

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

**Student Handbook**



**2023**

# Table of Contents

## Contents

MISSION .....	3
INTRODUCTION .....	3
REFERRAL SERVICES.....	3
STUDENT SERVICES.....	4
TRAINING SERVICES.....	6
CASE MANAGEMENT SERVICES .....	7
TEAMS .....	7
CODE OF CONDUCT .....	9
CORRECTIVE ACTION PLAN and PERFORMANCE STANDARDS .....	12
POLICIES AND PROCEDURES.....	<b>Error! Bookmark not defined.</b>
CONFIDENTIALITY OF RECORDS AND REPORTS .....	14
PARTICIPATION PREREQUISITE POLICIES .....	16
MEDICAL SUPPORT .....	16
TRAVEL POLICY .....	<b>Error! Bookmark not defined.</b>
MAINTENANCE POLICY .....	<b>Error! Bookmark not defined.</b>
STUDENTS RIGHTS AND GRIEVANCES .....	<b>Error! Bookmark not defined.</b>
WHAT YOU NEED TO BRING TO THE CENTER .....	<b>Error! Bookmark not defined.</b>
WHAT IS PROVIDED BY THE RESIDENCE HALL? .....	<b>Error! Bookmark not defined.</b>
APPENDIX A: CENTER DRESS CODE GUIDELINES.....	20
APPENDIX B: SINGLE SPECIFIED SERVICE .....	21
Access Technology Training for college or competitive employment .....	21
APPENDIX C: STUDENT RIGHTS AND GREVIENCES PROCEDURE .....	22
APPENDIX D: IMPORTANT CONTACT INFORMATION .....	25

## 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.

The Center provides intensive, comprehensive residential and non-residential training services. Residential living immerses students into an environment that creates frequent opportunities to develop and practice the skills they need to achieve independence and self-sufficiency.

Prior to becoming students at the Center, clients are referred to one or many programs. Once the Center receives the referral and all required documentation, the potential student is assessed by a "Referral Committee" that consists of Center staff, leadership, and a medical professional. The referral process includes an initial interview with the client and a review of eye/medical and other medical and other disability related information. The Center will also review the client's Comprehensive Vocational (CVE) and/or Psychological Evaluation (s), and educational achievements.

On occasion, the Referral Committee may determine that a client is not appropriate for entry into the Center for various reasons. For example, if the committee determines that the client would benefit more from Supported Employment Services, Center staff will inform the client and their referring Counselor. Center staff will also refer the client to a contracted service provider that specializes in Supported Employment.

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 is designed to provide you with information about the Center's Training Services, Teams, Performance Standards, action plans, student rights and grievance process, specialized services, and emergency contact procedures.

Our hope is that you will use the information in this handbook to get the most out of your experience at the Center.

## CENTER 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, students 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.

The Center is a well-maintained facility with up-to-date equipment and technology, and professional staff. If you have been referred to the Center, you may have discovered that your vision loss has created some challenges in your daily life and/or has impacted employment. We will provide assessment and training to assist you with addressing these challenges. Upon referral to the Center, we typically provide the following initial services.

**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**

You are expected to keep your room suite doors locked and valuables secured. Room suites must be kept neat, clean, and organized. Alcohol and illegal drugs are prohibited.

### **Residential Services**

All recreation and training equipment at the Center is here for your use and enjoyment. Residential activities help cultivate and maintain personal interests and learn enjoyable ways to spend your spare time. Please remember that the equipment is also here for the benefit of current and future students. We have made every effort 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 may be at the student's expense.

Our goal is to ensure that staff, students, students' possessions, and Center equipment is safe and secure. Consequently, unattended doors in the Residence Hall will be kept locked. (See Residential Life Handbook).

Students staying in the dormitory while attending their training program will typically arrive at the Residence Hall on the Sunday prior to starting classes the following Monday morning.

When you arrive, a Residential Instructor will meet with you to go over the Residential Life handbook and other Center policies and procedures. The instructor will also introduce you to your accommodations.

