**Career, Technology, and Training Center for the Blind and Visually Impaired**

**Student Handbook**

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**2023**

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## MISSION

Our mission is to ensure Floridians who are blind or visually impaired have the tools, support, and opportunities to achieve success in independence and employment.

## INTRODUCTION

The Career, Technology, and Training Center for the Blind and Visually Impaired (hereafter referred to as the Center) is a part of the State of Florida Department of Education Division of Blind Services. Students come from all over Florida to learn skills that support adjustment to blindness and related employment. All training and activities at the Center focus on you as a person with individual goals.

The Center’s Student Handbook will give you more information on Training Services, Departments, Performance Standards, Action Plans, Student Rights and Grievance Process, Specialized Services, and Emergency Contact Procedures.

Our hope is that you will use the handbook’s information and performance guidelines to get the most benefit out of your experience at the Center.

## REFERRAL SERVICES

While attending training at the Center, **you must maintain a permanent residence in your home community**. If the Residence Hall is closed due to an emergency such as the approach of a hurricane or other extenuating circumstances, individuals in residence at the Center must have a place to return to while the Center is closed. Individuals who do not have a home address will not be accepted for training at the Center.

You have been referred to the Center and have discovered that your vision loss has created some challenges in your daily life and or has impacted employment. The Center with its well-maintained physical facilities, up-to-date equipment, professional staff, and reliable information systems will provide assessment and training to assist you with addressing these challenges. The initial services provided by the Center upon referral typically include the below:

Comprehensive Functional Assessment:

* Activities of Daily Living
* Access Technology
* Employment
* Orientation and Mobility

Single Specified Service Assessment:

* Access Technology Assessment: Typing, Computer Skills, Spelling, Grammar

(See Appendix A for criteria)

* College Readiness
* Pre-Employment Program
* CompTIA Program
* Business Enterprise Program
* Energize for Employment Program
* Summer Transition Program (Age 18-24)
* Training indicated by assessment recommendation.
* Future programs housed at the center.

## STUDENT SERVICES

**Residence Hall:**

Students must keep their room suite doors locked and valuables secured. Room suites must be kept neat, clean, and organized. Alcohol and illegal drugs are prohibited.

**Residential Service:**

All the recreation and training equipment at the Center is here for your use and enjoyment. Residential activities help cultivate personal interest and learn enjoyable ways of spending spare time. Please remember that this equipment is here for the benefit of future students as well as present ones. Every effort has been made to make the Center as homelike as possible for every student. (Please review Residential Life Handbook).

Regular recreational activities are planned and supervised in the local area. Some of these activities are free and some will be at the student’s expense.

Safety and security of staff, students, students’ possessions, and Center equipment is a constant concern. Consequently, unattended doors in the Residence Hall will be kept locked. (See Residential Life Handbook).

Individuals requiring housing during their training program will typically arrive on Sunday to the Residence Hall prior to starting classes the Monday morning. A Residential Instructor will meet with you to introduce you to your accommodations as well as the Residential Life Handbook and other Center Policies and Procedures.

If you are not taking advantage of the Residence Hall, you will be referred to as a “Day Student” and on your first day will need to report to the Administration Building and alert the receptionist that you need to meet with a member of the Case Management team. You will need to report to the Administration Building and check-in each day that you are on campus prior to your first class. As a “Day Student” you are welcome to all meals in the cafeteria and to participate in any recreational activities.

The Residential Instructors will assist you on your first day to locate your first class and ensure that you have all the assistance you need to arrive at the class. If you have any questions about the Center, your room, cafeteria, or any other questions, they will be happy to help you get your answers as well as introduce you to other students attending the Center.

