

# HANDBOOK

FOR HEARST CASTLE PRODUCTION CREW









This Handbook belongs to \_\_\_\_\_

# Welcome to OPTIONS Hearst Castle Group Supported Employment Crew

You have been hired to provide a service to the visitor's of Hearst Castle which is operated by the State of California. The staff at Hearst Castle are committed to providing a positive experience for both visitors and employees alike. Working at Hearst Castle presents an opportunity to learn and improve new vocational skills in a group supported employment setting.

## Introduction to OPTIONS

Welcome to the OPTIONS family! This is your handbook for working on the Hearst Castle crew. It tells you a lot of important things you may be wondering about, such as:

-  **Job requirements**
-  **Dress Code**
-  **Where things are located**
-  **How to complete specific tasks**
-  **Payday/Time Studies/Evaluations etc.**
-  **Transportation**

We will explain the handbook to you before you start working at Hearst Castle. We will be happy to help you with problems and answer any questions you may have. We would like this to be a positive working experience for everybody who works at Hearst Castle.

## What is OPTIONS all about ?

The OPTIONS Mission Statement is: **“Full Inclusion”**

We believe that every person served by OPTIONS should be respected and treated with dignity at all times. The safety and well-being of our employees and supported persons are our highest priorities. We strive to have people live and work in positive environments to help them develop the confidence and skills to lead happy and productive lives in the community.

You have the right to make your own choices including having a choice in where you work. We are happy you have decided to work on the Hearst Castle team and hope you will enjoy learning the many aspects of this position.

## Job Description

Options contracts with the State Of California to provide Janitorial Services at the Visitor Center of Hearst Castle and San Simeon State Park/Campground. Your responsibilities will be to keep the Visitors Center and Campground neat and clean by cleaning and re-stocking the restrooms and campground showers throughout the day, sweeping, mopping, vacuuming, cleaning off tables, emptying trash bins, keeping fire rings free of debris at the campground and washing windows.

## Job Requirements

**Schedules:** There are many different shifts available at Hearst Castle. The program manager will help you find a schedule that will work for you. There are days available at the Visitor's Center and at the Campground. The day time hours are from 9:00 a.m. to 3:30 p.m. Once you accept a shift, you are asked to work all shifts as scheduled.

**What if I am sick or have an appointment?** If you are sick, you are asked to call in two hours before your shift so that we can find another person to fill in for you. Attendance is important because you team members are counting on you. If somebody does not come in to work, it may cause another person to have to do more than their fair share of work. You are asked to schedule appointments on your days off. If this is not possible, please let the program manager know of the appointment as soon as possible, at least one week in advance.

**Drug/Alcohol Policy:** To ensure the effective operation of it's programs, OPTIONS prohibits the unlawful use of drugs or alcohol in the workplace, which conforms with the "Drug-Free Workplace Act of 1988". Consumption of alcohol or drug use during scheduled periods of work is prohibited. Employees who violate this policy will be suspended immediately and possibly required to take a drug test. Further action will be subject to discharge in addition to applicable criminal penalties.

**Criminal Record Policy:** If a person has a criminal record, OPTIONS will fully cooperate to the extent required by law. Information will be provided to any enforcement agency that is formerly involved assuming there is documentation of such involvement. An example would be the probation department in which case OPTIONS would obtain a copy of the court order regarding probation. Confidential information which is not public record will remain confidential and not be disclosed without the permission of the persons involved.

**Smoking Policy:** Smoking of cigarettes, cigars, and pipes, and use of smokeless tobacco products is allowed only in designed areas at Hearst Castle and San Simeon State Park/Campground. Smoking is prohibited in vehicles used for transportation to and from work and also vehicles used at the Campground.

**Dress Code/Uniform:** All employees of Hearst Castle must be identifiable to the visitors. As such, all persons working must be dressed in the following uniform: Khaki pants, a khaki buttoned shirt and sturdy shoes. One shirt will be available to each employee. Employees are responsible for providing their own Khaki pants. All clothes must be kept in good repair without holes or stains, be neat and clean and shirt tucked into pants with a belt if necessary. All employees will be provided with an identification badge to wear each shift. Permanent employees will receive a name tag.

**Job Duties:** There are many different job duties to be performed at Hearst Castle. Tasks include maintaining the facilities at the Visitor's Center by cleaning and re-stocking the restrooms throughout the day, sweeping, mopping, vacuuming, cleaning off tables, emptying trash bins and washing the windows. OPTIONS also maintains the campground facilities at San Simeon State Park. At the campground, the restrooms must be cleaned and re-stocked each day, the showers must be cleaned, the trash bins must be emptied and the fire rings must be kept free of debris. This work can be physically challenging and you are asked to let your manager know of any limitations or medical conditions that could prevent you from doing any specific tasks.

