



CLIENT GUIDE

YOUR ASPIRO EXPERIENCE

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Only current edition applies

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WELCOME TO ASPIRO

Live Your Way. This is an empowering statement and that is why we chose it for our tagline. At Aspiro, it is our sole purpose to help our clients live their lives in ways that they choose; to do the things that bring them joy and purpose.

Aspiro is a Latin verb that generally means “to breathe towards” or “to aspire”. It conveys a sense of striving, longing, or aiming for something.

We serve people with developmental disabilities, physical disabilities and dual diagnoses who are looking for engaging day services, daily living skills programming, a path to employment, and/or an environment that is designed for people with disabilities with qualified, committed staff. We serve over 1,400 individuals and their families from birth (via our early intervention program) through their senior years in the Green Bay area.

The purpose of this guide is to provide information regarding our operational framework, the services we offer, our guidelines and procedures, and client rights and responsibilities. This guide is subject to change by Aspiro, Inc. at any time with or without notice. Please contact your Program Manager, Human Resources, or a member of Administration, if you have any questions regarding the contents of this guide. The current guide replaces all previous versions.

VISION STATEMENT

Recognized as the leader among disability service providers, Aspiro creates opportunities for people to live their best lives.

MISSION STATEMENT

Create opportunities for people experiencing disabilities to live their best lives by reaching their goals, connecting to their community, and achieving their independence.

CORE VALUES

Our core values reflect our commitment to each other, the people and families we support and the community we serve.

Respect: We engage people with dignity and respect. We view disability as part of the human experience.

Choice: We believe one size does not fit all. We support the choices people make to live happy, fulfilling lives.

Relationships: We nurture relationships with each other. Our interactions are honest, supportive and full of integrity.

The Little Things: We do the little things that make a big difference. We go the extra mile to provide the very best in all we do.

PERSON-CENTERED PLAN

We believe that each person should determine their interests and goals and help to identify what successful outcomes look like. This is accomplished through utilizing the Positive Personal Profile (PPP). All clients will participate in completing this form with staff. Clients will meet with their Program Specialist/Service Coordinator at least every six (6) months to:

- Go over progress
- Set new goals
- Talk about any questions/concerns
- Remove, change, or adjust goals

INDIVIDUALIZED SERVICES

We recognize and value the inherent uniqueness and distinctiveness of each person and tailor our services around his/her individual strengths, abilities, capabilities, talents, interests, preferences and needs.

One of Aspiro's core values is CHOICE. We believe one size does not fit all. We support the choices people make to live happy, fulfilling lives. Choice has been defined as:

- Preference-things a person likes to do
- Opportunity-to do these things
- Control-of when and where to do these things

Aspiro has adopted the following recommendations from national experts on self-determination:

- Clients are encouraged to communicate what's important to them and ask for what they really want
- Current and potential interests are explored from the client's point of view
- Look for ways to increase opportunities for clients, follow the client's lead, and help clients better understand the consequences of their choices

Clients seek and want the things they know and are comfortable with. When a client can learn about and experience a wide variety of things over a period of time and in ways that feel safe, he/she will have a point of reference from which to choose. We recognize that clients learn best when they are provided opportunities to solve problems.

PROGRAM DESCRIPTIONS

DAY SERVICES

Provides a coordinated program of activities throughout the day. Clients can choose from a wide selection of recreation and wellness activities, educational programming, community engagement, volunteering and more. A registered nurse and certified nursing assistant are on staff to administer any medications needed and provide general medical care.

Independent Decision Making: One of the goals of Day Services is independence. Aspiro staff are there for support and to encourage individuals to be as independent as possible.

- Individuals have the right to choose who they would like to spend time with inside or outside the setting. Requests should be made to the individual's Program Specialist/Service Coordinator.
- Individual's receiving services have the freedom of movement inside or outside of our setting. Any restrictions will be documented in the person-centered plan and behavior support plan.
- Individuals have the right to decline participation in activities. If this occurs, other activities will be offered to the individual.

Specialized Offerings:

Assisted Day Services

Designed for individuals with more complex needs and require a higher level of attention. Clients are divided into teams based on similar interests. They spend their day doing a combination of social and wellness activities. Each team is led by two Program Instructors.

Dementia Care

Serves clients with a dementia diagnosis with a simplified schedule, routine and approach using the VIPS practice model:

- V = Valuing people with dementia and those who care for them

- I = Treating people as individuals
- P = Looking at the world from the perspective of the person with dementia
- S = A positive social environment

Art Therapy

Delivered in a dedicated art studio, the program encourages natural expression at all ability levels. It uses the creative process to help people develop self-awareness, explore emotions, and improve social skills.

Music

Music captivates attention, motivates action, brings joy and success. It is a multi-sensory activity that combines the visual, kinesthetic, auditory and tactile systems. This is especially true when moving to music or playing instruments. Additionally, music is non-verbal, so for those who struggle with language, music can be a way to connect with others and express oneself.

Summer Program

Available for individuals age 18-21 looking to explore future adult services. Families can choose from a wide variety of recreation and wellness activities, educational programming, community engagement, the arts and music. This program runs June – August.

RECREATION

Aspiro's expansive recreation program offers a wide variety of activities during the day, and on select evening and weekends.

Activities include fitness classes, individual sports such as golf or bowling and organized team games such as basketball, flag football, softball and volleyball. Offerings also include off-site activities such as fishing, swimming, and weekly outings visiting local areas of interest. Below is an expanded description of some of the offerings.

- Bowling * – Weekly bowling at Riviera Lanes.
- Swimming * – Warm water, non-impact exercise at the YMCA and Syble Hopp School.
- Golfing * – Heart-healthy exercise while learning basic techniques and etiquette of the game.

- Fishing – Catch & release fishing trips to local public and private fishing spots. Learn to bait, cast and reel in fish.
- Softball League – After-hours summer softball held at Murphy Park.
- Boating – Small group cruises on Aspiro’s pontoon boat.
- Thursday Night Activities – After-hours activities held on Thursday evenings during two sessions held in the fall and winter. Activities include cooking class *, cardio-dance, volleyball (fall), basketball (winter), flag football (fall), pool/billiards league, art class, and more.
- Special events and weekend activities – Triumph Mile, Green Bay Packers Exceptional Abilities Challenge, Timber Rattlers game, Monday bowling (winter) and more.

* Additional Fee

If you choose to participate in an activity that requires an additional fee, a bill will be mailed to your home/guardian’s address. Recreation bills are expected to be paid in full at the end of the following month (e.g., August activities should be paid by the end of September).

BUILDING FULL LIVES

Supports people in small group activities to explore career options, identify their preferences and goals, develop life skills and be involved in their communities in meaningful ways.

What is the purpose of Building Full Lives?

- Help people learn new skills
- Build community membership and help facilitate interactions and friendships
- Enhance independence and self-reliance
- Expand personal choice
- Develop social connections
- Explore the idea of employment and earning money

The following three (3) components will be tailored to each person's individualized interests and goals. Schedules focus on a mix of volunteerism and community contribution, cultural and enrichment activities, health and wellness, and activities of daily life.

1. Daily Living Skills: Builds independence and confidence through skill building. Activities include cooking, laundry, personal hygiene, health and wellness and more.
2. Career Exploration: Prepares individuals to pursue their career goals. Activities include job interest assessments, interview preparation, resume building, business tours and more.

3. Volunteerism and Community Living: Intentional teaching techniques are used to teach a mix of hard and soft skills needed for community life. Volunteerism provides a connection and contribution to the greater community.

Stay connected on their dedicated Instagram page [aspiro_bfl!](#)

GROUP SUPPORTED EMPLOYMENT (GSE)

Group Supported Employment is designed to provide individuals with disabilities the opportunity to work in a supportive, community-based setting. This program focuses on fostering independence, enhancing job skills, and promoting social integration through group work experiences.

Key Features

- Team-Based Work Environment: Participants work together in small groups, supported by Site Supervisors who provide on-site assistance and guidance.
- Skill Development: The program emphasizes the development of vocational skills, including task completion, time management, and teamwork.
- Community Integration: Participants engage in meaningful work within local businesses and organizations, fostering a sense of belonging and contribution to the community.
- Individualized Support: Each participant receives personalized support, tailored to their unique needs and goals, ensuring they can succeed in their work environment.
- Employment Opportunities: The program aims to transition participants to competitive employment opportunities, leveraging the skills and experience gained through group supported employment.