## TRAINING SERVICES

**Assessments**

The results of your assessment recommendation will be provided to you in a meeting with you, your District Employer Counselor and Case Manager. Based on their professional recommendations, your Individualized Plan for Employment (IEP), and your input, an Individualized Center Plan (ICP) will be developed. The plan will provide an estimated length of training time and identified goals for services. A schedule for obtaining the training will be developed and provided to you. These training services can include one or more of the following:

* **Braille:** Reading and writing of uncontracted and contracted Braille, use of Braille writer, slate, and stylus. Braille is useful in studying technical material, mathematics, leisure reading, taking notes and labeling clothing and household items.
* **Pre-Cane Skills-Training:** Familiarization to surroundings, protective techniques, sighted guides, sensory awareness, concept development, and search techniques.
* **Orientation & Mobility:** Travel or move around safely and effectively indoors, outdoors, and in the community. Public and alternative transportation training.
* **Personal Management Training:** Marking and labeling, laundry skills, personal hygiene, home care skills, banking, and budgeting skills.
* **Home Management Training:** Adaptive meal preparation, and pouring, menu planning, helpful shopping methods, organization, and labeling.
* **Access Technology Training:** Utilize adaptive devices and technology including computer utilization, Access Software, Note takers, tablets, Keyboarding and Cell Phones.
* **Optical Devices Training:** Use low vision devices to perform everyday tasks in one’s daily environment. Excludes training on complex devices provided under a doctor’s recommendation or order.
* **Non-Optical Devices Training:** Use of non-optical devices in an everyday environment to perform everyday tasks. Examples include use of lighting and contrast, eccentric viewing, etc.
* **Employment - Job Readiness:** Activities that prepare the participant for employment such as resume preparation, interview training, appropriate hygiene and grooming training, accessing transportation, etc. Services also included are simulated job tasks for the individual to assist the individual in adjusting to work or provide work experience.
* **Work Experience:** Identifying paid work experience opportunities for participants. including job analysis, employer contact and analyzing job tasks and responsibilities.

## CASE MANAGEMENT SERVICES

* **Adjustment Counseling:** Counseling an individual, addressing psychological and social issues related to vision loss.
* **Management of Secondary Conditions**: Apply core vision technique in the care and management of a disability other than vision.
* **Self-Advocacy Training**: Advocate for yourself and to make your needs known in an assertive and positive manner.
* **Information and Referral:** Providing specific information that aids in securing assistance and collateral services. The information will also provide connection to blindness consumer groups, organizations, and resources.

We encourage all service participants to take advantage of opportunities to engage in practical application of skills learned while at the Center. Examples include community and advocacy networks, recreation, and research.

## TEAMS

While you participate in the services at the Center, you will meet many friendly and professional people who work in a wide range of teams. The list below is a breakout of various teams that are established to help you reach your training goals.:

**Medical Team:** A nurse is available to meet with you in regard to medical issues from 7:00AM to 11:00PM Monday through Friday. On-Call consultations are available after business hours. Medical Services are located on the first floor of the Residence Hall.

**Administration Team:** Administrative offices are in the Administrative Building on the right after entering the lobby doors. The Receptionist is responsible for distributing maintenance checks and outgoing mail.

**Case Management Team:** An integral part of the Center, Case Management oversees the referral and training process, along with being a liaison between you, the Center, and your District Counselor.

**Instructional Team:** Providing quality training services and instruction geared towards your ICP goals throughout the entire campus.

**Food Service Team:** The Kitchen staff prepares three meals a day, which are served cafeteria style. All meals are available to On-Campus and Day Students at the Center. (See Residential Life Handbook for more information).

**Maintenance Team:** The Maintenance staff is responsible for keeping the buildings, grounds, and equipment in working order.

**Residential Team:** The Residence Hall houses all off-campus students. Residential Instructors provide initial orientation and re-enforce skills learned during your program. All students are able to participate in all recreational activities at the Center. (See Residential Life Handbook for more information).

## CODE OF CONDUCT

Students are expected to follow the usual standards of behavior for public places, school, and work. In line with current and future business practice, we have adopted a “Code of Conduct” system that clearly outlines expectations while you participate in services at the Center. It is not our intent to force an unreasonable set of rules on our students, but students should respect the rights and comforts of others. Performance standards support your rights as a student to reach the goals outlined in your “Individualized Center Plan.” If you are not able to meet these standards, it will result in a “Corrective Action Plan,” which can include a verbal warning, suspension, or immediate termination from the Center.

