

WATERS AND SIMS CLIENT RIGHTS AND RESPONSIBILITIES

YOU HAVE THE **RIGHT** TO:

- Be treated with respect
- Have information about you and your job kept confidential and choose when to release your information
- Have your employment goals taken seriously
- Expect regular and timely communication with your Employment Specialist
- Participate in the development, composition and implementation of your Employment Plan
- Create your own Employment Team and discuss employment-related decisions at your discretion
- Give or refuse consent and/or express a choice regarding: service delivery, release of information, members of your service delivery team
- Expect your Employment Specialist to provide you with respect and understanding in regard to your race, ethnicity, gender, age, religion, disability or sexual orientation.
- Expect the support of your Employment Specialist as you learn your job duties, if specified in your plan
- Review any Waters and Sims generated material in your file
- Have your privacy protected and have freedom from abuse, exploitation, retaliation, humiliation or neglect
- Have your *Rights and Responsibilities* and *Employment Plan* reviewed annually (January) or as requested
- Expect Waters and Sims to investigate and take appropriate action regarding any infringement of your rights
- Have the right to lodge a formal complaint if necessary related to the nature of our services, when one of these rights have been violated. (defined as an objection, criticism or grievance, related to “rights” of persons served) See Grievance Policy for additional information.
- Have access or be referred to legal entities, self help and/or advocacy support services as necessary

YOU HAVE THE **RESPONSIBILITY** TO:

- Keep scheduled appointments with your Employment Specialist. Call us at least 2 days in advance if there is any reason that an appointment would need to be re-scheduled.
- Keep in contact with your Employment Specialist on a regular basis
- Develop **realistic** employment goals based on your *true abilities, past work history* or *education*
- Be an active participant in the implementation of your Employment Plan

- Complete all assigned responsibilities as required for job development
- Follow the recommendations of your Employment Specialist during job development and job coaching
- Fairly and objectively evaluate **any** employment opportunity presented to you
- Remember that the ultimate goal is to secure employment that will provide you with the opportunity to develop transferable skills, therefore allowing you to advance to different jobs or responsibilities
- **Understand that getting a job takes time.** We are working on your behalf, even when we are not meeting with you . *The time it takes someone to find employment varies greatly , dependent upon many circumstances, many which are out of our control.*
- Contact us during office regular office hours which are 8:30-4:00 M-F. Messages can be left on office voice mails 24/7 and will be retrieved the following day .
- Use discretion when contacting your Employment Specialist on their personal cell phone. If this cell phone number is provided to you, it should be used **only** to notify them regarding scheduled interviews, canceling appointments or calling in work schedules. Our office hours are Monday-Friday 8:30-4:00 . Phones are on only during this time period. **If you contact us outside of these hours, your call will be returned on the next business day.** You can text message this information to them, if you prefer. Please respect their personal time and use on nights or weekends only **when absolutely necessary**. Any abuse of personal cell phones will result in discontinuing this method of communication.
- In order for us to be available to accompany you on an interview, we need **at least 24 hours notice**.
- While we do our best to keep all scheduled appointments, there may be times that your Employment Specialist may need to reschedule an appointment. We will provide as much advance notice as possible.
- While you will be assigned a specific Employment Specialist upon intake , there may be times when you may be asked to work with another Employment Specialist that is filling in for your usually assigned Employment Specialist. We have a team of Employment Specialists that are available to assist you and you will be introduced to each of them , as needed.
- Waters & Sims management has the right to change Employment Specialist's, if necessary. Any changes will be discussed with you in order to assure a smooth transition and no disruption in service.
- Once employed , do your job to the best of your ability.

While we hope for the long-term success of all clients we work with, **we cannot guarantee placement success**, no matter how much support or guidance is given. Waters and Sims reserves the right to terminate supported employment services at any time if the recommendations of the Employment Specialist are not consistently followed by the client and/or family member.

As a client of Waters and Sims, you can expect to be treated with respect by your Employment Specialist. In return, we ask that **all clients and/or family members** treat the Employment Specialist with the same respect and courtesy. **Any verbal disrespect will not be tolerated and services will be terminated immediately.**

If services are terminated, either by Waters and Sims or by client choice, a post-service survey will be mailed to you for completion. If, at any time, you are interested in working with Waters and Sims in the future, you will be redirected to your DVRS counselor to have your case re-evaluated for appropriate recommendation.

Client Signature & Date

Employment Specialist Signature & Date