Aspiro partners with many local businesses to provide a variety of work experiences. Examples of partnering businesses include Capital Credit Union Park, EPIC Event Center, Pepsi, PMI Entertainment, Delaware North and the University of Wisconsin – Green Bay.

How It Works

Workers with disabilities are accompanied by an Aspiro staff member to a job site. The staff member provides job coaching, prompting and cues, if needed. They do not replace the duties of the business-assigned work supervisor. Workers report to Aspiro each day and are transported to and from the job site.

The number of workers at each GSE site can range from 2-6 people and they work 4-6 hours per day (3 days maximum) at minimum wage or above.

Opportunities

Aspiro has numerous GSE sites throughout the area performing a variety of different job duties including light manufacturing, packaging, housekeeping, food service, warehouse, assembly, or customized work, along with numerous other options.

The business receives a reliable and qualified team of workers and the individuals gain work experience toward their goal of competitive employment and increases their independence and self-esteem. Through their work, they also contribute to the economy and play a vital role in the fabric of our community. * See pg. 26 for additional guidelines & procedures for clients in GSE.

GSE Site Requests

GSE has multiple sites and individuals are able to choose which GSE site they want to participate at. Individuals are encouraged to try various sites to gain experience in different work settings. GSE site requests should be made to the GSE Manager, Coordinator or Program Specialist.

Tours

Individuals are able to request tours of any GSE site prior to working at that site. Tour requests should be made to the GSE Manager, Coordinator or Program Specialist.

Independent Decision Making

One of the goals of our GSE program is to promote independence. Aspiro's GSE Site Supervisors are there for support and to encourage individuals to be as independent as possible.

GSE Site Training

The GSE Site Supervisor will be on-site at all times when individuals are working and will be there to assist with any training/retraining, support, encouragement and supervision.

GSE Site Integration

All GSE sites are fully integrated with GSE business employees. All Aspiro workers share work areas, breakrooms, bathrooms, locker rooms and common spaces with other GSE business employees.

GSE Lockers

Not all GSE sites provide lockers or designated areas for workers to secure their personal belongings. For those sites, individuals may use the lockers available at Aspiro or may store their items in the locked vehicle used for transportation.

PREVOCATIONAL SERVICES

Prevocational Services is a time-limited on-site job skills training program that offers both paid work and skill building. Prevocational Services takes place at Aspiro’s production facility, located on Stiles Road in Green Bay.

Here, Aspiro partners with consumer brands and the U.S. Government to offer a variety of different jobs for skill building. Skills learned may include hand packaging, counting, sorting, collating, kitting, assembly/disassembly, repackaging, labeling, and recycling. Machine operation training is also available on sewing machines, shrink wrap machine, and cotton packaging.

Prevocational Services can be paired with other Aspiro services like Building Full Lives and Day Services.

When ready, clients can transfer the skills learned to work for local businesses in Group Supported Employment, apply for Project SEARCH® or go to work in the community.

* See pg. 26 for additional guidelines & procedures for clients in Prevocational Services.

GENERAL PROGRAM GUIDELINES & PROCEDURES

Active Shooter & Reunification

Aspiro staff members undergo training for active shooters upon hire and annually as part of our emergency preparedness program. Staff are trained on options that will optimize safety. There are designated rally points, responsibilities and methods in place for reporting everyone’s location.

The training also details the process that will be used to safely reunite clients with their family members after an active shooter incident. In order to verify identity and properly unite the appropriate individuals together, you will be asked to complete an information card and provide a photo ID upon arriving at the designated reunification site. It is also important to note that only 1 parent/guardian/residential provider will be allowed on-site during this controlled release.

In the event of an active shooter incident, it is important to follow any instructions given, avoid calling or coming to Aspiro (to help keep the area clear for emergency personnel and law enforcement), and be patient. These events tend to be very chaotic and emotionally-charged but Aspiro will strive to have a coordinated response with local professionals to help minimize any impact and increase everyone’s personal safety.

Animals in the Workplace

Aspiro is committed to maintaining a safe, healthy, and productive work environment while allowing flexibility for clients and employees who may wish to bring animals on-site under limited circumstances.

No animals are permitted on company property, unless specifically approved by a supervisor and/or Vice President.

Approved exceptions may include:

- Service animals, as defined by the Americans with Disabilities Act (ADA).
- Emotional support or therapy animals, when reasonable accommodations are required and approved through Human Resources.
- Special occasions or events (e.g., wellness activities, pet-friendly days), as authorized by management.

Individuals who bring an approved animal to Aspiro must:

- Ensure the animal is well-behaved, house-trained, and under control at all times (e.g., leash, carrier, or enclosure, as appropriate).
- Ensure the animal is clean, vaccinated, and free from parasites or illness.
- Take responsibility for the animal's care, feeding, and clean-up, including immediate removal of waste.
- Prevent disruptions to coworkers, clients, or company operations.
- Accept full liability for any damage or injury caused by the animal.

The company reserves the right to:

- Deny or revoke approval for any animal, if it causes allergies, health concerns, disruptions, or safety risks.
- Require documentation of vaccinations, health status, or legal service animal status, if applicable.
- Remove any animal that poses a threat to safety, property, or productivity.

Failure to comply may result in removal of the animal from company premises and/or disciplinary action, up to and including termination.

Attendance

Program attendance is important. Clients who miss services or work, have an appointment, are getting picked up early or dropped off late, should report the absence to their Program Specialist/Service Coordinator. You can also notify Aspiro by calling the Receptionist at 920-498-

2599. We ask that clients make every effort to make appointments before/after services or on their days off. If a client does not notify Aspiro of their absence, Aspiro staff may contact the parent/guardian/residential provider. Clients are also responsible for contacting their transportation provider.

Audio-Visual Permission

Clients can help us tell the Aspiro story like no one else can. By signing the Audio-Visual Permission form, clients authorize Aspiro to use and publish their photo, artwork, voice, words, first name, and years as a client for both commercial and non-commercial purposes. The content shared communicates the activities of the organization for advertising, promoting, illustrating, education, training, social media, fundraising and public relations purposes.

Behavior Support Plans

A client's Person-Centered Plan (page 5) may contain a Behavior Support Plan that outlines medical and care information about the client designed to help the person build positive behaviors and to de-escalate, reduce or replace challenging behaviors. Aspiro adheres to the State of Wisconsin Statutes and Administrative Codes regarding the use of restrictive measures and restraints. One client's behavioral support should not impede the rights of another client.

Bloodborne Pathogens Training

Bloodborne pathogens are transmitted through contact with someone else's bodily fluids. Therefore, all blood and bodily fluids are treated as though they are infectious. Aspiro employees receive training upon hire and annually thereafter.

Precautions that will help keep everyone safe include:

- Always wash your hands after using the bathroom and before eating meals.
- If you get hurt and start to bleed, tell staff immediately. Cover any open wounds.
- Do not touch anyone else's blood or any other bodily fluids; tell staff immediately.
- If you accidentally touch someone's blood or bodily fluids, tell staff immediately.

Aspiro employees are trained on various exposure control methods used to properly clean up, handle, and dispose of blood and bodily fluids safely. If you have any questions, talk to your Program Specialist/Service Coordinator.

Call for Pick-Up

In the event of an illness, injury or significant behavioral event, Aspiro reserves the right to ask your primary contact person to come and pick you up. During the intake process, we will ask you to provide the name of a back-up contact person, should your primary contact not be available.

Cell Phones

Clients are allowed to have cell phones, however, are asked not to use cellphones (or other electronic devices) during work or classroom instruction. Due to privacy laws, photographs and recordings are not permitted to be taken or transmitted, unless prior consent is obtained. If a device is found to be used inappropriately, it will be held until the end of the day and returned to the parent/guardian. Continued misuse can result in an extended loss or total prohibited use of the device.

Change in Personal Data

Your contact information is used for many purposes. Thus, it is important to keep your Aspiro records updated. If you should have a change in your name, address, phone number, e-mail, employer, etc., you need to tell us. The form can be completed on the Aspiro website at [Update Your Contact Information](#).

