



## **eQuality Pathways to Potential**

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## eQuality-Pathways to Potential

### Board of Directors

Matt Winston	President
Mona Patterson	Executive Vice President
Greg Hani	Executive Vice President
Ben Poehling	Treasurer
Kathi Cadmus	Secretary
Jody Allen	
Sarah Barthell	
Anthony DiAngelis	
John Kvamme	
Megan Devine	
Pat Rounds	
Matt Prindiville	
Wendy Canaday	
Jim Reed	
Kevin Myers	

## **eQuality Staff Telephone Numbers**

Tim Alberts	612-636-2287(c)
Adris Alowonle	612-232-3660(c)
Nick Arendt	612-232-3643(c)
Lisa Alland	612-423-1371(c)
Crystal Beseke	612-481-0495 (c)
Henry Hendricks	612-242-1690 (c)
Grace Brown	612-702-2278(c)
John Budd	612-245-3106(c)
Cindy Cunnien	612-229-7779(c)
Jacqueline Fisher	612-226-8986 ©
David Freeman	612-986-3112 (c)
David Gray	763-222-9548(c)
Greg Hani	612-986-1982(c) 763-479-3014(o) 763-479-3014(f)
Arlesia Holly	612-702-2266(c)
Zubah Jensen	612-229-4102(c)
Joan Klukken Keprios	612-245-5792(c)
Carlie LaBree	612-232-3688(c)
Ann Lewis	763-291-7428(c)
Elizabeth McAnally	612-501-4650(c)
Brian Reynolds	612-205-6881(c)
Linda Hilchey	612-232-9208(c)
Fatima Massaquoi	612-232-3646(c)
Stacey Dahlquist	763-222-9547(c)
Samuel Ofulue	612-232-3644(c)
Mona Patterson	612-703-3337(c) 612-216-1379 (f)
Jona Williams	612-501-3517(c)

## **Mission**

eQuality challenges individuals with developmental disabilities to maximize their potential and actively participate in life's opportunities by delivering community based, individualized programs.

# Values Statement

**Individualism** – We recognize, celebrate, and respect the uniqueness of individuals and provide them opportunities and experiences tailored to their specific needs and aspirations

**Innovation** – We continually challenge individuals with developmental disabilities as well as the community in an effort to provide the broadest range of experiences possible

**Excellence** – Quality will always be the standard in providing programs and services on behalf of the individuals we serve

**Rights / Responsibilities** – eQuality facilitates independent decision making by helping individuals understand the rewards and consequences of their choices

# eQuality, Pathways to Potential

## Admission Policy

eQuality, Pathways to Potential is committed to providing services to adults with developmental disabilities in an individual, holistic and cooperative manner. In the spirit of eQuality-Pathways to Potential's mission, program associates and their team members are expected to participate as fully and enthusiastically as possible in all process and program opportunities.

### Criteria

1. eQuality, Pathways to Potential will determine admission based upon the ability of the program to meet the needs of the individual, and help him or her live and work as valued, contributing self-determined members of the community. Applicants for service are considered without regard to race, creed, color, or national origin, religion, physical handicap, sexual orientation, public assistance status, or marital status.
2. Applicants must be at least 18 years of age.
3. Applicants must be willing to participate in the interdisciplinary team and in the services requested.
4. Applicants must agree to meet attendance requirements.

### Referral Process

1. The county case manager shall initiate the referral to eQuality and guide the process with the individual's IDT. The case manager will schedule a tour with EQuality staff, and will provide the following information:
  - a. Current ISP
  - b. Current psychological evaluation
  - c. Social history
  - d. Medical status
  - e. County application form
  - f. Current educational or vocational information
  - g. Residential information
2. In the event referrals are received where no opening exists, individuals will be placed on a waiting list. The waiting list will be prioritized by host county. As openings occur, referrals will be considered in order of referral date, with host county first. Individuals further down the list may be considered with higher priority in emergency situations.
3. The program associate and his or her team will tour and interview eQuality and determine the appropriateness of service. Interview items should include a discussion of the individual's wants and needs, eQuality expectations and program offerings.
4. If the applicant and his/her team, after visiting with program staff, wishes to move forward with the application process, the EQuality team will review the applicant and notify the county case manager of the team's decision within 30 days of receipt of the referral. If admission is denied, reasons for denial will