#### **WHAT YOU NEED TO BRING TO THE CENTER**

1. Appropriate clothing for attending classes, relaxing after class, participating in job interviews 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.

Residential Instructors will assist you on your first day to locate your first class and ensure that you have the assistance you need to arrive at the class. After the first class, each instructor will assist you with getting from one class to the next until you learn your class route and are comfortable navigating to and from your classes. If you have questions about the Center, your room, dining hall, or any other questions, they will help you get answers. Instructors may also introduce you to other students attending

the Center.

Non-residential students are referred to as “Day Students”. If you are a Day student, you will report to the Administration Building on your first day and alert the receptionist that you need to meet with a member of the Case Management team. You will check-in at the Administration Building each day you are on campus, before reporting to your first class of the day. As a Day Student, you are welcome to eat all meals in the dining hall and to participate in any recreational activities.

## 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. Their professional recommendations, your Individualized Plan for Employment (IEP), and your input will be used to develop your Individualized Center Plan (ICP). 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 may 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 blind consumer groups, organizations, and resources.

We encourage you 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 at the Center, you will meet many friendly and professional people who work in teams. These teams were established to help you reach your training goals.

**Medical Team:** A nurse is available to speak with you about medical and/or health related concerns between the hours of 7:00AM to 11:00PM Monday through Friday. On-

call consultations are available after business hours and on weekends. Medical services are located on the first floor of the Residence Hall.

**Administration Team:** Administrative offices are in the Administration 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 and serves as a liaison between you, the Center, and your District Counselor.

**Instructional Team:** Provides quality training services and instruction geared towards your ICP goals.

**Dining Hall Team:** The Dining Hall 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 are responsible for keeping the buildings, grounds, and equipment in working order.

**Residential Team:** The Residence Hall houses all on-campus students. Residential Instructors provide initial orientation and reinforce 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).

## BEHAVIORAL EXPECTATIONS

The Career, Technology, and Training Center encourages an environment of mutual respect between students and staff. We will not tolerate vulgar or offensive language, sexual advances, harassment, or any form of intimidation.

## SEXUAL HARRASMENT

Sexual Harassment is defined as “unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to the advances is made as a term or condition of an individual’s advancement.
- Submission is used as a basis for advancement decisions affecting the individual.
- Such conduct interferes with the individual’s work performance or creates an intimidating, hostile, or offensive working environment.”

We will not tolerate sexual harassment on any level, including:

- Student-to-student (or peer-to-peer)
- Student-to-staff



- Staff-to-student

## REPORTING HARASSMENT AND INTIMIDATION and BEHAVIORAL EXPECTATION VIOLATIONS

If you feel threatened, uncomfortable, or unsafe during interactions with staff or another student, you may report it by completing a Harassment/Intimidation form. An example of the form is included at the end of this handbook. You may also report it to a trusted staff member who will help you take necessary steps to report the incident or help you with submitting a report. Violations of this policy will be appropriately investigated on a case-by-case basis. If you are uncomfortable using the form or speaking with center staff, you may dial 800-342-1828 and speak with a DBS representative who may ask you to share the dates, times, parties involved, and potential witnesses to the incident or incidents.

## CODE OF CONDUCT

You are expected to follow the standards of behavior for public places, school, and work. In line with current and future business practice, we have adopted a “Code of Conduct” that clearly outlines expectations while you participate in training programs at the Center. The Code of Conduct is designed to ensure that each participant engages in appropriate conduct and respects peers, other students, and Center staff.

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

### **Code of Conduct**

While I am a student of the Center, I agree to the following:

1. Respect the rights and comforts of others, both peers and Center staff.
  - a. Promote personal productivity and the productivity of others.
  - b. Communicate thoughts or ideas with appropriate verbal and physical expression.
2. Attend and actively participate in training and specified Center activities.
  - a. Demonstrate progress in applying skills covered in training.
  - b. Actively participate in progress staffing with staff from case management, my VR Counselor, and instructional staff, if necessary. Progress staffing occurs every four (4) weeks.
  - c. Attend any staffing sooner than monthly, if issues arise that require an earlier or more frequent staffing.
  - d. Address identified progress concerns with Case Management and Instructors.