Change in Status Requests

Clients who wish to change their schedule/services must notify their Program Specialist/Service Coordinator with as much notice as possible. If the request results in an increase in the authorized hours, the individual will need to contact their care manager. If the requested status change is currently available, the request will be granted. If the requested status change is not available, the request will be put on hold until Aspiro can accommodate the request.

Choice

- Individuals have the right to choose who they would like to spend time with inside or outside the setting. Requests should be made to the individual's Program Specialist/Service Coordinator.
- Individual's receiving services have the freedom of movement inside and outside of our setting. Any restrictions will be documented in each person's person centered plan and behavior support plan.
- Individuals have the right to decline participation in activities. In the event of this other activities will be offered to the individual.

Client To Client Harassment

It is the policy of Aspiro to maintain an environment that is free from all forms of harassment. This commitment applies to all operations, programs, and activities. Aspiro will not tolerate any forms of harassment and will take all necessary and appropriate actions to eliminate it, including suspension or expulsion from Aspiro programs. Individuals found to have engaged in harassment will be subject to appropriate disciplinary action.

All staff, clients, parents, or guardians with knowledge or belief that a client has or may have been a victim of harassment prohibited by this policy may report, either orally or in writing, any form of harassment to an Aspiro Program Manager or the Aspiro Vice President of Services (“VP of Services”). The VP of Services will investigate allegations of harassment and in those cases where harassment is substantiated, the VP of Services will take immediate steps designed to end the harassment, prevent its recurrence, and remedy its effects. All investigations shall commence as soon as practicable upon receipt of the complaint and conclude as expeditiously as feasible, in consideration of the circumstances, while taking measures to complete a thorough investigation.

All complaints must include the following information to the extent known: the identity of the Respondent; a detailed description of the facts upon which the complaint is based (e.g., when, where, and what occurred); and a list of potential witnesses, if any. If the Complainant is unwilling or unable to provide a written statement including the information set forth above, an Aspiro Program Manager or VP of Services shall ask for such details in an oral interview.

Complainant is the individual who alleges, or is alleged, to have been subjected to harassment. Respondent is the individual who has been alleged to have engaged in harassment.

Harassment means any threatening, insulting, verbal or physical conduct, including physical touching, directed against a client that:

- a. Places a client in reasonable fear of harm to their person or damage to their property;
- b. Has the effect of substantially interfering with a client’s opportunities or routine; or
- c. Has the effect of substantially disrupting the orderly operation of Aspiro.

Generally, within two (2) days of receiving the complaint, the VP of Services will initiate an investigation. The investigation generally will include:

- A) Interview(s) with the Complainant.
- B) Interview(s) with the Respondent.
- C) Interview(s) with any other witnesses who reasonably may be expected to have any information relevant to the allegations, as determined by the VP of Services.
- D) Consideration of any documentation or other evidence presented by Complainant, Respondent, or any other witness which is reasonably believed to be relevant to the allegations, as determined by the VP of Services.

At the conclusion of the investigation, the VP of Services may prepare and deliver a report to the Aspiro President, which summarizes the evidence gathered during the investigation and

provides recommendations based on the evidence, as to whether the Respondent engaged in harassment of the Complainant. In determining if harassment occurred, a preponderance of the evidence standard will be used. The VP of Services recommendations must be based upon the totality of the circumstances, including the ages and maturity level of those involved and whether any such actions by the Respondent were a manifestation of their disability.

When imposing discipline, the VP of Services and/or the President shall once again consider the totality of the circumstances, including the ages and maturity level of those involved and whether any such actions by the Respondent were a manifestation of their disability. The decision of the VP of Services and/or President shall be final.

As appropriate or where required, Aspiro will notify the Complainant and Respondent's Guardian and funding source of the nature of the complaint and provide details, as required.

If the evidence suggests that the harassment at issue is a crime or requires mandatory reporting under the Children's Code (Sec. 48.981, Wis. Stat.), the VP of Services or President shall report the harassment to the appropriate social services and/or law enforcement agency charged with responsibility for handling such investigations and crimes.

Aspiro will employ all reasonable efforts to protect the rights of the Complainant, the Respondent(s), and the witnesses as much as possible, consistent with any legal obligations to the investigation, take appropriate action, comply with any discovery or disclosure obligations. Confidentiality cannot be guaranteed, however. Respondent(s) must be provided an opportunity to meaningfully respond to the allegations.

All records generated under this policy shall be maintained as confidential to the extent permitted by law. Additionally, the Respondent must be provided with the Complainant's identity. During the investigation, the VP of Services will instruct each person who is interviewed about the importance of maintaining confidentiality.

Retaliation against a person who makes a report or files a complaint alleging harassment or participates as a witness in an investigation is prohibited. Retaliation is a serious violation of this policy that can result in imposition of disciplinary actions and/or other appropriate remedies at the discretion of Aspiro.

Communication & Social Media

Aspiro has several ways for you to learn, interact, engage, foster a sense of community and stay connected (see the QR codes on page 36):

- Website: <http://www.aspiroinc.org>
- Facebook page: Aspiro
- Instagram: aspiro_gb
- Newsletter: e-mailed monthly
- E-mail
- Text Alerts (see page 24)
- Aspiro App (see instructions on page37)

Confidentiality

It is the policy of Aspiro to safeguard confidential information of its employees and individuals who receive its services. Employees are bound by the law and ethical standards to respect and protect confidentiality and privacy. By the nature of their work, employees will have access to confidential client information on a “need to know basis.”

Aspiro uses an Authorization for Release of Information form to obtain and release confidential information. In emergency situations, it may be necessary to disclose certain information to medical personnel or law enforcement without prior authorization.

Discharge/Suspension

Temporary suspension may be imposed for any of the following reasons:

- Leaving the facility without informing staff
- Hitting other clients or staff members
- Deliberate or intentional destruction of property
- Using abusive language or bullying
- Other incidents as discussed and agreed upon by Aspiro staff and/or the funding source or residential provider

In the event that involuntary discharge is considered, you will be notified by the Program Manager or the Vice President of Services.

You may be discharged if:

- You lose your funding source
- You are unable to participate due to medical reasons
- You are a danger to yourself and/or others
- You continually fail to respect the property or rights of others or Aspiro
- You bring intoxicants or unauthorized drugs to Aspiro, or you report to work under the influence of alcohol or drugs
- You disrupt the program to the extent that it interferes with the well-being of others or with the work progress

- Theft, fraud, embezzlement, dishonesty, or falsification
- You are absent for a prolonged period of time without notifying Aspiro or without reporting the reason for such absence
- You continually fail to abide by Aspiro’s policies and procedures
- You refuse to cooperate with your program plan
- Failure to get along with others, bullying or harassment
- Other incidents, as discussed and agreed upon by Aspiro staff, and/or the funding source or residential provider

Discrimination

In compliance with Title IX of the Civil Rights Act of 1964, it is Aspiro’s policy to ensure that no person shall be subject to discrimination on the grounds of race, color, national origin, ancestry, religion, sex, pregnancy, marital status, sexual orientation, gender identity or gender expression, age, physical or mental disability, military status, or any other characteristic protected by law. Aspiro is committed to providing equal opportunities and equal access and upholds Affirmative Action practices.

Do Not Resuscitate (DNR) Guidelines

Most staff members are certified in CPR and First Aid training. When someone does have an incident, we take it very seriously. We begin life saving measures immediately and call 911. As defined in Wis. Stat. § 154.17(2), a do-not-resuscitate order directs emergency medical technicians, first responders and emergency health care facilities personnel not to attempt cardiopulmonary resuscitation on the person for whom the order is issued, if that person suffers cardiac or respiratory arrest. Please note that Aspiro is not covered under the guidelines of do-not-resuscitate orders and will perform life saving measures until an ambulance arrives.