- a. Persons must be eligible for services in accordance with Minnesota Statutes, section 256b.092
  - b. Persons must be in need of active treatment
  - c. Determination to admit, or not to admit, an individual to EQuality will be based upon his/her needs, and eQuality's ability to meet those needs.
  - d. EQuality will not refuse to admit a person eligible and in need of services solely on the basis of type of residential services a person is receiving, the person's severity of disability, orthopedic or neurological disabilities, sight or hearing impairments, lack of communication skills, physical disabilities, toilet habits, behavioral disorders, or past failure to make progress. If an individual is refused, the program will demonstrate the decision is based upon the inability of EQuality to meet the individual's needs through the current staff ratio, staff training, appropriate housing availability, or that the additional funds needed to pay for increased supports are unavailable.
5. After admission and prior to service initiation, an intake meeting will be scheduled with the case manager, the associate, and his or her IDT. This group will begin the support planning process, including start date, transportation, medical information, vocational plan, associate fact sheet, and risk management plan. Medication to be administered at EQuality must be provided along with doctors' orders. The following will be reviewed and receipt will be documented with a signature of the associate or their legal representative:
- a. Release form
  - b. Associate rights
  - c. Privacy Rights Notice
  - d. Grievance procedure
  - e. Summary of VA law
  - f. Program abuse prevention plan
6. A 45-day review will be scheduled, for review of appropriateness of placement by IDT.



# **eQuality – Pathways to Potential**

## **Program Associates Grievance Policy**

eQuality, Pathways to Potential is committed to providing respectful and responsive services. This policy is designed to provide a method for individuals and their representatives to resolve complaints.

Program associates will receive a copy of the grievance policy, designed to protect their rights and privacy, at the intake meeting.

Program associates will feel free to file a grievance without fear of losing their job or of criticism.

The Associate, or another individual of their choosing, may file a grievance.

### **Process**

1. A verbal complaint or expression of concern may be brought to the attention of an eQuality staff person. This staff person will attempt to provide resolution. If the complaint is not resolved, it should be brought to another staff person.
2. A written complaint may be filed if the concerns have not been addressed. A written grievance will be filed with an eQuality vice president and responded to within two working days. A written response will be made to the associate reflecting eQualities policies. If this response is not satisfactory to the associate the concerns will be brought to the attention of the county case manager.
2. If the grievance is not resolved by the written response, a conference will be held with one or more vice presidents and the associate addressing the concerns. The grievance and follow- up will be documented and filed.
3. If the written response is unsatisfactory, the written complaint will be brought to the attention of the vice presidents. A verbal response will be made within five working days to help resolve the concerns and a written response reflecting that conversation will be sent to the program associate, the county case manager, and IDT members within ten working days.
4. If the response is still unsatisfactory, the written complaint may be submitted to the President of the Board of Directors for final resolution. Written responses will be sent to the program associate, the county case manager, and IDT members within ten working days after submission.

The following are agencies which may be able to provide additional assistance:

Department of Human Services  
612-296-3730  
444 Lafayette Rd N  
St. Paul, MN 55155

Disability Law Center  
612-332-1441  
430 1<sup>st</sup> Ave N  
Minneapolis, MN 55401

ARC Minnesota  
612-827-5641  
3225 Lyndale Ave S  
Minneapolis, MN 55408

Ombudsman's Office  
651-296-3848  
420 Metro Square Building  
St. Paul, MN 55101

# **eQuality-Pathways to Potential**

## **Data Privacy Policy**

eQuality, Pathways to Potential recognizes each associate's right to confidentiality and data privacy. Safeguarding these rights is the basis for mutual trust and respect between Associates and staff. All program Associates' information kept by eQuality is considered private information. A case file will be kept for each associate. This file will be confidential and only staff who need to know this information will have access.

### Staff expectations:

Staff are responsible to treat the information about the Associate as private by not sharing the information with others without consent for release of information signed by the Associate or legal representative. Staff are not permitted to talk about the Associates with others who do not work for eQuality and do not need the information to carry out their job responsibilities. Exemptions being those agencies having the legal access without a signed consent for release of information.

All requests for Associate's information should be directed to eQuality's Vice Presidents or Coordinators.

Staff questions regarding data privacy should be directed to the Vice Presidents.

The data privacy policy applies to all staff, volunteers, and persons or agencies under paid or unpaid contract.

### Training Practice:

Orientation of new staff will include training on Associate rights, data privacy, and confidentiality.

Staff will receive annual training on Associate rights and data privacy.

