



## **CUSTOMER HANDBOOK**

2026 North LaVenture Rd.  
Mount Vernon, WA, 98273

PHONE: 360-428-0140  
FAX: 360-428-1616

OFFICE HOURS  
8AM – 4:30PM  
MONDAY – FRIDAY

## **OUR MISSION**

*“Supporting full participation in community life for  
people with disabilities or other barriers.”*

*Revised September 2021*

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*\*New programs to be offered*

# **WELCOME TO CHINOOK ENTERPRISES**

## **Introduction**

Thank you for considering Chinook Enterprises as your service provider. We are dedicated to helping people find a job or participate in community activities that fit their skills and interests and helping employers build a strong workforce. We do this by being person-centered in our services, tailoring our support to your individual needs to help you succeed.

Chinook has been providing supported services for people with disabilities in Skagit County since 1980. We work with large and small companies in Skagit County that you probably know such as Haggen, Safeway, The Grocery Outlet, ACE Hardware, Panera Bread, Builders Alliance, Island Hospital, Walmart, Avalon Golf Links, Fidalgo Coffee, Skagit Early Learning Centers and many more. We help people find a range of jobs including clerical, daycare, manufacturing, custodial, food service and other types of positions that may not fit into those categories.

Chinook does not discriminate without regard to race (and traits historically associated or perceived to be associated with race) color, religion, national origin, age, sex, gender identity, genetic information, marital status, the presence of any physical, mental, or sensory disability, sexual orientation or transgender status, citizenship or immigration status, honorably discharged veteran or military status, or status as a victim of domestic violence, sexual assault, or stalking, or any other status or characteristic protected by local, state, or federal law. Chinook is committed to serving anyone whose needs we are capable of meeting, provided they have a funding sponsor.

The purpose of this handbook is to give you information about Chinook Enterprises' program services. It is important for you to understand what it is we are trying to do, what we expect from you and what you can expect from us. If you have any questions after reading this, please let us know and we will be happy to answer them. If at any time you are having difficulty understanding rules, expectations, or just how things are supposed to work, please feel free to ask for assistance. You can obtain this assistance from Chinook staff, or from an advocate of your choice; be it a guardian, parent, residential provider, or friend. This booklet is designed to help you understand the general working procedures for Chinook and what you can expect while receiving our services.

The information in this handbook can be made available to you by through auxiliary aids, through interpreter services and in alternative formats or language upon request in accordance with DDA Policy 5.05 and Under Section 1557 of the Affordable Care Act (ACA).

## **SCOPE OF SERVICES**

Chinook Enterprises is open for business Monday through Friday from 8:00 AM until 4:30 PM. Evening and weekend hours may be offered based on your work or activity schedule and need for services.

The services you receive may be provided in a variety of locations such as our agency and offices location in Mount Vernon, at your home, at different sites where you may be completing assessments, training, or working, or at another location that is agreed upon by you and our staff.

Chinook Enterprises has different program options within our Community Employment Services (CES) Department that you may be interested in and wish to try. We have Individual Employment, Community Inclusion, Community Engagement, Independent Living, Pre-Employment Transition Services and Specialized Habilitation Programs. Services include Discovery and Planning, Job Preparation, Assessments, Job Development, Job Coaching, and Long-Term Job Support.

You will learn more about our Programs and Services later in this handbook.

## **PROGRAM AND SERVICES – HOW DOES IT WORK**

### **General Program Entrance Criteria**

- You must be at least 14 years old (unless a specific program has different age requirements) and live in Skagit County or another service region specified.
- You must have a funding sponsor capable of carrying out the goals of the individual plan. Typically, referral and funding sources are with the State of Washington through the Department of Vocational Rehabilitation (DVR), Developmental Disabilities Administration, (DDA), Department of Services For the Blind (DSB), North Intertribal Vocational Rehabilitation Program (NIVRP), Foundational Community Supports (FCS), and/or through local school districts.
- You must have emotional and/or physical conditions, limited intellectual functioning, or barriers which prevent you from achieving vocational or community outcomes independently, which will be determined by your funding sponsor.
- You may be referred to Chinook Enterprises by your school as part of your Transition program, your funding sponsor, family members, friends, or you may refer yourself.
- If you have significant non-work needs which are barriers to effective participation, you should have appropriate connections with other support services in the community to help you address your needs. In some instances, program services may be delayed until such support connections are made. (Examples may include alcohol/substance abuse, mental health needs, behavior challenges etc.)