Dress Code

You are expected to dress appropriately. Here are some general guidelines of what to avoid wearing when choosing your clothes:

- Tight, see-through, or revealing clothing
- Clothing revealing private parts, stomachs or undergarments such as halter-tops, spaghetti strap tops, crop tops or tube tops
- Short shorts or skirts (those that are not mid-thigh or longer in length)
- Clothing advertising alcohol, drugs, tobacco, weapons, violence, etc.
- Footwear that does not provide safe, secure footing or offers protection against hazards, such as open-toed sandals or flip flops

If your clothing is not within the guidelines, Aspiro may call your parent/guardian to help rectify the situation.

Drug-Free Workplace

Aspiro is a drug-free workplace and strictly prohibits clients and staff from being under the influence of alcohol or controlled substances (other than medications prescribed by and taken accordingly under the direction of a licensed provider). The manufacture, distribution, dispensation, possession or use of controlled substances is also strictly prohibited, due to our federal work contracts and per the federal Drug-Free Workplace Act of 1988. Only medications prescribed by a licensed provider are allowed on our grounds and inside our facilities.

There are significant risks and dangers associated with drug abuse, some of which include:

- Decreased performance and attendance issues
- Increase in accidents and injuries that compromise safety
- Use can lead to substance disorders, which can affect health and wellness and thus will increase health care costs
- Use can lead to overdoses and even accidental deaths

Everyone is responsible for making a good faith effort to keep Aspiro drug-free.

If there is reasonable cause/suspicion to believe that one's judgment or coordination or other senses are impaired to the extent that they pose a threat to the safety of other persons or property, or to the integrity of this organization, or an accident results in injuries or death to any party, Aspiro may require the person to submit to an alcohol and/or drug screening test.

Violating the above is grounds for disciplinary action such as a Behavior/Performance Improvement Plan, referral (e.g., drug counseling, rehabilitation, and the employee assistance program), program suspension, or program termination.

Under the terms of the Drug-Free Workplace Act (USCODE-2009-title31-chap10.pdf (govinfo.gov)), an employee must notify the employer in writing within five (5) calendar days if he/she is convicted of a drug-related crime/violation. Also, under the terms of the Drug-Free Workplace Act, the employer has 10 days to contact the appropriate authorities and report any violations. Aspiro must also take direct action against an employee within 30 calendar days of learning about the employee's conviction.

Holidays

Aspiro will be closed on the following holidays:

Memorial Day

Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day
New Year's Eve Day
New Year's Day
Floating Holiday – date to be determined by Aspiro Administration annually

The annual holiday schedule can also be found on Aspiro’s website.

Injuries & Treatment

If you hurt yourself, no matter how slightly, tell your Program Specialist/Service Coordinator or staff right away. Never wait until you get home or until the next day.

If necessary, Aspiro will call 911 for emergency assistance. We will also notify your emergency contact. An Aspiro staff member will ride along or follow behind the ambulance and will wait at the hospital until a parent/guardian arrives.

If you have restrictions from a licensed provider, it is your responsibility to bring the restriction slip to Aspiro. Always make sure to follow your restrictions.

Illness

To maintain a healthy environment and not impact the well-being of others, individuals showing signs or symptoms of illness should remain at home. Some examples include but are not limited to:

- Diarrhea - If an individual has two or more instances of diarrhea in a 24-hour period.
- Fever - If an individual has a fever of 100 degrees or higher.
- Vomiting - If an individual has vomited within the last 24 hours.
- Colds and coughs - If the symptoms of a cold/cough interfere with an individual's ability to stay awake or limits full program participation.
- Infectious/communicable diseases - Individuals diagnosed with an infectious/communicable disease (e.g., influenza, COVID, strep throat, shingles, pink eye, norovirus, etc.) should remain at home. In order to return, the client must submit a note from a licensed provider to Aspiro. If Aspiro's nurse suspects that an individual has any symptoms related to a potential infectious/communicable disease, the individual's care provider will be notified and asked to transport the individual home.

Individuals may return to programming once symptoms have improved/resolved or in some cases, with a note from a licensed provider.

Incident Reporting

Aspiro is committed to maintaining an environment to keep all clients and staff safe. Incident reports are completed for accidents, injuries, near misses, medical concerns or behavioral episodes that occur, as directed by the Vice President of Services. Aspiro staff will notify residential providers, guardians and care managers if an injury has occurred within 24 hours of the incident, whenever possible.

Inclement Weather/Snow Days

Aspiro uses weather radios to help monitor weather conditions but they can still be unpredictable. There may be times when transportation services will not operate, will arrive late to pick you up or will arrive early to drop you off. There may also be times when Aspiro is closed. During inclement weather, all non-urgent transportation will be postponed. It is important to sign up for our text alerts (page 24) to stay up-to-date on any weather delays or closures. All severe weather delays or closures will also be televised on WBAY-TV2. You may also call Aspiro's main telephone number at 920-498-2599 to listen to a recorded message or to speak with the Receptionist.

Independent Decision Making

One of the goals of Day Services is independence. Aspiro staff are there for support and encourage individuals to be as independent as possible.

Lifting & Transferring

If a client needs assistance to transfer and is unable to bear his/her own weight, a mechanical lift will be used with the assistance of trained staff. If someone has fallen and is unable to stand up on their own, an appropriate mechanical lift will be used or 911 will be called, if necessary.

Locations & Hours

Aspiro is a non-profit organization with two (2) West side Green Bay locations: Aspiro's administrative building is located at 1673 Dousman Street. The main production facility is located at 1660 Stiles Road in the Morley-Murphy Industrial Park. Aspiro Day Programs run Monday - Friday from 9:00 a.m. to 3:00 p.m.

Lunch

All clients are given one (1) 30-minute lunch. Everyone needs to supply their own lunch. Aspiro has designated times and areas available for individuals to eat their lunch. Microwaves are

provided by Aspiro but not refrigerators, so it is important to bring a cold pack, if needed, or only bring food that is shelf-stable. Individuals can choose what to eat or not eat. Clients can also purchase snacks and beverages from vending machines that are accessible throughout the day. Clothing protectors are available, if needed. Within reason, a private dining space is available upon request. Individuals can choose to eat alone or with others, either inside or outside the building, weather permitting. Extended lunch periods are provided for those that demonstrate extra time is needed.

Medications

Medications are to be administered at home whenever possible, however, nursing staff (a registered nurse and a certified nursing assistant) are available in both Day and Assisted Day Services at the Dousman Street location to assist with client medications and other pre-approved medical-related services. All prescription medications must be ordered by a licensed provider and supplied in its original, updated, and properly labeled bubble pack. The Medication Administration Request/Consent Form must be completed prior to any medications being administered.

While attending programs at Aspiro, it is possible that clients may experience minor health issues. When those situations arise, Aspiro has basic over-the-counter medications available on-site that can be used to treat those minor health issues with prior approval from the parent/guardian. This approval can be given by completing the Authorization to Administer Over-the-Counter Medication form.

Personal Belongings

Clients are responsible for their own personal belongings (including money). Each client is offered a private, designated locker to store their belongings, which can be accessed at-will. Aspiro is not responsible for damaged, lost or stolen items.

Pontoon Boat Permission

Through the generous donation of a local family, Aspiro owns a pontoon boat. The boat and its use are fully insured. Individuals who drive the boat have received training on its operation and maintain a valid Wisconsin Driver's License. All Wisconsin Department of Natural Resources Boating Regulations and all other applicable regulations are adhered to by the drivers and passengers. By signing the release and waiver, clients unconditionally release any and all liability.

Reviews

Your managed care organization may conduct reviews (usually on-site) at six (6) months and one (1) year. For continuity, please consider inviting Aspiro to those visits.

Safety

Your safety is a priority. Aspiro staff follows safety policies and procedures to ensure everyone's safety, both inside and outside our facility. Aspiro has an Emergency Preparedness Plan, a Hazardous Communications Program, and an Exposure Control Plan that are all used to help prepare us should an actual emergency or safety-related situation arise. You must follow all safety rules/instructions. Emergency Preparedness manuals are placed throughout both buildings for easy access and staff training is conducted annually. As a client, you may be asked to participate in emergency preparedness drills. Regular inspections of our facilities are conducted internally by members of the safety committee and externally by a variety of professionals, such as the Green Bay Fire Department. Everyone is encouraged to report safety concerns by contacting a member of Aspiro's Safety Committee or by completing the form after scanning the QR code located on the safety posters.