- e. Notify Case Management of planned absence or leave requests. Case Management must approve planned absences and leave requests.
- f. Provide 3-day notice prior to routine doctor visits and previously scheduled commitments.
- g. Alert nursing staff immediately of sudden illness or urgent medical appointments so that the nursing staff can inform the Case Management team.
- h. Clearly communicate dates for extended absences with Case Management.
- i. Verify and confirm the 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 and may require a new referral from your VR Counselor prior to your return.
- j. Avoid excessive absences, tardiness, and lack of notification. Excessive absences and tardiness without notification may result in implementation of a Corrective Action Plan. Continued absences and/or tardiness following implementation of a Corrective Action Plan may result in your training being suspended or immediate exit/dismissal from the Center.
  - i. Excessive absences are defined as three (3) unexcused absent days or three (3) unexcused absences from individual classes.
  - ii. Excessive tardiness is defined as five (5) unexcused tardies per progress period. A progress period is defined as four (4) weeks.
- k. Communicate departure and estimated return times from and back to the Center with appropriate Residential Instructor.

3. Do not loan personal property or financial resources to other students attending the Center. The Center is not responsible for recovery of property and/or resources.

4. I will not possess alcohol, illegal drugs, firearms, ammunition, or other weapons on the Daytona campus. The campus includes the Administration Building, Resident, Dining Hall, the Assistive Technology Building, the Braille and Talking Book Library, the Daytona District Office, all inner and surrounding grounds, and parking lots. The Daytona Campus is State of Florida property.

- a. Possession of any of these items on campus is prohibited and will be grounds for immediate termination of your training at the Center.
- b. Returning to the Center under the influence of alcohol or drugs and inappropriate behavior while on campus may result in Center staff contacting law enforcement. You may also be expelled from your training program.

5. Display socially appropriate behaviors.

- a. Physical violence is prohibited. You may be reported to law enforcement

and result in your termination from the program.

6. Refrain from smoking inside Center buildings or outside of designated areas.
  - a. Smoking, chewing, dipping, or vaping inside any building or in a state vehicle is prohibited. Center staff will direct you to the Center's designated smoking areas.
7. Use safety when traveling, including use of proper mobility and orientation tools.
  - a. Practice safety. If you are endangering yourself, other students, or staff, you will be required to use a cane or Guide Dog.
  - b. If you arrive with a mobility tool, you must use the mobility tool safely and properly. Center staff may also provide proper instruction as a part of the training program.
  - c. If you are prescribed a cane through a Center mobility instructor during the two-week evaluation period or after mobility classes start, you are required to use the cane while in classes and in off-campus activities sponsored by the Center. If you do not comply with the Orientation and Mobility recommendations after an adjustment period, you will be required to return to the Residence Hall to retrieve your white cane.
  - d. If you are a new student, you will work in cooperation with all instructors (under the direction of the O&M team) in order to adhere to the recommendations following your two-week O&M assessment.
8. Instructors will mark you as tardy if you are required to return to your room to retrieve your cane. You will be marked absent if you do not return to class or if you return to class after 30 minutes of missed class time.
9. If you use a guide dog, you must use your dog when traveling on campus. You will:
  - a. Accept responsibility for ensuring that your dog behaves appropriately and leashed when outside of the room suite.
  - b. 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.
  - c. Avoid leaving your dog in the room suite for several hours while attending classes or participating in other activities.
  - d. Comply with instructions and procedures taught by your preferred guide dog school.
  - e. Groom your dog regularly to decrease shedding.
  - f. Bathe your dog in a designated area equipped with running water.
  - g. Park (bathroom) your dog at regular intervals.
  - h. Clean up after your dog using clean-up bags and a trash receptacle available for this purpose.
  - i. Provide food and water for your dog (food should be stored in a container).