### **Program Acceptance and Order of Selection**

The Community Employment Services (CES) Coordinator is ultimately responsible for program acceptance decisions. It is understood that each person is an individual with sometimes multiple and complex needs. Chinook Enterprises will do its best to accept every person that is referred for services. The decision to accept or refuse a person referred for service is based on information provided by you, the referral source, your guardian and others that provide support for you or know you, and an assessment of staff expertise to provide you with the type of support it is felt necessary to meet your individual needs. If you have needs believed to be beyond the capability

and expertise of our staff, the decision to refuse the referral may be made. You, your guardian and referral source will be informed of the refusal and the reasons for refusal and, if acceptable to you, other supportive individuals. Suggestions will be made for other, more appropriate types of service, programs or agencies that may be able to help you. Chinook will perform an annual review of acceptance and refusals to help with the development of new services, provide specific training for our staff, or to add staff with specific education, training, or capabilities to meet the needs of a wider group of community members.

In most instances, entrance into Chinook programs is on a “first come first serve” basis. That is, people who are referred first will receive services first. However, there are certain situations where this may not be the case (such as if you request a specific make up of your service delivery team). We will work to meet your request as soon as we are able. When individual programs are at capacity, a waiting list will be established. If you have any questions about this process, please ask the Chinook CES Coordinator.

## The Service Delivery Process

In most instances, your first opportunity to learn about Chinook will come during a “vendor choice interview”. This process allows you and/or your guardian, family members or friends to talk with representatives of the different agencies available in Skagit County so that you can decide who you want to work with. If you choose Chinook to provide your services, we will set up a meeting with you, your guardian, friends, or other support advocates that you wish to have at an initial Intake Meeting with our staff to discuss much of the information in this handbook and answer any of your questions. This meeting is intended to be time for us to get to know you and your family, your guardian, and your advocates. We will ask for a lot of required basic information to begin your case file.

Once intake is completed, we will set up regularly scheduled meetings with you that work for both you and your support staff. These meetings might be weekly or less frequent based on your needs and desires for your schedule.

## How Services are Paid For

Since Chinook is providing you support in finding and keeping a job, and your employer expects help from us with your training and support, you will need to plan how these services will be paid. Funding for our services can be confusing, so if you don't understand, ask us and we will explain.

### **Division of Vocational Rehabilitation (DVR)**

The Washington State Division of Vocational Rehabilitation is one possible source of funding for your support. It is to your advantage to go through DVR's intake process. You can then be considered for the range of employment services you will need. DVR will want to know things about you such as where you went to school, your past employment activities and what you do at home. If you are eligible for DVR, we will create a service delivery plan that explains the specific service Chinook is providing to you (independent living, pre-employment, assessment, job placement, intensive training and retention). Resources through DVR are time-limited, designed to help you get a job and support you for the first three months. DVR does not pay for long-term support.

## **County Developmental Disabilities Programs (DDA)**

Once the time-limited resources from DVR stop, you may be eligible for services through the Skagit County Developmental Disabilities Program. Chinook has a contract with Skagit County to provide long-term support. This funding enables Chinook to check in on you and your employer for as long as you are employed. Contact the Developmental Disabilities Administration case manager to find out if you are eligible.

## **Department of Services For the Blind (DSB)**

DSB provides “one front door” for people of all ages who are blind or have low vision to get the vocational rehabilitation services they need to build or continue their careers. This funding source enables people aged 14 and older who are blind or have low vision to overcome barriers to accessing, maintaining or returning to employment or other useful occupation.

## **North Intertribal Vocational Rehabilitation Program (NIVRP)**

Assists Indigenous citizens whose disabilities result in barriers to find employment, succeed at work and live independently in their Tribal communities. Service is hosted by the Stillaguamish Tribe and serves the Nooksack, Sauk-Suiattle, Stillaguamish, Swinomish, Tulalip and Upper Skagit Tribes in Skagit, Snohomish and Whatcom counties.

## **Foundational Community Supports - Amerigroup (FCS)**

Foundational Community Supports (FCS) is a program offering benefits for supportive housing and supported employment for Apple Health-eligible beneficiaries with complex needs. Amerigroup Washington, Inc. will work with housing and employment providers to help people find and maintain jobs; acquire stable, independent housing; and gain the necessary skills to be successful.

