

creative works

Participant Handbook

Community Services



Welcome to Creative Works

It is my pleasure to welcome you as a new Creative Works (CW) team member. We are excited that you have chosen us to assist you in meeting your life goals.

At Creative Works, we believe all people should be treated with respect and dignity. It is that belief that drives us to do everything possible to support all of the individuals who receive services in pursuit of their dreams.

Our dedication to providing the very best supports begins with our exceptional staff. As part of our team, you will be working with an extraordinarily fine team of dedicated and highly-qualified people. Our team will demonstrate experience, dedication and passion each and every day in their interactions with you. That's our promise to you.

Please know that we are here to support you, answer your questions and respond to any concerns you may have. This handbook will help you become better acquainted with Creative Works, our expectations for excellence and to establish your expectations for us.

Thank you for joining Creative Works and please let me know how I can be of assistance.

Sincerely,



Matt Hickey
CEO

Locations

Central Location
10 Speirs Street
Westbrook, ME 04092
207.879.1140
fax: 207.879.1146

The Houle Building
Saco Community Services
90 Industrial Park Road
Saco, ME 04072
207.282.4173
fax: 207.282.8383

Cumberland
Community Services
2112 Broadway
South Portland, ME 04106
207.282.8387
fax: 207.282.8388

York Community Services
13 Lund Road
Saco, ME 04072
207-710-2597
fax: 207-710-2538

Five County
Community Services
29 Hampshire Street
Auburn, ME 04210
207.795.6737
fax: 207.795.6722

Five County Regional Office
Serving Androscoggin,
Sagadahoc, Kennebec, Franklin
and Oxford Counties
430 Lisbon Street
Lewiston, ME 04240
207.795.6737
fax: 207.795.6722

Augusta Community and
Regional Services
210 State Street
Augusta, ME 04330
207.480.1467
fax: 207.480.1485

Support Team

At CW we hold our staff to the highest standards. You will work with several people who make up your support team including:

Program Director

The Program Director oversees all the community service programs and is responsible for oversight of program operations, services, and ensuring compliance with all standards and regulations.

Program Manager

The Program Manager oversees day-to-day function of all the community service programs. They will be able to assist you with any questions you may have about the services you receive at CW.

Team Leader

Each community services location has a Team Leader who is also available to support you. This Team Leader oversees operations and supervises DSPs.

Direct Support Professional

Direct Support Professionals (DSPs) are the primary support members at CW. Each program has several DSPs who will help you achieve your goals and provide support with daily activities.

General Policies

Community Service locations are open Monday-Friday 8:00AM-4:30PM.

Creative Works offices and service locations are closed on the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Patriots' Day
- Memorial Day
- Independence Day
- Labor Day
- Indigenous Peoples' Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Day

Community Services locations may be closed for additional days. Notices will be sent home at least 24 hours in advance for additional closings.

Closings due to inclement weather will be posted on Channel 6 and 13 News.

Creative Works does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, family/parental status, sexual orientation, genetic information, previous assertion of a claim or right under the Maine Workers' Compensation Act, whistleblower activity, political beliefs, citizenship, or veteran or military status in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, program participants, volunteers, subcontractors, vendors, board members and participants.

Creative Works is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, family/parental status, sexual orientation, genetic information, previous assertion of a claim or right under the Maine Workers' Compensation Act, whistleblower activity, political beliefs, citizenship, and veteran or military status.

Services Offered

Community Services

Community Services are designed to maximize your access to everyday life activities. You'll become involved in a wide range of opportunities planned by and for you to address your individual needs, goals, and interests. Through life skills coaching, you'll become a more active member of your community.

We currently offer services at 5 different locations across Maine:

Saco Community Services located at 90 Industrial Park Rd., Saco.

York Community Services located at 13 Lund Rd., Saco.

Cumberland Community Services located at 2112 Broadway, South Portland.

Five County Community Services located at 29 Hampshire St., Auburn.

Augusta Community Services located at 290 State St., Augusta.

Each of these locations offers a non-restrictive setting, encouraging choice in the services and activities desired. Individuals receiving services have the choice to engage in activities both inside and outside of the setting. Using the locations Menu of Services brochure, individuals create their own schedule and can make changes at any time. Opportunities include spending time in "non-disability" specific settings, various community opportunities, making requests to participate in activities with desired peers and/or staff. Quarterly participant forums are also conducted during which we collect critical information regarding likes/dislikes and the dissemination of information to each Creative Works team to evaluate and make any service alterations.