We have made every attempt to keep the performance standards as clear as possible. However, basic “Code of Conduct” is necessary in any residential facility. As a federal/state-managed facility, we have a responsibility for your safety and well-being. As you learn new skills in the areas of Orientation and Mobility, Access Technology, Braille, Job Readiness, Home Management, and Personal Management, you are encouraged to apply the skills immediately, thereby enhancing personal safety, independence, and employability.

To ensure a comfortable and safe atmosphere in the Residence Hall, some standards are necessary to allow students a maximum of privacy and rest. Below is the Center’s “Code of Conduct” (See Appendix C for student rights and grievance procedures).

**Code of Conduct**

As a student of the Center, I will:

1. Respect the rights and comforts of others, both peers and Center staff.
   1. Promote personal productivity and the productivity of others.
   2. Communicate thoughts or ideas with positive verbal and physical expression.
2. Attend and actively participate in training and specified Center activities.
3. Demonstrate progress in applying skills covered in training.
   1. Actively participate in monthly progress staffing involving Case Management, Instructional Staff if necessary, and your VR Counselor.
   2. Attend any staffing held sooner if problems arise.
   3. Address identified progress concerns with Case Management and Instructors.
4. Provide notification of absence or leave request which must be approved by Case Management.
   1. Provide a 3-day notice prior to routine doctor visits, and previously scheduled commitments.
   2. Alert nursing staff immediately of sudden illness or urgent medical appointments so the nursing staff can provide the information to the Case Management Department.
   3. Clearly define dates for extended absences with Center Case Management.
   4. Verify policy on absences longer than two weeks with Case Manager. (You may need to clear your room of personal belongings. Absences with undetermined return dates may result in an exit from the program requiring a new referral from your VR Counselor prior to your return.)
   5. Avoid excessive absences and tardiness, and/or lack of notification, which may lead to a Corrective Action Plan. Continued absences and/or tardiness could result in suspension of training, or immediate exit from the Center.
      1. Excessive absences are defined as three (3) unexcused absent days or absences from individual classes.
      2. Excessive tardiness is defined as five (5) unexcused tardiness per progress period.
   6. Communicate departure and estimated return times from and to Center with appropriate Residential Instructor.
5. Do not loan property or financial resources to other students attending the Center. The Center is not responsible for reconciliation of property and/or resources.
6. **I WILL NOT** possess alcohol, illegal drugs, firearms, ammunition, or other weapons on State of Florida property.
   1. Possession of any of these items on campus IS prohibited and will be grounds for the immediate termination of your training at the Center.
   2. Returning to the Center under the influence of alcohol or drugs and displaying inappropriate behavior while on campus may result in law enforcement being contacted and expulsion from the program.
7. Display socially appropriate behaviors.
   1. Physical violence is prohibited. You may be reported to the authorities and will have your program terminated.
8. Refrain from smoking inside Center buildings or outside of designated areas.
   1. Smoking, chewing, dipping, or vaping inside any building, or in a state vehicle is prohibited, conducted in the Center’s designated smoking areas.
9. Use safety when traveling, including use of proper mobility and orientation tools.
   1. Practice safety. If a student is endangering themselves and/or other students or staff, the individual will be required to use a cane or a Dog Guide.
   2. If a new student arrives with a mobility tool, the student must always use the mobility tool safely and properly or will receive proper instruction as part of the training program.
   3. If a student is prescribed a cane through a Center Mobility Instructor during the two-week evaluation period or after their mobility classes start, the student is required to use the cane while in classes and in off campus activities sponsored by the Center. If the student does not comply with the Orientation and Mobility (O&M) recommendations after an adjustment period, the student will be required to return to the Residence Hall to retrieve their white cane.
   4. New students will work in cooperation with ALL instructors (under the direction of the O&M team) in order to adhere to the recommendations following the student’s two-week O&M Assessment.
   5. Instructors will mark the student as tardy if they must return to the Residence Hall to retrieve their cane. The student will be marked absent if they do not return to class or if they return to class after 30 minutes of missed class time.
   6. Guide dog users must use their dogs when traveling on campus.
   7. Guide dog users will:
      1. Accept responsibility for ensuring that their dog behaves appropriately and leashed when outside of the room suite.
      2. Request orientation if you need to become familiar with the campus and the community. Mobility training using a cane is also available based on your needs and goals.
      3. Avoid leaving a guide dog in the room suite for several hours while attending classes or participating in other activities.
      4. Comply with instructions and procedures taught by your preferred guide dog school.
      5. Groom guide dog on a regular basis to decrease shedding.
      6. Bathe guide dog in designated area equipped with running water.
      7. Park (bathroom) guide dog at regular intervals.
      8. Clean up after the guide dog using clean-up bags and a trash receptacle available for this purpose.
      9. Provide food and water (store in provided container).
      10. Always maintain control of the guide dog. This is particularly important in the classroom so as not to distract from classroom activities.
      11. Provide flea and tick prevention. This is important for the health and safety of other guide dog teams at the Center.
      12. Provide documentation that vaccinations are current prior to arriving at The Center.
10. Dress appropriately for training activities in closed- toe shoes, clean, casual, not overly provocative attire in good repair, lacking slogans that are inflammatory, demeaning to any group or sexually charged. (See Appendix A)
    1. Business attire (when required), and on Professional Development Thursdays
11. Practice good hygiene.
    1. Use body soap/deodorant/shampoo and conditioner regularly.
    2. Maintain good oral hygiene.
    3. Maintain appropriately groomed hair (including facial hair).
    4. Avoid excessive use of perfumes/colognes/body sprays.
    5. If hygiene is not maintained, you will be required to return to your room suite to rectify the issue. Case Management will be notified.
12. Reduce distractions by turning off or placing electronic devices on vibrate.
    1. Please keep your conversations private by not utilizing the speaker function on cellphone. Earpieces are recommended.
    2. If an urgent call is expected, advise the instructor of the situation.
13. Maintain a safe, clean, and orderly room suite that is free from food and drink spills.
    1. Notify the Center nurse of any health condition that necessitates emergency food so that provisions are made.
    2. Practice home and personal management skills learned in classes. Instructional staff is responsible for identifying your progress through occasional room checks designed for this purpose.
14. Observe quiet hours from 10:00 p.m. to 6:00 a.m. in the Residence Hall.
15. Entertain visitors after classes.
    1. Visitors will need to leave the Residence Hall by 9:00 p.m. and be off campus by 10:00 p.m. (See Residential Life Handbook)

