



# Handbook

For Hearst Castle Production Crew



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

# Welcome!

**OPTIONS** is so happy that you have joined the Hearst Castle Group Supported Employment Crew!



Welcome to the OPTIONS family! You will learn things about your job like:

- **Job Rules**
- **What to wear**
- **Where Things are Located**
- **How to Do Tasks**
- **Pay Day, Wages, Evaluations, and more!**
- **How You will Get to Work**

# *What is OPTIONS?*

OPTIONS' Mission Statement is: **“FULL INCLUSION”**

- **We want you to be happy with your job**
- **We want you to be safe**
- **We want you to learn new skills**
- **You can make your own choice**
- **You can get the help you need to do a good job**



# Where will you work?

**There are two sites that you might work at:**

**Hearst Castle Visitor Center**

**OR**

**Hearst Castle Campground**



# Your Schedule

## Your Weekly Schedule

- You may work 2 to 5 days a week.
- You may work on a holiday like Thanksgiving, Christmas and New Years.
- Your hours are 9am to 3:30pm.
- You are asked to be ready for work on the days you are scheduled.

## What if I am sick or have an appointment?

- Please ask for vacation two weeks ahead
- Please call out 2 hours before your shift if you are sick



# A Few Policies



## Smoking Policy

- You are asked to only smoke in approved areas and while on your break

## Criminal Record Policy

- OPTIONS will follow the law
- OPTIONS will not share private information

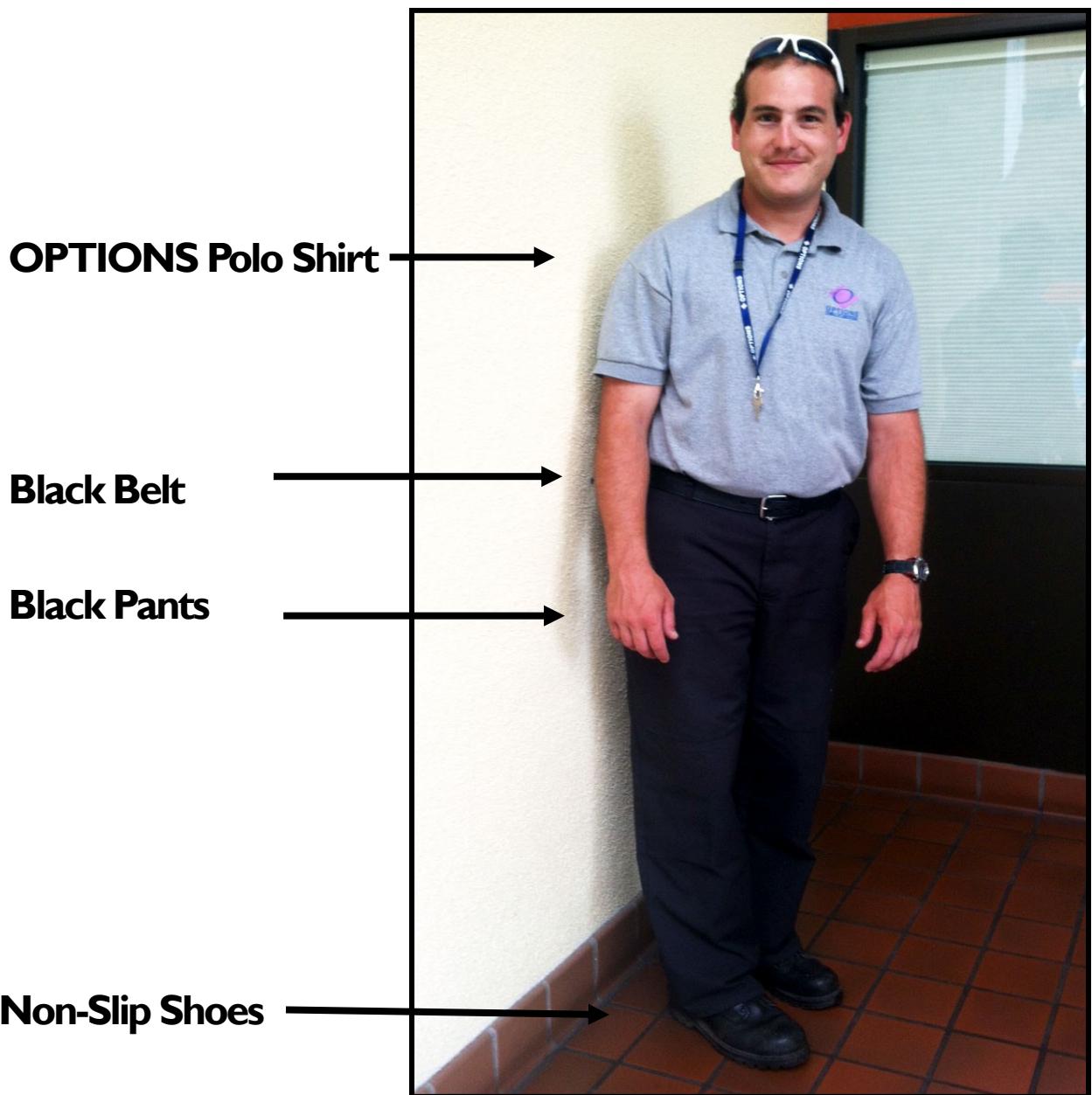
## Drug/Alcohol Policy

- NO drugs or alcohol while working



# *This is what you will wear*

**Please come to work clean and in your uniform. You will get one polo shirt when you start, and will need to get black pants and black non-slip shoes.**



# *This is what you will do*

**There are many different jobs to be done at Hearst Castle.**

## **At the Visitor Center**

- Cleaning and Restocking the Restrooms**
- Sweeping and Mopping**
- Cleaning off Tables**
- Emptying Trash Bins**
- Washing Windows**

## **At the San Simeon Campground**

- Cleaning and Restocking the Restrooms**
- Cleaning Showers**
- Emptying Trash Bins**
- Keeping Fire Rings Free of Trash**



# What about...?

## Location of Items

The Job Coach will help you find what you need.



### **Break Schedule**

- 10 minute break in the AM
- 10 minute break in the PM
- 30 minute lunch break

## Time Cards

- Job Coaches will help you use Nova Time, the online system.
- Punch in & out only for the hours worked.

## Pay Day

- Every other Wednesday
- Checks are either mailed or you can get direct deposit



# **What about...?**

## **My Pay**

- Funded Employees at Hearst Castle are paid minimum wage.**