### Program associates expectations of eQuality:

Associates will receive a copy and explanation of the data privacy policy upon intake and additionally at every annual meeting.

Associates and/or their legal representatives have the right to review or receive the contents of the case file. Associates may add material when it is felt to be necessary or helpful. The partners or vice presidents shall provide the associate with access to the file or provide copies within 30 days (or as soon as possible

unless a reason is given for an extension) to meet the needs of the Associate or legal representative.

Written approval from the Associate or legal representative will be required before eQuality will release information from the Associates case file to anyone other than Hennepin County Social Workers. The Department of Human Services and the Department of Health have legal access to this information without a signed release.

Associates have the responsibility to help in keeping the file up to date informing eQuality of changes as soon as they take place, such as address and phone numbers and those participating in the team meetings.

Associates records shall be kept for three years following the termination of services from eQuality.

If you believe that eQuality has violated your (or someone else's) health information privacy rights or committed another violation of the Privacy or Security Rule, you may file a complaint with OCR. OCR can investigate complaints against covered entities.

**Region V (Minnesota)**

Valerie Morgan-Alston, Regional Manager  
Office for Civil Rights  
U.S. Department of Health and Human Services  
233 N. Michigan Ave., Suite 240  
Chicago, IL 60601  
Voice Phone (312)886-2359  
FAX (312)886-1807  
TDD (312)353-5693

# eQuality – Pathways to Potential

## Individual Services Suspension Policy

The program associate may be suspended from services under the following conditions.

1. The program associate's behavior causes immediate and serious danger to the health and safety of the associate or others.

### Procedure:

For suspension of an associate

1. The associate's case manager and legal representative must be notified of the date of suspension via a phone call and in writing. The information communicated must include information about the individual's right to seek a temporary stay of suspension. Any other providers involved with the associate will be notified via a phone call.
2. eQuality staff will document the behavior prompting the suspension, including the frequency, intensity, and duration of the behavior and events leading to the behavior.
3. eQuality staff will document the actions taken in response to the behavior including program changes and consultation with experts not employed by eQuality if applicable to minimize or eliminate the need for suspension.
4. eQuality's designated coordinator will consult with the associate's interdisciplinary team to establish changes in the program that will make future suspensions of service unnecessary. Changes will include reasonable alternatives to protect the individual and others.
5. In the event that a situation that begins with a temporary service suspension leads to termination, a notice will be given to the associate, his or her legal representative, and the case manager at least 60 days before the proposed termination is to become effective. This written notice will include information regarding the associate's right to appeal.
6. eQuality will provide additional information requested by the associate or his/her legal representative or case manager when services are temporarily suspended.

# eQuality – Pathways to Potential

## Discharge and Termination Policy

**The program associate may be terminated or discharged from services under the following conditions.**

1. The program associate, county case manager, or legal representative has requested a discharge, suspension, or resignation from eQuality.
2. The program associate has found a program or services that better meets his or her needs as identified in the ISP or has found that the services provided by eQuality do not meet either their wants or needs.
3. The desire to terminate services should be written with a 60-day notice to eQuality and signed by the associate or legal representative.

eQuality – Pathways to Potential may document the need to terminate or suspend services based on the following actions.

1. The program associate's behavior constitutes an immediate and serious danger to the health and safety of self or others.
5. The program associate does not take responsibility for self through agreed attendance and compliance of participation.

Prior to termination eQuality – Pathways to Potential will document actions taken to minimize or eliminate the need for termination. These actions will include reviewing the environment and pursuing temporary funding to assist with alternative service delivery strategies and/or utilizing community crisis support services.

In the event that eQuality, Pathways to Potential determines that termination is advisable, the following steps will be taken:

1. Notify in writing the IDT including the program associate, legal representative, and county case manager. This notification will include information notifying the program associate of their right to seek a temporary order staying the termination of service.
2. Notice of the proposed termination of services, including those situations that began with a temporary service suspension, will be given at least 60-days prior to the termination date. eQuality will provide reasons for termination and

3. eQuality, Pathways to Potential will provide any additional information requested by the associate or the associate's legal representative or case manager upon notice of termination.

eQuality staff will complete a discharge summary form and include it in the associate's file. This form will include the following information:

- a) date services began
- b) final date of service
- c) reason for termination
- d) narrative explanation of termination