## CORRECTIVE ACTION PLAN and PERFORMANCE STANDARDS

A Corrective Action Plan will be created to address identified barriers that prevent achievement of your training goals. The student and/or the Case Management Team may request that a Corrective Action Plan be developed. A Corrective Action Plan should be created during a staffing and include the student, Center Case Manager, Instructional staff, District Employment Counselor and/or the student’s significant support system.

A Corrective Action Plan will include:

* Performance standard or skill to be addressed.
* Actions to be taken to address performance barriers.
* Time frame to address and finalize.
* Date of staffing to measure progress OR
* Immediate notification of suspension of training OR
* Immediate termination of training
* Signature of student and Center Case Manager

If a training suspension is determined appropriate, a conference call staffing will need to occur prior to returning.

If the Corrective Action Plan is NOT fully addressed during the predetermined time frame, the student will be fully exited from the Center and a new referral from the District Employment Counselor will be required to resume training.

## POLICIES AND PROCEDURES

**Drug and Alcohol Policy**

The following behaviors may be an indication of substance use and abuse. These behaviors may include but are not limited to failure to pass a pre-work drug screening, observed use or possession of paraphernalia, absenteeism, repetitive tardiness for training and/or appointments, motor impairment or odor, and/or mood instability. These behaviors disrupt or negatively affect the training of the student and others.