**Location of Items:** The job coach will provide you with an orientation and teach you where to find things at Hearst Castle. It is important to learn where things belong so they will be there for the next crew.

**Break Schedule:** All employees are entitled to one-10 minute break in the a.m. and one-10 minute break in the p.m. as well as a ½ hour lunch break. Together with the Job Coach times for these breaks will be determined on a daily basis.

**Time Cards:** All employees must complete and sign a time card in order to be paid. Time cards are kept at Hearst Castle in a binder at the Visitor's Center. It is important for time cards to be filled out only on the days that are worked and not be completed in advance. A job coach can assist you with filling out the time card accurately if needed.

**Pay Day:** All employees are paid on a bi-monthly basis. You can choose to have your check directly deposited to your bank account or have your check mailed to you. Pay day is every other Wednesday.

**Time Studies:** Production workers rate of pay is determined by your speed and accuracy of your productivity. This means you will be timed on the tasks you are asked to do according to state regulations. Your rate of pay is then determined by the information that was gathered.

**Transportation:** Options provides free transportation to the work sites. Your responsibilities are to be ready and on time for the designed pick-up time or to have called the on-call phone two hours in advance to inform staff you will not be able to work that shift and do not need transportation.

## **What if I have a complaint about my job . . . or about anything else?**

When you have a problem with an OPTIONS policy, rule, employee, visitor at Hearst Castle or another consumer; or if you are unhappy with your work program, there is a way you can talk about the problem and get help in fixing it. This way is called a “grievance procedure,” and it works like this:

1. Tell one of the job coaches about your problem.
2. Talk to your Program Manager about the problem. If he or she can't fix it within a week, then:
3. Call the OPTIONS Central Office and talk to the Vocational Services Manager about the problem. If the problem is still not fixed within a week, then:
4. Call the OPTIONS Central Office and talk to the Chief Operating Officer (COO) about the problem or talk with the Human Resources Director.
5. You can also call your Service Coordinator or person who assists with your services and tell him or her about the problem.
6. If you would like to have an planning meeting, a meeting can be scheduled within 30 days of your request.

## **Do I have any rights? What are they?**

Every person who receives services from OPTIONS or works at OPTIONS has certain rights and responsibilities. Staff will help you to understand these rights and responsibilities, as listed below:

### **YOUR RIGHTS:**

1. You have the right to be paid fairly for the work that you do.
2. You have a right to have people treat you with respect and care.

3. You have the right to help develop your Individual Service Plan (ISP) which includes goals you will be working on during the year.
4. You may request an I.D. Team meeting at any time.
5. You have a right to be with people who do not have disabilities.
6. You can look at your file or employment records at any time by contacting the Program Manager at (805) 772-6066. If you wish, staff will explain the contents to you.
7. You have a right to be treated like everyone else.
8. If you do not like what we do, you can talk to your Program Manager or your Vocational Services Manager:

Hearst Castle Project Manager  
800 Quintana Road, Ste. 2C  
Morro Bay, CA 93442  
805/772-6066 (Central Office)

Vocational Services Manager  
800 Quintana Road, Ste. 2C  
Morro Bay, CA 93442  
805/772-6066 (Central Office)

You may also contact your Regional Center Case Manager or the local Department of Rehabilitation Service Coordinator. The Vocational Services Manager will give you names, phone numbers and addresses to reach any of these people.

***YOUR RESPONSIBILITIES:***

1. You are with us because the people at OPTIONS believe they can help you. If we cannot help you, we will assist you in finding someone who can
2. You cannot remain in the program if you do not work on the goals that are written in your Individual Service Plan (ISP).
3. When you are not doing what we think you can do to help yourself, we will request an I.D. Team meeting to talk about this issue.
4. You pay us to help you, or someone else pays us to help you. You cannot remain in the program if these payments stop.
5. Nobody can do everything they want to do all of the time. Try to avoid doing things that will cause other people to worry or get hurt.
6. Do not keep or use things that are dangerous. Do not bring guns, knives, and illegal drugs to work or you will lose your job.
7. You are asked to give us a two weeks notice if you want to leave the program.

8. Respect your co-workers rights and show them respect and give them space when they need it.
9. Before you make a decision, first think about the consequences.
10. Do not verbally or physically hurt or frighten others. This includes the nanner in which you speak to people and the volume of voice you use.
11. Respect other people's personal property and do not use things that belong to them without their permission.
12. Take good care of your uniforms and keep your personal belongings in a safe place.
13. Follow all safety rules, wear gloves while working, and be aware of emergency fire, earthquake, etc. requirements.

**ACKNOWLEDGMENT OF RECEIPT:**

I have received a copy of the OPTIONS Handbook and had it explained to me by OPTIONS staff.

\_\_\_\_\_  
Signature of Consumer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent or Guardian (If Applicable)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of OPTIONS Designated Staff Person

\_\_\_\_\_  
Date