## eQuality-Pathways to Potential

### Associate Rights Policy

- I. It is the belief and intent of eQuality, Pathways to Potential, that all associates will be informed of and supported in the exercise of their rights. We will promote and provide an environment that ensures the protection of these rights and respects the dignity of the associates we serve.
- II. Procedure:
  - a. EQuality associates and their representatives will be informed of their rights and will receive a copy of these rights upon intake, if the intake precedes service initiation, and will receive this information no later than the day services are initiated. EQuality staff will explain these rights, including the right to exercise those rights without fear of retaliation. The staff person will respond to any questions or concerns the associates or their representatives may have at this time, and identify individuals within EQuality and outside of EQuality who can assist with concerns that arise in the future.
  - b. Information and explanations will be provided in both written and oral form. Appropriate arrangements will be available on request for those who communicate in alternative methods or languages other than English.
  - c. Receipt of these rights by the associate and their representative will be documented, including the date staff met with them and any supporting arrangements.
  - d. Any and all limitations on or restrictions of an individual associate's rights will be fully documented on his or her risk management plan.
  - e. Associate rights will be reviewed as explained above at the 45 day review meeting, and at annual review meetings thereafter.



# eQuality - Pathways to Potential

## Internal Reporting Procedures

All persons working in this program or providing a service are mandated reporters and are required by law to report suspected abuse or neglect, including physical injury not reasonably explained by facts on the participant's history and participant self inflicted abuse which would result in physical injury. Annually, staff are informed of their right to report suspected abuse externally without fear of retaliation. eQuality – Pathways to Potential will work in cooperation with any investigation with the Department of Human Services in the event of abuse or suspected abuse. The following reporting procedures shall apply to all cases of suspected abuse or neglect whether or not the suspected perpetrator is an employee of this organization. This plan will be available to all staff at all program sites. All reports are made to:

Hennepin County Adult Protection Division  
Hennepin County Government Center  
300 South 6th Street  
Minneapolis, Minnesota 55487  
(612) 348-8526

Calling 348-8526 will direct the reporter to the Common Entry Point of File.

Mandated reporters include the following and any other staff:

Greg Hani, Executive Vice President	763-479-3014, 612-986-1982
Mona Patterson, Vice President	612-703-3337
All Program Coordinators	
All Job Coaches	

### A. Oral Reporting

1. Any suspected incidents of abuse or neglect may be reported directly to outside authorities or to the designated reporter who is either the Executive Vice President or designated coordinator. There will be no retaliation in response to reports made to outside authorities. Reports made by participants, staff, family, volunteers, and visitors will be responded to.
2. The designated reporter will report the incident to the Hennepin County Adult Protection Division, and if appropriate the associate's physician. Within 24 hours of reporting the maltreatment, the designated reported will inform the associate's legal representative and county case manager of the report, unless there is reason to believe that the legal representative or case manager is involved in the suspected maltreatment. Information disclosed will include the nature of the activity or occurrence reported, the agency that

receives the report, and the telephone number of the DHS Licensing Division.

3. All oral reporting will be documented immediately to include the suspected incident on the suspected abuse/neglect reporting form.
4. All mandated reporters who make a report to eQuality-Pathways to Potential will be given a written notice within two working days stating whether the incident was reported to the common entry point. The written notice will be confidential, and will include the following:
  - a) assurance that the confidentiality of the reporter will be protected.
  - b) Notation that if the mandated reporter is not satisfied with the action taken by EQuality-Pathways to Potential staff on whether to report the incident to the common entry point, the mandated reporter may report externally.
  - c) Notation that EQuality-Pathways to Potential cannot prevent a mandated reporter from reporting externally.
  - d) Assurance that there will be no retaliation against a mandated reporter who makes a report to the common entry point in good faith.

#### B. Facility Investigation

1. The Executive Vice President or program coordinator will conduct a thorough investigation of all reported incidents.
2. The investigation will include an interview of all witnesses, a search for any evidence of previous abuse or neglect, and all other evidence to determine the veracity and seriousness of the charge.
3. The investigation will determine whether related eQuality-Pathways to Potential policies and procedures were followed, whether these policies and procedures were adequate, whether there is a need for additional staff training, and whether there is a need for any further action to be taken to protect the health and safety of program associates.
4. The investigator will inform the mandated reporter of the investigation's findings.
5. If the suspected abuser is an equality – Pathways to Potential employee, the supervisor and/or Executive Vice President will be notified of the findings. The Executive Vice President will make recommendations regarding appropriate actions to the Board President.
6. All internal reviews will be documented and filed, and made accessible to the commissioner upon request.