- j. Maintain control of your guide dog. This is particularly important in the classroom to avoid disruptions or distraction from classroom activities.
  - k. Provide flea and tick prevention. This is important for the health and safety of other guide dog teams at the Center.
  - l. Provide documentation that your dog's vaccinations are current prior to arriving at the Center.
10. Dress appropriately for training activities in closed-toe shoes, clean, business casual attire. Clothing should be in good condition and should not contain inflammatory, demeaning, or sexually suggestive language. (See Appendix A).
- a. Profession business attire (when required), and on Professional Development Thursdays.
  - b. Practice good hygiene.
  - c. Use soap, deodorant, shampoo, and conditioner regularly.
  - d. Maintain good oral hygiene.
  - e. Maintain appropriately groomed hair (including facial hair).
  - f. Avoid excessive use of perfumes, colognes, and body sprays.
  - g. If hygiene is not maintained, you will be asked to return to your room suite to address the issue. The instructor will notify Case Management.
11. Reduce distractions from electronic devices by turning them off or placing them on vibrate.
- a. Keep your conversations private. Do not use the speaker function of your cell phone. We recommend you use an earpiece.
  - b. If you are expecting an urgent call, advise the instructor so that you may be excused to take your call out of the classroom.
12. Maintain a safe, clean, and orderly room suite that is free from food and drink spills.
13. Notify the nurse on duty of health conditions that necessitate emergency food so that the Center can make provisions.
- a. Practice home and personal management skills learned in class. Instructional staff are 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.
- a. Visitors must leave the Residence Hall by 9:00 p.m. and be off campus by 10:00 p.m. (See Residential Life Handbook)

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 state-

managed facility, This code provides tools to enhance 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 and frequently, thereby enhancing personal safety, independence, and employability.

## POLICIES AND PROCEDURES

The following sections are the policies and procedures of the Center. They serve as operational guidelines for Center staff and information for interested stakeholders such as DBS staff, students, community advocates, and other interested community partners. They have been attached to the student handbook to ensure that students who participate in training at the Center understand the operational guidelines for various topics. Students should understand that staff will follow the guidelines expressed in these policies. The policies and procedures have been included for the following areas:

- Performance Standards and Corrective Action Plans
- Drug and Alcohol Policy
- Confidentiality of Records and Reports
- Participation Prerequisite Policies
- Medical Support
- Travel Policy
- Maintenance Policy
- Student Rights and Grievances

### **Performance Standards and Corrective Action Plan Policy and Procedures**

Performance standards are designed to help students reach the goals outlined in their “Individualized Center Plan.” Students who are not able to meet specified standards, will be placed on a “Corrective Action Plan.” The corrective action may include a verbal warning, suspension, or immediate termination from the Center.

A Corrective Action Plan will be created to address identified barriers and/or behaviors that prevent students from achieving their 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 which will include the student, Center case manager, instructional staff, District Employment Counselor and/or the student’s significant support system.

A Corrective Action Plan will:

- Identify the performance standard or skill to be addressed.
- Specify actions to be taken to address performance issues.
- Specify the time frame to address and finalize the standard or skill to be corrected.
- Specify the date of the next staffing to measure progress OR
  - Provide notification of immediate notification suspension of training OR
  - Inform of immediate termination of training
- Be signed by 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.

### **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 address substance abuse. Drug or alcohol testing may be required to ensure that the student is not or is no longer engaging in the use of alcohol or illegal drugs. 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 or if there are indication of potential drug (including prescription) abuse. 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 Bureau Chief 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.

The student has written consent or, as appropriate, the written consent of the 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:
  - a. 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.
  - b. 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 a student is 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 that 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 who require 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 of ensuring that he/she has all prescription



medications and that he/she can self-administer medications, as prescribed.