A Corrective Action Plan will be developed to deal with substance abuse. Drug or alcohol testing may be required to ensure that the individual is not or is no longer engaging in the use of illegal drugs or alcohol. Students will be sent home for drug testing and/or substance abuse assessment and follow up if behaviors disrupt the training of the student or others. The student’s District Employment Counselor will arrange drug testing. The number of drug/alcohol tests required before returning to the Center will be at the discretion of the Center Director or Program Administrator. Written documentation of drug test results must be provided by the treatment facility. All drug/alcohol screening must be documented in the student’s case file.

If a student’s drug test is positive, the Center will recommend that the District Employment Counselor provide counseling assistance and discuss the need for a more comprehensive drug treatment and/or mental health program.

## CONFIDENTIALITY OF RECORDS AND REPORTS

Release of information to any person, agency, or organization will be done only in accordance with Federal Law 42U.S 2000aa-11 and 28CFR part 59.1-56 and Florida Statutes 394 and 413.012.

Student has written consent or, as appropriate, that of student’s representative is not required for release of personal information in the following situations:

1. Personal information required for rehabilitation is routinely released to The Center, and any contracting facilities providing rehabilitation services to the clients.
2. Florida Statute 394 requires Division staff to release information in order to protect clients or others if a client poses a threat to their safety or the safety of others.
3. Personal information may be released to an organization, agency, or individual engaged in audits, evaluation, or research only for purposes directly connected with the administration of the Vocational Rehabilitation Program, or for purposes that would significantly improve the quality of life for applicants and eligible individuals.
4. The Division will release personal information as required by Federal Statute 42U.S 2000aa-11, and 28CFR part 59.1-56, and Florida Statutes 394, 413.012, or other applicable regulations.
5. Release of information to a client, or an authorized representative, may occur under the following conditions:
   1. Except as provided in paragraphs (b) and (c) of this section, if requested in writing by the client, or an authorized representative, the Division will make all requested information in a client's record of service accessible to and will release information to the client or representative in a timely manner.
   2. Medical, psychological, or other information that the Division has determined that it’s release may be harmful to the client may not be released directly to the client, but will be provided to the client through a third party chosen by the client, which may include, among others an advocate, a family member, or a qualified medical or mental health professional, unless a representative has been appointed by a court to represent the client, in which case the information must be released to the court-appointed representative.
6. Electronic exchange of student information with the Social Security Administration for purposes of verifying income and eligibility factors.

If personal information has been obtained from another agency or organization, it may be released only by, or under the conditions established by, the other agency or organization.

If a student believes that information in their record of services is inaccurate or misleading, the student may request that the Division amend the information. If the information is not amended, the request for an amendment must be documented in the student’s record of service.

Upon receiving the student’s informed written consent or, if appropriate, that of the authorized representative, the Division may release personal information to another agency or organization for its program purposes only to the extent that the information may be released to the student or student’s representative, and only to the extent that the other agency or organization demonstrates that the information requested is necessary for its’ program.

## PARTICIPATION PREREQUISITE POLICIES

The Center is a training facility with temporary room and board provided while enrolled in one or more of our programs. **Students MUST maintain a separate permanent residence to which they can return upon interruption, completion, or termination of training.**

1. Medical and personal issues which may interfere with the training program must be disclosed to the Center and be resolved prior to arrival so that the student can participate fully in training.
2. Students requiring specific support services (e.g., dialysis) must allow the Center to be involved in arrangements prior to arrival to ensure that such services are coordinated with the training schedule and continued upon departure from the Center. This will be determined on a case-by-case basis. Not all supportive services can be accommodated at the Center.
3. The Division of Blind Services requires each student to utilize all private insurance, Medicare, Medicaid, and co-insurance to meet their healthcare needs. Deductibles, co-payments, prescription card and their co-payments, and Medicaid share-of-cost are the student’s responsibility. Only with clear justification will exceptions be made to this policy. The Division of Blind Services District Employment Counselor will provide payment for services only after consideration of an individual’s special circumstances, the clear and immediate need for medical services, and the student’s financial situation in order to facilitate continuation in their program. The Division of Blind Services will not supplement insurance but will obtain services based on the current fee schedule and from cooperating providers.