#### C. Written Reporting

1. Written reports will be submitted to the County Social Worker, Hennepin County Adult Protection, and the Department of Human Services.

2. Written reports will include the name and address of the vulnerable adult suspected to be a victim of abuse/neglect, the nature and extent of the suspected abuse/neglect, the name and location of person or facility suspected of abuse/neglect, any evidence of previous abuse/neglect, the name and address of reporter, the name and address of the alleged abuser, and all other information that the reporter finds pertinent or would be helpful in investigating the suspected abuse/neglect.

D. Records/Staff Education

1. All records concerning such matter will be dated and authenticated by signatures of both the investigator and Executive Vice President. They will be held by the EVP and will include a summary of findings, persons involved, persons and investigating authorities notified, and conclusions and/or actions taken.

2. The participant and his/her representative will be informed of these reporting procedures within 24 hours of admission to the program. This will be documented in the participant's intake file. In the event the participant may benefit from a later orientation one may be done at a later date with the participants legal representative and reason for delay will be documented on the Risk Management Plan.

3. All employees will be informed of these reporting procedures within 24 hours of their initial orientation. In-services will be conducted annually thereafter, by the supervisor or designee appointed. This annual training will be documented in each employee's personnel file. A copy of this plan will be available to mandated reporters, participants, participant representatives, and all others upon request.

E. Persons not Mandated by Law

1. Persons not employed by this program and who are not mandated by Minnesota Statutes, Section 626.577 Sub 3, to report suspected participant abuse/neglect are encouraged to report such incidents directly to outside agencies and verbally to the Executive Vice President.

2. The verbal report received will initiate implementation of the reporting procedure outlined in this plan to ensure a thorough investigation. All findings will be documented.

F. Reporting to Board President

Should the EVP or program coordinator be suspected of the abuse or neglect, the reporter will make the report directly to the Board President. This person will be responsible for conducting the internal review and contacting outside authorities.

## eQuality, Pathways to Potential

### eQuality, Pathways to Potential Attendance Policy

Each eQuality associate plays an important role in his or her work team. Coworkers and customers rely upon eQuality work teams to keep their places of business running smoothly. As paid members of the adult working community, eQuality associates are expected to attend work regularly. Each associate should miss no more than 20 work days during the course of a year, not including scheduled holidays or closing days. Exceptions may be made under extenuating circumstances, such as medical leaves.

If you will not be in...

#### Planned absences:

In the event of a vacation or other planned absence, please inform your supervisor as far in advance as possible. Clarify with your supervisor that your transportation provider has been made aware of your absence as well. This communication is crucial in order for your supervisor to make arrangements for your work to be done, and in order to avoid being penalized by metro mobility.

#### Unplanned absences:

In the event of an unplanned absence, please contact your supervisor as soon as possible. If you are unable to reach your supervisor, call another member of the EQuality staff. Phone numbers are included near the front of this booklet. In addition, please make sure that you, or your staff or parent, call the applicable transportation provider and cancel the rides you will not need that day. Phone numbers for transportation providers are included on the phone list.

#### Leave of Absence:

It is eQuality's intention to have Associates attend the program on a regular basis, however, we realize that some circumstances may require a leave of absence. If you are having difficulties, please contact your eQuality Coordinator. We can assist you with referrals to many different social service agencies within the Twin Cities.

## **eQuality – Pathways to Potential**

### **Inclement Weather Closing Policy**

It is the intent of eQuality – Pathways to Potential to provide services in a safe and healthy manner.

In the event of severe weather eQuality – Pathways to Potential will close it's daily operations when either the Minneapolis or Osseo school districts announce school closings.

Staff will communicate with families and job sites when this occurs.