Security

For the safety of clients, staff, and visitors, Aspiro operates as a locked facility. Visitors must receive authorization before entering the building. Clients are not permitted to open exterior doors for others or exit at any time. This helps prevent potential intruders from entering and protects the whereabouts of clients.

Seizure Protocols

Seizure protocols are essential guidelines for managing seizures effectively and ensuring the safety and well-being of individuals experiencing them. Protocols vary depending on the type of seizure and based on the person's needs. Sharing this information with staff allows Aspiro to have an action plan to minimize any risks and effectively respond to a seizure, if one were to happen while under our care.

Smoking

The use of tobacco products (e.g., cigarettes, e-cigarettes, cigars, pipes, chewing tobacco, vape and other nicotine products) are not allowed anywhere on Aspiro grounds or inside Aspiro facilities.

Solicitations

Solicitation and distribution of materials are not permitted on Aspiro property, unless prior approval has been granted by the Vice President of Services. Examples of these types of activities include but are not limited to fundraising, requesting donations, selling or promoting goods/services, distributing flyers or pamphlets, promoting causes, collecting signatures, or advertising events or organizations.

Staff Supervision

Aspiro is entrusted with and has the inherent responsibility to ensure that clients are kept safe and well anytime they are under our care. It is also an expectation that a client can be located at all times. This balance involves knowing individual's whereabouts, while respecting their adult independence and freedom to make choices. It is imperative that you inform Aspiro if there is a change in behavior and to communicate any possible elopement risk factors you are aware of in a prompt manner. Staff are expected to familiarize themselves with their clients and to continuously monitor client movement by conducting routine check-ins throughout the day.

In the rare event a client is unable to be located, the client's guardian/emergency contact will be called to make them aware of the situation and ask for any places they are known to frequent or details that may have contributed. Search efforts will be coordinated and Aspiro will remain committed to the process until the client is successfully located.

Staffing Assignments

Within reason, clients are able to choose their schedule throughout the day and the staff they desire. If a client would like to request a different staff member to provide their services, they should contact the Program Manager and if the schedule allows, we will accommodate the request. Staff and client assignments will be reviewed periodically to ensure the best fit for everyone involved.

Text Alerts

Aspiro contracts with Simple Texting as an additional means of communication. You may sign up for text alerts via the website at [Client Information | Aspiro](#) or by completing the Text Communications Signup Form. You may unsubscribe at any time by texting the word STOP to 866-481-3020. This number is not monitored and therefore should not be used as a method of sending messages to Aspiro. Message and data rates may apply.

Therapy Services

Aspiro has a referral partnership with Greenfield Rehab Therapy Services. If an individual is interested in receiving physical, occupational or speech therapy, they should notify their Program Specialist/Service Coordinator. The individual may choose the setting (outpatient or at-home) to receive their therapy services or other medical treatments. This is a voluntary service provided for convenience only. Clients work directly with Greenfield Rehab on all fees/billing.

Transportation

Aspiro does not provide rides to/from programming. This is the responsibility of the client/care manager to arrange.

However, Aspiro does provide transportation for recreation outings, Group Supported Employment, and Building Full Lives activities. Safety is of utmost importance, which is why Aspiro uses the dedicated fleet management resources of Telematics software (e.g., real-time and historical tracking data for both driver and vehicle), and dash cameras in all of its vehicles.

Clients who are eligible may also apply to participate in the Green Bay Metro Reduced Fare Program by completing the Certification Form. Green Bay Metro's Reduced Fare Program is for individuals who are age 65 and older, Medicare recipients and individuals with qualifying disabilities. These individuals can pay a reduced fare when presenting a Medicare card, photo ID, (65+), or a Green Bay Metro Reduced Fare ID to the driver upon boarding the bus.

Violence & Abuse

Aspiro will not tolerate violence. Violence refers to actual physical acts, suspicions, or direct or indirect threats to harm another person or property. Abusive behaviors, whether verbal, psychological or physical, are also considered violence.

- Verbal abuse can be using unwelcome, embarrassing, offensive, threatening, or degrading language.
- Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem.
- Sexual abuse is any unwelcome verbal, non-verbal or physical assault.

All reports of threats of violence or incidents of actual violence and suspicious individuals or activities should be promptly reported to Human Resources or a member of management to be investigated.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action such as a Behavior/Performance Improvement Plan, referral, suspension with or without pay or dismissal.

Visitors

To further community inclusion, Aspiro encourages building and program site visitors. To maintain the security of the building and safety of employees and clients, visitors must record their arrival and departure information in the main office with the Receptionist. All visitors must enter and exit through the main entrance.

Volunteers

Aspiro accepts individual and group volunteer requests/referrals and vets all volunteers prior to assisting with clients or programming. Volunteers must complete an initial application and have a background check performed every four (4) years or as required/needed.

Weapons

Weapons are things that can be used to harm other people and/or cause physical damage. Aspiro prohibits openly carried or concealed firearms and other weapons both inside and outside its facilities. In many cases, it is against the law to carry them. "Weapons" include, but are not limited to, firearms, guns of any kind, electronic tasers or other electric weapons, billy clubs and knives. Never bring these items to Aspiro.

ADDITIONAL GUIDELINES & PROCEDURES FOR CLIENTS IN JOB SKILLS TRAINING PROGRAMS (E.G., GROUP SUPPORTED EMPLOYMENT AND PREVOCATIONAL SERVICES)

Background Checks

Criminal Background Checks are completed on all new Group Supported Employment and Prevocational Services employees and every four (4) years thereafter or as required/needed.

Code of Ethics/Code of Business Conduct

This Code of Ethics/Code of Business Conduct, hereinafter referred to as the "Code", governs the work behavior and business relationships of all Aspiro's directors, officers, and employees with competitors, government officials, the media, vendors, communities, the public, co-workers, clients and each other. The purpose of this Code is to advise you of Aspiro's policies regarding ethics and standards of business conduct and to otherwise assist directors, officers and employees in making decisions on behalf of Aspiro and in avoiding conflicts of interest.

Unless otherwise indicated, any questions regarding this Code must be directed to your supervisor. If your concerns are not satisfied, in good faith, you may go to the next level of supervision.

Aspiro will conduct its business and its operations fairly, impartially and in an ethical and proper manner. In conducting its business, integrity and acting in our client's best interests will underscore all Aspiro relationships and actions.

The highest standards of ethical business conduct and full compliance with all applicable laws are required of Aspiro's directors, officers, and employees in the performance of their corporate responsibilities. Aspiro's directors, officers and employees will not engage in conduct or activity that may raise questions as to Aspiro's honesty, impartiality or reputation or otherwise cause embarrassment to Aspiro. Every director, officer and employee has the right and responsibility

to ask questions, seek guidance, and express concerns regarding interpretation and compliance with the Code.

To preserve and perpetuate the reputation and successful operation of Aspiro, there must be careful observance of all applicable laws and regulations, as well as scrupulous regard for high standards of conduct and personal integrity. While it is not possible to describe every illegal or improper act or practice, Aspiro deems the following standards of conduct to be particularly important:

Gifts and Entertainment: A gift, favor, entertainment, or service of any kind may not be provided by or on behalf of Aspiro to a customer, supplier, government employee, or other person or organization, unless all the following factors are met:

- It is reasonable and not excessive,
- It cannot, in the surrounding circumstances, be reasonably construed as a bribe, payoff or kickback,
- Public disclosure of it would not embarrass Aspiro,
- The item is consistent with the normal and accepted business ethics, and
- It does not violate the law.

Gift certificates, however, may be given if they are reasonable, comply with the above factors and are properly documented and approved by the Aspiro President.

Tickets to concerts, sporting events, shows, and fund-raising events may be accepted by employees and are, generally, not considered gifts. They must be reasonable and are subject to the factors listed above. Tickets may not be used for resale.

Trips, symposiums, and trade fairs offered by customers or suppliers may be attended by employees, if such is offered in the context of a group session with other similar suppliers or purchasers in attendance as guests, are reasonable and the factors listed above have been considered and are approved in advance by the President of Aspiro.