Creative Works encourages individuals to explore the world of work and all that it offers. Individuals who receive work support services are able to spend any amount of time desired in individual integrated employment. Each of our Community Services locations also offers Job Club and Career Exploration groups where individuals can discuss and build skills around employment.

Other Skill building options include: cooking classes; communication groups; community integration skills; self-expression and awareness; exposure to the arts and culture; volunteer opportunities; work readiness skills; safety at home, work, and in the community; physical skill building; activities of daily living; and personal care and hygiene training.

Our Responsibilities

All of the programs and services at CW are designed to help you develop your interests, skills, and increase your opportunities for growth.

Your Individual Program Plan:

An Individual Program Plan (IPP) will be developed with you and your team before intake into Community Services. The plan will outline your individual program including goals, objectives, time frames, and the ways we will support you. We need your help to develop the plan. Before we begin to put your plan into action, Creative Works will make sure you understand and agree with the plan.

Individual Program Plan (IPP) Review:

Your IPP will be reviewed monthly and we will meet with you on a regular basis to discuss your progress and develop new objectives.

Your Person Centered Plan:

Some state funding sources require and/or suggest that you have a Person Centered Plan (PCP). A PCP describes how all services will be combined to support your goals and needs. You will have a new plan written once a year, but changes can be made as needed at any time. If you would like to make a change to your PCP or request additional services or accommodations, you can speak to one of our team leaders or program managers and we will assist you with contacting your case manager to make those changes.

Other Services:

Creative Works will help you pursue other services you may need such as counseling, legal, or medical services. We will provide information about other human services agencies, should you need and/or want more information.

Adaptive Devices and Accessibility:

Our facilities are wheelchair accessible. We will work with you to obtain or build whatever special devices you need to help you meet your individual needs and goals.

Transportation:

Each location has posted information regarding local transportation services in that area such as: bus schedules, Uber and Lyft information, local taxi information, and how to access Logisticare and other volunteer drivers. Your case manager can assist you with arranging transportation through Logisticare.

Visitors:

Creative Works gladly welcomes visitors to our buildings. We kindly ask all visitors to sign in and out at our reception areas so we can better support you, and ensure the safety of the buildings and its occupants.

Our Responsibilities

Schedule & Choice:

Creative Works gives choices of activities so you, the participant, can make your own schedule. In order to ensure individual preferences are taken into account, we ask participants to take an active role in developing a schedule that works for them. Participants have choices around break and meal times and are encouraged to share these preferences with us.

Positive and Safe Environment:

Creative Works support staff take pride in maintaining high standards of service and safety in all of our programs and buildings. Safety training for all staff is required. CW is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF is a nationally recognized organization that accredits human services agencies. CW maintains national accreditation through a rigorous review process to ensure all participants receive the highest quality services. CW also undergoes in-state licensing review on a biennial basis. If we change any of the above procedures, we will explain the changes to you and give you a new written copy.

Your Responsibilities

Creative Works provides an opportunity for you to learn and grow. This can only happen with your help. As it is your decision to be involved in CW services, your input is necessary and valuable.

Your responsibilities include:

1. Helping develop your Person Centered and Individual Program Plans.
2. Participating in meetings with CW team members to improve your services.
3. Talking with team members when you have problems or concerns.
4. Actively participating in your services.

Expectations:

1. Show respect and consideration for the rights of others.
2. Work together with other CW team members to resolve problems or conflicts.
3. Respect the privacy of others.
4. Follow all safety rules. Participate in safety drills.
5. Attend all scheduled meetings on time. Call if you will be late or need to reschedule a meeting.
6. Work on the goals that are written in your plan.
7. If you are working or volunteering in other community ventures, you will be expected to follow policies set by the employer/organization, including dress code, attendance, safety procedures, etc.
8. Respect property that belongs to CW, or team members.
9. Commit to a violence-free service location and workplace.

Your Rights

All people, regardless of disability, are entitled to respect, courtesy, and the opportunity to learn and grow as contributing citizens. Creative Works does not discriminate against any person on the basis of physical or intellectual disability, race, color, religion, age, gender, national origin, sexual orientation, or veteran status. This policy covers all programs, services, policies and procedures of CW including admission to programs and employment services.