## **Skagit County and Local School Districts – Transition/Bridges**

Provides a program called Bridges for students who are enrolled in a transition program. Bridges is designed to ensure that students are connected and familiar with the services and resources that they can utilize to receive long-term support to achieve their employment goals. Bridges connects students to a supported employment provider who helps guide the student through a person-centered planning process to identify goals.

## **Transferring to Another Program**

Chinook Enterprises offers different programs to assist individuals with disabilities with finding jobs in the Individual Employment program, as well as finding and accessing community activities in the Community Inclusion/Engagement/ Retirement program. There are times when an individual customer may wish to move from one program to another to obtain different services. If you are interested in moving to another program or if you would like information on other programs, simply let your Chinook support staff know, and we will meet to discuss your interests. At this meeting, you will be given information about those programs including any specific entrance criteria that may be needed.

If for instance, the Individual Employment program is not working to your satisfaction, you may request to enter the Community Inclusion Program after 9 months of participation in the employment program and If the Community Inclusion program is not working to your satisfaction, you may request to move to the Individual employment program at any time.

## Ending Chinook Services

There are no specific criteria for termination from services. As a long-term support program, we will provide follow along services for as long as you are involved. Reasons for possible program termination are listed below.

- A person decides they no longer want services.
- A person is not able to successfully follow program expectations
- A person becomes a danger to themselves or others in the community.
- A person repeatedly fails to keep scheduled appointments.
- A person can obtain more appropriate services from another type of program.
- A person wishes to work with a different vocational provider.

## Continuation of Services

In the event of an emergency or sudden loss of or reduction in funding, Chinook will attempt to continue to provide necessary essential services to you, in order to prevent danger to your life, health, and safety. These essential services include: arranging needed transportation, contacting family members, advocates, authorities, and other services you may need on a case-by-case basis.

## Your Satisfaction and Input

In all Chinook programs, your input, ideas and suggestions are encouraged. You will have the opportunity to share your ideas with the individual who works one on one with you. You can request a change in your program goals or jobs or community activities anytime you wish. Simply tell the person you work with that you would like to make a change to your plan. You are always welcome to request a meeting with the CES Coordinator if you feel you have a problem or if you have ideas you would like to share. Your individual Annual Plan is formally reviewed at least once every six months and at this time, you, your guardian and/or other support advocates will be asked about the overall level of satisfaction with your program and services. You will also be able to complete a more formal survey about your satisfaction with our services at the end of the year.

# PROGRAMS WE OFFER

Chinook Enterprises has different Programs you may find helpful in meeting your individual goals. Programs we offer are:

## Individual Employment Program

Assists people in identifying the types of work they are interested in, finding and securing paid employment opportunities in local businesses, developing self-employment, or other paid work options regardless of the level of disability and providing long-term support to maintain their employment if needed.

## Community Inclusion Program

Promotes participation in integrated community activities of a persons' choice similar to individuals without disabilities of the same age such as participation in local community clubs and associations based on interest and culture. Helps foster connections between people with disabilities and people without disabilities who enjoy similar interests. A person not of retirement age (65) must be approved for this service by DDA. This service could be authorized instead of Individual Employment for working age adults who have received nine months of employment service and decide not to continue to look for work.

## Community Engagement\*

Designed to increase a persons' connection to and engagement in community supportive resources for individuals with developmental disabilities. People are introduced to the community resources and supports that are available in their area and are supported to develop skills that will facilitate integration into their community.

## Independent Living

Designed to assist people with disabilities to identify and address life issues that may interfere with them in preparing for, getting, or maintaining a job.

## Pre-Employment Transition

Designed to provide work-based learning experiences and workplace readiness training to youth prior to graduating transition programs.

## Specialized Habilitation\*

Designed to promote inclusion in the community and individualized to participant, providing support under 1 or more of the following domains: Self-Empowerment, Safety Awareness & Self

Advocacy, Interpersonal Effectiveness and Effective Social Communication, Coping strategies, Managing daily tasks and acquiring adaptive skills.