Payments to Customers or Vendors: No effort may be made, directly or indirectly, to improperly influence any customer or supplier of Aspiro or government official or politician. The payment of bribes, payoffs, kickbacks, or other benefits that may improperly influence business relationships between Aspiro and its customers, suppliers, or government officials are prohibited. Such conduct is illegal and may violate state and federal criminal laws.

Political Contributions: No corporate funds, merchandise or service may be paid or furnished, directly or indirectly, to a political party or committee, organization, or to a political candidate or incumbent. No political contributions may be made by directors, officers, and employees in the

name of Aspiro or be reimbursed by it, directly or indirectly. The only exception is de minimis services or awards, as are typified by legislative breakfasts or awards for services.

Accounting Procedures and Documentation: All transactions must be accurately recorded in a timely manner in Aspiro's books and records. The recording and reporting of transactions and financial balances will be in accordance with Generally Accepted Accounting Principles. No unrecorded bank accounts, corporate funds or assets may be maintained. No entry may intentionally distort or disguise the true nature of any transaction. Corporate funds may not be paid with the intent or understanding that any part of such payment is to be used for a purpose other than that described by the documents supporting such payment.

Compliance with Laws and Regulations: Aspiro requires compliance with all federal, state, and local laws and regulations applicable in the jurisdiction where Aspiro's business is conducted.

Public Reporting: Aspiro requires full, fair and accurate, timely and understandable disclosure in the periodic reports required to be filed by Aspiro.

Misappropriation: Directors, officers, and employees will not appropriate any Aspiro assets or funds for their own personal use, unless authorized by the President or Chair of the Board. In the case of the President, the Executive Committee must approve such a request. Any known significant misappropriation will be grounds for dismissal, and will be reported to the appropriate authorities, if unlawful.

Acting Against Aspiro's Interests: No director, officer or employee may divert a business or financial opportunity to his/her own benefit.

Outside Employment: Employees owe certain duties of loyalty to their employers, and it is generally accepted that an employer can restrict the competitive activities of current employees. To avoid the potential for a conflict of interest and/or competitive relationship between Aspiro and its employees, no one scheduled to work 20 hours or more per week or 1,000 hours or more annually, may be self-employed or work for another individual or entity that provides the same kind of services that Aspiro does. The only exception to this is the provision of respite care by those employed by families, if it does not interfere with their Aspiro schedule and assigned duties and responsibilities.

Enforcement: Violation of this Code may result in disciplinary action, including reprimand, removal from office, termination of employment, or prosecution. Legal proceedings may also be commenced, if necessary, to recover the amount of any improper expenditures, any profits realized by the offending director, officer, and employee or any financial detriment sustained by Aspiro. In appropriate circumstances, violations of this Code will be reported to the applicable authority.

Persons Covered: This Code applies to all directors, officers, and employees of Aspiro. Regarding conflict of interest and certain other matters described in this Code, the Code also applies to their spouse or domestic partner, family members and others who live in their household. Aspiro directors, officers, and employees may not do indirectly through a family or household member what they cannot do directly. Therefore, all references in the Code to Aspiro's directors, officers and employees include such individuals as well as, where appropriate, their immediate families.

Waivers: Any waiver of this Code for employees other than officers or directors shall be communicated immediately to the President or any member of the Executive Committee of Aspiro. Any waiver of this Code for officers or directors is made only by the Executive Committee of the Board of Directors.

General: This Code is a corporate statement, the contents of which may be modified, substituted, or altered at any time by Aspiro. This Code prohibits behavior which the employee knows violates the Code, or which a reasonable person should know violates the Code.

Government Contractor Compliance: Employees whose work is funded in whole or in part by federal, state, or local government contracts or grants must comply with all applicable laws, regulations, and contract requirements, including Wisconsin employment, wage, record-keeping, and ethics laws. Employees must accurately report time worked, services provided, and expenses; use public funds only for authorized purposes; maintain required documentation; and cooperate fully with audits, monitoring, and compliance reviews. Falsification of records, misuse of funds, conflicts of interest, bribery, kickbacks, false statements, or retaliation against individuals who report concerns in good faith is strictly prohibited. Employees are required to promptly report suspected violations to their supervisor, Human Resources, or the organization's Compliance Specialist, and reports may be made without fear of retaliation. Violations of this may result in disciplinary action, up to and including termination of employment, and may expose the employee and the organization to legal consequences.

Family and Medical Leave/Military Family Leave

Aspiro complies with the federal Family and Medical Leave Act (FMLA), which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The company also abides by any state and local leave laws. The more generous of the laws will apply to the employee, if the employee is eligible under both federal and state laws.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Thus, it is important to contact the Human Resources department to discuss leave options.

FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools), to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. Eligible reasons include:

- For the birth and care of a newborn child of an employee
- For placement with the employee of a child for adoption or foster care
- To care for an immediate family member (e.g., spouse, child, or parent) with a serious health condition
- To take medical leave when the employee is unable to work because of a serious health condition
- To take qualifying exigency or military caregiver leave

The 12-month period is a calendar year. During this time, staff will not accrue any paid time off unless they utilize paid time hours such as vacation, sick, etc. Unpaid time and Short-Term Disability will not accrue paid time off.

Employee Eligibility: To qualify for leave under the Wisconsin FMLA, an employee must be employed by Aspiro for 52 consecutive weeks and have worked 1,000 hours in the 52-week period prior to the time leave commences. To qualify under the Federal FMLA, an employee must be employed for 12 months and have worked 1,250 hours in the previous 12 months.

Military Family Leave Entitlements: Eligible employees with a spouse, son, daughter, or parent on active duty or called to active-duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. FMLA also states that should a service member incur an injury in the line of duty while on active duty permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period, if that service member is medically unfit to perform his or her duties. For Military Family leaves, the leave entitlement is 26 weeks in a single 12-month period, measured forward from the date an employee first takes that type of leave.

Benefits and Protections: During FMLA leave, Aspiro will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Definition of Serious Health Condition: A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one (1) visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave: An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies also may be taken on an intermittent or reduced work schedule basis.

Substitution of Paid Leave for Unpaid Leave: Employees must substitute available paid time (e.g., sick or vacation time) before being allowed to use unpaid leave for medical purposes. For low-census times, employees may use vacation or unpaid leave time, as approved by their manager and Human Resources.

Employee Responsibilities: Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the Company's normal call-in procedures.

Employees must provide sufficient information for the Company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave by having their health care provider complete a Required Certification of Health Care Provider form and if necessary, periodic recertification supporting the need for leave. The Company also may delay or deny approval of leave for lack of proper medical certification.

Company Responsibilities: Aspiro will inform employees requesting leave whether they are eligible under the FMLA. The Company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's FMLA leave entitlement. If the Company determines that the leave is not FMLA-protected, the Company will notify the employee.

Other Provisions: Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public

service or when the Company has approved the employment under its Outside Employment policy and the employee's reason for FMLA leave does not preclude the outside employment.

Holiday Pay

Benefit-eligible clients working 30 hours a week or more receive ten (10) paid holidays per calendar year (see the holiday schedule on page 19). Holidays that fall on a Saturday will be observed on the prior Friday and holidays that fall on a Sunday will be observed on the following Monday, although exceptions can be made.

Reasonable Accommodation

In general, an accommodation is any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities.

An individual may request an accommodation any time during the application process or employment.

Once Aspiro receives a request for a reasonable accommodation, the applicant or employee, and the appropriate supervisor, Director of Human Resources and other appropriate Vice President will enter dialogue designed to identify individual needs and potential remedies that do not pose an "undue hardship" to Aspiro.

Undue hardship means significant difficulty or expense and focuses on the resources and circumstances of the employer in relationship to the cost or difficulty of providing a specific accommodation. Undue hardship refers not only to financial difficulty, but to reasonable accommodations that are unduly extensive, substantial, or disruptive, or those that would fundamentally alter the nature or operation of Aspiro. Aspiro will assess on a case-by-case basis whether a particular reasonable accommodation would cause undue hardship.

When both the disability and the need for reasonable accommodation are not obvious, Aspiro will request documentation from an appropriate health care or rehabilitation professional pertaining to the individual's disability, functional limitations, and the need for reasonable accommodation. Appropriate professionals include, but are not limited to doctors, psychologists, nurses, physical, occupational or speech therapists, vocational rehabilitation specialists, and licensed mental health professionals.

