To be completed by Pioneer Resources Staff:

Date complaint delivered to a representative of Pioneer Resources: _____

Date response delivered to complainant: _____

Community Services Available



Staff can assist you in identifying and accessing services in the community that will help you lead a healthier, happier and more rewarding lifestyle. Examples of agencies to which referrals may be made, depending on need, include:

Muskegon County Community Services

Department of Human Services

231-724-6442

The Arc of Muskegon

231-220-2315

Michigan Rehabilitation Services

231-722-2013

Disability Connection

231-722-0088

DHS Muskegon

231-733-3700

Social Security Administration

866-763-2632

HealthWest

231-724-1224

Dates of Employment



- Week 1: Monday, July 8 – Thursday, July 11
- Week 2: Monday, July 15 – Thursday, July 18
- Week 3: Monday, July 22 – Thursday, July 15
- Week 4: Monday, July 29 – Thursday, August 1
- Week 5: Monday, August 5 – Thursday, August 8
- Week 6: Monday, August 12 – Thursday, August 15

Worksite start times may vary due to transportation. Worksites typically work from 9:00 am – 1:00 pm Monday through Thursday for six weeks in duration.

Summer Work Sites

Every Woman's Place

Barry's Greenhouse

Weesies Greenhouse

Pound Buddies

The Pita Place

Pioneer Resources Transportation

Transportation

If you need to cancel transportation, please call 231-773-8060

Primary Contacts

Director of Programs – Stacy Freed 231-767-5153

This person can help you resolve any complaints if you are not happy with the results of the Mentor.

2024

Bi-Weekly Payroll and Holiday Calendar - Non Residential

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| September | | | | | | |
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| December | | | | | | |
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