*\*New programs to be offered*

## SERVICES WE OFFER

We offer a variety of services in each of our Programs to help you reach your goals, whether that is to find a job, keep a job, find an activity, learn about community resources or access the community to take advantage of supports and enjoy activities. These Services are:

- Discovery and Planning
- Job Preparation
- Assessments
- Job Development
- Job Coaching
- Long-Term Job Support

### Discovery and Planning

We recognize that you may not be sure about the kind of work you want to do or the kind of place you want to work or the activity in which you may wish to engage. What we want to do is help you 'discover' what kind of job or activity you really want. We also want to spot potential obstacles to your success so we can make sure we understand the types and amount of support you need to be successful. We gather this information in several ways. We will meet with you, your guardian, advocates and other supportive people that you wish, to ask questions that will help us to help get a better understanding of your interests, skills you have, and talk about your needs for support. Finding the right job for you works best when you, your advocates and Chinook staff work together as a team and share ideas and information. The more you can help in the process, the more successful you will be in getting and keeping that job that you want or finding the activity that you will really enjoy. Knowing what you can do and what you would like to do is a critical part of your success. We want to match you to a job and company that fits you. We want to know about your dreams and your goals so that we can help you work toward them. For instance, we want to know the geographic area you would like to work in. Do you like working with people or alone? Indoors or outdoors? Full time or part time?

We will also ask you permission to get information from schools, previous job references, residential support staff and others that know you. The information is necessary for us to help you get a job. We will keep this information private.

All of this information will be used to help you and our staff design your initial plan.

We will need time to get to know you and this Discovery process can take a few appointments which is called Person Centered Planning.

## Job Preparation

We can also provide you with opportunities to receive assistance in learning and improving some areas and skills that you might need some help with, to help you secure a job. Some of these areas and skills include:

- interview skills
- accessing transportation
- social and communication skills
- grooming and personal care skills
- time management
- resume development
- other assistance as needed

## Assessments

Another way we gather information to help you identify the job or activity you want is to provide you with opportunities to “job shadow” which allows you to view a job and learn about it. And, we can set you up with informational interviews, which is when an employer meets with you and shares information about their type of work and their workplace, and you will get interview practice even though there is not a specific job available.

We may also place you in a temporary work situation called an assessment which will provide you with experiences and information to help you decide about your future employment or activity. It will give you an opportunity to try different tasks for a short time in different work environments and give you a better idea of what the work would be like. It will help us see what your work skills are, how well you work in different environments, and the kind of support or accommodations you might need in your future job. Assessments may take place in any positions in our agency business or in a community business. This temporary placement would be short term, usually no longer than a couple of days. Depending on your needs, you may also be placed in a volunteer site to build skills and learn about the work world.

## Job Development

It is important to understand that the job placement process can sometimes takes time. Some factors in this process could include how quickly you complete your job preparation activities, the availability of jobs in which you are interested, and how active you are in participating in your job search.

When we all understand the skills you have, the type of place you want to work, our staff will begin the job development process. We don't have a list of jobs waiting to be filled, we approach businesses individually to find the right job for you. A resume is a helpful tool in getting a job, so

we will help you create your resume with a list of your education, volunteer experiences, previous jobs, skills and references. Creative accommodations will be an active part of your job hunt, and this may mean creating non-traditional resumes or using technology. If your work skills and experiences are not best reflected through a traditional paper resume or sit-down interview, your employment specialist may use a video resume to allow you to demonstrate those skills to a business. If a question-and-answer interview is a difficult way for you to best express yourself, our staff may advocate for a working interview, where you can do the work to demonstrate your skills. It is our job to find creative opportunities for you to be successful in showing businesses your skills and attributes.

We will do some job development activities with you and others we will do without you. We will always keep you updated on the businesses we are contacting. We will attend different networking events, and work with our coworkers to contact companies on your behalf. We often approach businesses that do not have a particular job posted, but we believe would benefit from your skills. We usually are pursuing several companies on your behalf.

We will contact you if we find a job that we think may interest you. If you are interested in the job, we will try to get you an interview and a tour of the employment site. We will help you prepare for the interview and will go with you to provide support. You will find out about all the details of the job, what the job tasks are, what the wages and benefits are and what the hours will be. If you find a possible job opportunity on your own during the job development process, our staff will be happy to help you apply for the job and follow up with the contact person.

We will assist and accompany you to any job interviews if needed. The amount and type of assistance provided during the interview process will be up to you.

## Intensive Training

When we learn you have been offered a job, we will contact you with the job details and start date.