## MEDICAL SUPPORT

1. The Center is not a medical facility; therefore, it provides limited medical support.
2. The student has the responsibility to bring at least a 30-Day supply of prescription medications, and any over-the-counter medications that they may need for common complaints such as headaches, upset stomach, heartburn, etc.
3. The student has the responsibility to speak with their physician or pharmacist to determine which over-the-counter medications are safe to take. The Center’s nurse will not provide any medications.
4. When a student verbalizes suicidal ideations, the policy of the Center is to immediately and without question require the student to be evaluated by a mental health professional. This is because knowledge of such statements requires action in the best interest of the student.
5. Students who become injured or ill, requiring hospitalization and a recovery period must return home upon discharge from the hospital. To return to the Center when fully recovered, a student is required to provide a new Physician’s Statement of Client Health. A new Referral may be required from the District Employment Counselor.
6. Medical non-compliance or refusal of medical personnel orders will lead to an immediate exit from a student’s training program. A new referral and a new Physician’s Statement of Client Health from the District Employment Counselor once medical issues and compliance are resolved.

## TRAVEL POLICY

For Residence Hall students, initial travel to the Center from your home location will be arranged by your District Employment Counselor. The Center will provide travel funds to your home location for medical appointments, Center emergency evacuation and your final trip home when you depart the Center. The Case Management Team will facilitate your travel arrangements to your home location.

Day Students will coordinate their travel to and from the Center with their District Counselor.

## MAINTENANCE POLICY

The Center will provide maintenance to each Residence Hall student to be used for training purposes in the amount of $200 per month. Day Students will receive $100 for the same training purposes. The maintenance check will be picked up at the administrative office at the beginning of each month. You must keep a copy of all receipts for items purchased with this money. These receipts must be turned in to Administration at the end of each month.

Appropriate training expenses include but are not limited to the following: training outings, recreational outings, events, clothing, or groceries. The funds are approved to purchase personal items while attending the Center but cannot be used to pay bills such as cell phones, electricity bills, or daily living expenses related to your residence. If you need further clarification on what should be purchased with these funds, please speak with your Center Case Manager.

## STUDENTS RIGHTS AND GRIEVANCES

Students are encouraged to share questions, suggestions, and concerns. It is always best and most effective to resolve concerns at the lowest possible level. The following grievance procedure is available to all students in hopes of responding promptly to concerns. (See Appendix C)

## WHAT YOU NEED TO BRING TO THE CENTER

1. Appropriate clothing for attending classes, relaxing after class, job interview and recreational activities.
2. Rain gear such as rain poncho, umbrella, and water shoes.
3. Personal hygiene products.
4. Assistive Technologies and Devices needed during your stay, such as, screen readers/magnifiers, travel cane or Guide Dogs, and a method for taking and reading notes (if you do not have these items and need them, be sure to discuss this with your DBS Employment Counselor or the Case Management Team as soon as possible.
5. Identification and any health insurance/Medicaid/Medicare cards.
6. Established bank account information.
7. Prescription Medications and over-the-counter medications.

## WHAT IS PROVIDED BY THE RESIDENCE HALL?

1. Bed sheets, blankets and towels are provided when students first arrive.
2. Laundry facilities, detergent, and bleach are also offered at no charge.
3. Cleaning supplies are located in each bathroom.
4. Alarm clocks and Braille Writers may be borrowed.

**Agreement and Signature:**

We certainly hope this handbook is of help to you. If you should have further questions or concerns, or if Center personnel may be of assistance, please do not hesitate to call our toll-free number. Working together, we will help you to reach your fullest potential on the road to independence.