- The more days you work the more money you can make.**
- You are being trained to learn good work habits.**
- The goal is to learn this job so you can have a job in the community one day.**

## **Transportation**

OPTIONS will pick you up at a location discussed before you start. This may be at your home, or a location that works best for the route, such as a local coffee shop.

- Be ready for work 5 minutes before your pick up time so you are not late.**



# Grievance Procedure

## What if I am not happy?

1. Talk to a Job Coach
2. Talk to the Coordinator
3. Talk to the Supervisor
4. Talk to the Program Director
5. You can also call your Service Coordinator at TCRC
6. You can have a meeting at any time
7. You will not get in trouble if you have a concern or issue



# *Your Rights*

**You have rights.**

## **YOUR RIGHTS:**

1. To be paid fairly for the work that you do.
2. To have people treat you well.
3. To help make your work plan.
4. To have a meeting at any time.
5. To work with all types of people.
6. To look at your file.
7. You have the right to be treated like everyone else.
8. If you do not like what we do, you can talk to your Program Coordinator or the Vocational Services Supervisor:

### **Hearst Castle Coordinator**

800 Quintana Rd. Suite 2C  
Morro Bay, CA 93443  
805-400-8108

Hours:

7am - 5pm  
Tue. - Sat.

### **Vocational Services Supervisor**

800 Quintana Rd. Suite 2C  
Morro Bay, CA 93443  
805-458-1487

Hours:

8am - 4pm  
Mon.- Fri.

# **Responsibilities**

## **RESPONSIBILITIES:**

1. Help us help you.
2. Work on your goals.
3. You pay us to help you, or someone else pays us to help you.  
You cannot remain in the program if payment stops.
4. Nobody can do everything they want to do all of the time. Do not do things that will hurt you or others.
5. Be safe. Do not bring guns, knives, and illegal drugs to work or you will lose your job.
6. You are asked to give us a two weeks notice if you want to leave the program.
7. Treat others nicely.
8. Make good decisions.
9. Do not hurt or scare others.
10. Do not take things that belong to other people.
11. Take good care of your uniforms.
12. Follow all safety rules.
13. You are in charge of your medications.

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

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Signature of Person Served

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Date

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Signature of Parent or Guardian (if applicable)

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Date

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Signature of OPTIONS designated Staff Person

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Date