When you get a job, there are a few things you will have to do. You will have to comply with all of the activities the employer requires in the hiring process. This may include, filling out paperwork or online forms, attending orientation meetings, or getting necessary training. It could also mean taking a drug test or having a background check. We will help you with the forms you need to fill out and any classes and meetings you need to attend. You will need to know the appropriate dress code for your work environment and be sure to be at work on time and looking good. You may have to buy a uniform or required safety attire.

It is important to note that Chinook does not normally provide transportation to and from work. It is up to you to get to and from your job. We can help you access bus/transit travel training services provided by SKAT if needed. The issue of transportation will be addressed in the planning stages of job development.

## Job Coaching

Once you get a job we can help negotiate with your employer for the support that you will need to be successful. You will be trained by your supervisor and coworkers, but we will be there to help you learn your job tasks, improve performance and build coworker relationships. Generally, in the

beginning stages of your job, you may need a lot of job coaching because there are so many new things to learn. Our staff will identify or create tools to help increase your independence and success at work, such as checklists, labeled work areas, and items that may increase your efficiency. Our staff will also explore alternative communications systems with you if needed so that you are able to communicate with your coworkers and supervisors. We will also have conversations with you, your supervisor or coworkers to see if there are opportunities for you to improve your skills or expand your responsibilities. When you can do the job well enough on your own, we will not be with you on the job, but will check in with you and your employer periodically to see if you need any help. The result of job coaching is that you and your employer get support to make sure you are successful and have opportunities for career advancement.

## Long-Term Support

Depending on your needs and the availability of resources, Chinook could continue to provide you with long-term support. As part of a long-term support agreement, our staff will be available to you and your employer as long as you need the assistance. Annually, we will develop service plan goals for your career advancement.

Once you, your guardian, family member or other advocates, your supervisor, and our staff are all confident with your new work or activity site and skills, we will create a plan with you to fade from your job or activity site, eventually only checking in with you and your supervisor as needed (but at least once a month). However, our staff will always be available as a resource for you and your employer. If at any time, you are struggling with one of your tasks or are learning a new task, we will step back in to offer assistance. It is our job to help you feel supported throughout your entire career.

As a supported employment program, we will provide follow along services for as long as you are employed and if you lose your job, we will work with you at finding a new one.

Please remember that we are here to serve you. If you ever have any questions or concerns, please let us know about them.

Some ways we provide ongoing support:

- Checking in with you and your employer each month to see how you are doing
- Updating you, your guardian, parent, family member or other advocates on your progress
- Advocating for you to get expanded responsibilities or pursue career advancement in your job
- Helping you learn new tasks in your job
- Strengthening your coworker relationships and helping troubleshoot issues with coworkers and supervisor.
- Making sure a new supervisor or coworker knows how to best support you
- Providing additional training or retraining on your job as well as assist you in attending and completing required work meetings and trainings

- Providing creative tools and other accommodations to help improve your performance to ensure your long-term success
- Finding another job if you lose your job or desire a new or additional job.

## **CHINOOK STAFF**

Chinook Enterprises prides itself on the quality of its staff. To maintain an exceptional working environment and high-quality staff, Chinook employs a rigorous hiring process which is highly collaborative and requires a very high level of honesty and transparency for all prospective employees. Typically, the characteristics Chinook looks for in its employees include: creativity, compassion, a desire to learn, good initiative, professionalism, and adaptability to change.

Chinook staff undergo an extensive training program which includes: systematic instruction, job development, positive behavior support training, first aid and CPR in addition to many other required and optional trainings.

While you will have one or more dedicated Chinook staff working on your behalf or supporting you at your job. Our collaboration ensures the best services are offered to you. Chinook staff participate in numerous community organizations and activities, as well as professional associations and collaborations within the field of supported employment. These organizations include Chambers of Commerce and clubs like Rotary. Chinook is an active member of Community Employment Alliance, a statewide association of supported employment providers.

## **POLICIES**

### **Confidentiality of Your File Information**

As part of the service delivery process, Chinook staff may have access to records and documents concerning you. The information contained in your records is private, personal, and confidential. These records may include but are not limited to the following: medical reports, HIV status, drug/alcohol history, psychological reports, incident reports, school records, social and work history records, or criminal records. Annually, all staff sign an acknowledgement on Confidentiality that they understand the following policy:

All case record data and other information regarding personal histories is to be considered CONFIDENTIAL and as such is not to be discussed outside the confines of the immediate workplace where persons not needing the information are not able to hear the discussion. Further, this information should be discussed only with those staff persons or service providers who have a bona fide "need to know". If you have questions about this, please talk to your Chinook staff support person.