## Create A Positive Environment

### 1. Respect

- Treat others as you wish to be treated
- Treat the property of others carefully
- Respect people who are different from you
- Resolve differences reasonably
- Use professional language and touch

### 2. Enthusiasm

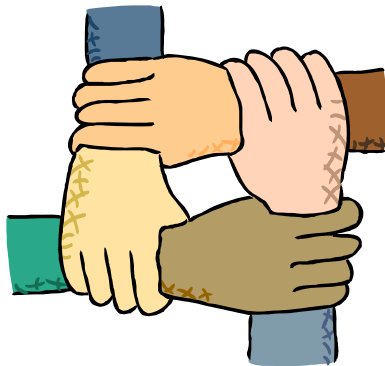
- Spread positive energy!!!
- Recognize the accomplishments of others
- Use positive words
- Use good manners
- Minimize complaints

### 3. Discretion

- Concern yourself with your own issues, not those of others
- Do not gossip
- Ignore the gossip of others
- Allow others to have private conversations
- Keep personal issues for personal time

### 4. Dedication

- Always do your best
- Allow others to do their best
- Be a reliable team player
- Remember that your actions reflect on the whole group



## **Metro Mobility**

We would like to provide our associates and their caregivers with some facts and tips about how to navigate the Metro Mobility system. There are two companies that provide transportation service under Metro Mobility. They are Laidlaw and Transit Team. Both companies have essentially the same procedures and rules. The following are some tips and rules that should be followed when using Laidlaw or Transit Team.

1. Unless you have a standing order, rides need to be scheduled four days in advance. Most likely eQuality will be scheduling your rides so contact your Coordinator.
2. Scheduled rides need to be cancelled **at least** one hour before the ride time. (For example: If your ride time is 8am, you need to cancel by 7am.)
3. Rides not cancelled an hour in advance will result in a no-show. After 3 no-shows in a 30 day period you will receive a letter. If you get a fourth no-show, you will be suspended from the transportation service for 30 days.
4. If you are unable to come to work on short notice, please call and cancel your ride. If you know about your absence in advance, an eQuality staff member can cancel for you. Please do not leave a voicemail with an eQuality staff member. Staff may not get the message in time and this will result in a no-show. If you get a no-show, all other rides scheduled for that day will be cancelled by your transportation service.
5. Metro Mobility has a half hour window in which to pick you up. (For example: If your ride is at 8am, Metro has until 8:30am to pick you up without being considered late.) If your ride picks you up more than 30 minutes late, you do not need to give the driver a ride ticket. Your ride is free.
6. Please try and be ready for your ride. They will only wait 5 minutes past your scheduled time. (For example: If your ride time is 8am, they will only wait until 8:05am. If they leave, you will get a no-show and all the remaining scheduled rides for that day will be cancelled.)
7. If your ride comes early you do not have to leave if you are not ready. The bus must wait until 5 minutes past your scheduled ride time. Use your best judgment. If they are only a few minutes early and you are ready, you should get on the bus.

### **Transportation Providers**

First Transit 651-636-5000

First Transit Agency 651-602-1080

Transit Team 612-332-7161

Customer Service 651-302-1111

## HOLIDAY SCHEDULE 2011

December 31	Friday	New Years
January 17	Monday	Martin Luther King
February 21	Monday	President's Day
May 30	Monday	Memorial Day
July 4	Monday	Independence Day
July 5	Tuesday	Independence Day
September 5	Monday	Labor Day
November 24	Thursday	Thanksgiving
November 25	Friday	Thanksgiving
December 26	Monday	Christmas



## HOW YOU ARE PAID

The United States Department of Labor has given eQuality, Pathways to Potential a special certificate. This certificate allows eQuality to pay less than the minimum wage. If you are paid less than the minimum wage, the certificate requires eQuality to pay you an amount that is commensurate with your ability. This means that eQuality must base your pay on the type, quantity, and quality of work you do compared to other workers doing the same or similar work in industry.

eQuality surveys the local area at least annually for the prevailing rates paid for jobs similar to those performed by our associates. Your work and production are reviewed every six months and your rate of pay is adjusted up or down according to your progress, quantity, and quality of work. As your work speed and work quality increase, your wage reviews will result in higher pay.

If you are new to eQuality, your starting wage will be \$7.25 per hour, Minnesota's minimum wage. You will be timed performing your work on at least three different days before thirty total days of employment have passed. Your Job Coach may time you at any time, and you may not know that you are being timed. The results of the timings will be averaged to determine what your new wage will be. Your eQuality case coordinator will notify you and your team of your new wage.

Going forward, your productivity will be reviewed every six months. Your Job Coach will time you at least three times within the last month before your wage adjustment is due. Remember, your Job Coach may time you at any time, and you may not know that you are being timed. The results of these timings will again be averaged to determine your new wage.

Remember:

- You are not paid for class time, recreation, or therapy.
- You are not paid for time when you refuse to work or do not work.
- You are not paid for days you are absent
- Your pay may go up or down according to your speed and quality of work.

It pays to do your best!