Sick Pay

Benefit-eligible clients working 30 hours a week or more will be allotted five (5) sick days on an annual basis. Eligible clients will receive a pro-rated number of sick days based on their start date. Sick days are intended to be used for personal illness or injury. They will not carry over to

the following year. In the event more time off is needed, contact Human Resources to go over the options available for extended periods of time such as Short-term Disability, FMLA, or Leave of Absence.

Vaccinations

Aspiro will make available to all employees the Hepatitis B series of vaccinations at no cost to them.

Wage Payment Practices

Clients earn an hourly wage based on the work performed. Paychecks are directly deposited into the client’s bank account every other Friday for the previous two weeks. The pay stub is mailed to the appropriate party (e.g., parent, guardian, payee) and is used for any income reporting requirements. Clients must set up an account with the Social Security Administration prior. All wages must be reported, as required by law.

* The employment benefits only apply to those who are hired employees of Aspiro (versus those who are working in a job skills training program).

AbilityOne®

Congress established the AbilityOne® Program through the Javits-Wagner-O'Day Act in 1938 to ensure individuals with significant disabilities and people who are blind have access to employment through federal contracting opportunities.

The U.S. AbilityOne Commission® oversees the AbilityOne® Program, which is administered through two AbilityOne® authorized central nonprofit agencies: SourceAmerica and National Industries for the Blind.

The AbilityOne® Program is one of the nation's largest sources of employment for people who are blind or have significant disabilities, including veterans.

RIGHTS OF PARTICIPATING EMPLOYEES

Employees who are blind or have significant disabilities participating in the AbilityOne® Program are entitled to the same legal protections and standards, and equal access to employment benefits, as all other non-disabled employees doing the same or similar work. This policy describes your rights, as it relates to the U.S. AbilityOne Commission® Policy 51.406.

Legal Protections and Legal Standards

As an AbilityOne® contract employee, you have equal legal protections. Examples of federal, state and local protections you are entitled to include but are not limited to:

- Minimum wage, working hours and overtime laws under the Fair Labor Standards Act (FLSA)
- Sanitary and safe working conditions under the Occupational Safety and Health Administration (OSHA), including Bloodborne Pathogens training and how to access Safety Data Sheets (SDS)
- Applicable labor laws and protected characteristics for discrimination under the Equal Employment Opportunity (EEO) and National Labor Relations Act (NLRA)
- Applicable job-protected leave under the Family and Medical Leave Act (FMLA)
- A drug-free workplace
- Affirmative Action program reporting, including VETS-4212
- Code of Ethics/Code of Business Conduct, as well as a way to report concerns retaliation-free
- Verifying your identity and employment eligibility under The Immigration Reform and Control Act of 1986 (IRCA) and through the use of E-Verify

Employment Benefits

Employee benefit eligibility is based on your work schedule status: full-time, part-time, or casual. The following are the benefits employees are eligible for under each status.

Full-time (30+hours/week)	Part-time (20+ hours/week)	Casual (<20 hours/week)
Health insurance	403 (b) Thrift Plan	Military leave
Health Saving Account	Vacation	Unpaid personal leave
Dental insurance	Jury Duty	Employee Assistance Program
Vision insurance	Military leave	Social Security Benefits
Life/AD&D insurance	Unpaid personal leave	Unemployment insurance
Short- & long-term disability	Employee Assistance Program	Worker's Compensation
403 (b) Thrift Plan	Social Security Benefits	
Vacation	Unemployment insurance	
Sick time	Worker's Compensation	
Holiday pay		
Funeral leave		
Jury Duty		
Military leave		
Unpaid personal leave		
Employee Assistance Program		

Social Security Benefits Unemployment insurance Worker's Compensation		
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Eligible employees work with Human Resources regarding benefits:

- At the time of hire for orientation and initial enrollment
- For any mid-year qualifying event changes that may arise
- During annual open enrollment

Complaints

If at any time, you feel you are being treated differently than your peers or Aspiro is not complying with applicable laws or regulations, you are encouraged and have the right to let Aspiro know either verbally or in writing of any alleged violations.

Aspiro has an open-door policy and welcomes employees to share their questions, concerns, suggestions or complaints with their direct supervisor/service coordinator. However, if you are not comfortable speaking with your direct supervisor/service coordinator or you are not satisfied with your direct supervisor's response, you are encouraged to speak with any member of Administration.

You may also report complaints or concerns about suspected ethical and legal violations in writing to Aspiro's Compliance Specialist, who has the responsibility to promptly investigate all reported complaints. As required by the Commission directive in Policy 51.402 6(a)(vii) and consistent with 41 CFR 51-4.3(b)(3), you may also contact SourceAmerica, at 800-999-5963. Additionally, you may call the Department of Defense's toll-free reporting Hotline at 800-424-9098 or the Office of Inspector General at 800-447-8477.

Aspiro has a no retaliation standard. Employees who raise reasonable concerns in good faith such as reporting an ethics violation, or a suspected law violation, such as a complaint of discrimination, suspected fraud, waste, abuse, bribery, conflict of interest or suspected violation of any regulation governing the operations of Aspiro, will not be retaliated against in any form by anyone. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

* The employment benefits only apply to those who are hired employees of Aspiro (versus those who are working in a job skills training program).

Stay Updated on Aspiro happenings



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<https://www.facebook.com/Aspiroinc/>



INSTAGRAM
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EMAIL



You can unsubscribe at anytime.



TEXTS



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ASPIRO APP



Apple Store



ASPIRO APP

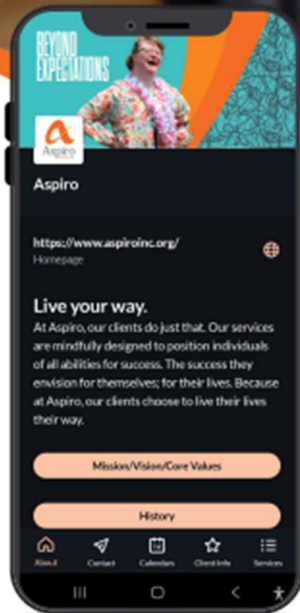


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1673 Dousman St., Green Bay, WI 54303
920-498-2599
www.aspiroinc.org

GET THE NEW APP



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Stay up to date on what is happening at  Aspiro



About the App

Get full access to the Aspiro website for program descriptions, contact information and more. Clients and families can view programming & events, calendars, sign up for activities, and receive notifications from Aspiro.



To Receive Notifications

1. Upon installing the app, ignore the message that says "Turn On Notifications"
2. Click on the "person" icon in the upper left-hand corner
3. Click "Get Started"
4. Create your account and select the notifications you would like to receive
5. Select "Allow" in the notifications pop-up box
6. This will bring you to a profile page. You do not need to fill out a profile. You are all set and will start receiving notifications.

YOUR BILL OF CLIENT RIGHTS

As a client of Aspiro, you have the following rights under Wisconsin Statute sec. 51.61 (1) and DHS 94, Wisconsin Administrative Code and under Wisconsin Statute sec. 51.30 and DHS 92, Wisconsin Administrative Code:

- Confidentiality of your records and conversations with staff. Release of any Aspiro generated information to anyone else requires your written authorization and/or your guardian's (if you have one).
- Give your input in your goals and objectives. Your signature is required on your plan to acknowledge that you understand, developed and agree to your goals and objectives.
- Participate in meetings that involve the review of your goals. Your input and ideas are important to create and maintain your plan.
- See your goals and review information in your case file (that is generated by Aspiro). You can make this request to your Program Specialist/Service Coordinator. Your request will be responded to in a timely manner to allow for any necessary decision-making.
- End your services with Aspiro at any time. Participation is completely voluntary.
- Be treated as a responsible adult.
- Receive services in a place free from verbal, physical, visual, or psychological harassment because of your age, race, color, sex, religion, national origin, citizenship, disability, marital status, or sexual orientation.
- Receive services in a setting free of financial or other exploitation, retaliation, humiliation, or neglect.
- Use the Client Rights and the Grievance Procedure (page 39) to make sure your rights are protected. No one may harass you or threaten you or your witnesses for filing a complaint, grievance or an appeal.
- Investigation and resolution of alleged infringement of rights.
- Require that written, informed consent for services be obtained from you and/or your legal guardian (if you have one) at intake.
- Require informed consent or refusal or expression of choice regarding service participation, service delivery, release of information, concurrent services, or the composition of the service delivery team.
- Decline participation in community outings.
- Choose who you interact with, to the extent possible, given limited staff availability.