When staff needs to discuss confidential information with other involved persons, they must obtain written permission from you and your guardian if you have one by using the "Consent to Release

Confidential Information” form. This form must contain the specific information to be shared, who will be sharing the information, and a specified length of time that the consent form is valid.

No person may disclose the identity of any person who has investigated, considered, or requested a test or treatment for a sexually transmitted disease which includes HIV/AIDS disease.

No one shall be authorized to divulge to an outside party salary information or other personal data about a staff member or program participant without the persons written permission.

Failure to respect the confidential nature of consumer or company records will result in disciplinary action and/or dismissal.

No staff shall be authorized to remove records and/or documents concerning you from the premises of Chinook Enterprises without written permission from the CES Coordinator or CEO.

## Access to Your File Information

When you enter any of Chinook’s programs, a confidential case record is established and maintained during your time with us. You have the right to review this file at any time, although there will be certain conditions which apply due to legal statutes. Please feel free to ask your Chinook support staff or the CES Coordinator about this at any time.

Conditions to review your file: The file shall not be removed from the agency for any reason and agency staff may supervise this review if deemed appropriate. **PLEASE NOTE:** Diagnostic information obtained from outside sources (medical, psychological reports etc) is often extremely confidential in nature and is technically not “owned” by Chinook. Such information may be reviewed ONLY with the permission of the person who generated such reports (Doctors, psychologists, psychiatrists etc.).

## Your Customer Rights

**Note: This Policy is in accordance with DDA Policy 5.06 as relevant to the services you receive.**

As a Customer in any of Chinook Enterprises’ programs, you shall be assured the following protections with regard to individual rights:

1. The right to be treated in a manner that promotes dignity and self-respect.
2. The right to be provided service without regard to race (and traits historically associated or perceived to be associated with race) color, religion, national origin, age, sex, gender identity, genetic information, marital status, the presence of any physical, mental, or sensory disability, sexual orientation or transgender status, citizenship or immigration status, honorably discharged veteran or military status, or status as a victim of domestic violence, sexual assault, or stalking, or any other status or characteristic protected by local, state, or federal law.
3. The right to be protected from unreasonable invasion of privacy.

4. The right to have all personal, clinical, and program information treated confidentially in accordance with state, federal and HIPPA regulations.
5. The right to informed participation in establishing, reviewing, and reassessing your vocational or other service plan.
6. The right to have information provided to you in/with sufficient time and without personal bias or influence to facilitate your decisions regarding the information you have received.
7. The right to review your case records in a sufficient timeframe to help facilitate your program decision making process. Such review will be done in the presence of an administrator or designee upon request. Please note: medical, psychological, or other confidential data from outside sources can be reviewed ONLY after obtaining permission from the source of such reports (i.e. doctors, psychologists, etc.).
8. The right to be fully informed regarding fees and staff qualifications upon request.
9. The right to be provided reasonable opportunity to practice/express the unique cultural needs or requirements of your choice, alone and in private, insofar as such practices do not infringe upon the rights or service provision of others.
10. Freedom from physical and/or verbal abuse, corporal punishment, financial or other exploitation, neglect, humiliation, unlawful discrimination or harassment of any kind, including sexual harassment, or retaliation of any kind from staff and/or other customers.
11. The right to file a grievance and to have a personal representative assist you throughout the grievance procedure. You will receive a copy of the agency Grievance Procedure at intake annually if you are receiving long-term services , and at any time upon request.
12. The right of informed consent, informed refusal, and/or expression of choice regarding service delivery, release of information, concurrent services, make up of the service delivery team, or involvement in any type of research project.
13. If you are involved in any type of research project, you can be assured that strict adherence to ethics and research guidelines will be followed at all times.
14. The right to receive an explanation of the reasons for any denial of service.
15. The right of access or referral to legal entities for representation when appropriate (at your own expense).
16. The right of access or referral to self-help and advocacy support services when requested.
17. The right to investigation and resolution of any alleged infringement of rights in accordance with our grievance procedure.