- a. The student brings at least a 30-day supply of prescription medications, and any over-the-counter medications needed for common complaints such as headaches, upset stomach, heartburn, etc. Center staff recommends bringing a 60 to 90 supply of medications, when possible.
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. If 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. Center staff knowledge of such statements requires action in the best interest of the student.
5. Students who require a recovery period after hospitalization due to injury or illness, 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 their home location will be arranged by the student's District Employment Counselor. The Center will provide travel funds to the student's home location for medical appointments, Center emergency evacuation and final trip home when the student exits from the training program at the Center. The Case Management team will facilitate travel arrangements back to the student's home location.

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

### **Maintenance Policy**

Maintenance is monetary support provided to an individual for expenses, such as food, shelter, and clothing that are in excess of the normal expenses of the individual and that are necessitated by the individual's participation in an

assessment for determining eligibility and vocational rehabilitation needs or the individual's receipt of vocational rehabilitation services under an IPE.

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 per month for the same training purposes. The maintenance check will be picked up at the Administrative office at the beginning of each month. Students 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.

### **Other Guidelines and Expectations**

In addition to the policies and procedures, we have attached other guidelines and information that will be helpful for students to know.

- Appendix A: Center Dress Code Guidelines
- Appendix B: Single Specified Service
- Appendix C: Student Rights and Grievances
- Appendix D: Important Contact Information

**Agreement and Signature:**

We hope this handbook helps you understand the goals and intent of the Center, our expectations of you (the student), center policies and your rights. If you have additional questions, concerns, or need more information, please call our toll-free number at (800) 741-3826. Together, we can help you to reach your full 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:

- a) 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.
- b) Clothing that is worn in a manner that exposes the person's undergarments or torso.
- c) Clothing that is torn, ripped, cut-off, or dirty.
- d) 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.
- e) Low cut or revealing tops.
- f) Sheer/see-through tops without appropriate undergarments.
- g) Hunting camouflage clothing.
- h) Mini-skirts, dresses, and shorts above the mid-thigh.
- i) Dresses, skirts, and shorts with slits above the mid-thigh.
- j) Revealing low cut pants
- k) Any flat flip-flop style shoe, water shoes, slippers, bedroom shoes

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

- a) Business jacket or sports blazer
- b) Button-down business shirts (ties not required)
- c) Polo shirts
- d) Business blouses
- e) Business dresses, skirts, or slacks
- f) Khaki pants or slacks
- g) Dress pants
- h) Casual, dress shoes (no tennis shoes or open-toe shoes)

## APPENDIX B: SINGLE SPECIFIED SERVICE

### Access Technology Training for college or competitive integrated 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.
- The 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

Students are encouraged to ask questions and share suggestions and concerns. It is always the 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.

**\*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 Bureau Chief, and to the student in the format requested.

**Step Two:** If there is no resolution, the student may request a meeting with the Center Program Administrator and/or Bureau Chief, 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 will contact the Center to gather 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 will 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 the Client Assistance Program (CAP) at Disability Rights Florida.

The DOAH impartial hearing officer will decide 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.

The Client Assistance Program at Disability Rights Florida was established to assist 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.

The Client Assistance Program at Disability Rights Florida services are free, and is independent of all state agencies providing services to individuals with disabilities. The Client Assistance Program at 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 The Client Assistance Program at Disability Rights Florida at any time.



## APPENDIX D: IMPORTANT CONTACT INFORMATION

The Career, Technology, and Training Center  
408 White St.  
Daytona Beach FL 32114  
Main phone: (386) 258-4444  
Fax number: (386) 239-6108  
Toll free: (800) 741-3826  
Vocational Rehab Administrator: (386) 254-3831

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

The Client Assistance Program at Disability Rights Florida  
(800) 342-0823  
TDD: (800) 346-4127

Votran Gold Paratransit: (386) 322-5100

Yellow Cab: (386) 255-5555