The Center Handbook has been reviewed with me upon my entrance to the Center and by signing, I agree to abide by its contents.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Student’s printed name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Case Management Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

## APPENDIX A: CENTER DRESS CODE GUIDELINES

1.Inappropriate Clothing List Includes:

- Clothing that contains profanity, slogans, words, pictures, or cartoons that are sexually explicit or suggestive, derogatory, offensive, or disrespectful; or promote the possession or use of alcohol, tobacco, or a controlled substance; or advocate any illegal activity; or contain political or campaign messages

- Clothing that is worn in a manner that exposes the person’s undergarments or torso

- Clothing that is torn, ripped, cut-off, or dirty

- Tank-tops and spaghetti strap tops, tube tops, crop tops, halter tops, strapless tops, and muscle tops are prohibited unless worn under an appropriate outer garment, such as a jacket, sweater, or blouse.

- Low cut or revealing tops

- Sheer/see-through tops without appropriate undergarments

- Hunting camouflage clothing

- Mini-skirts/dresses above the mid-thigh

- Dresses/Skirts with slits above the mid-thigh

- Shorts above the mid-thigh

- Revealing low cut pants

- Any flat flip-flop style shoe, water shoes, slippers, bedroom shoes

2.All Students must have professional attire for Professional Development Thursdays:

- Business jacket or Sports blazer

- Button down business shirts

- Polo shirts

- Business blouses

- Ties (not required)

- Business dresses/skirts/slacks

- Khaki pants/slacks

- Dress pants

- Casual/dress shoes (no tennis shoes or open-toe shoes)

## APPENDIX B: SINGLE SPECIFIED SERVICE

### Access Technology Training for college or competitive employment

The Center’s Access Technology Service Program is provided to students while receiving other services from the Center. Students will typically receive these services in their community if they are not residents of the Center. However, students may participate in Access Technology Services at The Center, without participating in other Center Services in the following situations:

* Client has had a sudden change in vision, or the technology has changed in the work environment and the individual is at risk of losing their current job (or available job opportunity) without immediate intervention of vision rehabilitation bridge skills (i.e., Access Technology).
* Client has secured a job offer and needs to build vision rehabilitation bridge skills (i.e., Access Technology) within a predetermined intensive 2-4 weeks.
* Client is registered for college and needs to build “vision rehabilitation bridge skills” (i.e., Access Technology) within a predetermined intensive 2-4 weeks.
* Client must achieve a score of 80% on the Grammar test and a sixth-grade spelling level as indicated on the Wide Range Achievement Test. In addition, clients must type 15 words per minute on a five-minute typing test.

Evaluation:  Before being accepted into the Access Technology Training Program clients must complete a full Access Technology Assessment. Each client that is referred to the full-time Access Technology Program must be evaluated in the areas of spelling, grammar, and access technology.

Performance Standards:  Clients must show progress in computer training on weekly tests of knowledge and show daily progress in skills-related computer tasks.

## APPENDIX C: STUDENT RIGHTS AND GREVIENCES PROCEDURE

**\*Step One:** If there is a concern that cannot be satisfactorily resolved with the Team in which it arises (Instructional Services, Residential Services, and Vocational Services); it must be brought to the attention of the assigned Center Case manager. The Center Case Manager will then conduct a staffing attended by the student, Case Management Supervisor, and all appropriate staff in an attempt to resolve the concern(s), The Center Case Management Supervisor will provide a written report of the staffing and outcome(s) to the Center Administrator or Director, and to the student in the media requested.

**Step Two:** If there is no resolution, the student may request a meeting with the Center Program Administrator and/or Center Director, who will conduct an objective investigation.

**Step Three:** If the student is dissatisfied with the results of a Center review or chooses to bypass the Center review, they may make a request for an administrative review to be conducted by the DBS Client Resolution Specialist and/or designee.