18. The right to exercise any and all rights without reprisal in any form including continued and uncompromised access to services.
19. The right to be fully informed of your rights and to have assistance in understanding these rights and/or have these rights made available to you in alternative formats or language upon request.

A copy of these rights shall be given to you and your guardians upon entry into the program, be posted in a conspicuous place in the facility, and be reviewed with you annually if you are receiving long-term services.

## Chinook Enterprises Grievance Procedure

**Note: This procedure is in accordance with DDA Policy 5.02**

Chinook Enterprises believes you have the right to make a complaint if you would like. A complaint is a way for you to make a statement or express your dissatisfaction with a particular situation. There will be no retaliation or denial of services to you if you make a complaint.

The Grievance procedure has three steps. The first is an informal resolution, the second is a formal written complaint, and the third is an appeal reviewed by the agency CEO. Any meetings regarding the grievance will be documented.

**STEP 1 – INFORMAL RESOLUTION:** If you have a problem or complaint, first present it to the staff person you regularly work with. This may be your manager, supervisor, employment specialist or job coach. Hopefully, after you have presented the problem or concern to them, a satisfactory solution can be arrived at that will work for everyone.

**STEP 2 – FORMAL WRITTEN COMPLAINT:** If you feel the problem has not been resolved and you want to continue to the next step of the complaint process, complete the Grievance/Complaint Form and give it to your manager, supervisor, employment specialist or job coach. A form will be provided to you upon request. Submission of the Grievance Form is considered a formal complaint.

You have fifteen (15) working days to file a formal, written grievance/complaint from the date of the event. The written grievance is considered filed when it is submitted to your immediate supervisor or the next level above your immediate supervisor. The Community Employment Services (CES) Coordinator will schedule a meeting with you and anyone else that you would like to have in attendance such as a guardian, family member, or friend. This meeting will be scheduled within seven (7) days from the time you notify them, if possible. After your meeting, the CES Coordinator will make a decision about your grievance within five (5) working days.

**STEP 3 – REVIEW BY AGENCY CEO:** If you are still dissatisfied with the decision, you may file an appeal for review to the CEO using the following process:

Within ten (10) working days after the decision by the CES Coordinator is made, you must notify the CEO of your dissatisfaction in writing, stating the dispute, your position and any other information you feel is needed. You may wish to have someone assist you to formulate your response. If it is easier for you, you may present the dispute orally in which case a meeting with the CEO will be scheduled within seven (7) working days if possible. You may want to have a

family member, advocate or a representative from the agency that referred you to Chinook accompany you. You may also want to engage the services of legal counsel (at your expense).

The CEO will make their decision within ten (10) working days. Any dispute that goes to the CEO's level will automatically be referred to the Personnel Committee of the Board of Directors of Chinook. Members of the Board may attend the final meeting.

Grievance forms will be assigned an ID number by the Corporate Compliance Officer. Formal written complaints will be recorded and tracked through the resolution process on a tracking and analysis form. This record of all grievances and/or formal complaints made by recipients of services of Chinook Enterprises; regardless of the ultimate outcome; will be kept in a file and reviewed at least annually by the management of the agency to address trends related to grievances/complaints, areas needing improvement, and actions to be taken to address needed improvement. The CES Coordinator or their designee will be responsible for monitoring this process.

If you are unsatisfied with the final result or the response by the agency, you may contact any of the following entities to provide an external review of your complaint:

- If funded by Developmental Disabilities, you can contact your local Case/Resource Manager (360-429-3103) Chinook staff have a list of specific case managers with contact information.
- Disability Rights Washington – DRW  
Phone: 800-562-2702  
Phone: 290-324-1521  
711 for Washington Relay Service (TTY)  
Address: 315 5th Ave. South, Ste. 850  
Seattle, WA 98104  
Fax: 206-957-0729  
Email: [info@dr-wa.org](mailto:info@dr-wa.org)
- Client Assistance Program – Washington (CAP)  
Contact by phone or email between 8:00 – 5:00 PST Monday through Friday  
1-800-544-2121 Voice/TTY  
We are located at 2531 Rainier Avenue S, Seattle, WA 98144

## Program Expectations Agreement

The goal of Chinook Enterprises is to ensure that each person receiving services has the opportunity to experience self-directed participation based on individual choice. Better outcomes are met when a partnership approach to services is used. In order to accomplish this, Chinook Enterprises agrees to provide the following services, depending on your Program:

- Schedule appointments based on customer need, in other words, time and place most convenient for you.
- Assist in identifying interest areas, strengths and/or needs in the areas of employment, and prospective employment opportunities.