CLIENT RIGHTS AND THE GRIEVANCE PROCEDURE

Aspiro recognizes the fundamental responsibility to protect and safeguard the rights of clients. Aspiro adheres to the grievance and appeals policies and protocols of the long-term care funding sources we have contracts with. As outlined here, clients receive:

- A summary of rights under Wisconsin Statute sec. 51.61 (1) and DHS 94, Wisconsin Administrative Code and under Wisconsin Statute sec. 51.30 and DHS 92, Wisconsin Administrative Code (refer to www.dhs.wisconsin.gov form P-23112)
- Instructions on how to use the grievance process
- A copy of the Aspiro Grievance Form

If you feel your rights have been violated, you may submit a written complaint. Your Program Specialist/Service Coordinator can help you with this and give you another copy of the procedure.

What is a Grievance?

A grievance is a complaint, difficulty, disagreement, or dispute concerning your rights. You or your personal representative may file a grievance at any time. This policy does not limit your right to pursue other remedies, including legal action and court processes. You may not be threatened or penalized in any way for presenting your concerns.

Aspiro has a designated Client Rights Specialist, in Human Resources, who participates in the grievance process. This person's name is posted at our Dousman Street and Stiles Road facilities and is located on the back of the Client Rights and the Grievance Procedure for Community Services form P-23112.

Grievance Resolution Stages

Stage 1: Informal Discussion (Optional). If you feel one or more of your rights has been violated, you or your personal representative are encouraged to talk to your Aspiro Program Specialist/Service Coordinator or Program Manager. If you are able to work things out, no further action will be taken.

Stage 2: Grievance Investigation by Aspiro Client Rights Specialist (CRS). If you are unable to work things out, you or your personal representative are encouraged to fill out the Aspiro Grievance Form and give it to the Aspiro Client Rights Specialist. This should be done within 45 days of the time you become aware of the problem. Once the Client Rights Specialist receives the grievance, he/she will investigate it, write a report and deliver a copy of the report to you or your personal representative, the Aspiro Vice President of Services, Aspiro President, and the

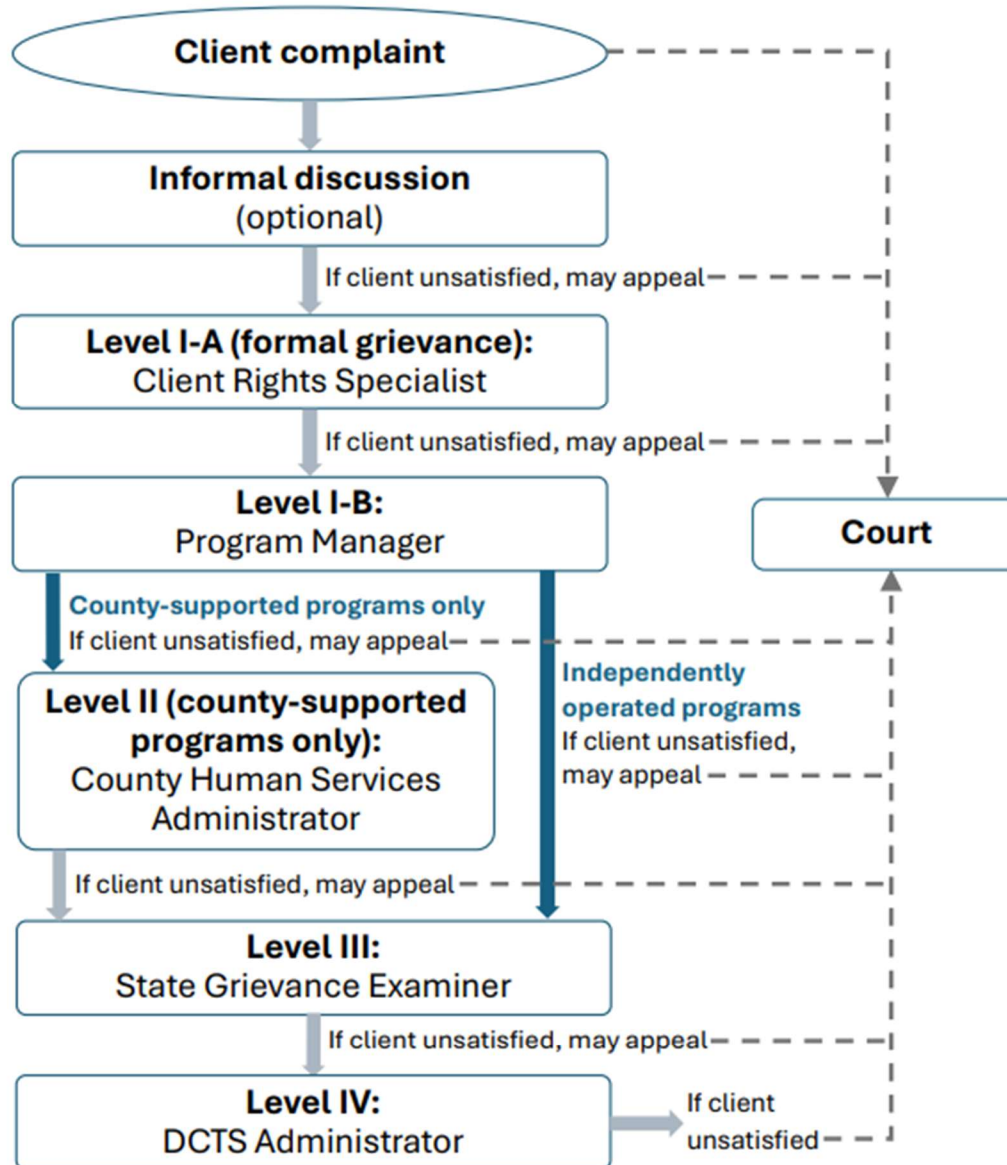
long-term care funding source within 30 days from the date the grievance was filed. If you agree with the report, no further action will be taken.

Stage 3: Review of Grievance Investigation Report by Aspiro Vice President of Services. If you do not agree with the CRS's report, you or your personal representative may appeal the decision with the Aspiro Vice President of Services. He/she will review the grievance, further investigate, if warranted, write a report and deliver a copy of the report to you or your personal representative, the Aspiro Client Rights Specialist, Aspiro President, and your long-term care funding source within ten (10) days of receipt of the CRS's report. If you agree with the report, no further action will be taken.

Stage 4: Long-Term Care Funding Source Review. For county-supported programs only: If you do not agree with the VP's report, you or your personal representative may appeal it with your long-term care funding source. This appeal needs to be made within 14 days of the day you receive the VP's decision. The funding source must issue their written decision 30 days after you request this appeal.

Stage 5: State Grievance Examiner/Final State Review. You or your personal representative may appeal the funding source's decision with the State Grievance Examiner within 14 days of receiving the decision from the previous appeal level. The appeal can be addressed to State Grievance Examiner, Division of Care and Treatment Services (DCTS), P.O. Box 7851, Madison, WI 53707-7851. Any party has 14 days of receipt of the written decision of the State Grievance Examiner to request a final state review by the Administrator of the Division of Care and Treatment Services (DCTS) or designee at the same address listed above.

The Grievance Resolution Process: Community-Based Services



Clients may take their grievance to court at any time during the grievance process. However, a court action on the same issue will normally terminate the grievance process unless there is a good reason to keep the investigation open.



GRIEVANCE FORM

(to be completed within 45 days and given to the Aspiro Client Rights Specialist)

Name of person who the grievance pertains to:

Name(s) of person(s) filing grievance:

Address(es) of person(s) filing grievance:

Telephone number(s) of person(s) filing grievance:

What right(s) do you think were violated:

Describe the action or treatment. Please include who, what, when, where, why, etc. Use the back of this page or additional sheets, if necessary.

Signature, Person Filing Grievance

Date