You have the right:

- To take part in the activities of your choice.
- To move about freely inside and outside of CW.
- To be treated with consideration and respect.
- To privacy.
- To vote in public elections.
- To confidentiality.
- To see your personal and medical files at CW at reasonable times.
- To approve or refuse to allow anyone else to see your records.
- To be free from searches of yourself or your possessions except when it is necessary to protect yourself or others.
- To have and spend your own money.
- To communicate privately with the people of your choice.
- To have reasonable access to a telephone and the right to receive and refuse visitors.
- To wear clothes of your choice unless they cause concern for workplace safety or do not conform to a workplace dress code policy.
- To buy property.
- To be free from discrimination.
- To be free from abuse and neglect.
- To be free from unnecessary use of drugs or medicines.
- To refuse to perform services at CW.
- To refuse to participate in research - this includes the right to consent to being photographed or recorded.
- To refuse to accept or refuse services provided by CW or another provider.
- To actively participate in the development of your service plan.
- To know about all programs and services covered by CW.
- To receive results of any tests, exams, and treatments provided as part of your program.
- To exercise your rights.
- To formally complain if you think your rights have been violated.
- To receive a timely response to your complaints.
- To appeal any decisions about your program using the appeal procedure.
- To be free from retaliation or humiliation.

Need help with an outside agency?

If at any time you need advocacy services to help you with another agency, Creative Works will assist you and advocate on your behalf. If a problem arises, you should notify your team as soon as possible.

**Disability Rights Maine
Main Office**
24 Stone Street
Augusta, ME 04330
1.800.452.1948 (V/TTY)
207.626.2774 (V/TTY)
207.621.1419 (FAX)
advocate@drme.org

**Disability Rights Maine
Deaf Services**
68 Bishop Street, Suite 3
Portland, ME 04103
1.800.639.3884 (V/TTY)
207.797.7656 (V/TTY)
207.766.7111 (VP)
207.797.9791 (FAX)
deafservices@drme.org

**Maine Developmental
Disabilities Council**
225 Western Avenue, Suite 4
Augusta, ME 04330
1.800.244.3990
207.287.4213
207.287.8001 (FAX)
207.287-4213

**Center for Community
Inclusion and Disability Studies**
5717 Corbett Hall, Room 234
Orono, ME 04469
207.581.1084
207.581.1231 (FAX)
ccidsmail@maine.edu
TTY: Maine Relay 711

**National Alliance
on Mental Illness**
1 Bangor Street
Augusta, ME 04330
1.800.464.5767
207.622.5767

**Maine Equal
Justice Partners**
126 Sewall Street
Augusta ME 04330
1.866.626.7059
207.626.7058
207.621.8148 (FAX)

**Maine Human
Rights Commission**
#51 State House Station
19 Union Street
Augusta, ME 04330
207.624.6290
207.624.8729 (FAX)
TTY: Maine Relay 711

**Maine Long-Term
Ombudsman Program**
61 Winthrop Street
Augusta, ME 04330
1.800.499.0229
(V/TTY)
207.621.1079
207.621.0509 (FAX)
MLTCOP@
MaineOmbudsman.org

Questions?

If you have a question or concern about your program or support services, talk to your team. This could be support staff, your Team Leader, Program Manager or your Planning Coordinator.

Right to Appeal

If a participant or guardian is dissatisfied with the quality of care or decisions made regarding Creative Works (CW) services, CW will provide the individual with the opportunity to file a complaint or appeal the decision. The Team Leader is responsible for providing timely support to the individual throughout this process. However, at the request of the individual, another staff person may provide this support. In addition, participants are informed that they may have a friend, guardian, family member or advocate accompany them through the process. Participants will not experience any direct or indirect repercussions such as retaliation, humiliation, or barriers to services as a result of filing a complaint or appeal.

Formal Complaints

Filing a complaint provides a process through which participant concerns may be heard by formally expressing disagreements with the team or dissatisfaction with CW services.

Appeals

Filing an Appeal provides a process through which participants may challenge termination, non-acceptance or any other program decision made with which they disagree. CW may refuse service to any participant who presents a clear threat to the safety or welfare of themselves or others. In this instance, the procedure may be modified to preserve the safety and welfare of all involved.

Once you have filed a complaint or appeal you will have a meeting with the Program Manager. If following that meeting you are still not satisfied with the results, you will meet with the Program Director.

If at any time during this process, or at any time during your participation with CW, you may request an external review. Contact your Case Manager for assistance. The Maine Developmental Disabilities Council, The Maine Long Term Ombudsman Program, Disability Rights Center are all agencies able to provide support. CW staff will be available to assist the individual with accessing external advocates as needed.