- Assess independent living and/or social skills as needed.
- Provide assistance with job seeking and interviewing skills.
- Facilitate the development of a professional resume and cover letter.
- Coordinate and/or refer to generic community resources as needed.
- Develop a plan of action to resolve potential barriers to long-term employment.
- Develop supports as appropriate to ensure successful job performance.
- Provide written documentation on progress to referral agency.
- Provide follow-up services as prescribed by the referral agency.
- Coordinate and/or refer to generic community resources as needed.

In addition, customers can expect the following professional courtesies from Chinook Enterprises staff:

- To be treated with dignity and respect at all times and afforded the individual rights as outlined on the Customer Rights document given at intake.
- Professional employment and training services.
- To be treated as an equal partner in the decision-making process during service delivery.
- Advocacy with your employer and the social service system.
- On-going support in your job or volunteer site as needed.
- Services will be provided directly by Chinook staff, not contracted staff.
- Assurance that if there is an interruption or unexpected event with regard to funding, Chinook support staff will continue to provide services until such time that such issues are worked out.
- To have all records and other program information treated in a confidential manner.
- To review upon request, your program records in accordance with agency policies.
- Honest feedback aimed at helping you attain goals. To be told openly when service requests and choices are not likely to be met, and/or in the opinion of Chinook staff, are not thought to be in the best interests of the customer.
- If you have specific needs not currently being met, Chinook staff can provide referrals to help you find a program or resource to meet those needs.
- To be afforded the opportunity for both an informal and formal grievance process should significant disagreements on service delivery arise.

Self-directed participation and partnership also entails certain responsibilities on behalf of the program customer. You will be expected to do the following:

- Attend appointments as outlined by Chinook Enterprises staff and/or the referral agency.
- Inform Chinook staff of appointment cancellations 24 hours in advance.
- Complete assignments or tasks given by Chinook staff within the agreed upon time.

- Be an active customer in the employment process.
- Treat all co-workers, customers and staff with courtesy, consideration, dignity and respect at all times.
- Refrain from using language or non-verbal actions that could be considered as discriminatory or harassing of any co-workers, customers, or staff.
- Follow directions of your supervisor on the job and the Chinook support person involved.
- Learn to respond appropriately to constructive feedback or corrections from your supervisor and your Chinook support person.
- After training, be able to complete assigned work by yourself with minimal assistance. We will provide continual support and training but after a certain period of time, we may not be able to be with you 100% of the time.
- Maintain your personal hygiene consistent with standards established by your employer. Again, assistance is available to you in this area.
- Maintain acceptable attendance and punctuality as defined by your employer.
- Maintain behavior that is appropriate to your specific work or activity situation as defined by your employer.
- Ask for help when you need it.
- Follow general agency rules regarding conduct.
- Follow all safety and work rules as defined by your employer.
- Provide your own transportation. It is your responsibility to get to and from work or activity. We can help you access bus/transit travel training services provided by SKAT if needed.

These expectations and mutual responsibilities will be discussed with customers prior to the onset of service delivery. A copy of this form will be given to each individual and/or their guardians upon intake and signed by the intake staff and the customer.

## Chinook Enterprises Risk Acknowledgement Statement

The staff at Chinook Enterprises recognizes and supports the right of people with disabilities to make their own choices, and to have the opportunity for complete access to and inclusion in their communities. It is also recognized that with these rights, there may also be inherent risks.

In that Chinook Enterprises provides many of its vocational services in community-based settings, and that our service model assumes an eventual fading of staff support, customers involved in these services may be exposed to such “inherent” risks.

In many cases, these risks are identical to those taken by anyone who goes to work each day and involve personal health, safety and well-being. In addition, experience has shown that people with disabilities may be more vulnerable to additional risks such as the possibility of harassment or manipulation from strangers or getting lost or disoriented in the community.

It should be noted that all Chinook customers are supervised and/or supported by qualified staff. In addition, customers in community jobs are supported by staff until they, the employer, and the Chinook support staff all are comfortable and agree that such support should be faded.