The DBS Client Resolution Specialist shall contact the Center to ascertain facts and law that the Center relies upon. If the Client Resolution Specialist determines the action of the Center to be incorrect, they shall recommend the Center take action. If the Center disagrees with the recommendation of the Client Resolution Specialist, the issue shall be brought before the Division Director for resolution. If the Client Resolution Specialist concurs with the action of the Center, they shall so inform the client in writing. The Client Resolution Specialist can be reached at 800-342-1828.

An applicant/client may request a formal review of a decision concerning the furnishing or denial of services through the process of a Fair Hearing. Fair Hearings are conducted by an impartial hearing officer from the Florida Department of Administrative Hearings (DOAH) within 45 days of a written request by the individual, unless informal resolution is achieved prior to the 45th day or the parties agree to a specific extension of time. The individual must submit such a request within 30 days of the decision regarding service provision to the DBS Director.

DBS does not suspend, reduce, or terminate services being provided under an evaluation, assessment, or Individualized Plan for Employment (IPE). Such services will be provided pending a final resolution through either mediation or an impartial due process hearing unless there is evidence that such services have been obtained through misrepresentation, fraud, collusion, or criminal conduct on the part of the individual.

The individual, or individual's representative, must be afforded the opportunity to provide additional evidence, information, and witnesses, as well as the opportunity to examine all witnesses and other relevant information and evidence. The individual may elect to be represented by counsel or other appropriate advocate including a representative from Disability Rights Florida.

The DOAH impartial hearing officer will make a decision based on the provision of the approved State Plan, the Rehabilitation Act, Federal VR regulations, and State regulations and policies that are consistent with Federal requirements. A written report of the findings will be provided to the individual or, if appropriate, his/her representative within 30 days of completion of the hearing.

Either party involved in the hearing may choose to seek an impartial review of the decision of the hearing officer by the Commissioner of the Department of Education. A request for such review must be submitted to the DOE Commissioner within 20 days of the mailing of the impartial hearing officer's written decision. This process must provide an opportunity for submission of additional evidence and information relevant to a final decision concerning the matter under review.

The Commissioner may overturn or modify the impartial hearing officer's decision only if, based on clear and convincing evidence, the decision is clearly erroneous because it is contrary to the approved State plan, the Rehabilitation Act, Federal VR regulations, or State regulations or policies that are consistent with the Federal requirements. A final decision, full report of findings, and grounds for decision will be provided in writing to both parties within 30 days of providing notice of review.

Except for time limitations established in 34 CFR 361.57 (b)(1) and 361.57(b)(5), reasonable time extensions may be provided for good cause shown at the request of either or both parties.

A decision made by the Commissioner is final unless the party aggrieved by such decision brings a civil action in any state court of competent jurisdiction or in a district court of the United States of competent jurisdiction without regard to the amount of controversy.

Disability Rights Florida has been established for the purpose of assisting clients/applicants with:

1.Understanding services available through DBS.

2.Pursuing appropriate remedies to ensure the protection of client's rights; and

3.Helping to resolve any dissatisfaction that the client may have regarding the furnishing or denial of services from DBS through the processes of informal, mediation, or formal reviews.

Disability Rights Florida services are free, and Disability Rights Florida is independent of all state agencies providing services to individuals with disabilities. Disability Rights Florida is a statewide program and can be contacted by calling toll-free: 1-800-342-0823 (voice) or 1-800-346-4127 (TDD).

\*A client may contact Disability Rights Florida at any time.

## APPENDIX D: IMPORTANT CONTACT INFORMATION

The Center

408 White St.

Daytona Beach FL 32114

Main phone: (386) 258-4444

Fax number: (386) 239-6108

Toll free: (800) 741-3826

Case Management Supervisor: (386) 254-3831

Instructional Supervisor: (386) 254-3833

The Residence Hall:

1132 Willis Ave

Daytona Beach, Florida, 32114

Residence Hall: (386) 254-3858

Residence Hall Supervisor: (386) 254-3860

Client Advocate: (800) 342-1828

Disability Rights Florida: (800) 342-0823

* + - TDD: (800) 346-4127

Votran Gold Paratransit: (386) 322-5100

Yellow Cab: (386) 255-5555